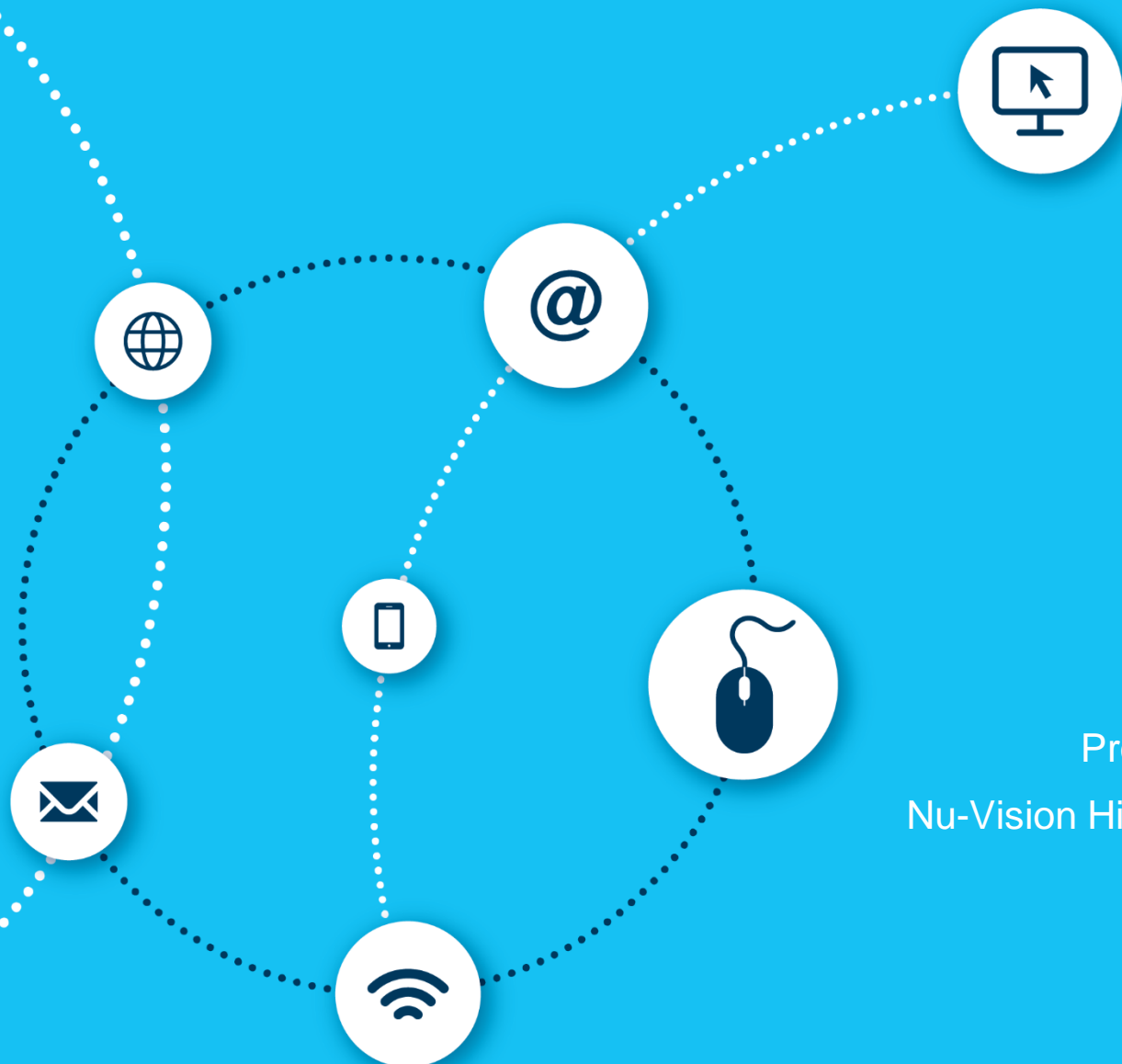


# ICDL ONLINE COLLABORATION

Syllabus 1.0  
Learning Material



Provided by:  
Nu-Vision High School

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Screen shots used with permission from Microsoft. Tool and application-specific details are correct as of May 2016. Online tools and applications are subject to frequent update and change.

## **ICDL Online Collaboration**

The ICDL Online Collaboration module is designed to give you the skills to set up and use online collaborative tools, including file storage, productivity applications, social media, web meetings and more. An increasing number of work-related meetings and projects are being carried out online through collaborative methods, allowing people to work together without having to be in the same room, or even country.

On completion of this module you will be able to:

- Understand the key concepts relating to online collaboration and cloud computing.
- Set up accounts to prepare for online collaboration.
- Use online storage and web-based productivity applications to collaborate.
- Use online and mobile calendars to manage and plan activities.
- Collaborate and interact using social networks, blogs, and wikis.
- Schedule and host online meetings and use online learning environments.
- Understand key mobile technology concepts and use features such as e-mail, applications, and synchronisation.

### **What are the benefits of this module?**

Being capable of hosting and taking part in online work sessions and meetings is a core skill for the modern professional. This module covers the key skills needed to understand the main concepts relating to online collaboration and cloud computing. Once you have developed the skills and knowledge set out in this book, you will be in a position to become certified in an international standard in this area - ICDL Online Collaboration.

### **What collaborative tools are covered in this book?**

A range of different tools from different technology providers are covered in this book. Because there are so many different collaborative tools – and because these tools change so quickly – it is not possible to provide a comprehensive set of specific instructions relating to all tools that you may use. Instead, examples of typical tools are provided. You can then generalise the relevant skill from these examples to the tools that you actually use, if they differ.



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# ICDL ONLINE COLLABORATION

<b>LESSON 1 - COLLABORATION CONCEPTS .....</b>	<b>1</b>
1.1 Key Concepts of Online Collaboration.....	2
1.2 Cloud Computing .....	5
1.3 Review Exercise .....	7
<b>LESSON 2 – PREPARATION FOR ONLINE COLLABORATION.....</b>	<b>8</b>
2.1 Common Setup Features .....	9
2.2 Setup of Online Collaborative Tools .....	11
2.3 Managing Account for a Collaborative Tool .....	19
2.4 Review Exercise .....	22
<b>LESSON 3 – USING ONLINE COLLABORATIVE TOOLS.....</b>	<b>23</b>
3.1 Understand and Use Online Storage.....	24
3.2 Use Common Productivity Applications.....	28
3.3 Use Online Calendars .....	35
3.4 Identify and Use Social Media Tools .....	41
3.5 Use Online Meeting Tools .....	53
3.6 Understand and Access Online Learning Environments.....	69
3.7 Review Exercise.....	74
<b>LESSON 4 – MOBILE COLLABORATION .....</b>	<b>75</b>
4.1 Mobile Devices and Operating Systems.....	76
4.2 Using Mobile Devices.....	78
4.3 Managing Apps .....	82
4.4 Synchronising content.....	83
4.5 Review Exercise.....	85
<b>ICDL SYLLABUS .....</b>	<b>86</b>



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# **LESSON 1 - COLLABORATION CONCEPTS**

In this section, you will learn about:

- Key concepts of online collaboration
- Cloud computing

# 1.1 KEY CONCEPTS OF ONLINE COLLABORATION

## Concepts

Online collaboration has risen to great prominence in recent years, especially with the rise of social networking; “Web 2.0”, with its emphasis on user-generated content; and virtual technologies. Information and Communication Technology (ICT) can support and promote online collaboration.

The main types of services and tools supporting online collaboration include:

Services	Tools
<ul style="list-style-type: none"> <li>• Cloud computing</li> <li>• Mobile technology</li> </ul>	<ul style="list-style-type: none"> <li>• Productivity applications</li> <li>• Social media</li> <li>• Online calendars</li> <li>• Online meetings</li> <li>• Online learning environments</li> </ul>

### Key Characteristics of Online Collaborative Tools

- **Multiple users**  
Multiple users can access, work and contribute on the same document or projects.
- **Real time**  
Responses, editing and updates are shown immediately, thus saving time for all involved.
- **Global reach**  
As long as there is Internet connection, almost all of the available online collaboration tools can be accessed from any location. Dispersal of information globally is also greatly enhanced.
- **Concurrent access**  
Concurrent multiple user access allows for faster editing and decision making on tasks.

### Benefits of Using Online Collaborative Tools

- **Shared files and calendars**  
Web-based file management and collaboration platforms offer the freedom to access stored documents no matter where they happen to be. The tools have a variety of tracking capabilities that make it easy for users to see the evolution of shared files and scheduling tasks, from tracking who made the latest changes to a document, to how the document was before the changes, to tagging a colleague to review the document.
- **Reduced travel expense**



Co-workers in different states or even countries can easily work together on the same project, helping organisations put together the best possible team for a project, regardless of employees' various locations. This saves a lot of monetary resources for an organisation when arranging for meetings, training or reviews.

- **Ease of communication**

Collaboration raises the communication level among the team members, groups or organisations, thereby leading to a better understanding and tolerance of others on a more personal and professional level. With improved communications comes more reliable information, which can be attributed to the variety of tools available.

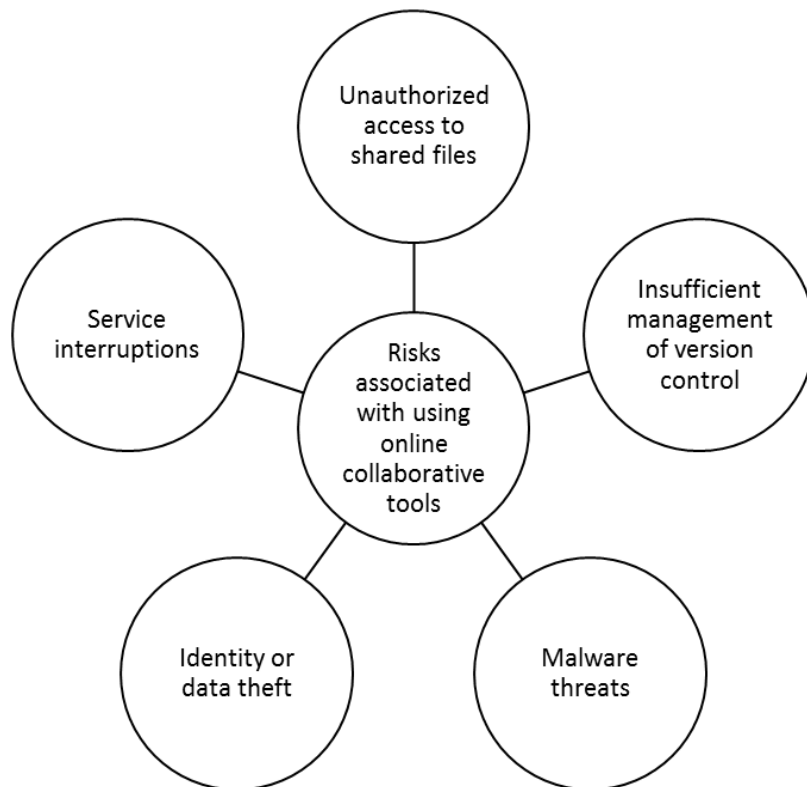
- **Enhanced teamwork**

When there is teamwork and collaboration there is an increase in productivity, as members work together while having their individual interests heard. When people work as a team to collaborate, they combine their knowledge with their resources and skills in order to reach their overall goal.

- **Global access**

As long as there is an Internet connection, users can be working remotely from anywhere in the world. This means that it is possible for a team to be completely dispersed while still working in an organised way.

### Risks Associated with Using Online Collaborative Tools



- **Unauthorised access to shared files**  
It is essential to protect documents and the information they contain from improper disclosure to unauthorised parties, especially when files are shared across the extended enterprise. This requires strong authentication and access controls to ensure that only the right people can see the information.
- **Insufficient management of version control**  
While many may have legitimate access needs to see and review files, not everyone needs the ability to change them. Access and version controls must be enforced to ensure that only the right people can make changes to the information in order to protect the integrity of the information in the files.

Providing access while protecting confidentiality and integrity of electronic files requires that there is a robust audit trail to understand who did what to a file and when. Organisations need the ability to track what happens to a file as well as the information contained within it.

- **Malware threats**  
Malware is short for malicious software and is an umbrella term used to refer to viruses, worms, Trojans, spyware, adware, and other forms of malicious code. It is designed to disrupt computer operation, gather sensitive information, or gain unauthorised access to computer systems.
- **Identity or data theft**  
Identity theft is a method of stealing someone's personal information and pretending to be them by assuming that person's identity, typically in order to access resources or obtain credit and other benefits in that person's name.  
  
Data theft is the illegal access (reading, editing, or copying) of data without the data owner's authorisation.
- **Service interruptions**  
Internal and external network and server downtime can impact on the availability of collaborative tools.

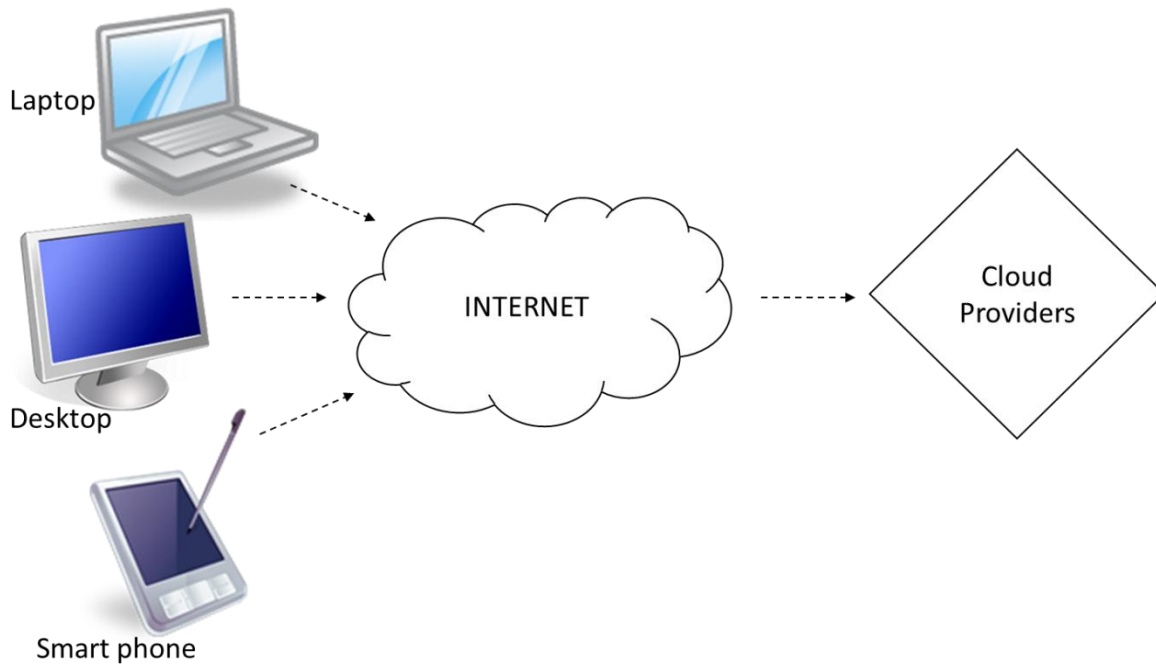
### **Importance of Intellectual Property Rights**

Technology licensing and collaboration can put intellectual property at risk through intentional or inadvertent exposure. The ownership of copyrights, trademarks, patents, and products must be protected to prevent theft, misuse and illegal financial gains.

## 1.2 CLOUD COMPUTING

### Concepts

Cloud computing is the use of computing resources that are delivered as a service over the Internet. End users access cloud-based applications through a web browser or a light-weight desktop / mobile app while the business software and user's data are stored on servers at a remote location.



Cloud computing facilitates online and mobile collaboration in 2 main ways:

1. Provides storage of shared documents and files.
2. Has a range of online applications and tools.

## Benefits of Cloud Computing for Users

- **Reduced cost**  
Upfront infrastructure and travel costs can be avoided.
- **Enhanced mobility**  
Cloud computing provides the opportunity to work and access information and services from virtually anywhere.
- **Scalability**  
Cloud computing has “on-demand” provisioning of resources on a self-service basis in near real-time across a large pool of users
- **Automatic updates**  
With applications hosted centrally, updates can be released without the need for users to install new software.

## Risks of Cloud Computing

- **Dependence on provider**  
The most basic drawback of cloud computing is that you need an Internet connection and a service provider to access the cloud. This direct tie to the Internet and a provider means that this system is prone to outages and service interruptions at any time. This could occur in the middle of a task or transaction, meaning the action could be delayed or lost entirely.
- **Data protection and control**  
Even data hosted in-house is not secure, so organisations are sometimes understandably concerned about moving data offsite. With data offsite, new avenues for attack are available, and the fact that it will be travelling over an external network may make it easier to be intercepted.
- **Potential loss of privacy**  
Increased use of collaborative tools by its nature facilitates sharing information with potentially large numbers of people. This creates a heightened risk of sensitive data relating to either an individual or organisation being shared widely.

---

## 1.3 REVIEW EXERCISE

1. Which of the following is **not** a key characteristics of online collaborative tools:
  - a. Global reach
  - b. Concurrent access
  - c. Single user
  - d. Real time
  
2. Two of the benefits of using online collaborative tools are reduced \_\_\_\_\_ and \_\_\_\_\_ access.
  - a. cost and global
  - b. time and single
  - c. security and multiple
  - d. cost and local
  
3. Which of the following is an example of using an online collaborative tool?
  - a. Noting down meeting minutes.
  - b. Taking photos during company event using a smart phone.
  - c. Sending a meeting invite to project team members using online calendar
  - d. Recording a sales training using video camera.
  
4. Protect the ownership of copyrights, trademarks and patents. This statement describes the importance of \_\_\_\_\_.
  - a. Data protection act
  - b. Intellectual property rights
  - c. Cyber bullying
  - d. Internet protocols
  
5. Which of the following is a risk associated with cloud computing?
  - a. Enhanced mobility
  - b. Automatic updates
  - c. Scalability
  - d. Loss of privacy

---

## **LESSON 2 – PREPARATION FOR ONLINE COLLABORATION**

In this section, you will learn how to:

- Understand common setup features
- Set up software to support online collaboration

## 2.1 COMMON SETUP FEATURES



### Concepts

First of all, a successful online collaboration tool needs to be easy to use and set up. It also needs to be secure and to have the features that will fit your purposes. The three most sought after features in collaboration tools are:

**1. Group connections**

Helps you keep in touch with your group on a frequent basis.

**2. Communications services**

Essential in collaboration tools, although it will vary from one tool to another. The best bet is to have several alternatives to choose from, whether it is chat / IM, email, or video conferencing.

**3. Document libraries**

Document libraries are needed to store product literature, presentations, meeting notes, policies, and so on. Organisations with up-to-date documentation will give you knowledge resources to help in your job.

### Additional Applications and Plug-ins

Additional applications and plug-ins may need to be installed to use certain online collaborative tools. A plug-in is a small program needed by the collaborative tools to function.

Examples of additional applications and plug-ins include:

- **Java**  
<http://java.com/en/download/index.jsp>
- **Flash Player**  
<http://get.adobe.com/flashplayer/>
- **Microsoft Silverlight**  
<http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>
- Internet browsers such as **Google Chrome** or **Mozilla Firefox**  
<https://www.google.com/intl/en/chrome/browser/>  
<http://www.mozilla.org/en-US/firefox/new/>

## Common Equipment Used to Support Online Collaboration

### Webcam



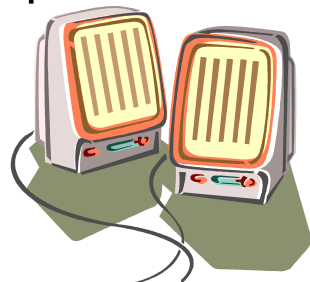
A video camera connected to the computer that transmits video feeds. Most modern day laptops come with a built in video camera.

### Microphone



A microphone is used to convert sound, such as speech, to a digital signal. Generally laptops have a built in microphone.

### Speakers



Computer speakers, or multimedia speakers, are used to play digital audio so that it can be heard.

## Firewall Restrictions

Firewalls are a key part of keeping networked computers safe and secure. A network's firewall builds a bridge between the internal network or a computer it protects and, usually, an external network, such as the Internet. The firewall only allows traffic from the external network if it is secure and trusted. Firewall restrictions may cause accessibility issue for users of collaborative tools.



## 2.2 SETUP OF ONLINE COLLABORATIVE TOOLS

### Concepts

#### VoIP

Voice over Internet Protocol (VoIP) caters for the delivery of voice communications and multimedia sessions over the Internet. By using some of the free VoIP software that is available to make Internet phone calls, you can bypassing the phone company (and its charges) entirely.

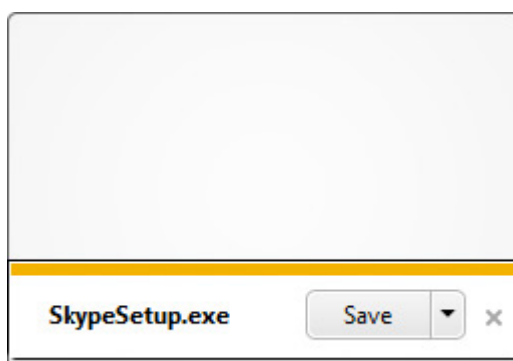
One the most popular free VoIP software is **Skype**.



### Steps

To download Skype:

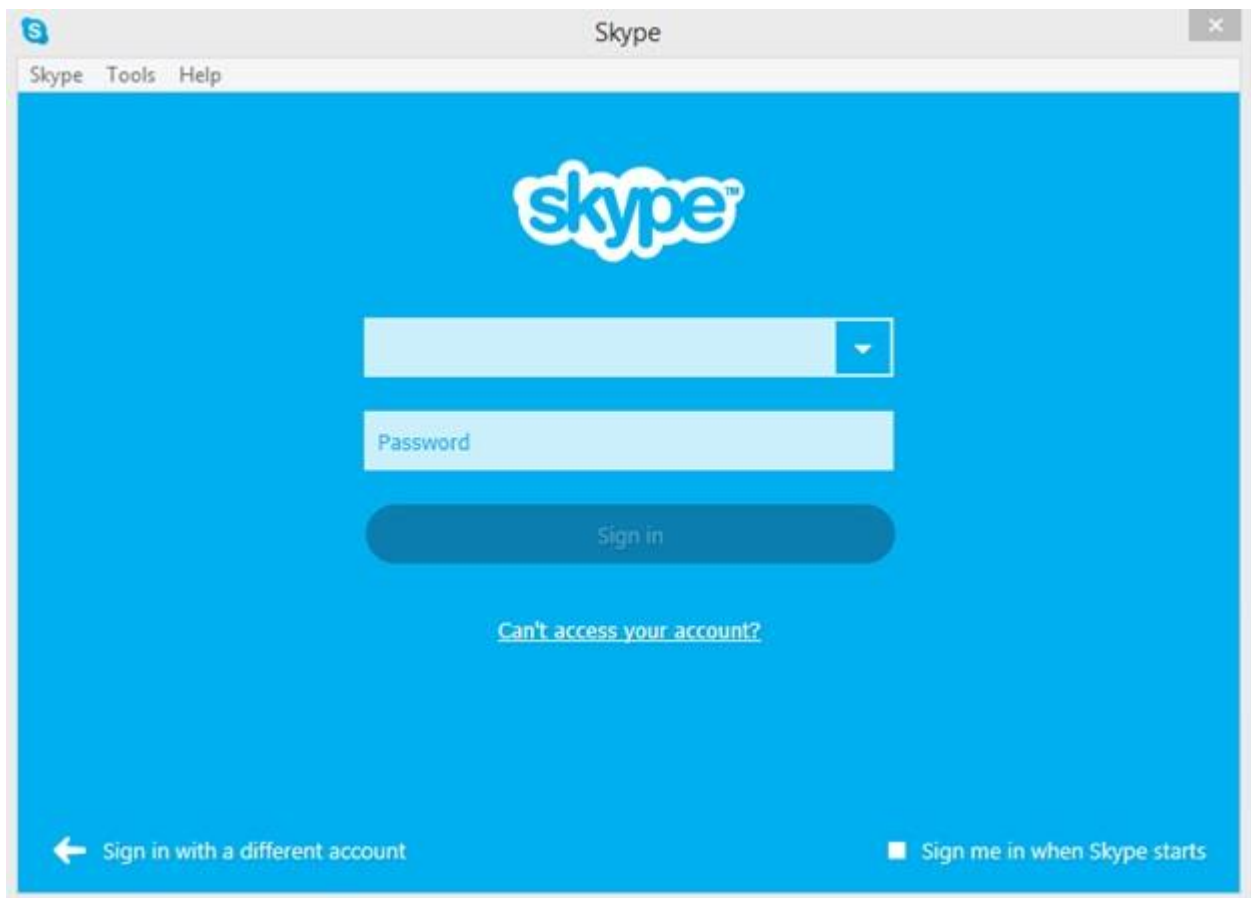
1. Go to <http://www.skype.com/en> webpage.
2. Click on the **Join us** link.
3. For those with an existing **Microsoft** or **Facebook** account it is possible to sign in using existing credentials. Otherwise, proceed with the registration.
4. Download the software using the link provided.
5. Save the **Skype Setup Application** to the computer.



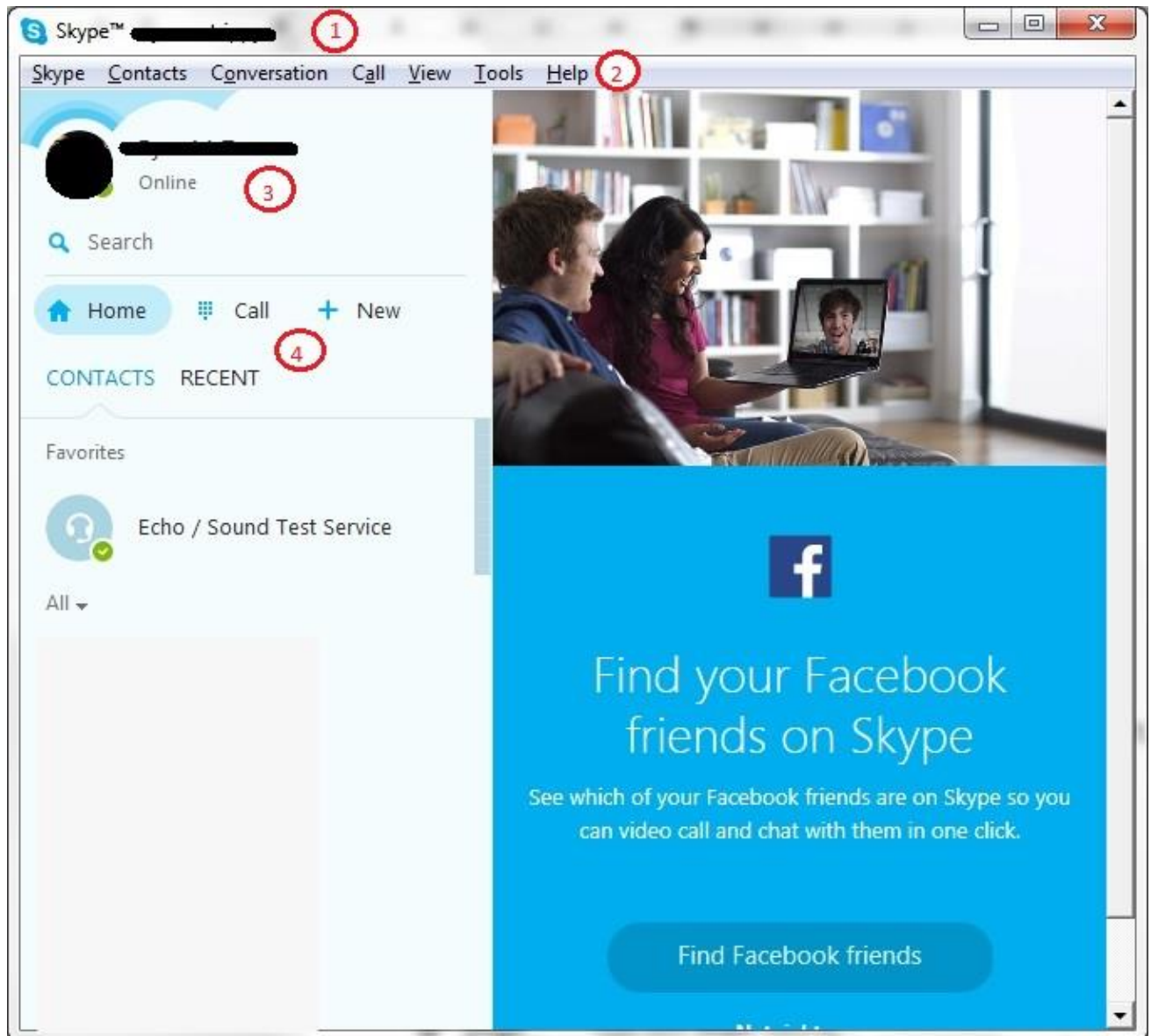
6. Double click on the **Skype Setup** file and then follow the instructions to complete the installation.



7. Launch the **Skype** application and sign in with your **Skype Name** and **Password**.



8. Follow through the steps to setup the profile.



① **Skype Name** The name you use to sign in to **Skype**. If you first signed in to **Skype** with your Microsoft or **Facebook** account, you will see the name displayed in the **live:xxx** or **fb:xxx** format.

② **Menu Bar** Includes **Skype** commands.

③ **Status Bar** Change **Skype** status and display name from here.

④ **Skype Toolbar** Most used **Skype** features.



Skype Home



Call phones



Group Voice Call



Add contacts

## Concepts

### IM

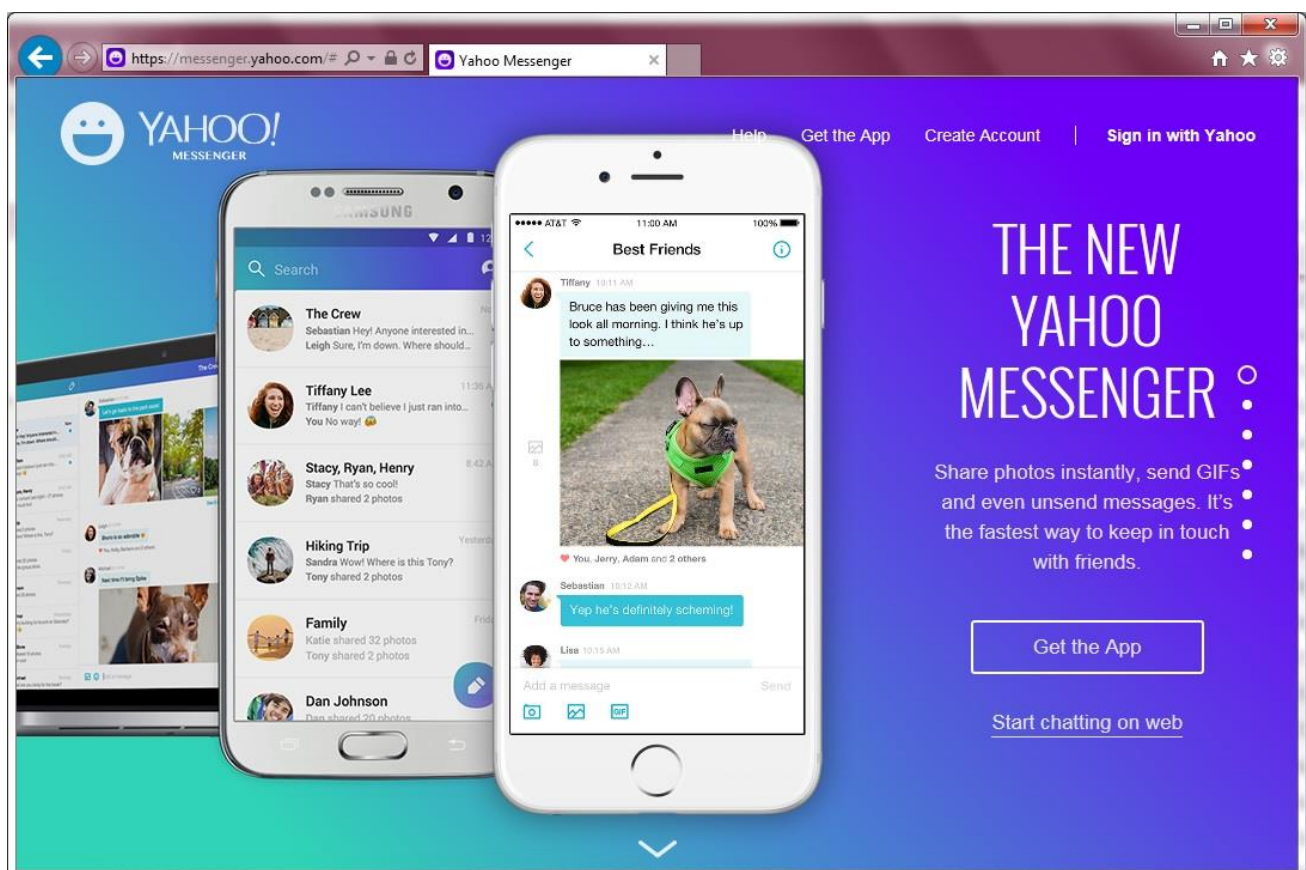
Instant messaging (IM) is a type of online chat which offers real-time text transmission over the Internet. More advanced instant messaging can add file transfer, clickable hyperlinks, Voice over IP, or video chat.

An example of popular IM software is **Yahoo Messenger**.

## Steps

To install Yahoo Messenger:

1. Go to <http://messenger.yahoo.com/> webpage.



2. Follow the instructions to install **Yahoo Messenger** on your mobile device.

## Concepts

### Document Sharing

**OneDrive** is an option available for sharing documents online. It lets you sync all your files and folders across your computers and devices, and provides enough cloud storage for your most important files. An additional storage option from

**Microsoft** include **Hotmail**, which offers enough storage for you to store your email, calendar, and contacts.

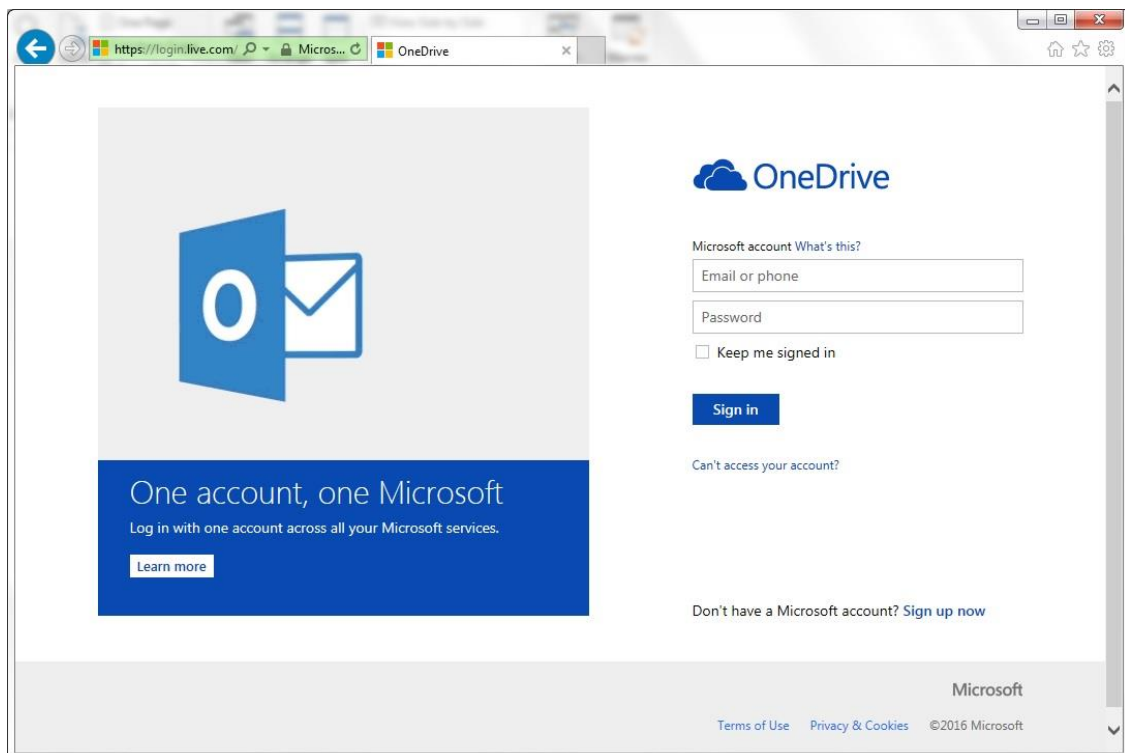


## Steps

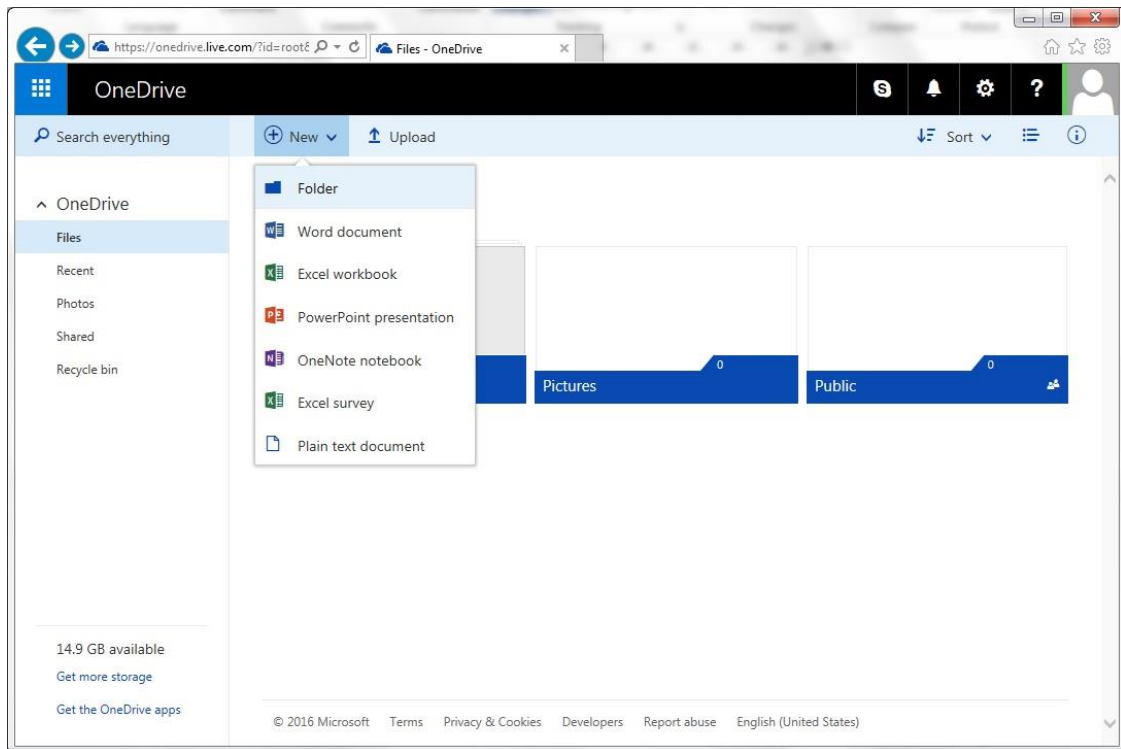
To set up an account with **OneDrive**:

1. Go to the webpage <https://onedrive.live.com> and click on **Sign up**.

If you use **outlook.com** or **Xbox LIVE**, you already have a **Windows Live ID**. It can be used to sign in to **OneDrive**.



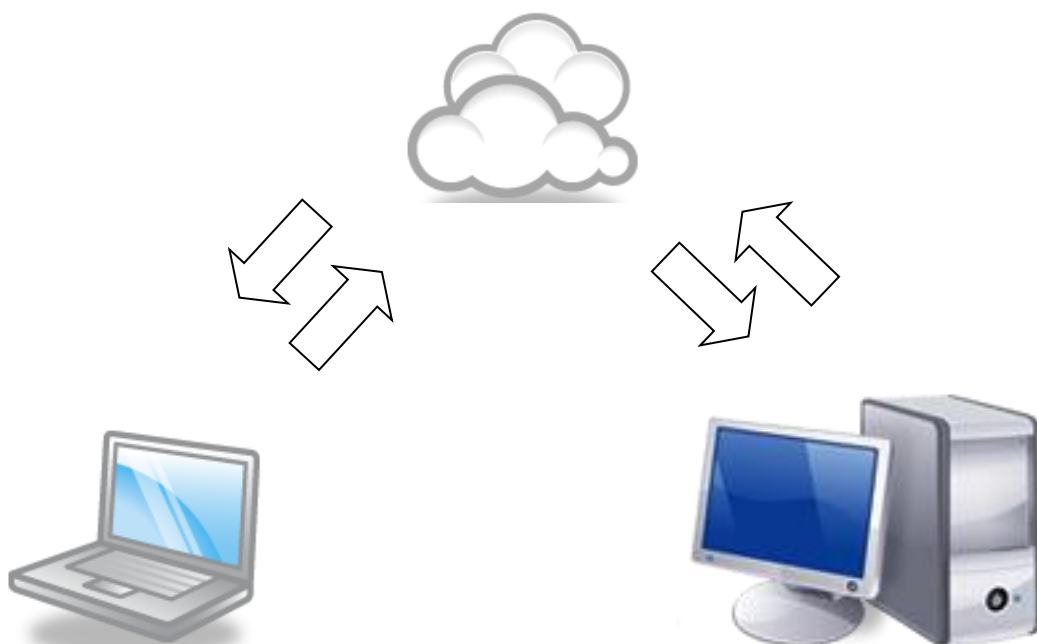
2. Create required folders by clicking on **New** and selecting the **Folder** option.



3. Drag and drop the files into the box or use the **Upload** button to select them from your computer.

**OneDrive for Windows** allows you to access **OneDrive** from your computer. When you install **OneDrive**, a **OneDrive** folder is created on your computer and the content is automatically kept in sync between your device(s) and **OneDrive.com**, so you can get to your latest files from virtually anywhere.

Whenever you add, change, or delete files in one location, all the other locations will be updated.



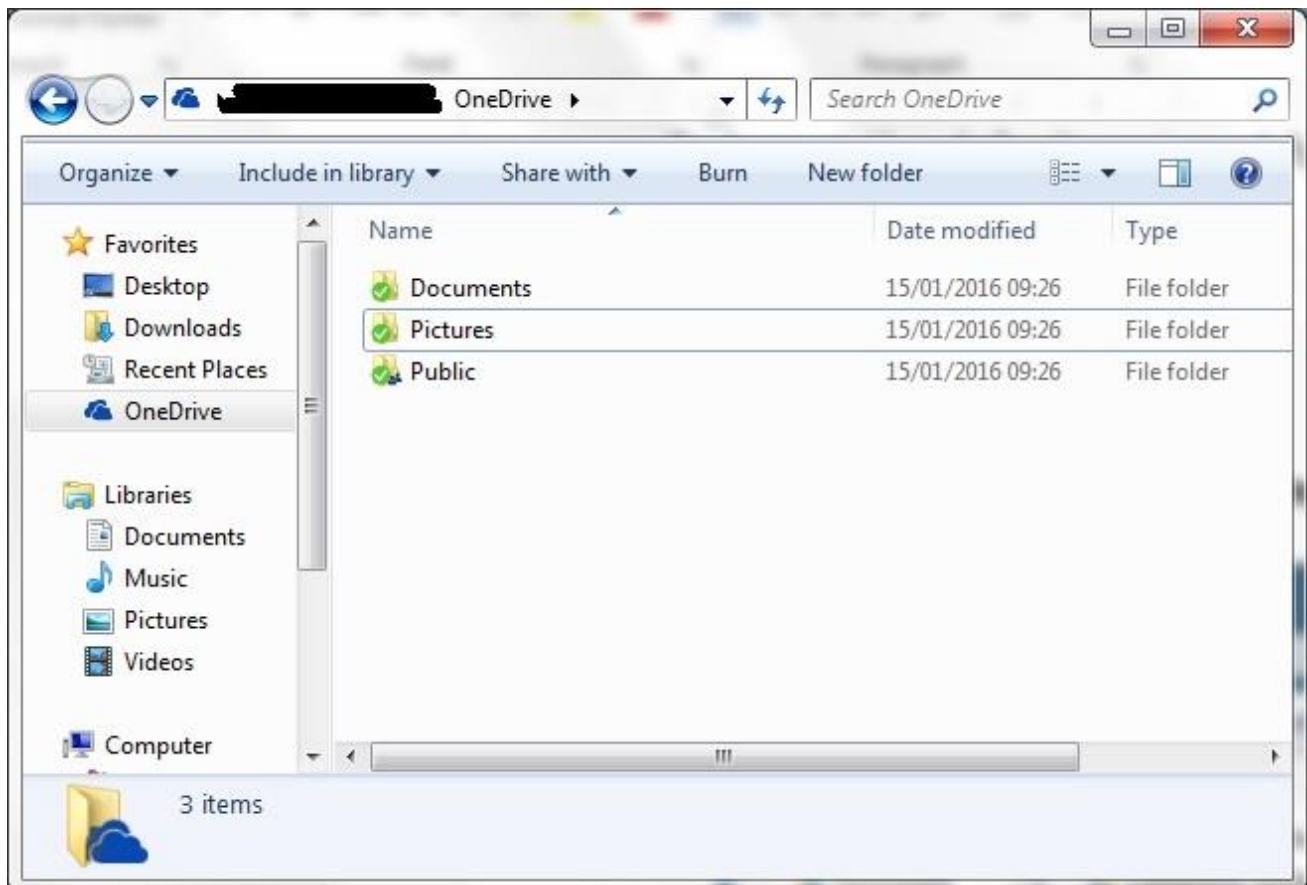


## Steps

To install **OneDrive**:

1. In the **OneDrive** account, click on **Get the OneDrive apps**.
2. On the **Microsoft OneDrive** webpage, click the **Download** button.
3. Click the button **Run** for the **File Download** dialog box.
4. Once the installation is completed, click on the **Get Started** button.
5. Accept the default assigned folder or create a new folder by clicking the **Change** button.
6. Click **Next**.

Click **Done**. A folder synchronised with **OneDrive** will be created.



## Concepts

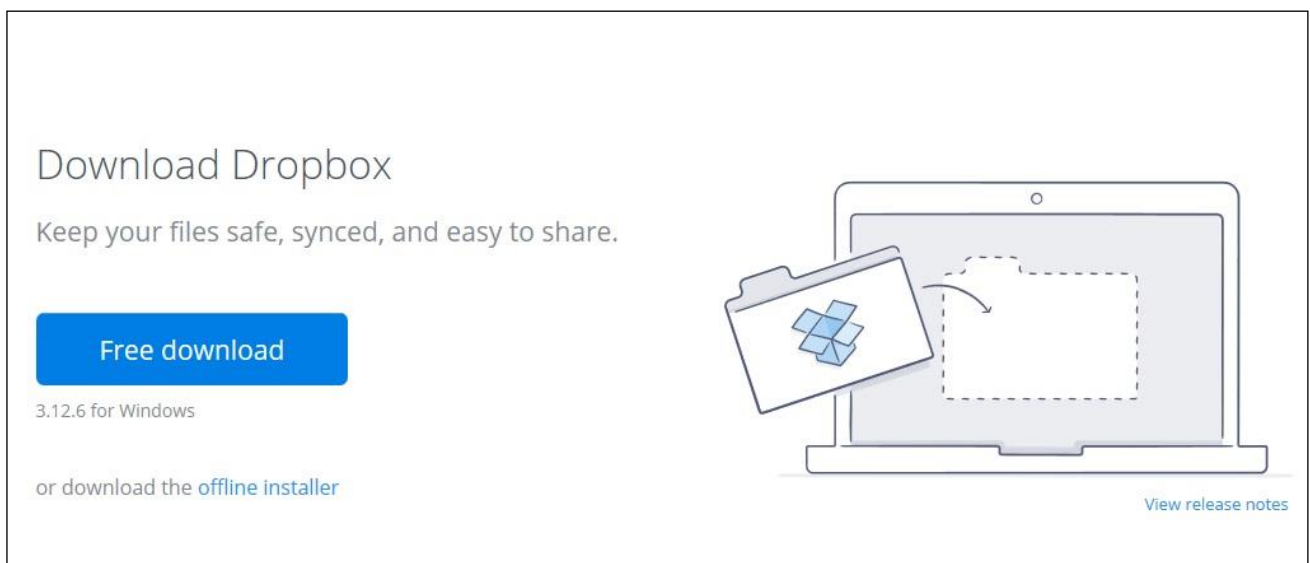
### Dropbox

**Dropbox** is a free service that lets you bring your photos, documents, and videos anywhere and share them easily. It is one of the most popular cloud storage services available on the web.

## Steps

To install **Dropbox**:

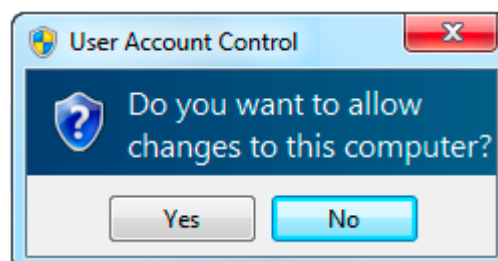
1. Go to <https://www.dropbox.com/install> and click on **Free download**.



2. Run the **Dropbox** installer.

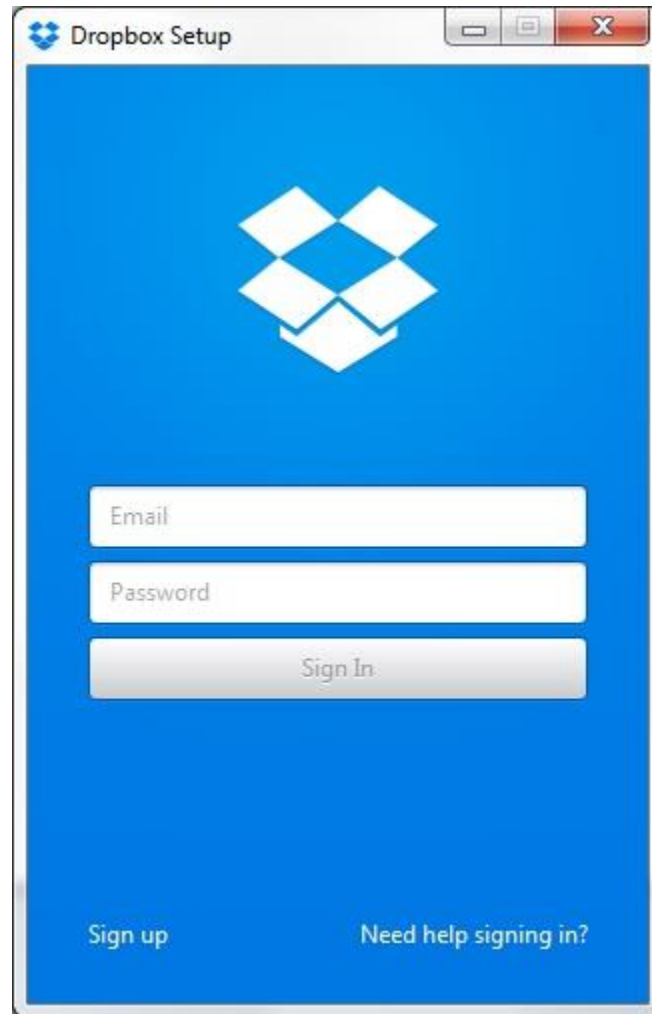


3. Click the **Yes** button.



4. Follow the **Dropbox Setup** instructions to set up **Dropbox** on your computer.





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## 2.3 MANAGING ACCOUNT FOR A COLLABORATIVE TOOL

### Concepts

**Google Docs** is a freeware web-based office suite offered by **Google** within its **Google Drive** service. It allows users to create and edit documents online while collaborating in real-time with other users.

### Steps

#### Set up a User Account

1. Go to <http://docs.google.com/> web page.
2. Click on the **Sign Up** link.

3. Fill in the form to register for a user account.

**Name**

First  Last

**Choose your username**

@gmail.com

[I prefer to use my current email address](#)

**Create a password**

**Confirm your password**

**Birthday**

Month  Day  Year

**Gender**

I am...

**Mobile phone**

+65

**Your current email address**

**Default homepage**

Set Google as my default homepage.



## Steps

### Close a User Account

Google Docs account:

1. Sign in on the **Google Docs** web page.
2. Under **Account Management**, click on the **Close account and delete all services and information associated with it link**.

## Account Management

Control what happens to your account when you stop using Google.

[Learn more and go to setup](#)

Delete profile and remove related Google+ features.

[Close account and delete all services and information associated with it.](#)

3. Confirm the account deletion.

Yahoo account:

1. Visit the **Account Termination** page at [https://edit.yahoo.com/config/delete\\_user](https://edit.yahoo.com/config/delete_user).
2. Enter the **Yahoo! ID** and password for the account you are deleting.
3. Confirm your password in the field provided and enter the **CAPTCHA** code.
4. Select the **Terminate this Account** button.

---

## 2.4 REVIEW EXERCISE

1. Ensure the following accounts are available:
  - a. Skype
  - b. Yahoo Messenger
  - c. OneDrive
  - d. Dropbox
  - e. Yahoo Mail, Hotmail Mail or Gmail as necessary
  
2. Find another alternative tool for each of the online collaboration task below:
  - a. Sharing photos with colleagues  
Tool: \_\_\_\_\_
  
  - b. Making phone calls  
Tool: \_\_\_\_\_
  
  - c. Conducting a meeting using live video feeds  
Tool: \_\_\_\_\_
  
3. Which of the following may pose an access problem when using certain online collaboration tool?
  - a. IM
  - b. Skype
  - c. Windows
  - d. Firewall
  
4. A plug-in is \_\_\_\_\_.
  - a. a password to access the web page
  - b. a small program needed by the collaborative tool
  - c. a built-in video camera
  - d. a virus

---

## **LESSON 3 – USING ONLINE COLLABORATIVE TOOLS**

In this section, you will learn how to:

- Understand and use online storage
- Use common productivity applications
- Use online calendars
- Identify and use social media tools
- Use online meeting tools
- Understand and access online learning environments

## 3.1 UNDERSTAND AND USE ONLINE STORAGE

### Concepts

Online storage is a web-based file hosting service. It is also referred to as a cloud storage service, an online file storage provider, or cyberlocker.

It allows users to upload files that could then be accessed over the Internet from a different computer, tablet, smart phone or other networked device, by the same user or possibly by other users, after a password or other authentication is provided.

### Common Examples

**Scribd**, **Docstoc**, **Google Docs**, and **Issuu** are examples of document-sharing services. These services allow users to share and collaborate on document files, such as PDFs, word processor documents, and spreadsheets, but may not support storage of other types of files.



<http://www.scribd.com/>



<http://www.docstoc.com/>



[http:// docs.google.com/](http://docs.google.com/)



<http://issuu.com/>

Several more recently-launched file storage services such as **Dropbox** and **OneDrive** are aimed at allowing users to share and synchronise all types of files across all the devices they use.



<https://www.dropbox.com/>



<https://onedrive.live.com/>

## Limitations

- **Size limit**

Certain online file storage services offer space on a per-gigabyte basis, and may include a bandwidth cost component. These are typically charged monthly or yearly. Some companies offer the service for free by relying on advertising revenue.

There are also hosting services that do not place any limit on account space. Some may require a software download which makes files available on computers which have that software installed; or may allow other users to retrieve files through any web browser.

Many users have started using their webmail service as an online drive as they now offer increased inbox space. Some sites even offer free unlimited file storage; however, there's usually a limitation on the individual file sizes.

- **Time limit and connectivity**

Some online storage providers offer services based on time trial. Usually when the time expires, users will no longer have access to their data unless they decide on the paid option.

- **Connectivity**

With inexpensive, high-speed Internet service becoming the norm at home as well as on the go, and free Wi-Fi hotspots being increasingly available in most urban regions, a lot of us are always connected to the Internet. However, this connectivity cannot be 100% reliable.

There are server downtimes, weather issues causing disruptions to wireless broadband access, speed hiccups and other often unavoidable circumstances when we just cannot get data access, even temporarily. Thus, there is always a risk of not being able to access online data due to connectivity issues, making online storage unreliable to a certain extent.

- **Sharing restrictions**

A wireless local area network (WLAN) links two or more devices using some wireless distribution method and usually providing a connection through an access point to the wider Internet. This gives users the mobility to move around within a local coverage area and still be connected to the network. Most modern WLANs are marketed under the Wi-Fi brand name.

- **Security**

For sensitive data, online storage can pose a security threat. When someone else has access to your data, there is always a chance of abuse of this access. In certain jurisdictions, governmental agencies are legally entitled to have access to any data stored online at any time. Furthermore, the process of uploading and downloading the data adds to this risk. Unless a strongly encrypted connection is used, the data can be intercepted while being transferred.



## Steps

### Managing Files and Folders

Use the **OneDrive** account (which has been setup in the previous lesson) for the following activities:

#### Create Folder

1. Click on **New**.



2. Click on the option **Folder**.
3. Type in a name for the new folder.

A white dialog box with a thin grey border and a close button (an 'x' in a grey square) in the top right corner. The title "Folder" is at the top left. Below it is the label "Folder name:" followed by a text input field with a vertical cursor. Underneath the input field is a grey button labeled "Invite people". Below that is the text "Collaborate with other people by letting them add, edit and delete files." At the bottom right is a grey button labeled "Create".

4. Press **ENTER**.

#### Upload File

1. Click on the folder to add the file to.
2. Click on **Upload**.

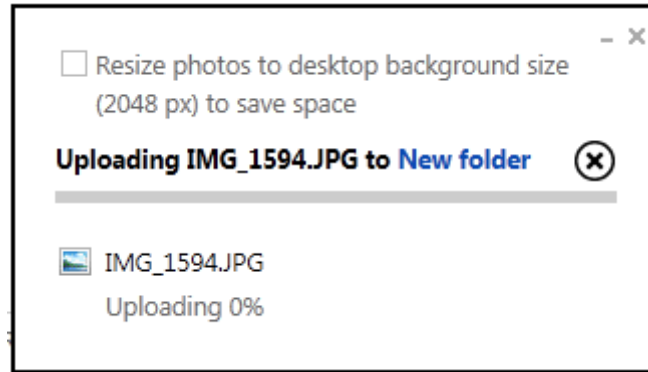


3. Do one of the following:
  - a. Drag the file to upload from the computer to the drop area.



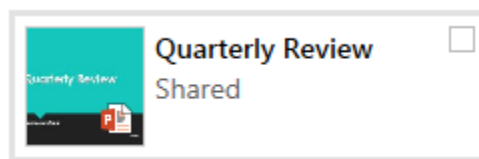
- b. Click on the **select them from your computer** link, select the required file, and click **Open**.

A panel pops up at the bottom right, displaying the upload progress.

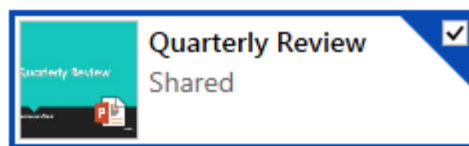


### Download File

1. Click on the folder to download the file from.
2. Point to the file to download.



3. Click the check box at the top right corner to select the file. If required, repeat the steps to select other files.



4. Click on **Download**.



5. Select a location to save the file to.

### Delete File

1. Point to the file to delete.
2. Click on the check box at the top right corner to select the file.

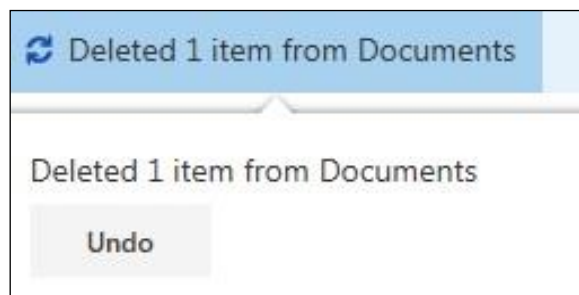
3. Click on **Delete**.



4. If the **Delete** button is not visible, hit the ... button, and then select **Delete**.



Once the deletion is complete, another panel pops up, displaying the delete confirmation. For a short period, you can undo the action by clicking on the **Undo** button.



### Delete Folder

1. Point to the folder to delete.
2. Click on the check box at the top right corner to select the folder.
3. Click on the option **Delete**.

The folder and its content will be removed.

---

## 3.2 USE COMMON PRODUCTIVITY APPLICATIONS

### Concepts

Nowadays a variety of web apps such as word processors, spreadsheets, and presentation software can be accessed from almost any browser.

Both **Google** and **Microsoft** are two of the big players in providing browser-based environments that allow you to access documents, spreadsheets, calendars, contacts, and more, all in one place online. **OneDrive** will let you access web

versions of **Microsoft's** famous suite of productivity applications; a web-based suite that competes directly with **Google Docs**.

### Features of Web-Based Productivity Applications

- **Multiple users can update files in real time**

This allows everyone involved to work together from anywhere and at any time, thereby facilitating global web-based collaboration and virtual teamwork.

- **Allows sharing of files**

A group of people can share a document without the need to run their own server.



### Steps

#### Create, Edit and Save Files Online

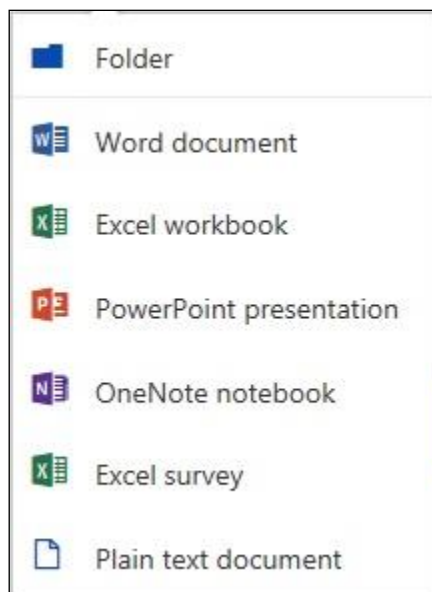
Use the **OneDrive** account for the following activities:

#### Create Files

1. Click on **New**.



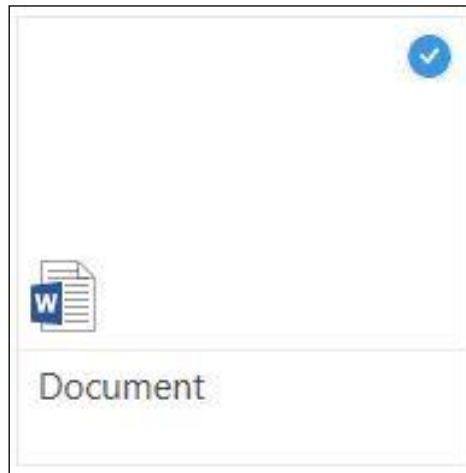
2. Click on the required application.



3. The application will open in your browser allowing you to use it as you would on a desktop application.

### Edit Files

1. Select the file to edit by clicking at the check box at the top right corner.

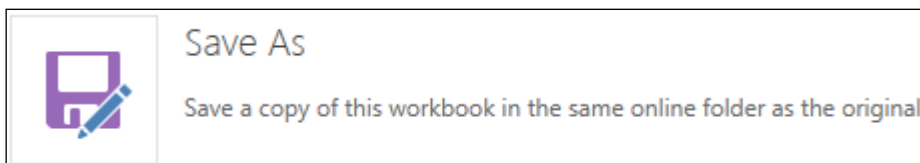


2. Click **Open**.
3. Edit the file as required.
4. Click on the **FILE** tab and choose **Exit**.

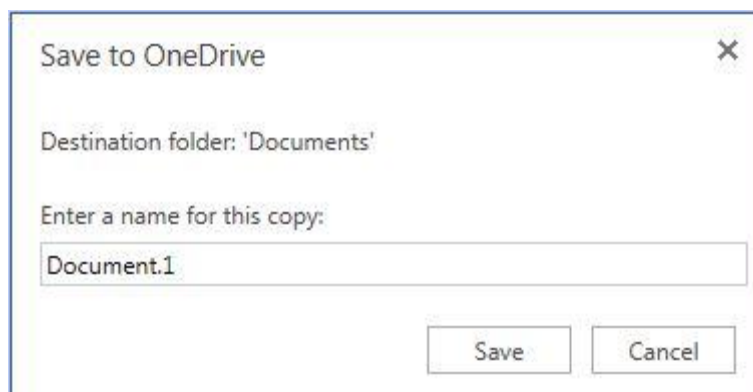
### Save Files

Files created or edited in the **OneDrive** web apps is automatically saved. Do the following to save files as another copy within the **OneDrive** storage:

1. Click on **FILE** tab and choose **Save As**.
2. Click on **Save As**.



3. Type a new name for the file



4. Click on **Save**.

## Concepts

### Sharing

Files and folders can be shared to allow other users to view, edit or own them. This saves having to send different versions of documents between workers and allows for a coherent tracking system.

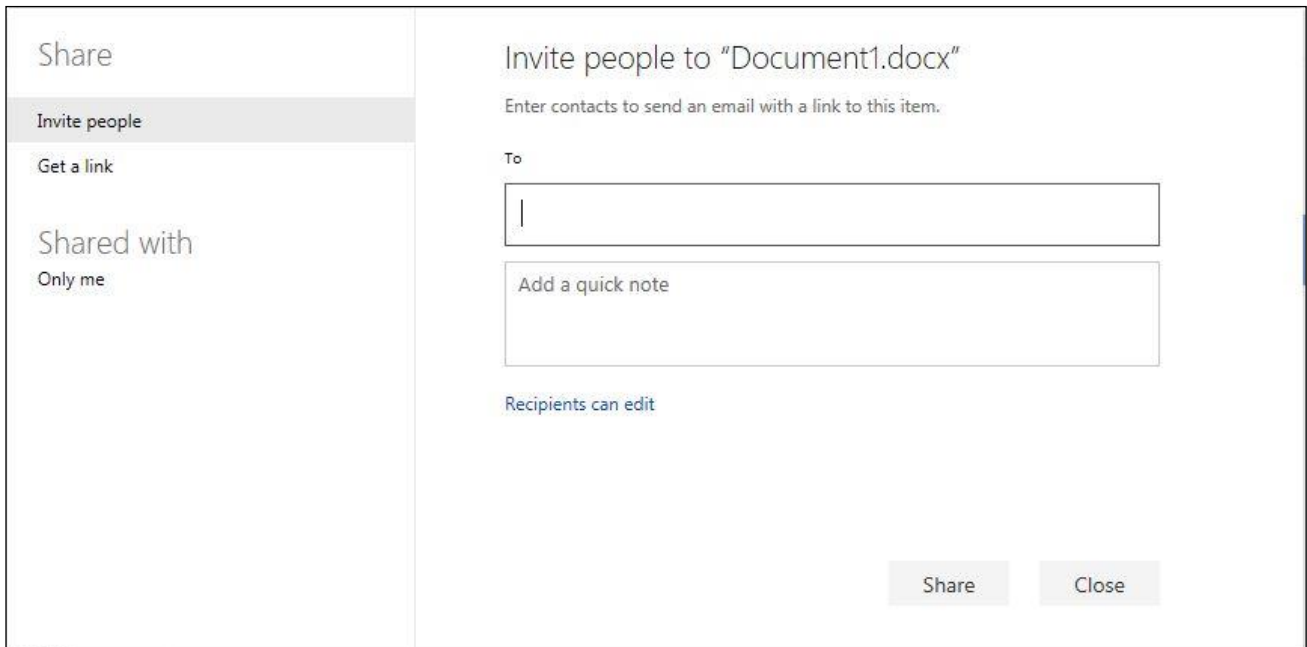
## Steps

### Share Files and Folders

1. Select the file or folder to share.
2. Click on **Share**.



3. Enter the email address of the person whom you wish to share with.
4. If required, enter a message in the box provided.


A screenshot of a software interface for sharing a document. On the left is a sidebar with the title "Share" and options: "Invite people" (highlighted), "Get a link", and "Shared with" (with "Only me" selected). The main area is titled "Invite people to 'Document1.docx'" and contains the instruction "Enter contacts to send an email with a link to this item." Below this is a "To:" label followed by an empty text input field. Underneath is a larger text area labeled "Add a quick note". At the bottom left of the main area, it says "Recipients can edit". At the bottom right, there are two buttons: "Share" and "Close".

## Concepts

### Setting Permissions

Choose one of the following options to set permission options:

## 1: Send email

A rectangular button with a light gray background and the text "Send email" in a dark gray font.

Sending a file or folder through emails allows you to give specific individuals and groups permission to a file or folder. This lets you remove permission for specific individuals and groups later if you need to. Another benefit of sharing a file and folder this way is that when the recipients view their **OneDrive**, the file or folder will appear in the list of files shared with them.

1. On the **Send email** tab, add the email addresses, contact names, or a group you want to share with.
2. Add an optional message.
3. If you want recipients to be able to sign in with a **Microsoft** account and edit the file or folder, check the option **Recipients can edit**.

The people who edit a file or folder will be displayed under **Sharing** in the details view of the file or folder.

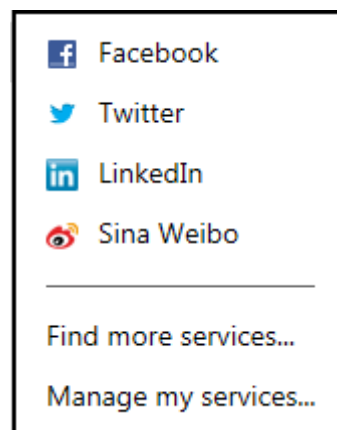
If you want recipients to sign in with a **Microsoft** account before they can view the file or folder, check the option **Require everyone who accesses this to sign in**. This also helps prevent other people who could be forwarded the email from being able to access your file or folder.

4. Click **Share** to save the permission settings and send the email with the link.

A horizontal bar with a light gray background. On the left, it says "Post to" in a dark gray font. To the right of the text are three social media icons: Facebook (blue square with white 'f'), Twitter (blue bird), and LinkedIn (blue square with white 'in').

You can also post a link on a social networking service that you have connected to your **Microsoft** account.

1. Click the **Post to** tab and select a service to post to, or add one by clicking **Add services**. Click **Find more services** and follow the instructions to add a service that does not appear in the list.



2. Add an optional message.

If you want the people on your social network to be able to edit the file or folder you're sharing, check the option **Recipients can edit**.

Post "Claims.xlsx" on a social network

Please [add services](#)

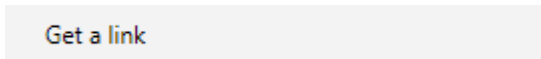
Add a quick note

Recipients can edit

3. Click **Post**.

The post will be published to the site along with a message if you have included one, and a link to the file or folder. Anyone viewing the link on your social network can forward it. If you selected **Recipients can edit**, people who receive the forwarded link will be able to view and edit your file or folder.

## 2: Get a link



Choosing one of these options allows you to share a file or folder with a large number of people you might not even know personally.

1. Click the **Get a link** tab.

Share

- Invite people
- Get a link**

Shared with

- Only me

Get a link to "Document2.docx"

Create a link to copy and paste in an email, blog, or webpage.

Choose an option

Edit

Anyone with this link can edit the files you share.

Create link

Close

2. Choose the type of option you wish to attribute with this link. You can select **Edit** or **View Only**.

- a. **View only**

People with this link can only view your file or folder. Anyone who has this link can also forward it, meaning people you might not intend to share your file or folder with could get access to it.

- b. **Edit**

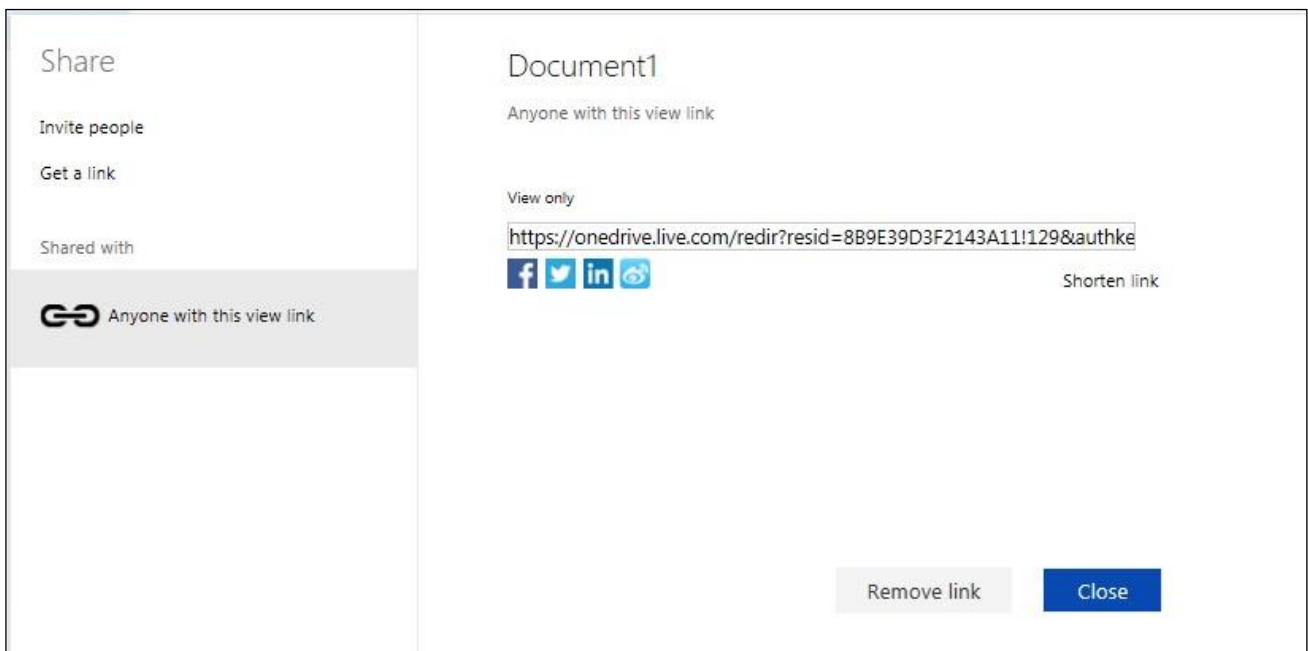
People with this link can view your file or folder. They can also edit **Office** documents using **Office Web Apps** without needing a **Microsoft** account. Other edits, such as uploading to a folder, will require signing in with a **Microsoft** account.

Anyone who has this link can forward it, and anyone who receives it will also be able to edit your file or folder.

3. If you want to include the link in a message with a limited number of characters (such as a text message), or share the link in a printed document, click **Shorten** to make the URL shorter. This makes the link easier to manually enter in the address bar.

To remove permission:

1. Select the shared file or folder.
2. Click on **Sharing**.
3. Choose the permission option.



4. Click on **Remove Permissions**.



5. Click **Close**.



## Concepts

### Versions

You may wish to recover older versions of your files should considerable work be done on one that may be incorrect or need to be checked against a previous version.



## Steps

To view previous versions of a file:

1. Select the file.
2. Click on the ... icon.
3. Click on **Version History**.
4. Click on version on the left pane.

To restore previous version of a file:

1. Select the file you want to restore.
2. Click on the ... icon and then **Version History**.
3. Select the version you are looking for.

---

## 3.3 USE ONLINE CALENDARS



## Concepts

Online calendar allows you to keep tracks of your events and activities. You can let others see your calendar, and view schedules that others have shared with you.

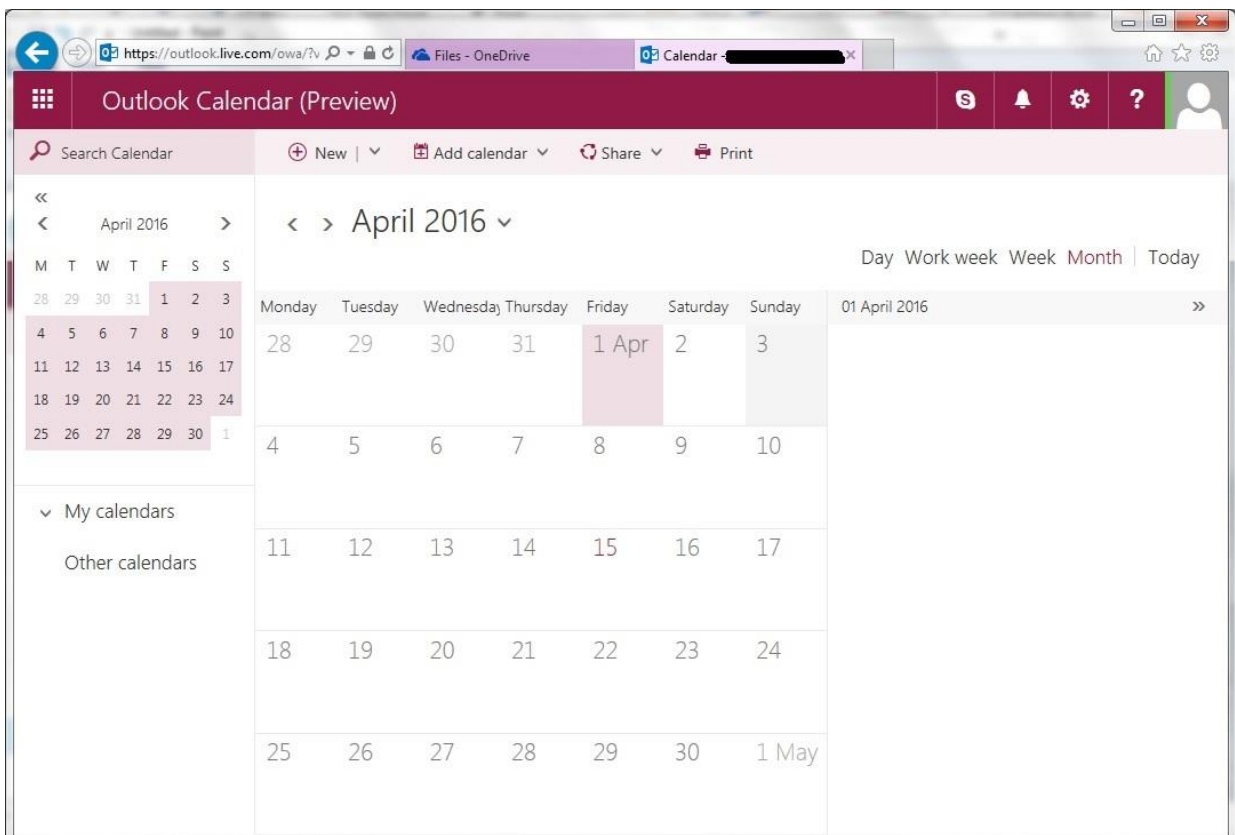


## Steps

### Sharing Calendar and Granting Permission

To share a calendar and grant permission:

1. Click on the **OneDrive** drop down and choose **Calendar**.



2. Click on **Share**.

3. Click on the calendar name.
4. Enter the email address of the person with whom you want to share the calendar with.

5. Choose a permission option from the drop down list.

6. Click **Share**.

### Showing and Hiding Calendars

To show shared calendar:

1. Open the email containing the shared calendar link.

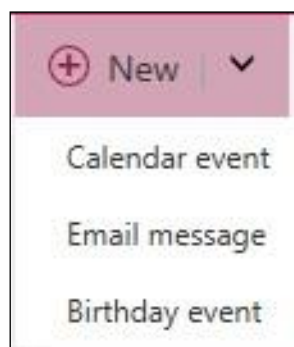
2. Click **Accept**.

3. Set the required options for the shared calendar.
4. Click **Save**.

### Managing Events

To create an event in a shared calendar:

1. Click on **New** drop down.
2. Choose the type of **Event** you wish to create.



3. Type in a name for the event on the **Add a title** area.

#### Details

4. If required, type in the event description in the **Add a description** area.
5. In the **Details** pane below, enter the start and end date for your event.

Start

   All day

End

   Private

Repeat

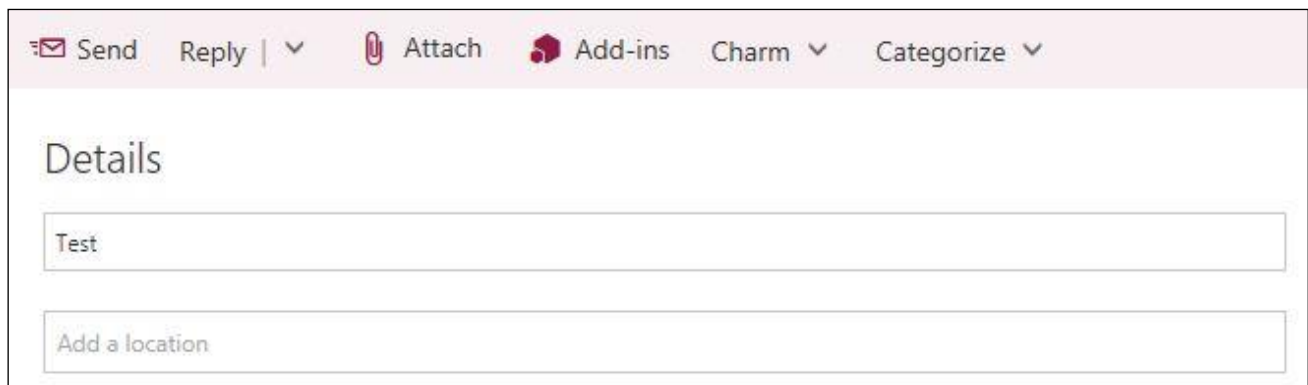
  Save to calendar

Reminder

6. Choose the shared calendar name from the **Calendar** drop down list.
7. Specify the frequency if it is a recurring event using the **Repeat** drop down list.
8. If required, set the reminder for the event.

To manage invitees and resources:

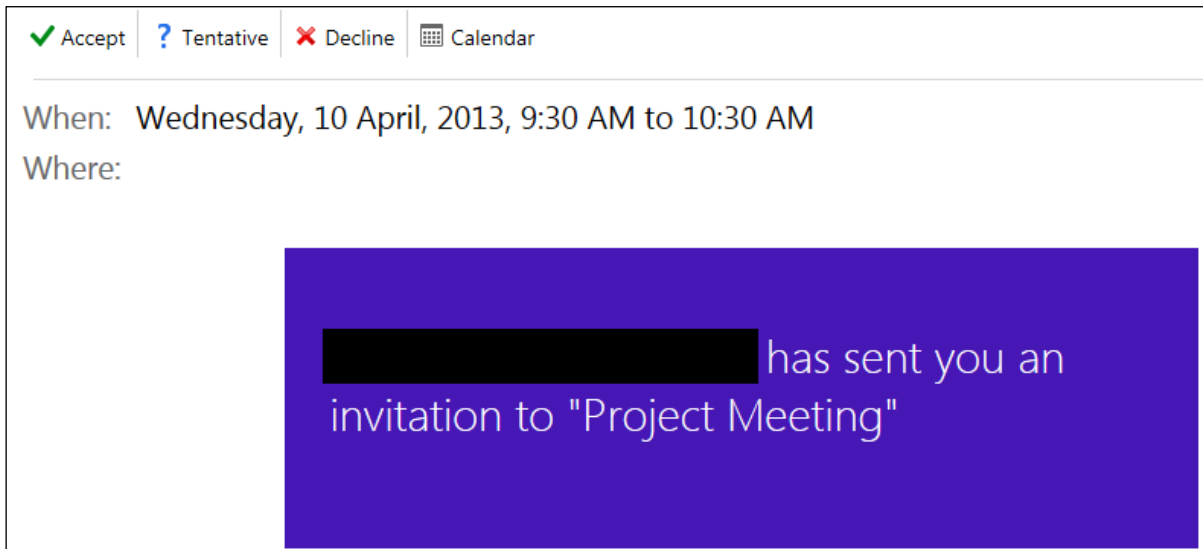
1. Type into the **Add people** search bar.
2. Type in the email addresses of the invitees.
3. To remove an invitee, click on the cross next to the invitee's name.
4. To add a resource, such as a location, type the name of the location into the **Add a location** bar. You can also use the **Add room** button to use locations located on your directory.
5. Click **Send** in the top left corner of the event.



The screenshot shows the top portion of an event invitation interface. At the top, there is a light pink header bar with several action buttons: 'Send' (with an envelope icon), 'Reply' (with a dropdown arrow), 'Attach' (with a paperclip icon), 'Add-ins' (with a red cube icon), 'Charm' (with a dropdown arrow), and 'Categorize' (with a dropdown arrow). Below this header, the word 'Details' is displayed in a large, light grey font. Underneath 'Details', there are two input fields. The first field contains the text 'Test'. The second field contains the text 'Add a location'.

To accept or decline an invitation:

1. Open the email containing the event invite.

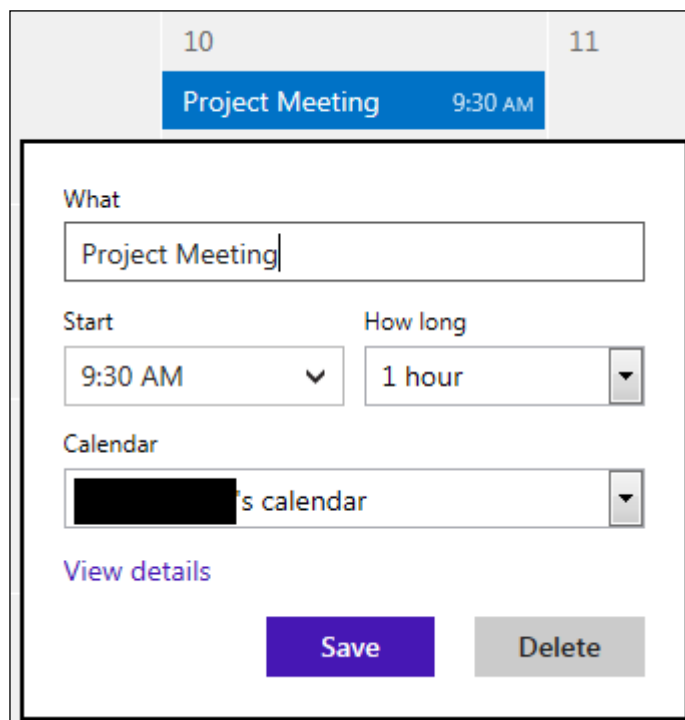


2. Click on **Accept** or **Decline** as necessary.
3. If required, enter descriptive reply.
4. Click **Send**.



To edit an existing event:

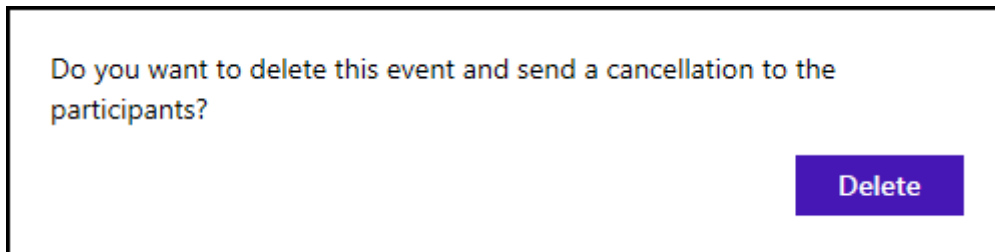
1. Click on the event name on the calendar.



2. Click on the link **View details** for more options.
3. Click **Send update**.

To cancel an existing event:

1. Click on the event name on the calendar.
2. Click on the link **View details**.
3. Click **Cancel event**.








4. Click **Delete**.

## 3.4 IDENTIFY AND USE SOCIAL MEDIA TOOLS

### Concepts

Social media tools provide various means of interactions among people, allowing them to create, share, and exchange information and ideas in virtual communities and networks.

Tools	Description	Examples
Social networks	A platform to build social networks or relations among people, for example, with common interests, activities, backgrounds, or real-life connections.	 www.facebook.com
Wikis	A website which allows users to add, modify, or delete its content via a web browser usually using a simplified markup language or a rich-text editor.	 WIKIPEDIA The Free Encyclopedia en.wikipedia.org
Forums and groups	Online discussion site of common interest.	http://www.topix.com/forum/us
Blogs	A web site on which an individual or group of users record opinions, information, etc. on a regular basis.	 www.blogger.com  Wordpress.com

Micro blogs	A broadcast medium in the form of blogging with typically smaller content.	 twitter.com
Content communities	Allow users to share online multimedia materials.	 www.youtube.com  www.flickr.com

 **Steps**

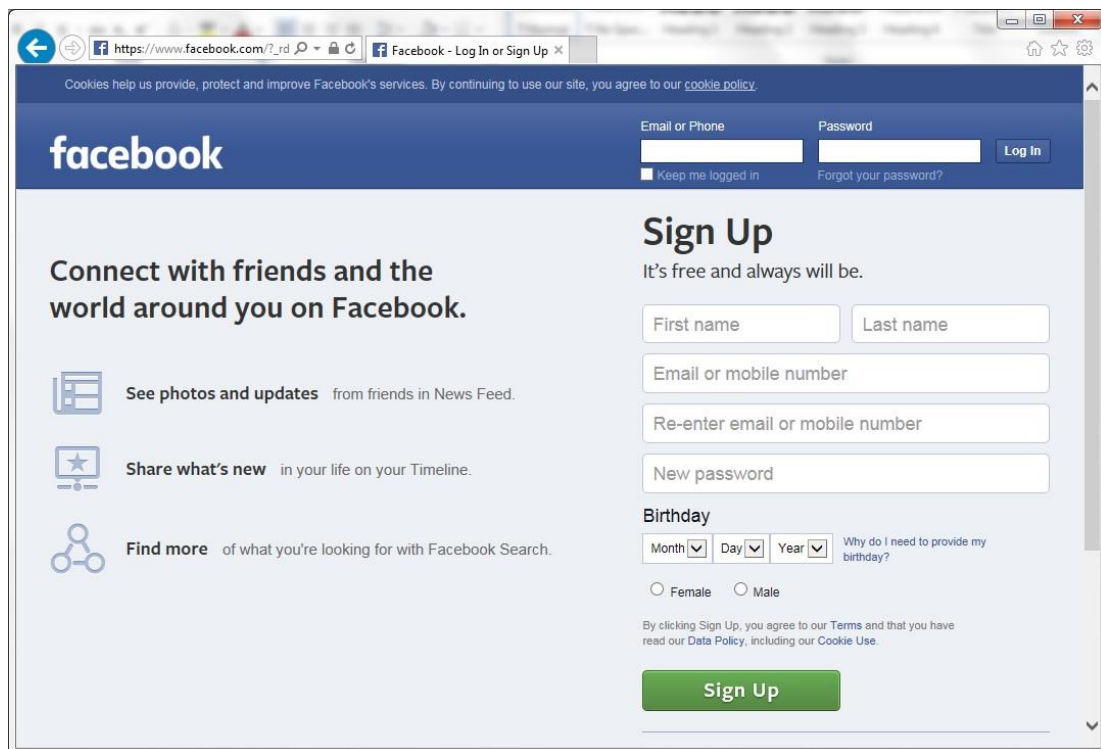
How to set up a social media account will differ between services, but there are common features.

**Set up Social Media Account**

Social media platform: **Facebook**

To set up an account:

1. Go to **www.facebook.com** web page.



2. Fill in the details under the **Sign Up** section.
3. Click **Sign Up**.



4. Follow the remaining steps to set up the account.



5. Activate the account using the verification email sent.



## Concepts

### Modify Permissions or Privacy Options

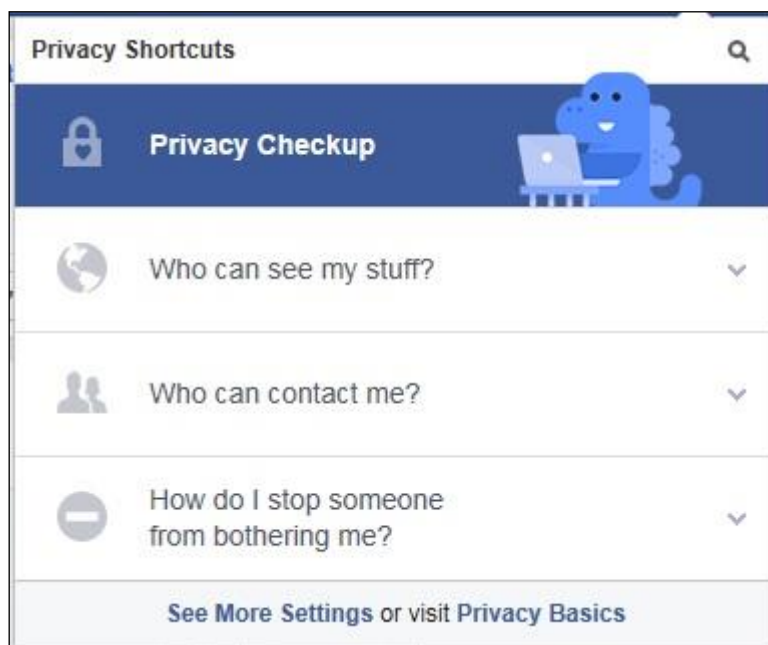
Facebook allows us to manage the privacy of our postings and links to apps. Reviewing your privacy settings with regards to who can see your posts, find you in searches both within and outside of Facebook (such as through Google) and who can contact you is highly recommended to provide a safe and pleasant experience on the site.



## Steps

To set the privacy settings:

1. Log in to your **Facebook** account.
2. Click the lock icon at the top right.
3. Click on **See More Settings**.



4. Under **Who can see my stuff?** Option, click the **Edit** link.

### Privacy Settings and Tools

<b>Who can see my stuff?</b>	Who can see your future posts?	Public	<a href="#">Edit</a>
	Review all your posts and things you're tagged in		<a href="#">Use Activity Log</a>
	Limit the audience for posts you've shared with friends of friends or Public?		<a href="#">Limit Past Posts</a>
<b>Who can contact me?</b>	Who can send you friend requests?	Everyone	<a href="#">Edit</a>
<b>Who can look me up?</b>	Who can look you up using the email address you provided?	Everyone	<a href="#">Edit</a>
	Who can look you up using the phone number you provided?	Everyone	<a href="#">Edit</a>
	Do you want search engines outside of Facebook to link to your profile?	Yes	<a href="#">Edit</a>

5. Use the **Audience Selector** to set read access.



6. Under **Who can look me up?**, click the **Edit** link. This option allows you to control who can search for you.

### Privacy Settings and Tools

<b>Who can see my stuff?</b>	Who can see your future posts?	Public	<a href="#">Edit</a>
	Review all your posts and things you're tagged in		<a href="#">Use Activity Log</a>
	Limit the audience for posts you've shared with friends of friends or Public?		<a href="#">Limit Past Posts</a>
<b>Who can look me up?</b>	<b>Who can look you up using the email address or phone number you provided?</b>		<a href="#">Close</a>
	This applies to people who can't already see your email address or phone number.		
	<div style="border: 1px solid gray; padding: 2px; display: inline-block;"> <b>Everyone</b> ▼         </div>		
	Do you want other search engines to link to your timeline?	On	<a href="#">Edit</a>

7. Select the appropriate options.

8. On the left panel, click **Timeline and Tagging**. This option allows you to set options for the tags.

9. Set the required options to control the write access such as who can post on your timeline.

Timeline and Tagging Settings			
Who can add things to my timeline?	Who can post on your timeline?	Friends	Edit
	Review posts friends tag you in before they appear on your timeline?	On	Edit
Who can see things on my timeline?	Review what other people see on your timeline		View As
	Who can see posts you've been tagged in on your timeline?	Friends of Friends	Edit
	Who can see what others post on your timeline?	Friends of Friends	Edit
How can I manage tags people add and tagging suggestions?	Review tags people add to your own posts before the tags appear on Facebook?	On	Edit
	When you're tagged in a post, who do you want to add to the audience if they aren't already in it?	Friends	Edit
	Who sees tag suggestions when photos that look like you are uploaded? (this is not yet available to you)	Unavailable	

10. Click **Done**.

### Concepts

You can block users on Facebook should you feel the need to do so (such as in the event of spamming, or online harassment) as well as applications.

### Steps

To manage user invites:

1. On the left panel, click **Blocking**.
2. Set the required email address of users under the **Block app invites** and **Block event invites**.

Manage Blocking	
<b>Restricted List</b>	When you add friends to your Restricted list they can only see the information and posts that you make public. Facebook does not notify your friends when you add them to your Restricted list. <a href="#">Edit List</a>
<b>Block users</b>	Once you block someone, that person can no longer see things you post on your timeline, tag you, invite you to events or groups, start a conversation with you, or add you as a friend. Note: Does not include apps, games or groups you both participate in.  <div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;"> <b>Block users:</b> <input type="text" value="Add name or email"/> <input type="button" value="Block"/> </div>
<b>Block app invites</b>	Once you block app invites from someone, you'll automatically ignore future app requests from that friend. To block invites from a specific friend, click the "Ignore All Invites From This Friend" link under your latest request.  <div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;"> <b>Block invites from:</b> <input type="text" value="Type the name of a friend..."/> </div>
<b>Block event invites</b>	Once you block event invites from someone, you'll automatically ignore future event requests from that friend.  <div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;"> <b>Block invites from:</b> <input type="text" value="Type the name of a friend..."/> </div>
<b>Block apps</b>	Once you block an app, it can no longer contact you or get non-public information about you through Facebook. <a href="#">Learn more.</a>  <div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;"> <b>Block apps:</b> <input type="text" value="Type the name of an app..."/> </div>

3. Click **Home**.



## Concepts

### Manage Connections

You can use Facebook search to find people you know, pages to follow, applications and many other items related to the site. You can also organise your friends and / or family members into groups, allowing you to easily find them on the homepage and message them collectively. Facebook also gives you the option to delete users from your friends list.



## Steps

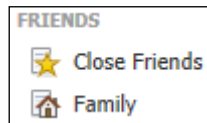
To find users or groups:

1. Click on **Find friends** on the left pane.
2. Search for friends using accounts provided or search using the search box at the top.

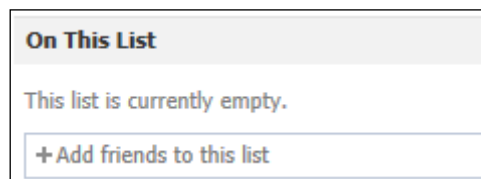


To group connections:

1. On the left pane, click **Friends**.

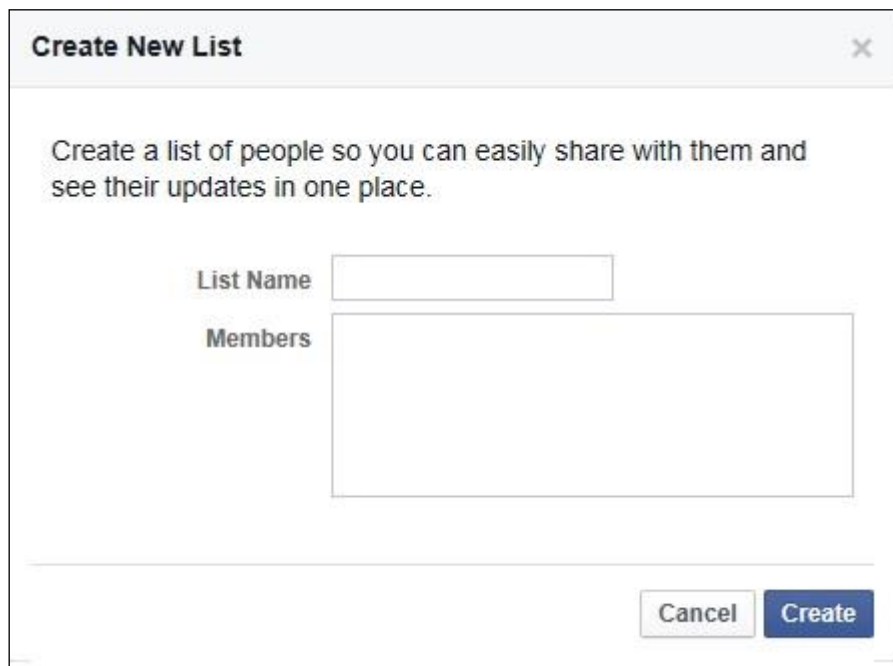


2. Click on a category.
3. Add required contacts into the category the **On This List** option.



4. On the left pane, click **Friends**.

Click **Create List** to create a custom list category.



To remove connections or contacts:

1. Click the required list.
2. Click on the cross next to the email address.

## Concepts

Posting is one of the most popular features on Facebook, allowing users to share updates from their lives through text or media. Users can also post links to articles or videos, as well as other quirky features such as emoji and reactions that Facebook updates on a regular basis. You can also share updates posted by other people, make comments on posts, and directly reply to comments made on posts.

## Steps

### Post Comments and Links

To post comments or links:

1. Click **Home** on the top right.
2. Type your comment in the **Update Status** box.



3. Click **Post**.

### Reply and Forward Comments

To reply or comment on existing post:

1. Click the **Write a comment** box underneath the post.



2. Type your comment.

3. Press **ENTER**.

To forward or share a status:

1. Click on the **Share** button.



2. Use the drop down list to specify how you would like to share the status.
3. Hit **Share Now (Public)** to instantly share the status, **Share...** to add a comment to the shared status, or **Send as Message** to share it privately with an individual or group.
4. Click **Post** or **Send** for the latter options.

## Upload Content

To upload images:

1. Click on the **Add Photo/Video** link.



2. A pop-up window will appear allowing you to find the content on your computer.
3. Select the image file you want to upload.
4. Click **Open**.
5. Click **Post**.



6. You can tag people you were with, what you are doing or feeling, and the location of the photograph by clicking the symbols below the picture.

To upload videos:

1. Click on the **Add Photo/Video** link.
2. A pop-up window will appear allowing you to find the content on your computer.
3. Select the video file you want to upload.
4. Click **Post**.

It is also possible to upload and send documents through Facebook chat by clicking the **File** icon and choosing the appropriate document. Once you have selected the document, clicking **Open** will automatically send it to the receiver.

### Remove Posts

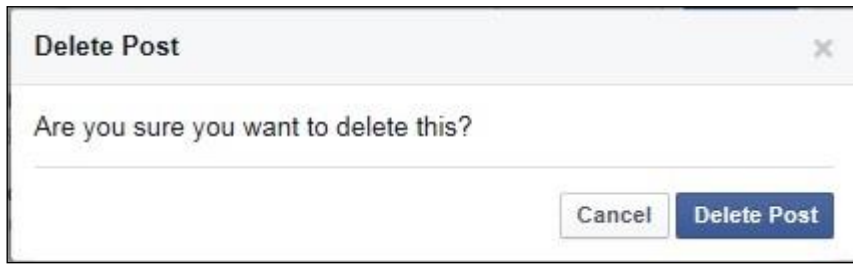
To remove a post:

1. Mouse over an existing posting.
2. Click on the icon in the top right hand corner.



3. Click **Delete**.





As the posting could have been shared by others, permanently deleting them may not be possible.

## Concepts

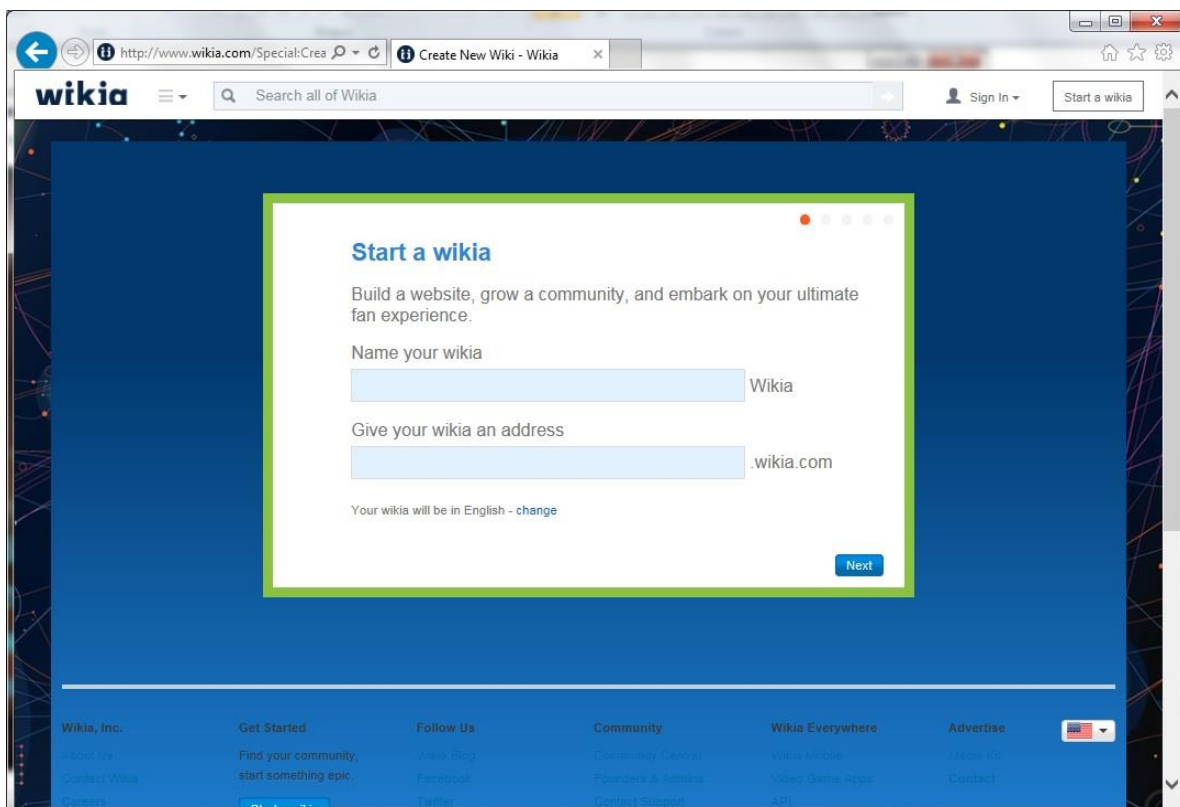
As mentioned previously, a wiki is a website which allows users to add, modify, or delete its content via a web browser usually using a simplified markup language or a rich-text editor. You can create wikis on certain sites, as well as edit pages that have already been created.

## Steps

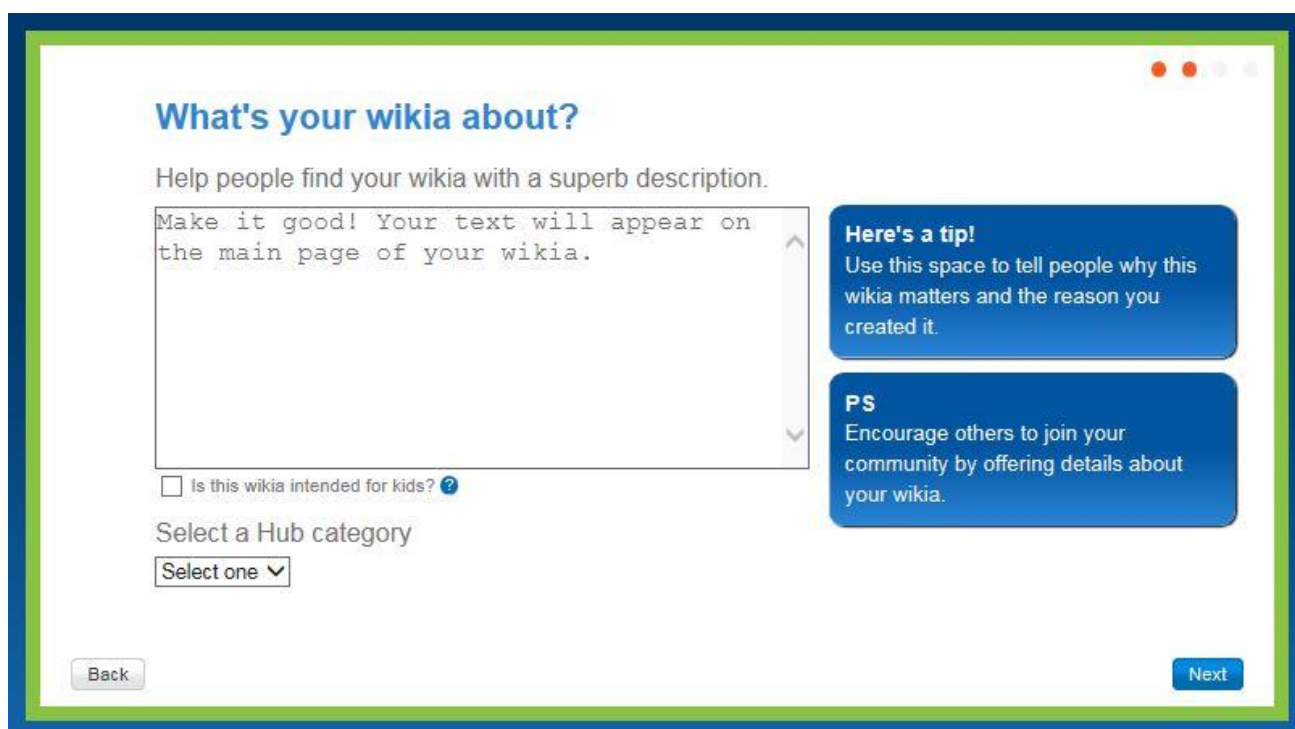
### Add and Update a Topic using Wiki

Wiki platform: **Wikia**

To set up a Wiki account: Go to **www.wikia.com** web page, scroll to the bottom of the page and click **Start a Wikia**.



1. Fill in both spaces and click **Next**.
2. Click on **Sign Up** and follow the instructions on screen.
3. Activate the account by using the link provided in the registered email.
4. Fill in what your Wiki is about, as well as selecting what category and subcategory it falls under.



The screenshot shows a web form titled "What's your wikia about?". The form includes a text area for a description, a checkbox for "Is this wikia intended for kids?", and a dropdown menu for "Select a Hub category". There are also two blue callout boxes with tips and a "PS" note. The form has "Back" and "Next" buttons at the bottom.

**What's your wikia about?**

Help people find your wikia with a superb description.

Make it good! Your text will appear on the main page of your wikia.

Is this wikia intended for kids? ?

Select a Hub category

Select one ▾

Back Next

**Here's a tip!**  
Use this space to tell people why this wikia matters and the reason you created it.

**PS**  
Encourage others to join your community by offering details about your wikia.

5. **Choose a theme** for your Wiki's layout.

Once your Wiki is created you can edit the content by clicking the **Edit** icon on the wiki page.

## 3.5 USE ONLINE MEETING TOOLS

### Concepts

Online meeting tools play a significant role in modern day business, providing companies with a variety of options for planning and carrying out meetings over the Internet.

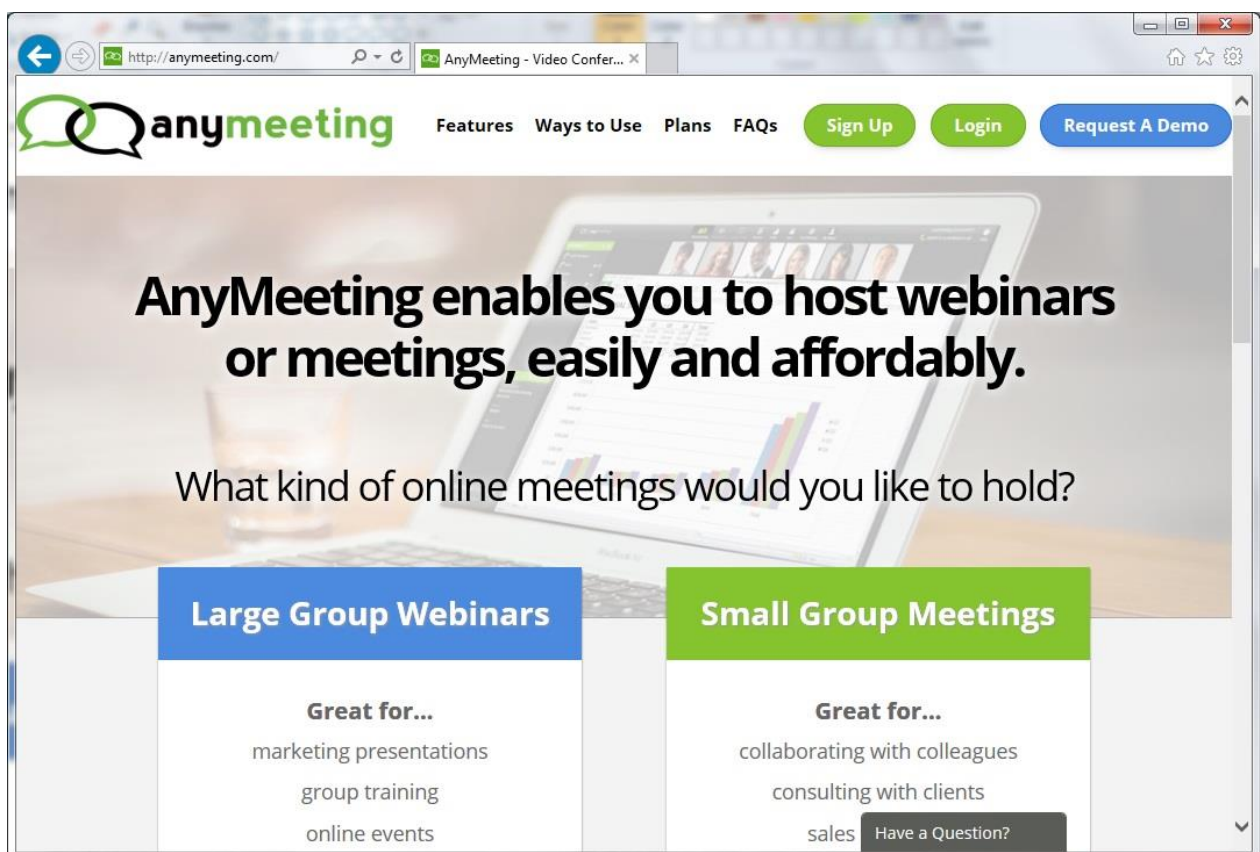
Online meeting platform: **AnyMeeting**



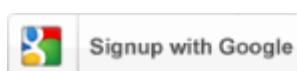
### Steps

To set up **AnyMeeting** account:

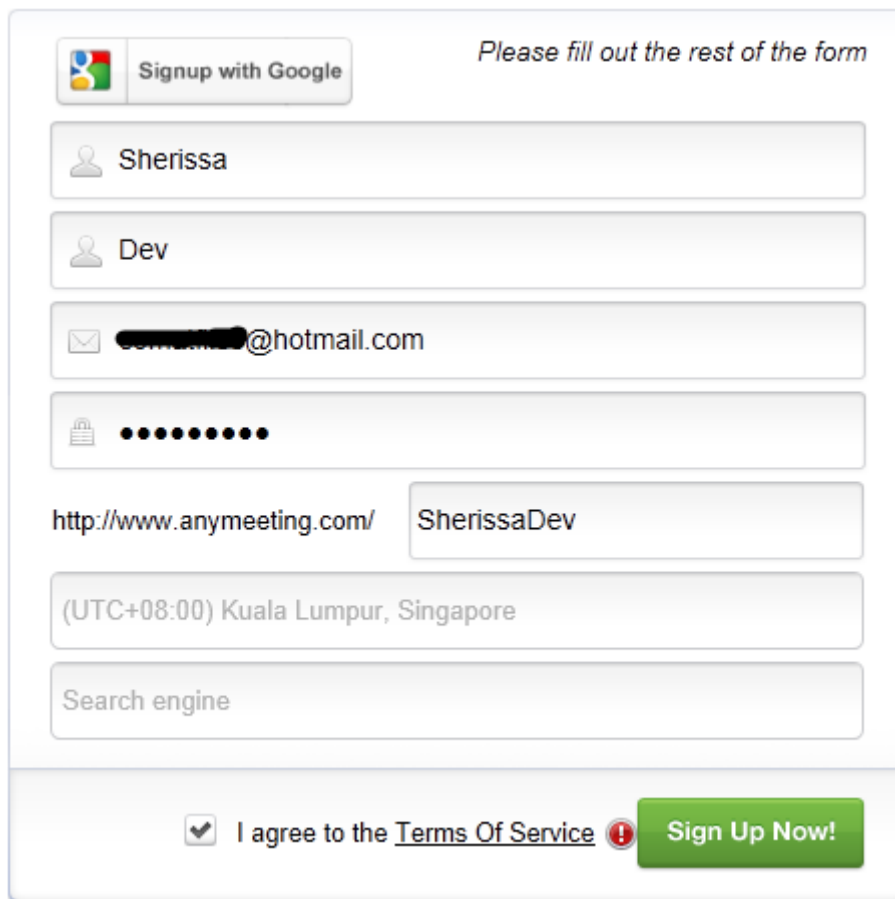
1. Go to **www.anymeeting.com** web page.



2. Click on **Sign Up**.
3. Click on either **Signup with Google** or **Connect with Facebook**.



4. Fill in the rest of the form.



The screenshot shows a registration form for AnyMeeting. At the top left is a 'Signup with Google' button. To its right is the text 'Please fill out the rest of the form'. Below this are several input fields: a name field containing 'Sherissa', a second name field containing 'Dev', an email field containing a redacted email address followed by '@hotmail.com', a password field with ten dots, a URL field containing 'http://www.anymeeting.com/' and a text field containing 'SherissaDev', a time zone field containing '(UTC+08:00) Kuala Lumpur, Singapore', and a search engine field. At the bottom, there is a checkbox with a checkmark and the text 'I agree to the [Terms Of Service](#)', followed by a red warning icon and a green 'Sign Up Now!' button.

5. Click on **Sign Up Now!**
6. After you have signed up, you will have to download and install the AnyMeeting app for your desktop.

### Schedule and Cancel Meetings

To schedule a meeting in the AnyMeeting app:

1. Click on **Schedule** and the type of meeting you want to arrange.
2. Enter a topic for the meeting in the **Title** box.
3. Select the date, time, duration and time zone, and hit **Schedule**.

**Schedule a Web Conference**

Meeting Title Enter a title for this meeting...

« **March 2016** »

Su	Mo	Tu	We	Th	Fr	Sa
28	29	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Choose a time

⌚ Click to choose a time...

Meeting duration

⌚ 1 hour ▼

Timezone

🌐 (GMT-08:00) Pacific Time ▼

Invite Attendees (up to 4)

Enter the e-mail addresses of the attend

Separate e-mails by comma.  
Want to host a larger group? Schedule a Webinar

Schedule
Cancel

4. Click on **Go to Meeting Details**.

**Meeting Scheduled**

**Congratulations, your meeting has been scheduled.**

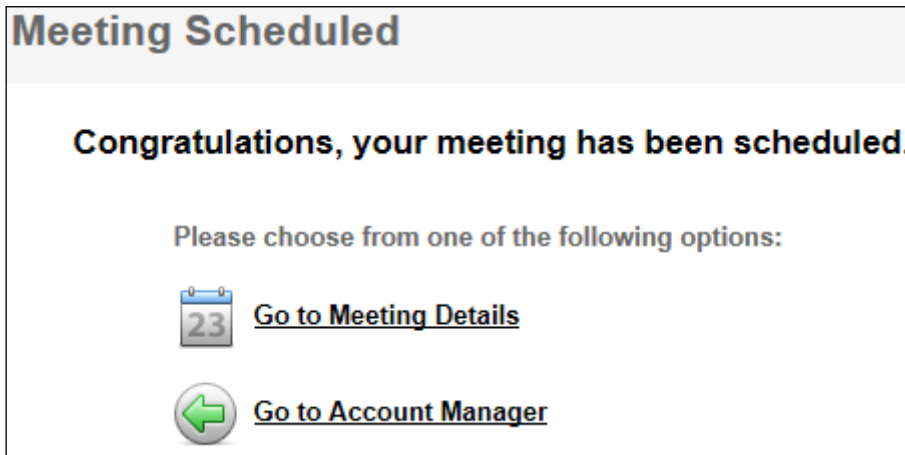
Please choose from one of the following options:

Go to Meeting Details

Go to Account Manager

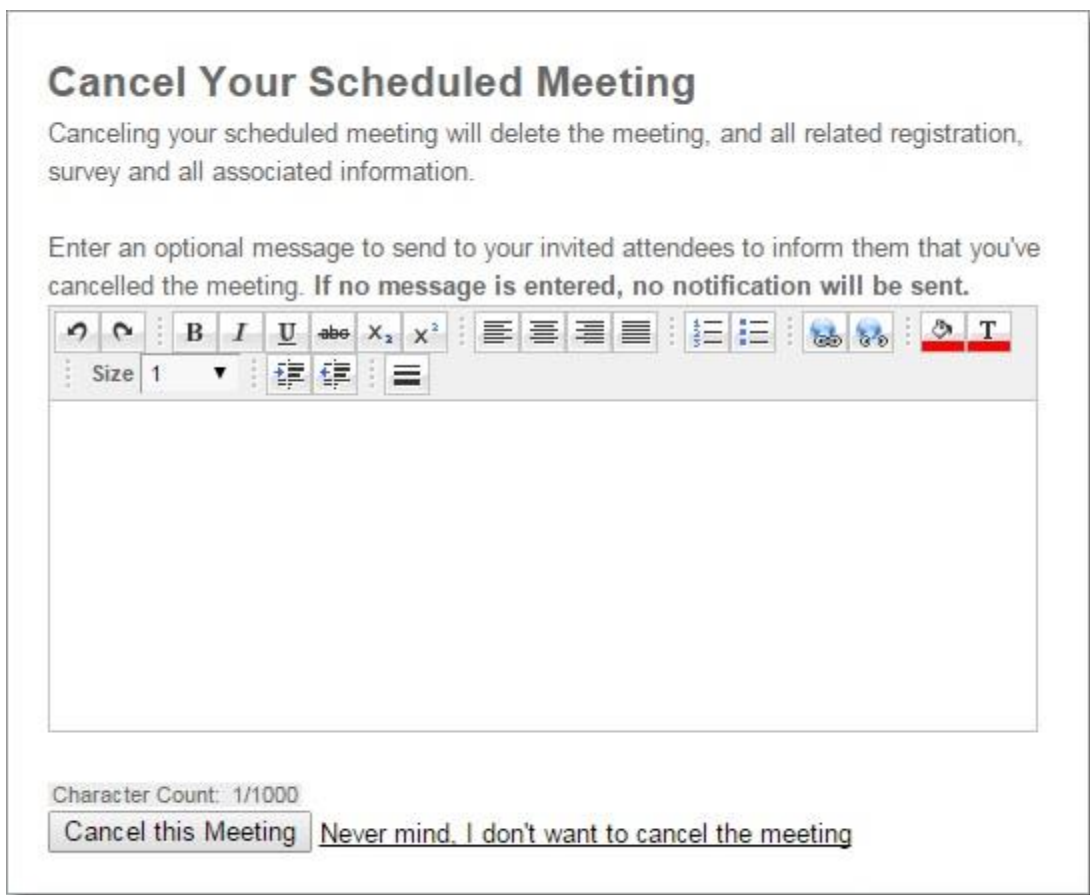
5. Click on **Schedule Meeting Now** button.

6. Click on **Go to Account Manager**.

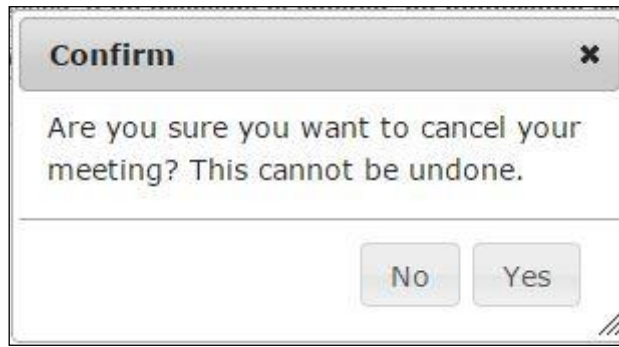


To cancel a scheduled meeting:

1. Click on **View Meeting Details**.
2. Next to **Status**, click on **Cancel This Meeting**.
3. If required, enter a message.



4. Click **Cancel this Meeting**.
5. Click **OK**.



## Concepts

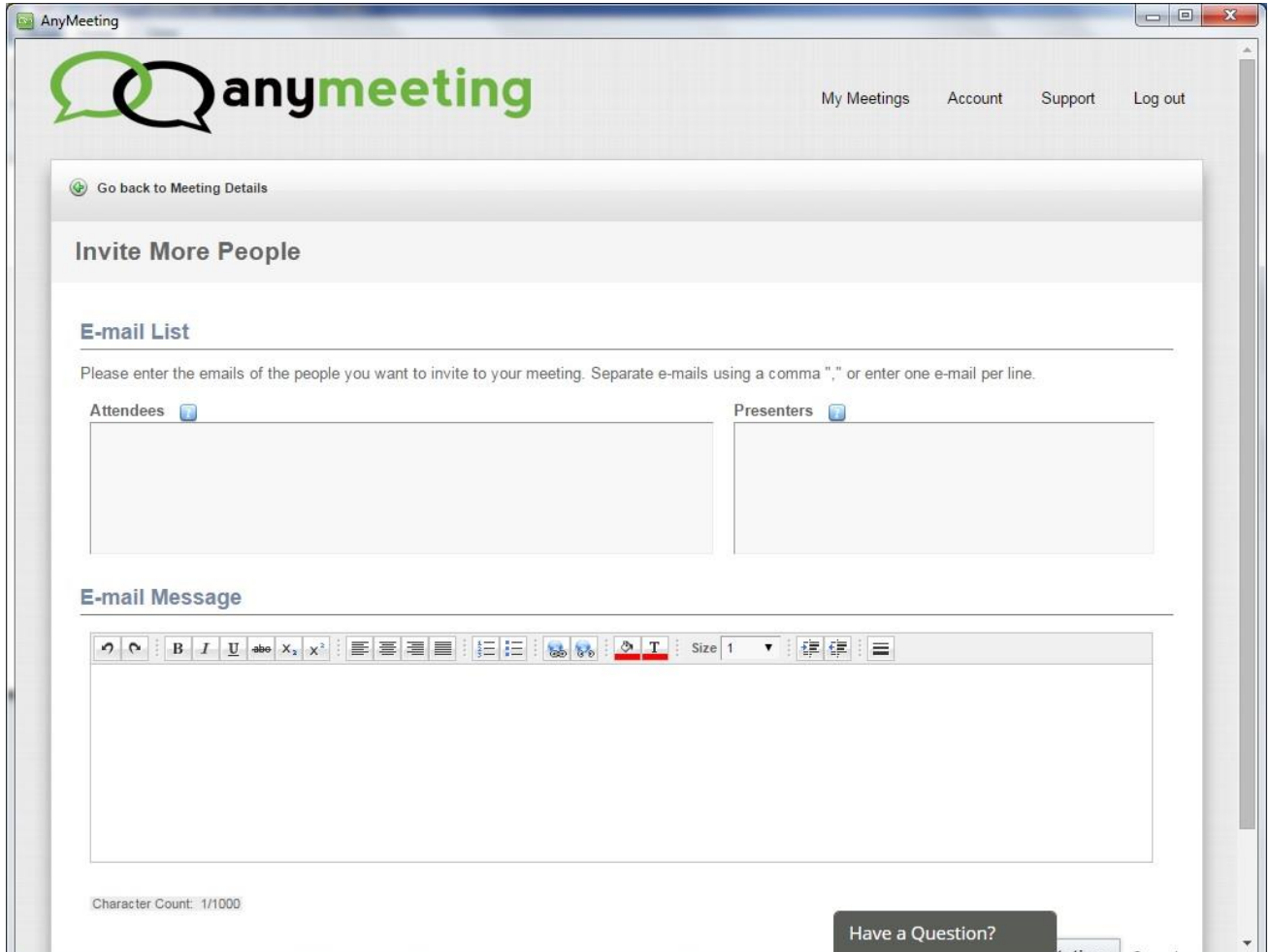
### Meeting Invitations

Once a meeting has been created it is time to invite participants. You can also remove participants after they have been invited, if they were mistakenly added or are no longer needed in the meeting.

## Steps

To invite participants:

1. Click on **Invite More People**.



2. Click in the **Attendees** box and enter the email addresses of the invitees.

a. **Emails separated with a comma**

Attendees 

```
alextan@hotmail.com, sherissadev@yahoo.com,  
lindalee@insights.com
```

b. **Emails separated with a line break**

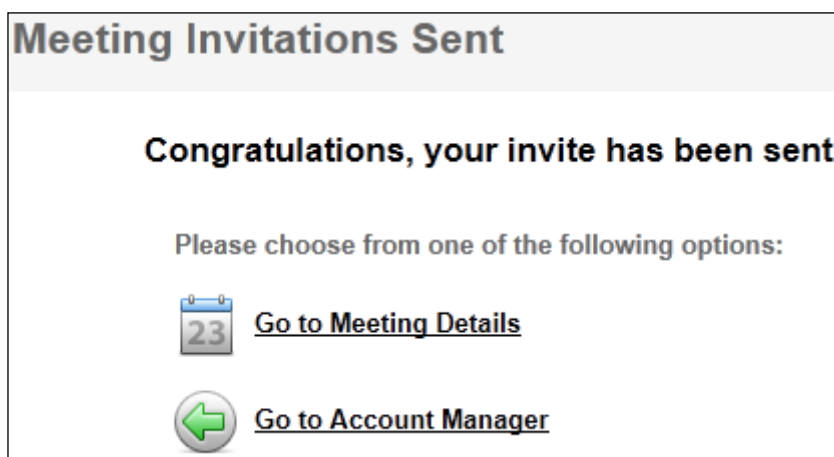
Attendees 

```
alextan@hotmail.com  
sherissadev@yahoo.com  
lindalee@insights.com
```

3. Click in the **E-mail Message** box.

4. Enter a message if required.

5. Click on **Send Invitation**.



To remove participants:

1. Click on **Go to Meeting Details**.
2. Click on the **Registrations** tab.
3. Click on **Enable Registration Form**.



- Click on the **Edit** link next to the email address of the participant to be uninvited from the meeting.

**Meeting Information and Options**

General | Payments | Notifications | **Registrations** | Survey | Recording | Reports

The registration form for this event is currently enabled. [Disable Registration Form](#)

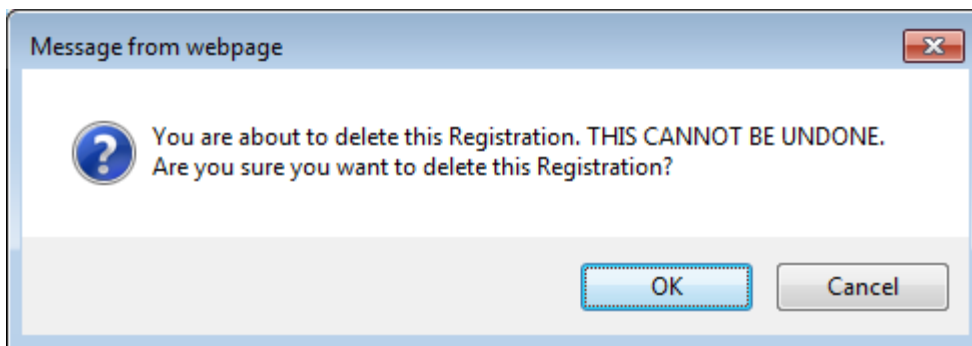
**Edit Registration Form**   **View Registration Form**   2 Attendee(s) Invited  
 0 Attendee(s) Registered  
 You can have an unlimited number of registrants.  
 Attendees don't need a password to log in.

**Import From CSV**

These are the attendees who you've invited to this meeting and those who have registered.

Email	Name	City	State	Country	Registered?	Edit
██████████@hotmail.com					No	<a href="#">Edit</a>
██████████@yahoo.com					No	<a href="#">Edit</a>

- Click on **Delete this Registration**.
- Click **OK**.



- Click on **My Meetings**.

**Start and End Meetings**

To start a meeting:

- Click on the **Upcoming Meetings** tab if necessary.
- Click on **Start This Meeting** button.

**"Project Review" on Tuesday, May 21, 12:00 PM - In 6 Minutes**  
(UTC+08:00) Kuala Lumpur, Singapore

**Start This Meeting**   Attendees Invited: **6**   Attendees Registered: **0**  
[View Meeting Details](#)   [Invite More People](#)   [Registration Form Preview](#)

- Install the screen share plug in if prompted.
- When installation is complete, click the **Enter This Meeting** button.

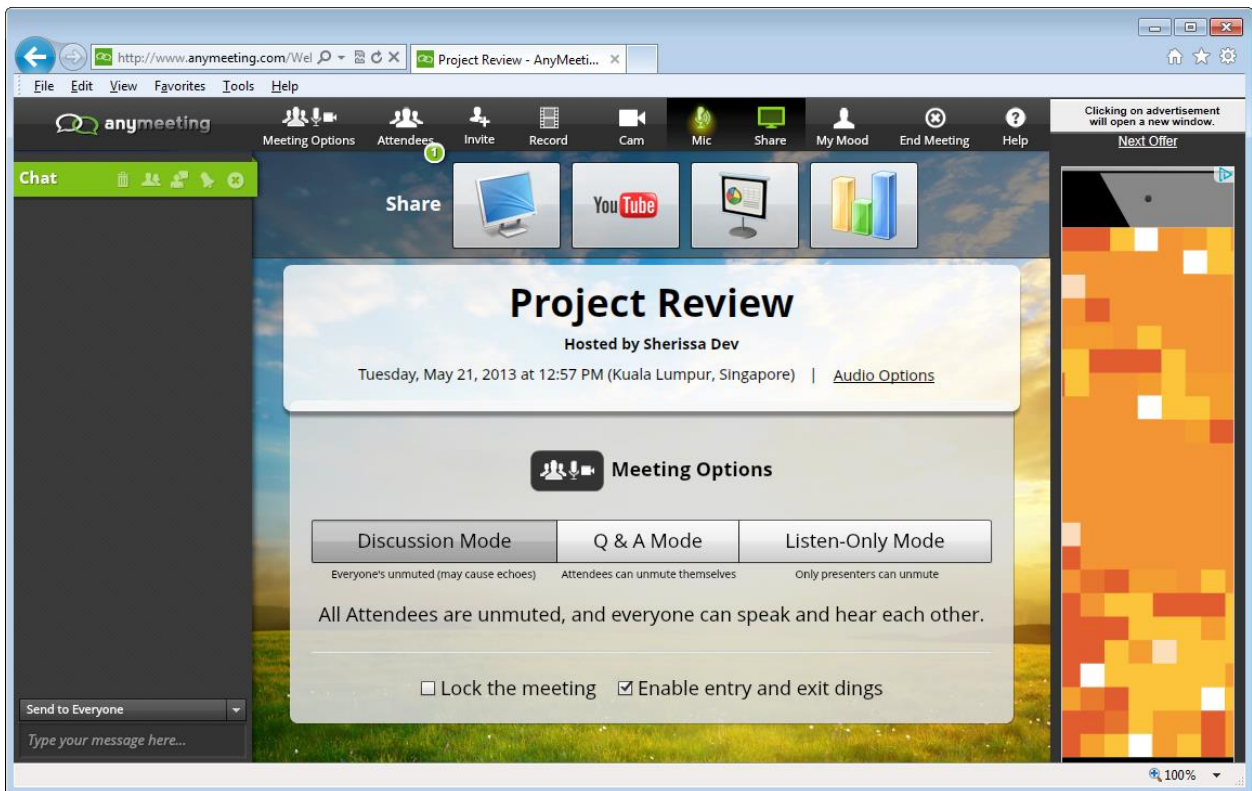
5. Specify the audio setting using the two options provided:
  - a. Use my computer
  - b. Use my telephone



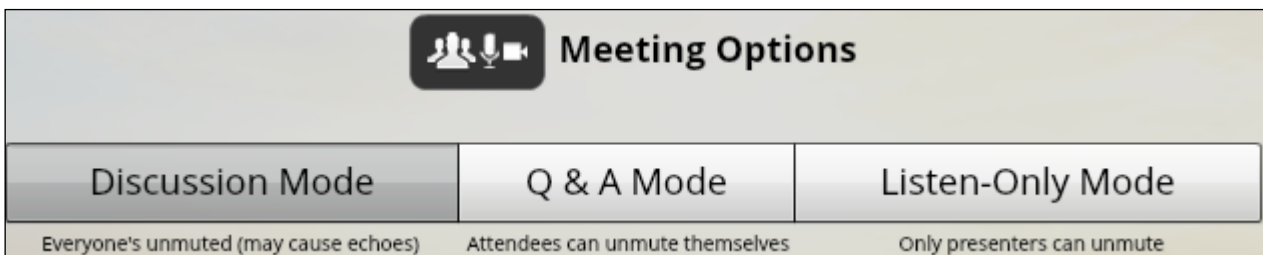
6. Click the **Got it, thanks!** button.
7. Check the option **Allow** to enable the microphone and web camera.
8. Click **Close**.



The meeting window appears.

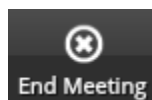


Choose the mode under Meeting Options.

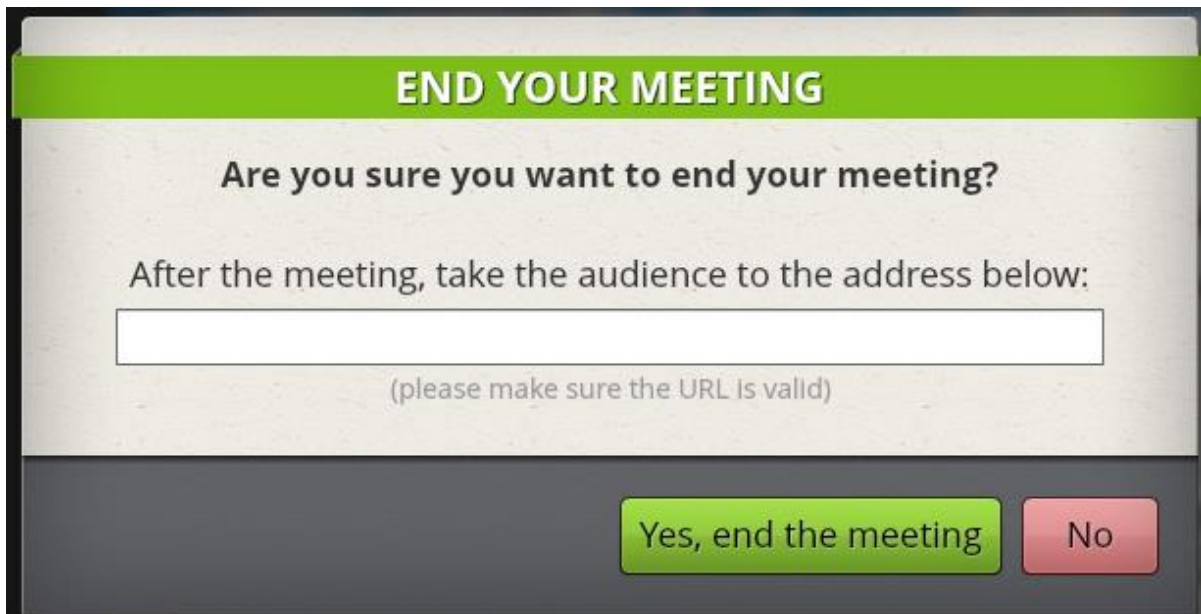


To end a meeting:

1. Click on the **End Meeting** icon at the top right of the window.



2. Click **Yes, end the meeting**.



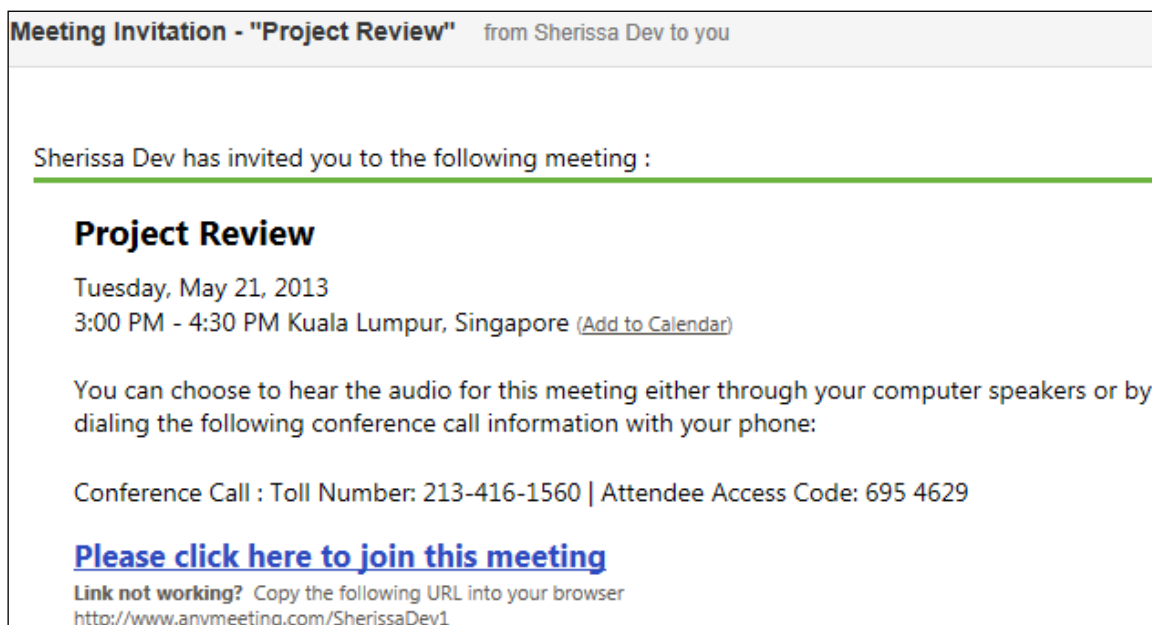
## Concepts

When a meeting invite is sent out, participants will receive an email containing a link for them to join the meeting. If you have been sent an invitation to a meeting you need to understand how to accept or decline the invitation.

## Steps


To join a meeting:

1. Open the email containing the invite.



2. Click on the link provided to join the meeting.
3. Enter name and email address.

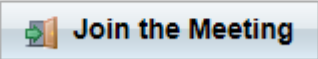
## Project Review

 Please log-in by entering your information below.  
Bold Fields are required.

**Enter your Full Name**

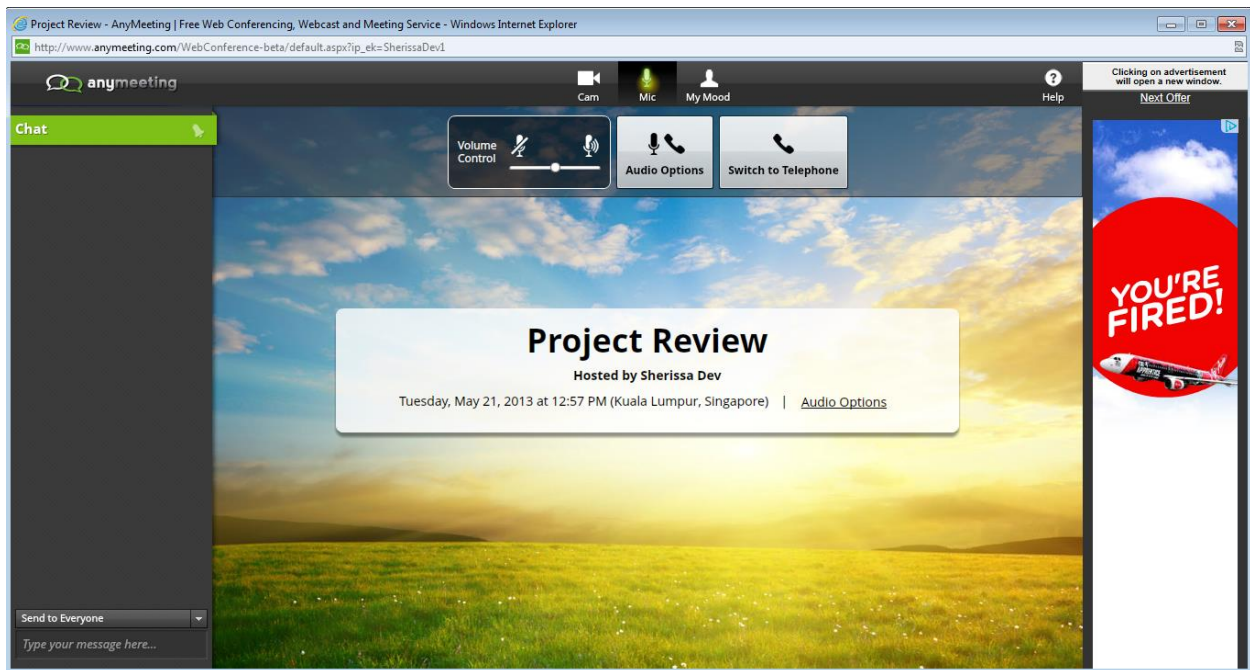
Location

**Enter your Email**



4. Click the **Join the Meeting** button.

The meeting window appears.



### Concepts

#### **Sharing and Unsharing Desktop and Files**

Some of the most popular features with online meeting applications is the option to share files and desktop view. Sharing a desktop is a useful feature when presenting in a meeting or demonstrating how to do something.

### Steps

To share desktop or screen display:

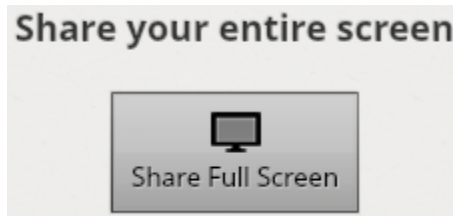
1. In the meeting window, click on the **Share** icon.



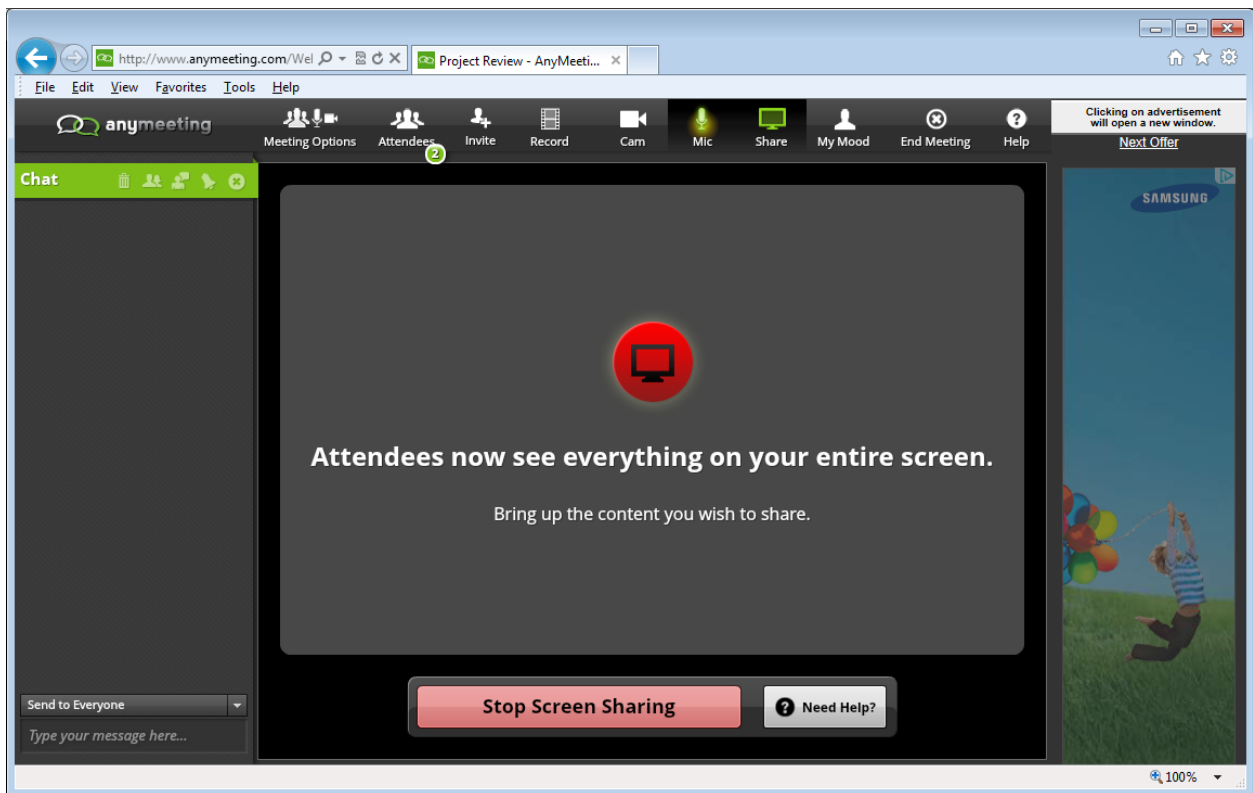
2. Click on the monitor icon to share desktop and files directly.



3. Click on **Share Full Screen**.



Presenter screen display:



To unshare the desktop or screen display, click the **Stop Screen Sharing** button.

To share files:

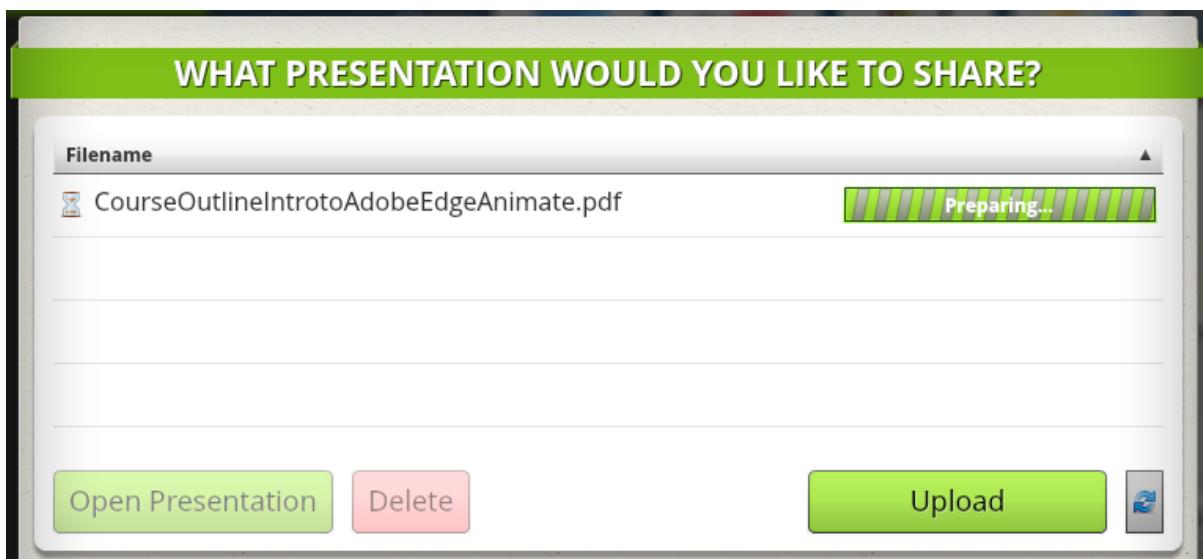
1. In the meeting window, click on the **Share** icon if necessary.
2. Click on the projector screen icon to share PowerPoint presentations or PDF files.



3. Click the Upload button to select the required file.



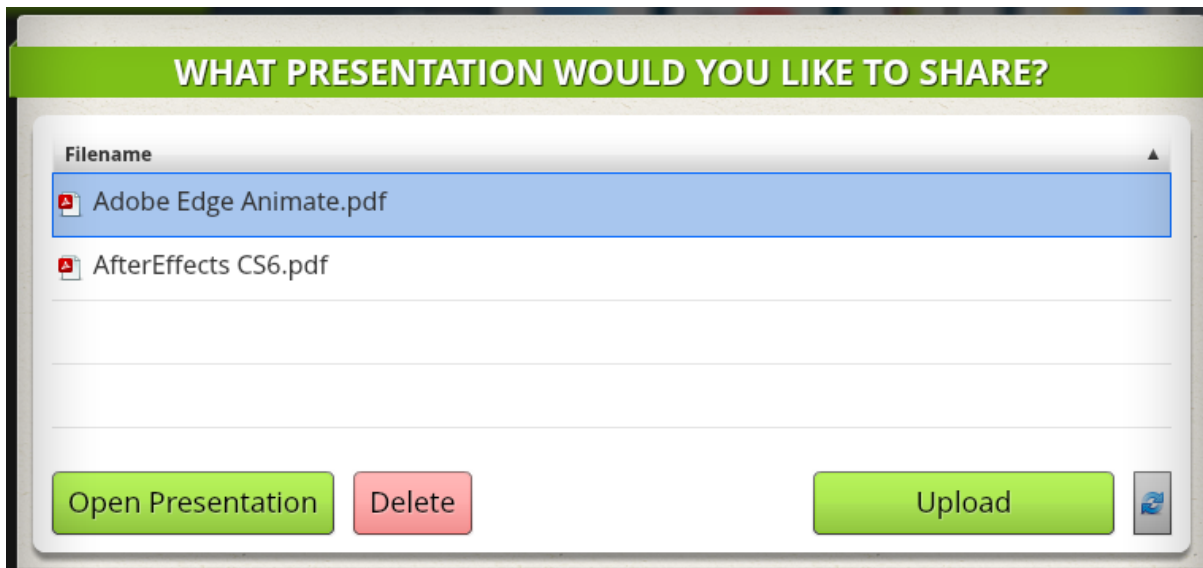
4. Select the file and click **Open**.



5. Click **Open Presentation**.

To unshare files:

1. Click the button **Close**.
2. Click on the projector screen icon.
3. Select the file to unshare.



4. Click the button **Delete**.
5. Click the button **Close**.

## Concepts

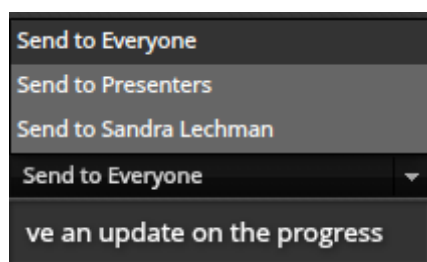
### Using Chat Features

The **Text Chat** pane works like many popular instant messaging and chat room services currently available on the Internet.

## Steps

To send a message:

1. Type your message in the area provided at the bottom of the pane.
2. Click the drop down to choose who will receive the message.





- a. **Send to Everyone**  
Default option. Anyone can view the messages sent. This allows for participants to interact with each other as well as the presenter.
- b. **Send to Presenters**  
**Private Chat** mode that allows messages sent by a Presenter to only be seen by other Presenters within the meeting and will not be viewable by the meetings Attendees.
- c. **Send to a Participant (select their name)**  
Allows a meetings participant to chat privately with another participant.

3. Press **ENTER**.

### Chat Toolbar



	<b>Command</b>	<b>Description</b>
①	<b>Clear Chat History For Everyone</b>	Remove previous chat dialogues.
②	<b>Enable Private Chat Between Attendees</b>	Enable or disable the <b>Private Chat</b> feature.
③	<b>Show Attendee Chat Only to Presenters</b>	To disable the ability for all attendees to see other people’s chat messages. Click the icon a second time to enable the feature.
④	<b>Enable Sound Notification of Chat Messages</b>	To enable an audible chime for chat messages.
⑤	<b>Remove from Audience View</b>	Allows the presenter to move the chat feature to the meeting control bar.

### Using Video and Audio Features

To broadcast video:

1. Click the **Cam** icon.



2. Choose to use a different webcam device if you have multiple ones by clicking on the drop down menu below the preview feed.



3. If necessary, set the bandwidth settings here to adjust the refresh rate according to the speed of your connection.
4. Click the **I'm ready! Broadcast my webcam!** button.

Click the **Cam** icon to stop the broadcast.

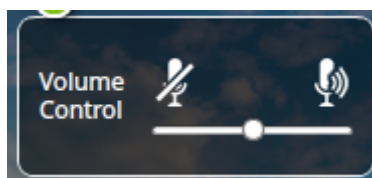
To broadcast audio:

1. Click the **Mic** icon.



The default computer mic that is connected should automatically start broadcasting now.

2. Mouse over the **Mic** icon to adjust the volume using the **Volume Control** slider.



3. Click on **Audio Options** for more options.



4. Click **Close**.

---

## 3.6 UNDERSTAND AND ACCESS ONLINE LEARNING ENVIRONMENTS

### Concepts

An online learning environment can be described as a virtual classroom that offers students and teachers opportunities to interact with instructional materials, interactions and events normally encountered in a real classroom setting.

The features of a typical online learning environment are:

1. Course notes
2. Resources
3. Calendar
4. Activities
  - a. Discussion forum or notice board
  - b. Chat
  - c. Quiz
  - d. Assignment
  - e. Assessment records
  - f. Journal
5. Email

An online course should offer as much support as possible in the form of resources that will help learners to achieve the objectives and complete assignments successfully. The facilitator can provide resources for their learners to interact with and get rich information about the concepts and skills to be taught.

These resources can be files such as:

- Presentations and tutorials
- Documents with handouts, study guide or worksheets
- Audio and movie files
- Hyperlinks to articles on the World Wide Web

Specific examples of Online Learning Environments include Virtual Learning Environments and Learning Management Systems.

### Virtual Learning Environments (VLEs)

- A web-based e-learning educational environment that models conventional in-person education by providing equivalent virtual access to classes, class content, tests, homework, grades, assessments, and other external resources.
- A social space where students and teacher can interact through threaded discussions or chat.
- Typically uses Web 2.0 tools for two-way interaction, and includes a content management system.

### Learning Management Systems (LMS)

- A software application for the administration, documentation, tracking, reporting and delivery of e-learning education courses or training programs.
- Ranges from systems for managing training and educational records to software for distributing online or blended/hybrid college courses over the Internet with features for online collaboration.



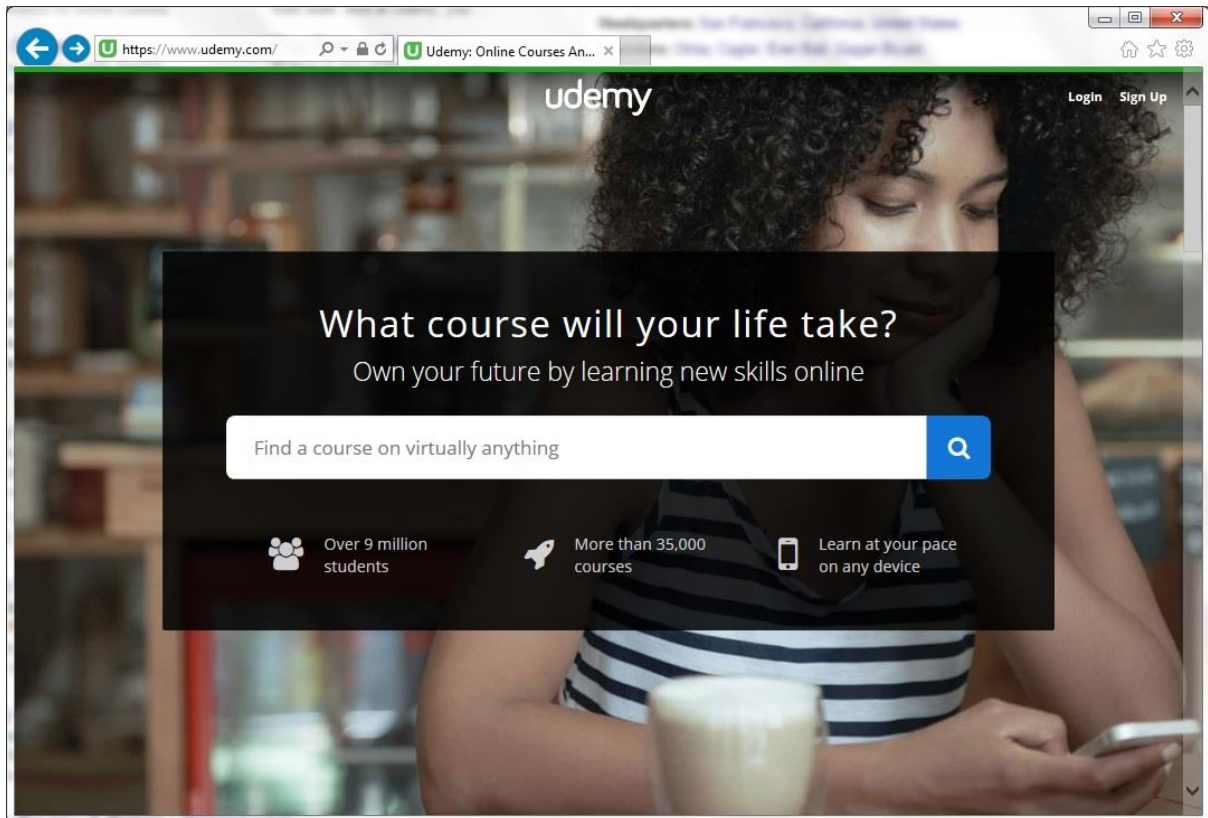
## Steps

### Access a Course

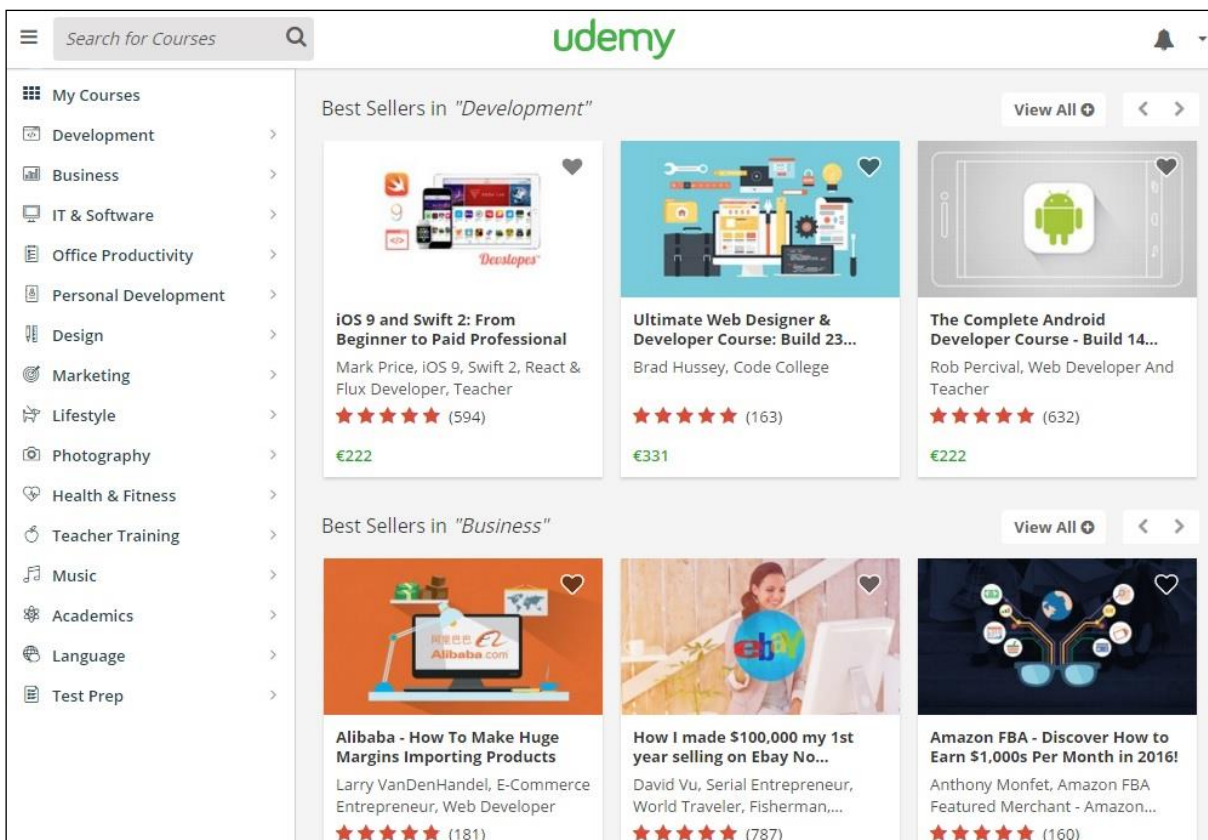
Online learning portal: **Udemy.com**

To access a course:

1. Go to **udemy.com** web page.



2. Click on the **Log In** option at the top right corner of the page.
3. Click on a category to view for available courses.



4. Click on a required course.
5. Click **Start Learning Now**.
6. Click on **Continue to Course** and view the course's topics.



## Steps

### Upload and Download File

Upload and download option may not be available for all courses.

To upload a file:

1. Select the **Content Area** from the **Course** menu that holds the upload section for assignment.

For example, the **Course Documents** area.

2. Click the name of the **Assignment**.
3. Click **Browse** next to **File To Attach** option,
4. Browse your computer and select a file to attach.
5. Click **Open**.

6. Click **Submit** when the page is complete.

To download a file:

1. Click on the link provided in the course page.
2. Save the file to a specific location in your computer.



## Concepts

### Use a Course Activity

Course activities can consists of elements such assessments, quizzes, and projects.



## Steps

To use a course activity:

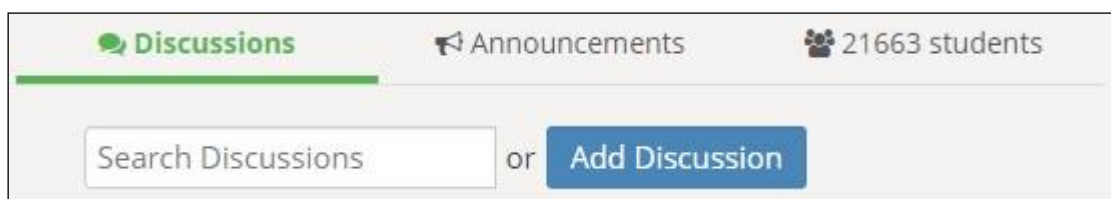
1. Click on the activity link provided.



2. Answer the questions based on the instructions provided.
3. Depending on the way the activities are structured, the result may be shown immediately after each question or at the end of the activity.

To post a review or comment:

1. Click in the comment box provided or the **Discussion Forums** link.



2. Enter the required question, comment or review.
3. Click **Post Comment / Review**.

4. You can also post a comment when viewing a lecture by clicking the **discussion** tab.



---

## 3.7 REVIEW EXERCISE

1. In your online storage account, create a folder called **My Work**.
2. Upload a document from your computer to the online folder **My Work**.
3. Share the folder **My Work** by creating a link that can be emailed to anyone who needs to view the file.
4. Create the following event in your calendar:
  - a. Event: **Department Meeting**
  - b. When: 1<sup>st</sup> Monday of next month, 9am
  - c. Duration: 1 hour
5. Send out an invite to a person of your choosing for this meeting.
6. In your social media account, create a group named as **Class** and add some people from your class.
7. Post the following status update and ensure only the group **Class** can view it:  
**I'm completing my course on <enter date here>.**



## ICDL Syllabus

Ref	ICDL Task Item	Location	Ref	ICDL Task Item	Location
1.1.1	Recognise that ICT (Information and Communication Technology) can support and promote online collaboration.	<i>1.1 Key Concepts of Online Collaboration</i>	1.2.1	Understand ways in which cloud computing facilitates online and mobile collaboration like: storage of shared documents and files, access to a range of online applications and tools.	<i>1.2 Cloud Computing</i>
1.1.2	Identify the main types of services supporting online collaboration like: cloud computing, mobile technology. Identify the main types of tools supporting online collaboration like: common productivity applications, social media, online calendars, online meetings, online learning environments.	<i>1.1 Key Concepts of Online Collaboration</i>	1.2.2	Outline the benefits of cloud computing for users like: reduced costs, enhanced mobility, scalability, automatic updates.	<i>1.2 Cloud Computing</i>
1.1.3	Identify key characteristics of online collaborative tools like: multiple users, real time, global reach, concurrent access.	<i>1.1 Key Concepts of Online Collaboration</i>	1.2.3	Outline the risks of cloud computing like: dependence on provider, data protection and control, potential loss of privacy.	<i>1.2 Cloud Computing</i>
1.1.4	Outline the benefits of using online collaborative tools like: shared files and calendars, reduced travel expense, ease of communication, enhanced teamwork, global access.	<i>1.1 Key Concepts of Online Collaboration</i>	2.1.1	Understand that additional applications, plug-ins may need to be installed to use certain online collaborative tools.	<i>2.1 Common Setup Features</i>
1.1.5	Be aware of the risks associated with using online collaborative tools like: unauthorised access to shared files, insufficient management of version control, malware threats, identity/data theft, service interruptions.	<i>1.1 Key Concepts of Online Collaboration</i>	2.1.2	Identify common equipment used to support online collaboration like: webcam, microphone, speakers.	<i>2.1 Common Setup Features</i>
1.1.6	Recognise the importance of intellectual property rights and the appropriate use of content when using online collaborative tools.	<i>1.1 Key Concepts of Online Collaboration</i>	2.1.3	Recognise that firewall restrictions may cause access issues for users of a collaborative tool.	<i>2.1 Common Setup Features</i>
			2.2.1	Download software to support online collaborative tools like: VOIP, IM, document sharing.	<i>2.2 Setup of Online Collaborative Tools</i>
			2.2.2	Register and/or set up a user account for a collaborative tool. Deactivate, delete/close a user account.	<i>2.3 Managing Account for a Collaborative Tool</i>
			3.1.1	Understand the concept of online storage solutions and identify common examples.	<i>3.1 Understand and Use Online Storage</i>

Ref	ICDL Task Item	Location	Ref	ICDL Task Item	Location
3.1.2	Identify the limitations of online storage like: size limit, time limit, sharing restrictions.	<i>3.1 Understand and Use Online Storage</i>	3.2.6	Edit, cancel an existing event.	<i>3.3 Use Online Calendars</i>
3.1.3	Upload, download, delete online files, folders.	<i>3.1 Understand and Use Online Storage</i>	3.3.1	Identify social media tools that support online collaboration like: social networks, wikis, forums and groups, blogs, micro blogs, content communities.	<i>3.4 Identify and Use Social Media Tools</i>
3.1.4	Understand that common productivity applications can be accessed via the web. Identify common examples of web-based productivity applications like: word processing, spreadsheets, presentations.	<i>3.2 Use Common Productivity Applications</i>	3.3.2	Set up, modify available permissions/privacy options like: read access, write access, user invites.	<i>3.4 Identify and Use Social Media Tools</i>
3.1.5	Identify features of web-based productivity applications: allows files to be updated by multiple users in real-time, allows files to be shared.	<i>3.2 Use Common Productivity Applications</i>	3.3.3	Find, connect to social media users, groups. Remove connections.	<i>3.4 Identify and Use Social Media Tools</i>
3.1.6	Create, edit and save files online.	<i>3.2 Use Common Productivity Applications</i>	3.3.4	Use a social media tool to post a comment, link.	<i>3.4 Identify and Use Social Media Tools</i>
3.1.7	Share, unshare a file, folder to allow other users to view, edit, own a file, folder.	<i>3.2 Use Common Productivity Applications</i>	3.3.5	Use a social media tool to reply to, forward a comment.	<i>3.4 Identify and Use Social Media Tools</i>
3.1.8	View, restore previous versions of a file.	<i>3.2 Use Common Productivity Applications</i>	3.3.6	Use a social media tool to upload content like: images, videos, documents.	<i>3.4 Identify and Use Social Media Tools</i>
3.2.1	Share a calendar. Grant permission to view, edit a shared calendar.	<i>3.3 Use Online Calendars</i>	3.3.7	Remove posts from social media. Be aware that permanently deleting posts and photos may be difficult.	<i>3.4 Identify and Use Social Media Tools</i>
3.2.2	Show, hide shared calendars.	<i>3.3 Use Online Calendars</i>	3.3.8	Use a wiki to add to or update a specific topic.	<i>3.4 Identify and Use Social Media Tools</i>
3.2.3	Use a shared calendar to create an event, recurring event.	<i>3.3 Use Online Calendars</i>	3.4.1	Open, close online meeting application. Create a meeting: time, date, topic. Cancel the meeting.	<i>3.5 Use Online Meeting Tools</i>
3.2.4	Set a reminder for an event.	<i>3.3 Use Online Calendars</i>	3.4.2	Invite, uninvite participants, set access rights.	<i>3.5 Use Online Meeting Tools</i>
3.2.5	Invite, uninvite people, resources to an event. Accept, decline an invitation.	<i>3.3 Use Online Calendars</i>	3.4.3	Start, end a meeting.	<i>3.5 Use Online Meeting Tools</i>
			3.4.4	Share, unshare desktop, files in an online meeting.	<i>3.5 Use Online Meeting Tools</i>
			3.4.5	Use available chat features in an online meeting.	<i>3.5 Use Online Meeting Tools</i>

Ref	ICDL Task Item	Location	Ref	ICDL Task Item	Location
3.4.6	Use video, audio features in an online meeting.	3.5 <i>Use Online Meeting Tools</i>	4.1.4	Understand Internet connection options available for mobile devices: wireless (WLAN), mobile Internet (3G, 4G). Understand associated features of these options like: speed, cost, availability.	4.1 <i>Mobile Devices and Operating Systems</i>
3.5.1	Understand the concept of an online learning environment. Identify online learning environments like: Virtual Learning Environments (VLEs) and Learning Management Systems (LMS).	3.6 <i>Understand and Access Online Learning Environments</i>	4.1.5	Understand key security considerations for mobile devices like: use a PIN, backup content, turn wireless/Bluetooth on/off.	4.1 <i>Mobile Devices and Operating Systems</i>
3.5.2	Understand the features, functions available within an online learning environment like: calendar, noticeboard, chat, assessment records.	3.6 <i>Understand and Access Online Learning Environments</i>	4.2.1	Connect to the Internet securely using wireless, mobile technology.	4.2 <i>Using Mobile Devices</i>
3.5.3	Access a course in an online learning environment.	3.6 <i>Understand and Access Online Learning Environments</i>	4.2.2	Search the web.	4.2 <i>Using Mobile Devices</i>
3.5.4	Upload, download a file in an online learning environment.	3.6 <i>Understand and Access Online Learning Environments</i>	4.2.3	Send, receive e-mail.	4.2 <i>Using Mobile Devices</i>
3.5.5	Use a course activity like: quiz, forum.	3.6 <i>Understand and Access Online Learning Environments</i>	4.2.4	Add, edit, remove a calendar event.	4.2 <i>Using Mobile Devices</i>
4.1.1	Identify types of mobile devices like: smartphone, tablet.	4.1 <i>Mobile Devices and Operating Systems</i>	4.2.5	Share pictures, videos using options like: e-mail, messaging, social media, Bluetooth.	4.2 <i>Using Mobile Devices</i>
4.1.2	Understand that mobile devices use an operating system. Identify common operating systems for mobile devices.	4.1 <i>Mobile Devices and Operating Systems</i>	4.3.1	Identify common applications like: news, social media, productivity, maps, games, ebooks.	4.3 <i>Managing Apps</i>
4.1.3	Understand the term Bluetooth and its use.	4.1 <i>Mobile Devices and Operating Systems</i>	4.3.2	Understand that applications are obtained from application stores. Identify common application stores for mobile devices.	4.3 <i>Managing Apps</i>
			4.3.3	Search for a mobile device application in an application store. Recognise that there may be purchase, usage costs associated with an application.	4.3 <i>Managing Apps</i>
			4.3.4	Install, uninstall an application on a mobile device.	4.3 <i>Managing Apps</i>

Ref	ICDL Task Item	Location
4.3.5	Update applications on a mobile device.	<i>4.3 Managing Apps</i>
4.3.6	Use an application on a mobile device like: voice or video communication, social media, map.	<i>4.3 Managing Apps</i>
4.4.1	Understand the purpose of synchronising content.	<i>4.4 Synchronising Content</i>
4.4.2	Set up synchronisation settings.	<i>4.4 Synchronising Content</i>
4.4.3	Synchronise mobile devices with mail, calendar, other devices.	<i>4.4 Synchronising Content</i>



Congratulations! You have reached the end of the ICDL Online Collaboration book.

You have learned about the key skills relating to online collaborative tools, including:

- Understanding the key concepts relating to online collaboration and cloud computing.
- Setting up accounts to prepare for online collaboration.
- Using online storage and web-based productivity applications to collaborate.
- Using online and mobile calendars to manage and plan activities.
- Collaborating and interacting using social networks, blogs, and wikis.
- Scheduling and hosting online meetings and using online learning environments.
- Understanding key mobile technology concepts and using features such as e-mail, applications, and synchronisation.

Having reached this stage of your learning, you should now be ready to undertake ICDL certification testing. For further information on taking this test, please contact your ICDL test centre.

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