

# Working remotely

Connect. Share. Create. Wherever, whenever, with a little help from Google.



Working remotely comes with benefits and challenges. Goodbye, commute. Hello, distractions.

Whether you're new to it or looking for a new way to make it work for you, these tips and how-to's can help you adjust to working remotely—so you can succeed whenever you're not in the office.

### Make working remotely work a little better by...



#### Staying connected

Conversation is a big part of office life. When working remotely, connecting face-to-face will help break up your day, and make you happier and more productive.



#### Sharing easily

Being able to share, store, and access files—without relying on email or hard drives—will simplify you and your team's workload, and help you avoid delays and mishaps.



#### Creating together

Modern collaboration solutions let you and your coworkers work on the same files at the same time without stepping on each other's toes.

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# Let's make working remotely work for you.



Secure video meetings for your business with Google Meet.

#### What's ahead

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PLANAR

# Show your work or just a smile

When in-person isn't possible, video meetings are the next best thing. They let you present work, avoid long email threads, and engage in some much-needed socialization.

Regular video meetings can help you build a routine and keep regular business hours.

And scheduling time for coffee talks, group lunches, and happy hours, etc., will help you maintain relationships and culture outside the office.

Video meetings are also a good reason to create a designated workspace, if possible. One that:



Is quiet with a simple background.



Has a strong internet connection.



Provides a steady surface for your device.



Allows you to keep your camera on.

# Always consult the calendar

Time can become a little abstract when working remotely, especially if you're new to it.

Keeping your calendar up to date and checking your coworkers' can help you create a plan (and stick to it)—and help you continue to practice good workplace etiquette.

#### We recommend:



Creating blocks on your calendar for work time, breaks, or whenever you know you'll be unavailable.



Consulting your coworkers' calendars before scheduling a meeting or asking for something that will take more than just a few minutes.

# Switch on "work mode"

Getting dressed for the office. Listening to music on your way to work. Packing your lunch. All these things tell your brain one thing: it's business time.

Working remotely can disrupt some or all of these cues—which can lead to slower starts and feeling unproductive. As you create your new routine, find a way to signal the start of your at-home workday.



Put on music while you get ready or have breakfast.



Take time in the morning to read your commute book.



Prepare a snack or meal for later.



Make a to-do list for the day.

### What you'll need

#### **General**

Your **computer** or **phone**. **Headphones** or **a quiet spot**. A built-in or external **camera**.

#### **Microsoft Outlook users**

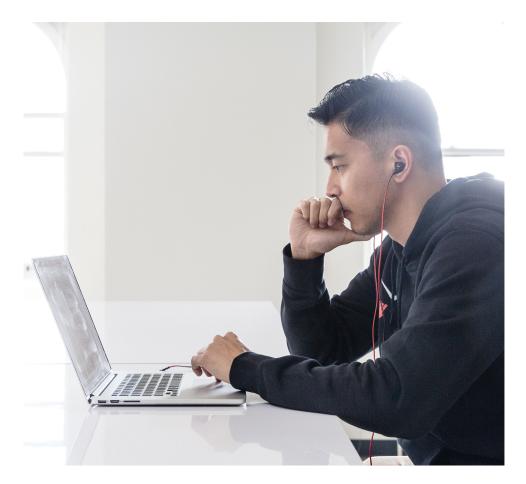
A supported version of Microsoft Outlook, Office 365, or Exchange.

A G Suite account with Meet turned on for your organization.

Google Meet add-in installed on your computer. On the Office toolbar, in the Add-ins section, click Store and follow the installation instructions.



If you're using a mobile device, download the **Google Meet app** in your app store.

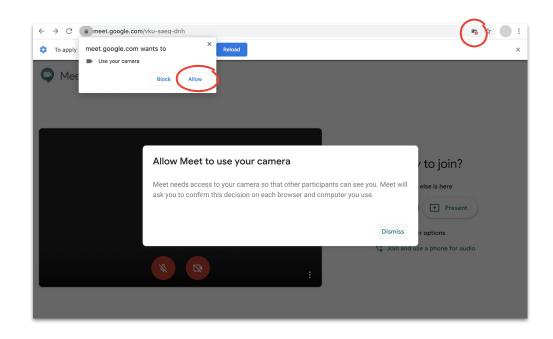


### Camera and mic access

If it's your first time using Google Meet, click **Allow** when prompted while joining your event.

If you've previously blocked camera or mic access, join your event, then:

- 1. Near the top right, click 📝 Camera blocked
- 2. Then click Always allow meet.google.com to access your camera and microphone
- Click Done

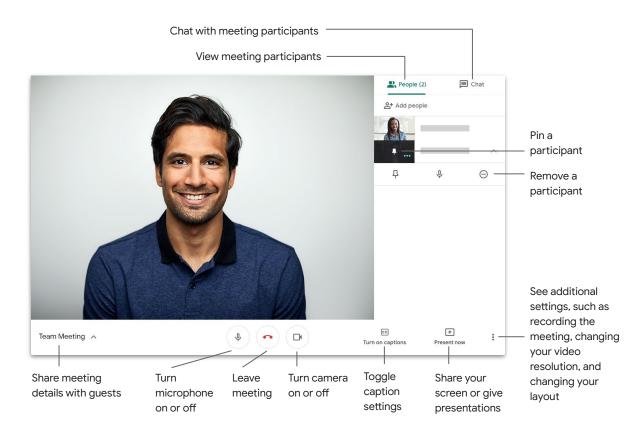




You can also turn your camera on and off, and mute your mic in a meeting using the Meet interface controls.

### Meet interface

Google Meet's interface makes it easy to control your meeting experience.



# Create a meeting Using Meet

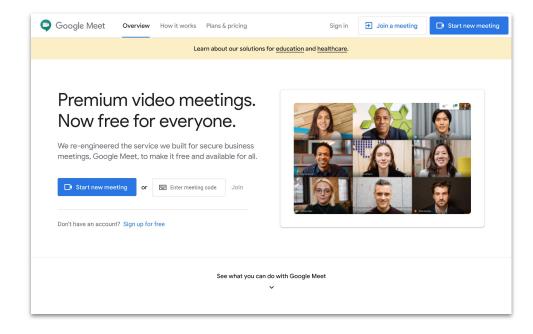
If you're in a browser, you can quickly create a new meeting by visiting the <u>Meet homepage</u>.

- 1. Go to the **Meet homepage**
- 2. Click Join or start a meeting
- Click Continue
- Click Join now



If you're on your phone, you can also create a meeting in the **Google Meet app.** 

Learn more at the Help Center.



## Create a meeting Using Microsoft Outlook

You can create a meeting from your Microsoft Outlook calendar or email—which is helpful when you want to check someone's availability or have already agreed on a time via email.

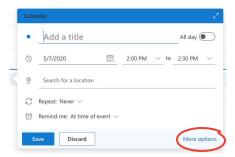
- In your calendar, highlight where you want the meeting to occur
- 2. In the event window, click More Options
- Then click **••• More** then □ Google Meet then + Add a meeting

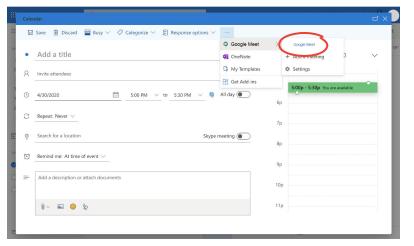
The joining information will then be added to your calendar or email invite.



You can also create a meeting from your email by clicking the **Meet icon**.

Learn more at the Help Center.





### Join a meeting Using Meet

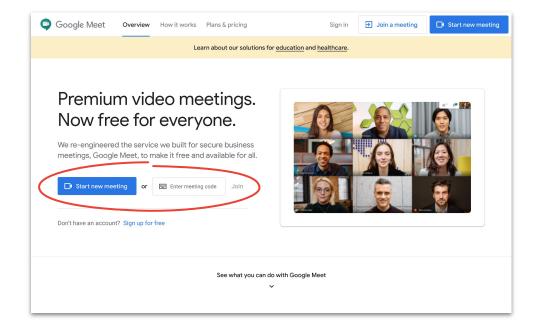
You can join a meeting while in your browser from the <u>Meet homepage</u>.

- Go to the <u>Meet homepage</u>
- 2. Select the meeting from your list events, or enter a meeting code or nickname
- 3. Click Join now



If you're on your phone or have a poor connection, use the **Google Meet app** to ioin a call.

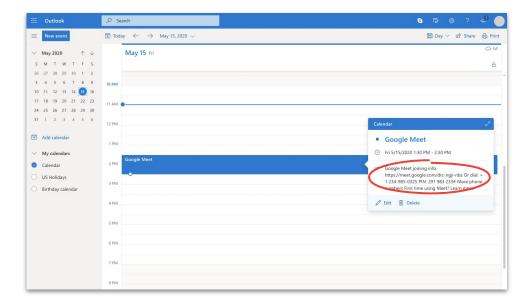
Learn more at the Help Center.



## Join a meeting Using Microsoft Outlook

You can join a meeting from your Microsoft Outlook calendar or email by opening the calendar event or email invite and clicking the link.

- Click the event URL in your email or calendar
- The event will automatically open in your browser





Links are a great way to join meetings last minute. Just ask the event creator for the link and click.

Learn more at the Help Center.

# Add people Using Meet and Microsoft Outlook

If you forgot someone or have a last-minute guest, you can quickly add people using the <u>Meet interface</u> after a meeting has started.

#### Option 1

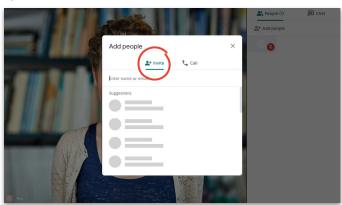
- On the top right, click > People then + Add people
- 2. Enter names or emails and click Send invite

#### Option 2

- 1. In the bottom left, click the meeting name
- 2. Click Copy joining info
- 3. Message the meeting details to the new guests

Learn more at the Help Center.

Option 1:



Option 2:



### Add people Using guest's phone

If your guest has a poor connection or is joining on the go, you can help them easily join via their phone.

- Join the meeting, go to the top right and click People then Add People
- 2. Click **Call**
- Select the country you're calling to add the country code
- 4. Enter the person's phone number, then click **Call** and wait for them to answer



This option is only available in certain countries. Make sure the number you're calling is from a supported country.

Learn more at the Help Center.

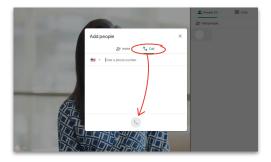
Step 1:



Step 2:



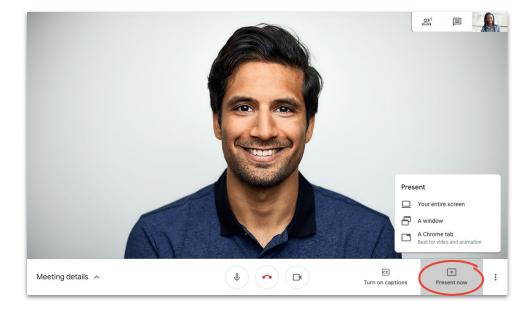
Steps 3 & 4:



# Present your screen While conferencing

Whether it's for a formal presentation or something spur of the moment, you can easily share your screen once you're in a meeting.

- In the bottom right, select Present now
- Choose Your entire screen,
   A window, or A Chrome tab, then select the content you'd like to share
- 3. Click **Share** to begin





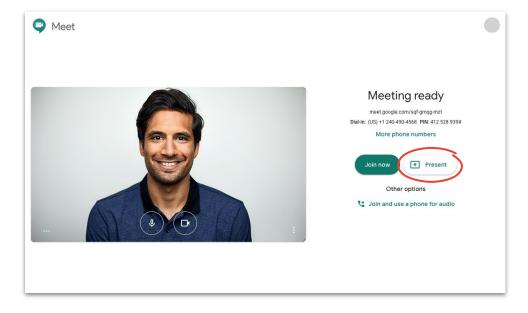
If you need to show higher-quality video and audio, choose **Present a Chrome tab.** 

Learn more at the Help Center.

# Present your screen Joining only to present

You can also be the "person behind the curtain" by joining only to present. This is helpful for live streams or using one presentation for multiple presenters.

- Go to the <u>Meet homepage</u>
- Select the event or click Join or start a meeting and enter the meeting code
- 3. Click **Present** (instead of Join now)
- Choose a window or app and select **Share**





No audio or video will be shared—just the window or app you present.

Learn more at the Help Center.

### Layouts

Different layouts help you do different things. **Spotlight** keeps you focused on one thing, while **Tiled** makes it easier to have conversations with more than a few people.

Change your layout by clicking More then Change layout and selecting:

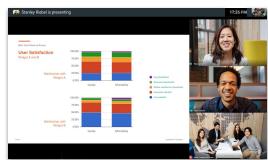
- Auto: Meet chooses for you (default setting)
- Sidebar: one large frame with additional frames on the side
- Spotlight: one large frame with the speaker, a presentation, or a pinned feed
- Tiled: up to 16 people in a grid



Select a layout



Spotlight



Sidebar



Tiled

Learn more at the Help Center.

### Captions

Live captions help ensure everyone can use Meet. Whether you use them for accessibility reasons or because of bad audio, you won't miss a word when captions are on.

- 1. At the bottom of the Meet window, click **Turn on captions**
- 2. Click **Turn off captions** to stop using

If you don't see the options above, you may have to click • More first.

Currently available only in English.



Captions will not appear in recorded meetings.

Learn more at the Help Center.









# Use phone for audio After joining a meeting

If you have a poor connection or experience bad audio while in a meeting, you can use your phone to speak and listen by having Google Meet call you.

- 1. Click : More then 📞 Use a phone for audio
- 2. Click Call me
- 3. Enter your phone number
- 4. Click Call me
- 5. When prompted, press 1 on your phone

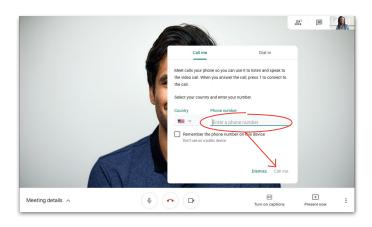
Only available for U.S. and Canadian phone numbers.



You can still use your computer for video and presenting.

Learn more at the Help Center.





# Use phone for audio Before joining a meeting

You can also join a meeting at the start using your phone for audio, if you know your connection may be poor.

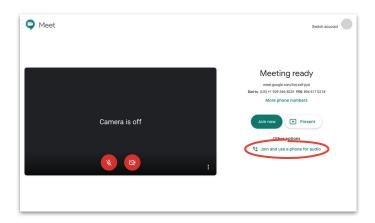
- From the <u>Meet homepage</u>, select Join and use phone for audio
- 2. Click Call me
- 3. Enter your phone number
- 4. Click Call me
- 5. When prompted, press 1 on your phone

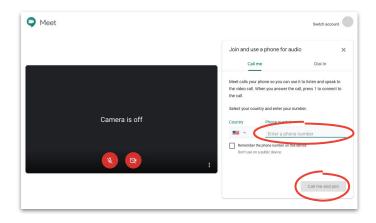
Only available for U.S. and Canadian phone numbers.



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# Use phone for audio When dialing in

If you're using a conference phone for audio, you'll need to dial in manually.

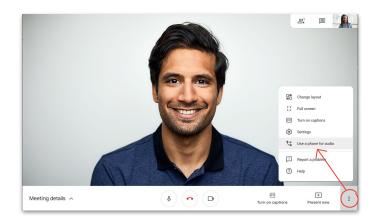
- Depending on whether you're already in a meeting, click : More then Use a phone for audio or select Join and use phone for audio on the Meet homepage
- 2. Click Dial in
- 3. Select your country
- 4. Dial the number
- 5. When prompted, enter the PIN and then #

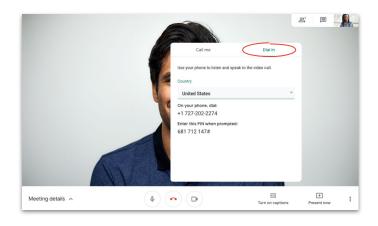
Only available in supported countries.



You can still use your computer for video and presenting.

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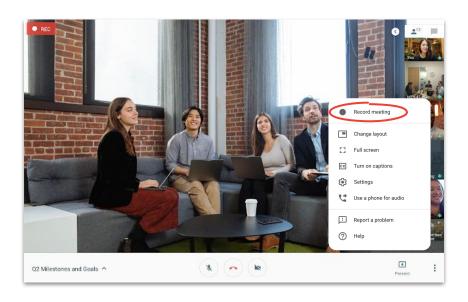




### Record meetings

Recording meetings saves you from taking notes and makes it easier to share information with others.

- While in a meeting, click : More thenRecord meeting to start recording
- Click : More then Stop recording when you're finished
- Wait for the recording file to be generated and saved to the meeting organizer's My Drive > Meet Recordings folder
- An email with the recording link will be sent to the meeting organizer and the person who started the recording



Learn more at the Help Center.

# **Live stream**For full participants

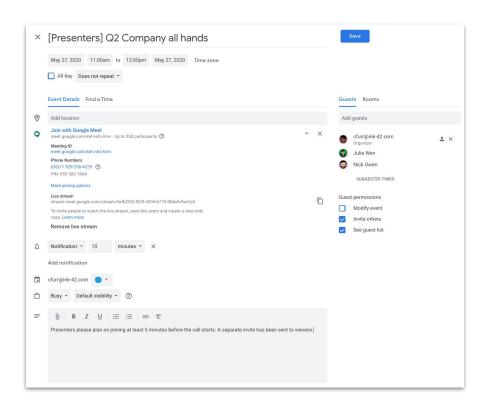
Live streaming lets you connect with larger audiences. You can invite up to 250 full participants—who can stop, start, and record the event.

- 1. In your calendar, click + Create then More options
- 2. Add the event details and full-participant guests
- Select Add Google Meet video conferencing then Google Meet
- 4. Click the > Down arrow and select Add live stream
- 5. Click Save
- 6. During the meeting, click More then Start streaming to begin event



Only guests within your organization can view a live stream from your organization.

Learn more at the Help Center.



# **Live stream**For view-only participants

If you're setting up a companywide meeting and will have more than 250 guests, you can add up to 100,000 guests as view only.

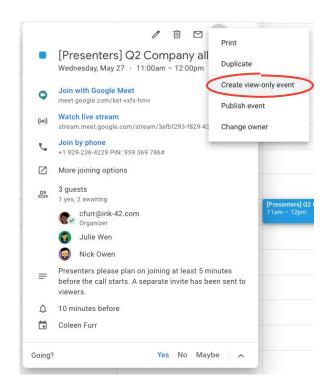
They'll be able to view the event live, but they can't stop, pause, or record it.

- In your calendar, single-click the live stream event you created for <u>Full participants</u>
- At the top, click More actions then Create view-only event
- 3. Add guests or rooms
- 4. Click **Save** then click **Send**



Only guests within your organization can view a live stream from your organization.

Learn more at the Help Center.



## Low-light mode

Meet now uses AI to automatically adjust your video to make yourself more visible to other participants when your lighting is bad.



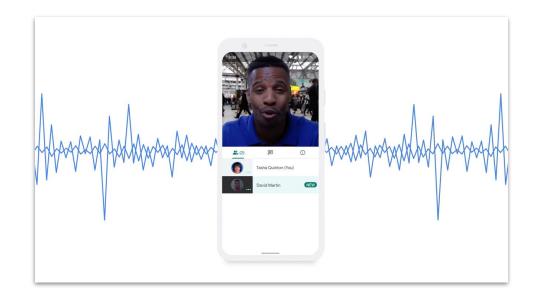




Currently only available in the **Google Meet app**, but will be extended to web experience in the future.

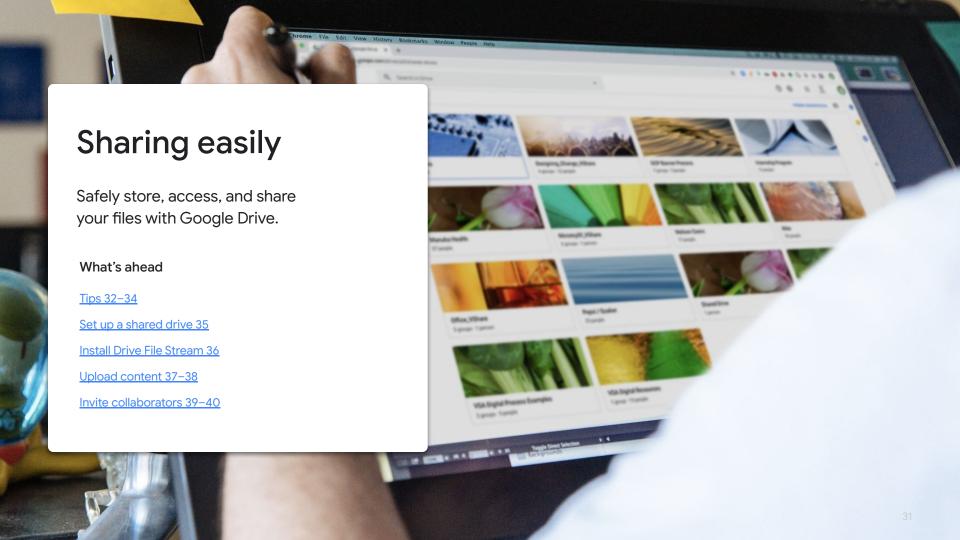
### Noise cancellation

To help limit interruptions (for you) and distraction (for others), Meet now <u>intelligently filters out background noises</u>, like dog barks or keyboard typing.





Currently only available in the web experience, but will be extended to the **Google Meet app** in the future.



# Reestablish your process

As you and your team adjust to working remotely, take time to evaluate your collaboration process. What worked in the office might not work outside it, and figuring that out sooner rather than later will ensure a smoother transition.

If you haven't already, consider:



A file sharing solution that lets you create, track, share, and collaborate on files in one place more easily.



Scheduling time to make sure everyone knows how to use any new solutions you adopt properly, and follows the same procedures when using them.

# Share at the right time

Workdays are filled with ebbs and flows. Knowing when you and your teammates are most productive will help you plan your day. And it can be an unofficial strategy for when you share work, ask questions, or assign tasks.

If a coworker has kids at home, for instance, learn what works best for their schedule and get in the habit of sharing work when you know they'll be back at their computer.

Whenever you're working closely with someone in a different location, take a moment to:



Ask about their current workload and upcoming time off.



Find out if they have any regular conflicts or times when they'll be unavailable.



Share info about your own workload, time off, and availability.

# Go the extra mile on security

For most people, working remotely means more emails and trying out new tools, and that can open you up to new security risks.

Take some time to brush up on your cybersecurity knowledge. (A refresher never hurts!) And see if you're using all the safety measures you have at your disposal.

Here are some things to consider:



Turn on 2-Step Verification, if available, to help protect your account.



See if your file sharing solution has additional security features when working with sensitive information.



Always check permissions to make sure the right people have the right level of access.

### Set up a shared drive

Teams can easily store, search, and access files on shared drives, which makes them great for when a group needs access to the same files or to store company wide documents.

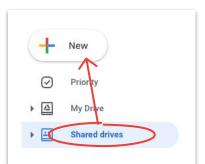
Shared drives also offer extra security options to help protect sensitive files.

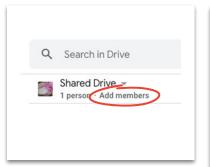
- Visit **Drive**
- 2. On the left, click Shared drives
- 3. At top, click + New
- 4. Enter a name and click **Create**
- At the top, under the shared drive name, click Add members
- 6. Enter their names and click **Send**

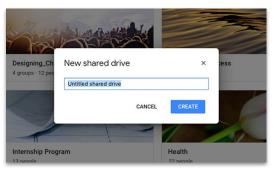


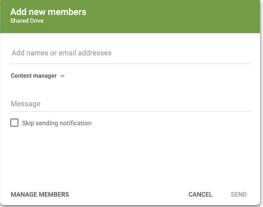
Files in a shared drive belong to the team, not the individuals who created them. If a team member leaves, the files they created stav

Learn more at the Help Center.







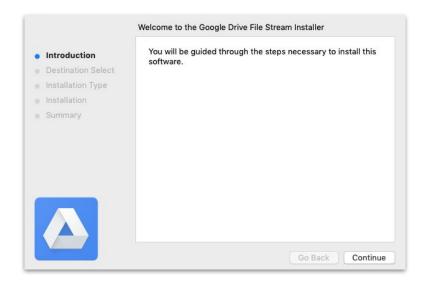


### Install Drive File Stream

If you prefer to work with files directly on your desktop rather than in a browser, try Drive File Stream (a.k.a. Drive for Desktop) to access Drive files using your Mac or PC's file structure.

You'll still be connected to the cloud, so any changes will be saved automatically and everyone will have access to the latest version.

- Download <u>DriveFileStream.exe</u> for Windows or <u>DriveFileStream.dmq</u> for Mac
- Follow the on-screen instructions



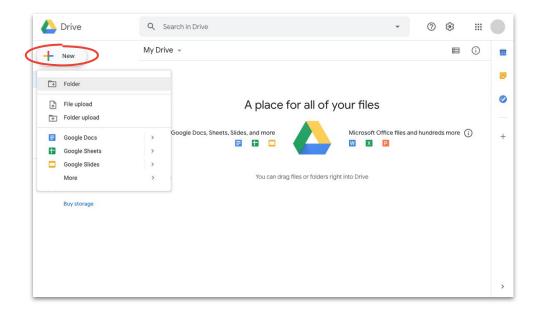
Learn more at the Help Center.

### **Upload content** To My Drive

Uploading content is easy, and you can do it using your browser, mobile device, or desktop.

Just remember, My Drive is like your hard drive. No one can access files in your My Drive unless you give them permission. So use it for files you want to own and control as an individual.

- 1. Go to My Drive
- Drag files or folders right into Drive to upload, or click + New to manually select them from your hard drive
- Click Open



Learn more at the Help Center.

### Upload content To shared drives

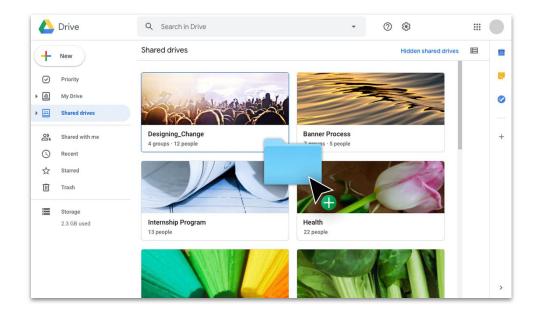
With shared drives, your team will have immediate access to any files you upload—which saves you from having to grant access to large project teams.

You can change the level of access for individuals, selecting either **Edit** (default), **Comment**, or **View**.

- Create a shared drive or click Shared drives and select the drive you want to add to
- Click + New to select the file or folder from your hard drive
- 3. Click Open



Learn more at the Help Center.



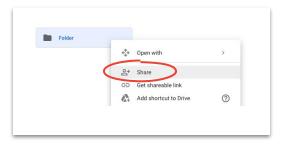
### **Invite collaborators**To My Drive

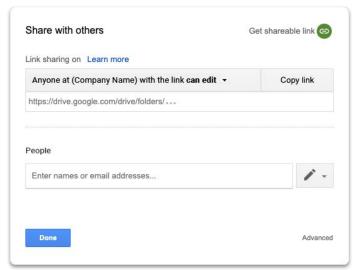
If you want to work with others on files in your My Drive, you'll have to grant each person access. While it is an extra step (compared with using a shared drive), it gives the file owner more control over access.

- 1. In My Drive, right-click the file or folder and select 4 Share
  OR if you're in the file, click 5 Share near the top right
- 2. Under **People**, enter the names or emails you want to add
- 3. Click the **Edit** dropdown to choose the level of access
- 4. Add a note to the email notification if you want, or uncheck the **Notify people** box to skip the notification
- 5. Click **Send** or **OK** if you skipped the notification



Learn more at the Help Center.





#### Invite collaborators

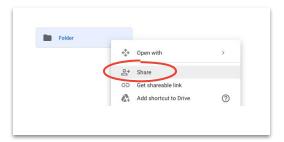
#### To shared drives

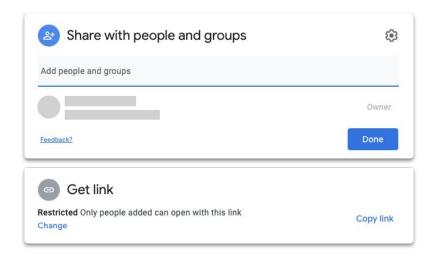
Files you put in a shared drive are automatically shared with drive members, and they can share those files unless you restrict their access. This is helpful when uploading multiple files to which the same group of people needs access.

You can share files in a shared drive with new people at any time.

- Go to the shared drive, right-click the file, and select
   Share, OR if in a file, click Share near the top-right
- 2. Add the names or emails you want to share with
- 3. Click **Edit** to choose the level of access
- If you want, add a message to the email notification, or check the Skip sending notification box to not send a notification
- Click **Send** if sending a notification or **Add** if skipping the notification

Learn more at the Help Center.





#### Creating together

Collaborate in real time from anywhere using Docs, Sheets, Slides, Forms, and Sites.

#### What's ahead

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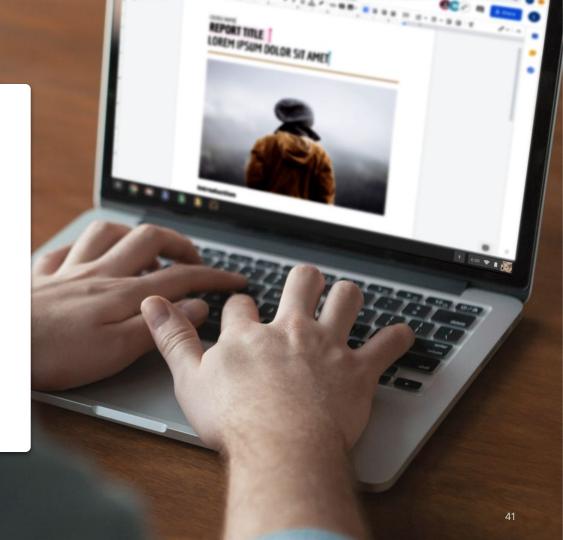
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Tip #1

## Work like you're in the same room

Modern collaboration solutions let you and your team work together from anywhere. They make it easier to have specific and targeted conversations, provide a complete record of when and how a file changes, streamline workloads, and connect with coworkers.

Collaborating in real time saves you from:



Emailing back and forth with thoughts or edits.



Searching for (or forgetting) attachments.



Version control issues and manually merging files.



Losing unsaved changes.

Tip #2

## Collaborate on non-work work

Whatever you do in your spare time, there's a good chance you work with someone who's into the same thing.

Shared files are a great way to extend conversations you've had during video meetings, in emails, or using chat. And they can help you exchange information, set goals, or share opinions on an ongoing basis (on things other than work).

Here are some things to consider:



Into baking? Share your favorite recipes.



Perfecting your fitness routine? List your go-to moves.



Into home improvement? Track your progress or share tips.

Tip#3

# Create a reward system

When you're working remotely, rewarding yourself for a job well done is a great way to motivate yourself and break up your day.

A short walk, a special snack, or a little TV break can be the encouragement you need to sit down and focus on the task at hand.

#### We recommend:



Writing down goals or tasks, and what your reward will be for completing them.



Being honest; only claim your reward once your goal is met.

#### Create a new file

You can start collaborating in seconds with Docs, Sheets, Slides, Forms, and Sites. Which you choose just depends on what you're doing. Tracking lots of data? Try Sheets. Need to build a killer presentation? Go with Slides.

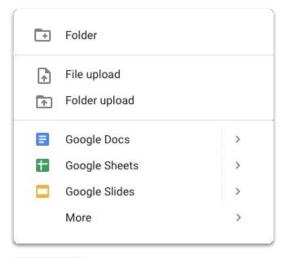
- In Drive, click + New, then select the file type and either Blank document or From a template
- In the top-left corner of the new file, click
   Untitled document to enter a file name
- 3. Begin working



<u>Using templates</u> helps save time when creating new files. Docs, Sheets, Slides, and Forms all include many options.

Learn more at the Help Center.



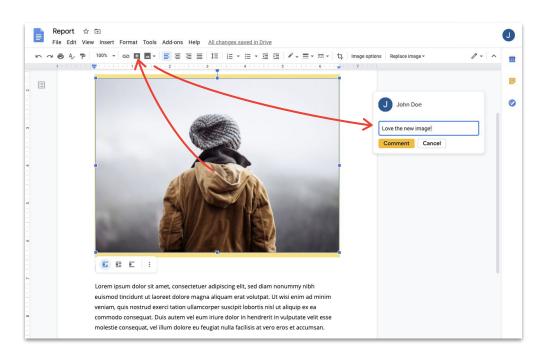




#### Add a comment

Commenting lets you have a real-time dialogue in your files, with all the necessary context.

- Open the file and select the content you want to comment on
- 2. Click **Add comment** in the menu
- 3. Enter your comment in the box
- 4. Click Comment

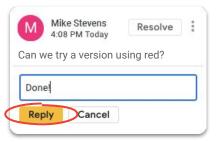


Learn more at the Help Center.

#### Reply to a comment

Comments aren't a one-way conversation. They're a chance for you to share your opinion, suggest an alternative, or even just show you're in agreement. Whatever you want to say, it's easy to say it.

- 1. Click the comment you want to reply to
- 2. Click **Reply** and type your message
- 3. Click **Reply** to save



Learn more at the Help Center.

#### Resolve a comment

Once the conversation is over, don't forget to resolve open comments so everyone knows they're closed.

- 1. Click on the comment you want to resolve
- If responding before resolving, click Reply and type your message
- 3. Then in the top corner of the comment box, click **Resolve**

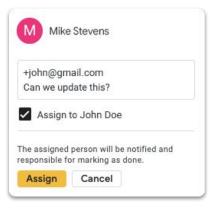


Learn more at the Help Center.

#### Assign an action item

Assigning action items is a good way to divide and conquer tasks (and keep track of who's doing what), or to make clear who needs to weigh in when there are many people working in a file together.

- When writing a comment, enter an at symbol (@) followed by the person's email address
- Check the **Assign to** box that appears once you've added the person's email to your comment
- Finish your message
- 4. Click **Assign**



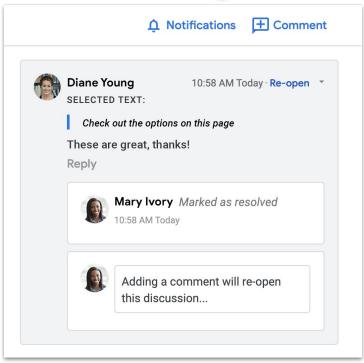
Learn more at the Help Center.

#### View comment history

Resolving a comment doesn't erase it forever. You can go to a file's comment history to see all open and resolved comments in one place. It's like a little record of how a file evolved. (Because you never know when you may need to refresh your memory.)

- Near the top right, click Open comment history
- 2. Scroll to review the comment history and reply, resolve, or re-open comments





Learn more at the Help Center.

#### Re-open a comment

If you want to continue a conversation or revisit an idea that's been resolved, you can re-open closed comments in the comment history.

- Near the top right, click Open comment history
- 2. Scroll to review the comment history
- Find the comment you want to re-open and select Re-open then Re-open OR add your reply then click Reply and the comment will re-open automatically

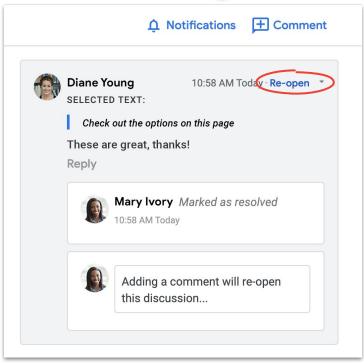
The re-opened comment will now appear again in the margin to the right.



Click **Link to this comment...** for a link you can copy and share so others can jump right to the comment you're talking about.

Learn more at the Help Center.

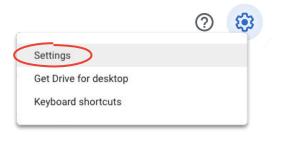


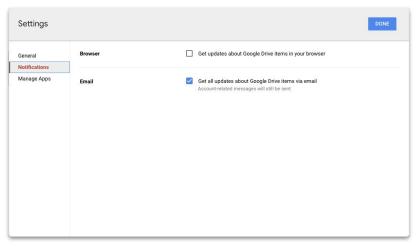


#### Manage notifications

Notifications help you stay on top of what's going on with your files. You can get notified when someone shares a new file or folder with you, you're mentioned in a comment, or someone requests access to a file you own.

- In My Drive, click Settings then select Settings
- Click Notifications on the left
- Check or uncheck the box next to the setting you want to change
- 4. Click Done



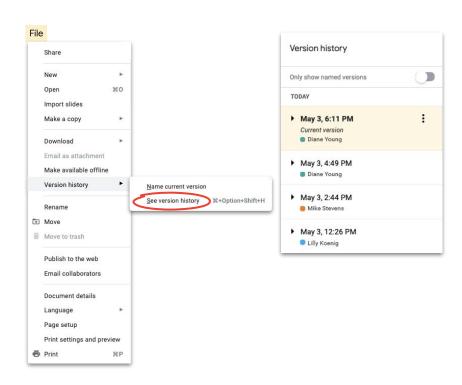


Learn more at the Help Center.

#### Access version history

Version history keeps all your drafts in the same file, so you can easily find cut content that needs to come back, or track when and why something changed.

- In the menu, click File, then select Version history, then See version history
- Click a timestamp to see a previous version; below the timestamp you'll see:
  - a. Who edited the file
  - A color next to each name, and the edits they made outlined in that color
- You can then revert to an earlier version by clicking Restore this version OR return to the the current version by clicking ←



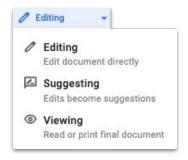
Learn about avoiding version conflicts.

#### Suggest edits

Sometimes proposing edits—without actually making the changes—is necessary. Like when reviewing legal documents where changes need to be approved, or when clients require a more formal process.

Suggesting edits is an easy-to-follow way of letting contributors review, approve, or reject changes.

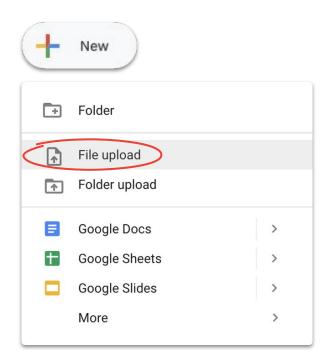
- Near the top-right corner of a **Doc**, click
   Editing and choose Suggesting
- Begin typing your edit; your suggestion will appear in a new color, and the text you're changing will be crossed out but not actually deleted



### Add Microsoft Office files to Drive

If you use Microsoft Office files, no problem—just upload them to Drive and start working together, with the benefits of modern collaboration. No converting, resaving, or downloading necessary.

- 1. Open <u>Drive</u>
- 2. Click **New**, then **File upload**
- 3. Choose the Office file you want to upload
- 4. Select Open



#### Work on Microsoft Office files in Drive

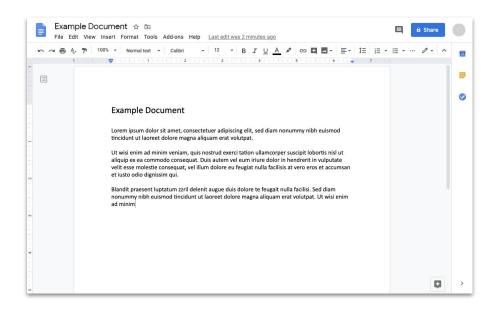
You can open and work on Microsoft Office files in Drive, make edits, and then save those changes to the original file without creating a new file or reuploading.

- In <u>Drive</u>, double-click the Office file to open a preview
- At the top, click Open in Docs, Sheets, or Slides; if you don't see this, click Open with then Docs, Sheets, or Slides
- You can now edit, share, view version history, and collaborate in real time with others
- 4. Close the window when you're done, and your edits will be saved to the original Office file



If you view but don't edit an Office file in Google Docs, Sheets, or Slides, the original Office file will not change.





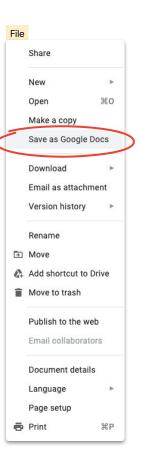
### Convert Microsoft Office files to Google files

If you don't need Microsoft Office versions of files going forward or want to simplify collaboration by using Docs, Sheets, and Slides, you can convert your Office files to Google files.

- In <u>Drive</u>, double-click the Office file to open a preview
- At the top, click Open in Docs, Sheets, or Slides; if you don't see this, click V Open with then Docs, Sheets, or Slides
- Click File then Save as Google Docs, Sheets, or Slides



You can always switch back by downloading a Google file as an Office file.



#### Comment on Microsoft Office files in Google Drive preview

Similar to Google files, you can use comments to have conversations and share thoughts (with the right context) in Microsoft Office files. Using Google Drive preview makes it easy and avoids any extra steps, like resending or reuploading.

- 1. Open <u>Drive</u> and double-click an Office file
- Select the text, cell, or section you want to comment on
- 3. Click **Add comment**
- Enter your comment (to address it to a specific person, enter @ and their email in the comment text)
- Click Comment



### Track editing in a Microsoft Office file in Drive

If using <u>Drive File Stream</u>, you can still work with others in real time. You just might have to take turns editing or refresh your file before you start.

- In **Drive File Stream**, open a shared Office file; the real-time status appears at the bottom right
- 2. You will see:
  - Safe to edit (no one else is editing)
  - Wait to edit (someone else is editing);
     check Notify me when it's safe to edit
     to find out when you can start
  - c. **New version created** (someone created a new version); to get it, click **Get latest**
- You can now edit, share, view version history, collaborate in real time with others, and more; all changes will be saved to the original Office file

**Project Phoenix Overview** Drive File Stream July 24, 2018 Stakeholders Lara Brown - Product Manager ✓ Safe to edit Lily MacDonald - Lead Engineer Skye Perkins - Lead Designer Elizabeth Fitzgerald - Visual Designer See who's editing Microsoft Alexis Stephens - User Researcher Trevor Hanson - Technical Lead files in Drive File Stream Now you can see if others are editing Microsoft **Proposed Timeline** Office files and they can see you. Get alerts when Prototype - Q4 2018 it's safe to edit, when you should wait, and when Launch - Q1 2019 You can disable this anytime from Drive File Jane Doe jane.doe@gmail.com CONTINUE AS JANE DOE NOT NOW English (United States)

Learn more at the Help Center.

#### Share files with Google Sites

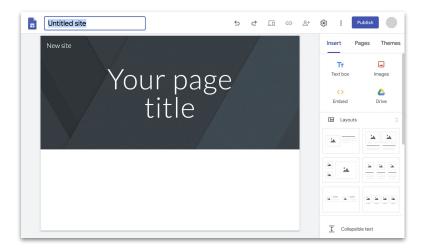
Embedding files in a website with Google Sites is an easy way to share information with large audiences. Especially if you're sharing sets of documents that need context and to be organized in a specific way.

- 2. Once in Sites, you'll need to:
  - a. Name your site
  - b. Select a layout and design options
  - c. Set up site navigation
- Click **Publish** in the top right when ready to share

If you anticipate high traffic to your site, <u>publish your file</u> first, then embed the published URL into Google Sites.

See detailed steps and learn more about Sites.





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