Online Collaboration ©ICS Skills 2014

This quick reference is for understanding the main concepts and skills relating to the setup and use of online collaborative tools.

Quick Reference

This module sets out concepts and skills relating to the setup and use of online collaborative tools, such as storage, productivity applications, calendars, social media, web meetings, learning environments, and mobile technology.

Successful candidates 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.

1 Collaboration Concepts

1.1 Key Concepts

1.1.1 Recognise that ICT (Information and Communication Technology) can support and promote online collaboration.
- ICT provides the infrastructure that enables access to a wide range of online collaborative tools that support real-time teamwork

1.1.2 Identify the main types of services supporting online collaboration like:
- Cloud computing - A service that delivers computing resources such as software and hardware over the Internet
- Mobile technology - A collection of technologies that allow devices such as smartphones and tablets to communicate

1.1.2 Identify the main types of tools supporting online collaboration like:
- Common productivity applications - Word processing, spreadsheets, presentation applications
- Social media - Websites that allow users to connect with each other or share information
- Online calendars - Calendars on the Internet for easier user access
- Online meetings - Meetings carried out via the Internet with remote users
- Online learning environments - Teaching and learning tools accessible via the Internet

1.1.3 Identify key characteristics of online collaborative tools like:
- Multiple users - A number of people can use the same application
- Real time - They allow files to be changed or interactions to take place instantly
- Global reach - They are not confined to a particular location
- Concurrent access - Several users can participate and work on the same thing at the same time

1.1.4 Outline the benefits of using online collaborative tools like:
- Shared files and calendars - Easy access for mobile users on different devices
- Reduced travel expense - Meetings can be carried out virtually
- Ease of communication - Communication via e-mail, VoIP, online meetings, chat etc.
- Enhanced teamwork - Users can connect with each other more easily
- Global access - Internet access allows users to log on from almost anywhere

1.1.5 Be aware of the risks associated with using online collaborative tools like:
- Unauthorised access to shared files - Unauthorised users may intercept and view data
- Insufficient management of version control - Several people may be working on the same version at the same time
- Malware threats - Viruses, worms, spyware or Trojan horses may enter the network
- Identity/data theft - Personal details may be used to commit online fraud
- Service interruptions - Downtime due to Internet access issues or maintenance by collaborative tool provider

1.1.6 Recognise the importance of intellectual property rights and the appropriate use of content when using online collaborative tools.
- Users need to avoid plagiarism by properly crediting all material referenced or used
- Users should ensure any material shared is appropriate for the intended audience

1.2 Cloud Computing

1.2.1 Understand ways in which cloud computing facilitates online and mobile collaboration like:
- Storage of shared documents and files - Multiple users can access and edit files
- Access to a range of online applications and tools - Greater collaboration and communication possible

1.2.2 Outline the benefits of cloud computing for users like:
- Reduced costs - Costs typically lower than installing locally on a number of machines
- Enhanced mobility - Applications can be used in any location with Internet access
- Scalability - Amount of space or applications used can be increased or decreased as needed
- Automatic updates - Updates can be made via the cloud rather than through local installations

1.2.3 Outline the risks of cloud computing like:
- Dependence on provider - Tied due to volume of data held, convenience reasons, may not have consistent service
- Data protection and control - Threat of unauthorised access or malware issues
- Potential loss of privacy - More people may have access to data

2 Preparation for Online Collaboration

2.1 Common Setup Features

2.1.1 Understand that additional applications, plug-ins may need to be installed to use certain online collaborative tools.
- Users may have to install or register for extra applications or plug-ins before using online collaborative tools

2.1.2 Identify common equipment used to support online collaboration like:
- Webcam - A video camera used to capture a digital video
- Microphone - A device used to digitally capture sound
- Speakers - Devices that produce sound waves audible to the human ear

2.1.3 Recognise that firewall restrictions may cause access issues for users of a collaborative tool.
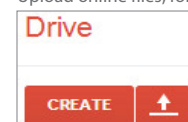- Users may need to amend their firewall settings and permissions to use certain collaborative tools

2.2 Setup

2.2.1 Download software to support online collaborative tools like:
- VoIP - Voice over Internet Protocol software allows users to talk to each other in real time over the Internet
- IM - Instant Messaging software allows real-time text-based communication via the Internet
- Document sharing - Software that allows users to create, edit and maintain documents collaboratively

2.2.2 Register and/or set up a user account for a collaborative tool.
- Download or access the collaborative tool required.
- Set up a user account by creating a user name and a password.

2.2.2 Deactivate, delete/close a user account.
- Options to deactivate or delete/close a user account are often found in account settings and are unique to each account provider.

3 Web-Based Information

3.1 Online Storage and Productivity Applications

3.1.1 Understand the concept of online storage solutions and identify common examples.
- Online storage - Data is saved and accessed via the Internet rather than on a local device or server
- Examples include Google Drive, SkyDrive, Dropbox

3.1.2 Identify the limitations of online storage like:
- Size limit - Users have specified storage amounts and additional storage will usually cost more
- Time limit - Users may experience temporary service interruptions or their account being discontinued due to inactivity
- Sharing restrictions - Document owners need to set up sharing and editing rights to allow access to other users

3.1.3 Upload online files, folders.

**Drive**

CREATE

- Log in to the Google account using a user name and password.
- In My Drive click the Upload button.
- Click Files or Folder.
- Navigate to the location of the file or folder.
- Select and click Open.

3.1.3 Download online files, folders.
- Select the file or folder, right-click and click Download.

3.1.3 Delete online files, folders.
- Select the file or folder, right-click and click Remove.

3.1.4 Understand that common productivity applications can be accessed via the web.
- Applications can be installed locally on a specific computer or device, on a network or accessed via the cloud.

3.1.4 Identify common examples of web-based productivity applications like:
- Word processing - Create text documents
- Spreadsheets - Calculate numerical data
- Presentations - Create, manipulate and display slide shows

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

3.1.6 Create files online.
- Click Create and select the type of file required.

3.1.6 Edit and save files online.
- Click the Google document to open it.
- Edit as required.
- All changes are saved automatically.

**3.1.7 Share a file, folder to allow other users to view, edit, a file, folder.**
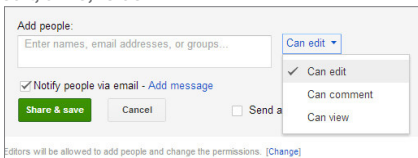
- Right-click the file or folder.
- Select Share and then click Share.
- In Add people, enter the e-mail addresses of the users you wish to share with.
- Select the Can edit drop-down list and give rights to edit, comment or view.
- Click Share & save.

3.1.7 Share a file, folder to allow other users to own a file, folder.
- To transfer ownership, users must be in the same domain.
- Right-click the file or folder.
- Select Share and then click Share.
- In Add people, enter the e-mail addresses of user you wish to transfer ownership to.
- Click Share & save.
- Click the drop-down list to the right of the user's name.
- Click Is owner.
- Click Save changes.

3.1.7 Unshare a file, folder.
- Right-click the file or folder.
- Select Share and then click Share.
- Select the recipient to unshare from, then click on the 'X' next to their details.
- Click Save changes.
- Click Done.

3.1.8 View, restore previous versions of a file.
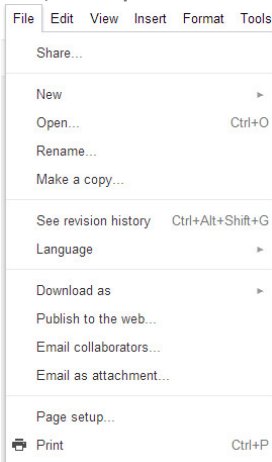
- Open the file.
- Click the File menu, then See revision history.
- Click the version to view this version.
- Click Restore this version to restore this version.

3.2 Online Calendars

3.2.1 Share a calendar. Grant permission to view, edit a shared calendar.
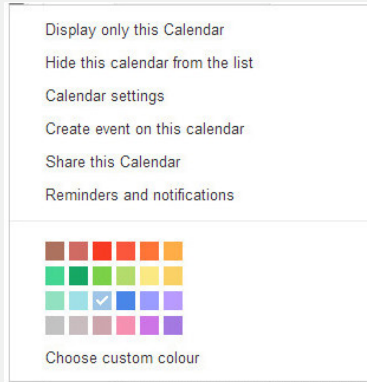
- Click the drop-down arrow to the right of the calendar to share.
- Select the option to Share this Calendar.
- In Share with specific people, enter the e-mail address of the user to share the calendar with.
- To grant permission to view a shared calendar, under Permission Settings select See all event details.
- To grant permission to edit a shared calendar, under Permission Settings select Make changes to events.
- Click Save.

3.2.2 Show shared calendars.
- By default, once shared these should be visible under Other calendars.
- If hidden, click the Gear button.
- Click Settings and select the Calendars tab.
- Check the checkbox for Show in list next to the calendar to show.

3.2.2 Hide shared calendars.
- Under Other calendars click the arrow and click Hide this calendar from the list.

3.2.3 Use a shared calendar to create an event.
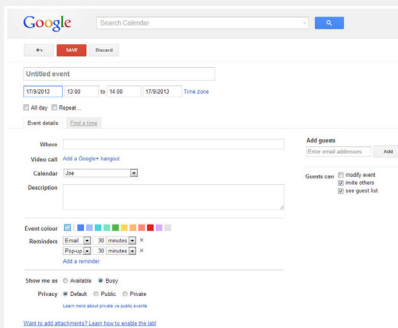
- In Calendar, click the Create button.
- Enter a title for the event and a time.
- Select the relevant shared calendar in the calendar drop-down list.
- Click Save.

3.2.3 Use a shared calendar to create a recurring event.
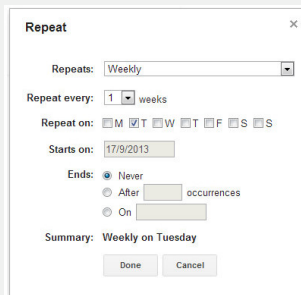
- In Calendar, click the Create button.
- Enter a title for the event and a time.
- Select the relevant shared calendar in the calendar drop-down list.
- Check the Repeat checkbox.
- Select the frequency from the Repeats drop-down list.
- Select a number in the Repeat every field.
- Click Done when complete.

3.2.4 Set a reminder for an event.
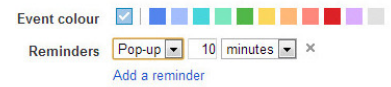
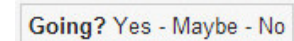
- Click the event to edit.
- Click Add a Reminder.
- Select the reminder type and the reminder time.

3.2.5 Invite people, resources to an event.
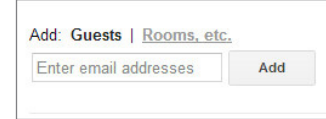
- Open the event, and enter the e-mail addresses in the field Enter email addresses.
- Click Add after each guest as needed.
- Click Add after each room or resource as needed, if displayed.
- Click Save.
- When prompted, click Send to send an e-mail to invite guests to the event.

3.2.5 Uninvite people, resources to an event.
- Click the event to edit.
- Under Guests, click the 'X' to the right of the guest's name.
- Under Rooms, if this displays, click the 'X' to the right of the resource name.
- Click Save.
- When prompted, click Send to send an e-mail to uninvited guests to the event.

3.2.5 Accept, decline an invitation.

- Open the invitation in your e-mail account.
- To accept the invite, click Yes beside the question Going?
- To decline the invite, click No beside the question Going?
- Click Save.

3.2.6 Edit an existing event.
- Click the event to edit.
- Change details as needed.
- Click Save.

3.2.6 Cancel an existing event.
- Click the event to cancel.
- Click Delete.
- When prompted, click Send to send an e-mail to any invited guests to the event.

3.3 Social Media

3.3.1 Identify social media tools that support online collaboration like:
- Social networks - Websites that allow users to connect with each other for recreational or business purposes
- Wikis - User generated sources of online information about topics
- Forums and groups - People with shared interests and knowledge that register with a website
- Blogs - Shared online journals
- Micro blogs - Shared online journals with smaller updates
- Content communities - Groups of people with a shared interest

**3.3.2 Set up, modify available permissions/privacy options like: read access, write access.**
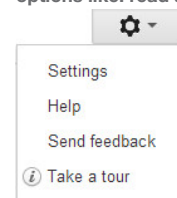
- On the Home Page of Google +, click the Gear button.
- Click Settings
- Click Profile and privacy.
- Click Edit visibility on profile.
- Change Who can see this? as preferred.
- Click Save.

3.3.2 Set up, modify available permissions/privacy options like: user invites.
- Click the Gear button.
- Click Settings.
- Click the drop-down list beside Who can send you notifications?
- Select the preferred option.

3.3.3 Find, connect to social media users, groups.

- Enter the social media user's name or the group name in the Find field.
- Click the Find button.
- Click Add to circles.
- Check the relevant checkbox to add to a specific circle.

3.3.3 Remove connections.
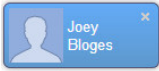
- Click the Find people button.
- Click Your circles.
- Hover over the connection and click the X button on the top right of the connection.

3.3.4 Use a social media tool to post a comment.
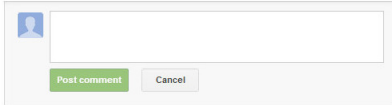

- Enter the text required in Share what's new.
- If prompted, choose who to share the post with.
- Click Share.

3.3.4 Use a social media tool to post a link.
- Click the Add link button.
- Enter the link and click Add.
- Click Share.

3.3.5 Use a social media tool to reply to a comment.

- Go to the comment to reply to.
- Enter text required in Add a comment.
- Click Post Comment.

3.3.5 Use a social media tool to forward a comment.

- Go to the comment to forward.
- Click the Share this post arrow.
- Enter text if required in Add a comment.
- Check or add details of recipients to forward comment to.
- Click Share.

3.3.6 Use a social media tool to upload content like: images.
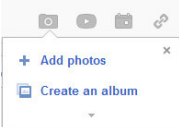
- Click the Add photos button.
- Click Add photos.
- Navigate to where the image is stored and select.
- Click Open.
- Click Share.

3.3.6 Use a social media tool to upload content like: videos.
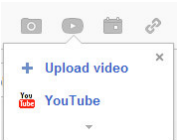
- Click the Add video button.
- Click Upload video.
- Click Choose videos to upload.
- Navigate to where the video is stored and select.
- Click Open.
- Click Share.

3.3.6 Use a social media tool to upload content like: documents.
- Open Google Drive.
- Click the file to upload.
- Copy the URL for the file location from the Address bar.
- Return to Google +.
- Click the Add link button.
- Paste the link in the highlighted field. The document will then be displayed.
- Click Share.

3.3.7 Remove posts from social media.
- Click the arrow on the top right corner of the comment.
- Click Delete post.
- Click Delete.

**3.3.7 Be aware that permanently deleting posts and photos may be difficult.**
- The privacy policies of each social media website differ and can alter over time, so permanent deletion may be difficult.

3.3.8 Use a wiki to add to or update a specific topic.
- Go to www.wikipedia.org
- Navigate to the desired topic content.
- Click Edit.
- Edit the content.
- Click Save page.

3.4 Online Meetings

3.4.1 Open online meeting application.
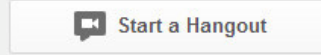
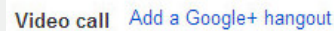

- In Google+ account, click Start a hangout.

3.4.1 Close online meeting application.
- Click the 'X' on the top right of the screen.

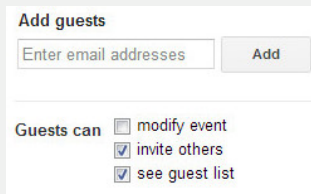**3.4.1 Create a meeting: time, date, topic.**

- Go to Calendar.
- Create a meeting entering a time, date and topic.
- Click Add a Google+ hangout.
- Click Save.

3.4.1 Cancel the meeting.
- In Calendar, click the event, then click Delete.
- When prompted, click Send to send an e-mail to any invited guests to the event.

3.4.2 Invite participants, set access rights.

- Open the event, and enter the e-mail addresses in the field Enter email addresses.
- Click Add after each guest as needed.
- Check or uncheck rights of guests as required.
- Click Save.
- When prompted, click Send to send an e-mail to invite guests to the event.

3.4.2 Uninvite participants.
- Click the event to edit.
- Under Guests, click the 'X' to the right of the guest's name.
- Click Save.
- When prompted, click Send to send an e-mail to uninvited guests to the event.

3.4.3 Start a meeting.
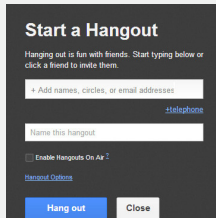
- In Google+ account, click Start a hangout.
- Enter names of contacts in circles or the e-mail addresses of guests to invite.
- Enter a name for the meeting.
- Click Hang out.

3.4.3 End a meeting.
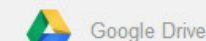- Click on the Exit button on the top right of the screen.

3.4.4 Share desktop in an online meeting.
- Click Screenshare.
- Select the window to show in the meeting.
- Click Start Screenshare.

3.4.4 Unshare desktop in an online meeting.
- Click Screenshare to stop current screenshare from displaying.

3.4.4 Share files in an online meeting.

- On the sidebar of Hangout click Google Drive.
- Hover over each file and click to select the file.
- Click Select and the file is added to the hangout.
- Click Add and repeat to share any additional files to the hangout.

3.4.4 Unshare files in an online meeting.
- Click the X beside the file name under Hangout to remove from the hangout.

3.4.5 Use available chat features in an online meeting.
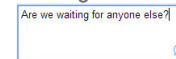
- On the sidebar of Hangout click Chat.
- Enter the text required.
- Press the Enter key.

3.4.6 Use video features in an online meeting.
- By default, the video is on. To turn video off, click the Camera button on the top right of the screen.
- To turn video back on, click the Camera button on the top right of the screen.

3.4.6 Use audio features in an online meeting.
- By default the audio is on. To turn audio off, click on the Microphone button on the top right of the screen.
- To turn audio back on, click on the Microphone button on the top right of the screen.

3.5 Online Learning Environments

3.5.1 Understand the concept of an online learning environment.
- Online Learning Environment (OLE) - Teaching and learning tools provided online, to improve learning experience

3.5.1 Identify online learning environments like:
- Virtual Learning Environments (VLEs) - Applications supporting online learning through files, data, forums, quizzes etc.
- Learning Management Systems (LMS)- Applications that help manage the administration of online courses

**3.5.2 Understand the features, functions available within an online learning environment like:**
- Calendar - Tracks course content and timetable and key dates such as assignments and exams
- Noticeboard - Lists key information for students and classes
- Chat - Allows text based conversations between learners and teachers
- Assessment records - Tracks results of assessments and exams

3.5.3 Access a course in an online learning environment.
- Log in to Moodle using username+ and password.
- Click the relevant course title to access the course.

3.5.4 Upload a file in an online learning environment.
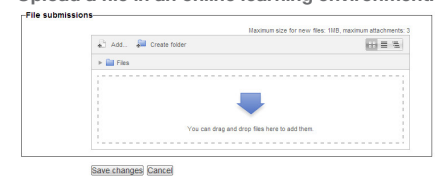
- Click the relevant course and topic.
- Click the file or submission upload hyperlink.
- Click the Add file or Add submission button.
- Drag and drop file and then Save Changes.

**3.5.4 Download a file in an online learning environment.**
- Click the relevant course and topic.
- Click the hyperlinked file.

3.5.5 Use a course activity like: quiz.
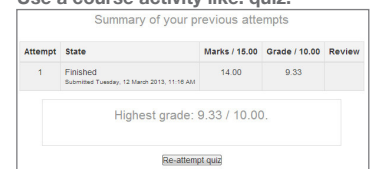
- Click the relevant course and topic.
- Select the quiz to complete.
- Click Attempt quiz now.
- Complete the quiz
- Click Next to review summary of answers given.
- Click Return to attempt if an answer needs to be changed, then Next.
- Click Submit all and finish and then Submit all and finish again.
- Review summary of attempt and click Re-attempt quiz if required.

3.5.5 Use a course activity like: forum.
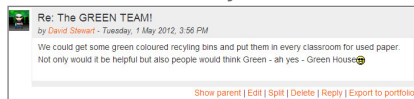
- Click the relevant course and topic.
- Select the forum to participate in.
- Click Discuss this topic.
- Click Edit or Reply as required.

4 Mobile Collaboration

4.1   Key Concepts
4.1.1   Identify types of mobile devices like:
- Smartphone - A mobile phone used for phone calls, e-mail, Internet browsing, and working with mobile applications
- Tablet - A small , mobile, hand-held device that combines computing and Internet access

4.1.2   Understand that mobile devices use an operating system. Identify common operating systems for mobile devices.
- Operating system - Software that schedules tasks, manages storage and handles communication with other devices
- Examples include Google Android, Apple iOS, Windows phone

4.1.3   Understand the term Bluetooth and its use.
- Bluetooth - Wireless technology standard for exchanging data securely over short distances

4.1.4   Understand internet connection options available for mobile devices:
- Wireless (WLAN) - A network that connects computers via radio, infrared or other wireless technology
- Mobile internet (3G, 4G) - A third generation and fourth generation wireless standard

4.1.4   Understand associated features of these internet connection options like:
- Speed - How fast the connection is
- Cost - How expensive the connection is
- Availability - How reliable the connection is and how few service interruptions

4.1.5   Understand key security considerations for mobile devices like:
- Use a PIN - To secure the device and help protect personal details
- Backup content - To avoid data loss and to minimise downtime in the event of any service interruption
- Turn wireless/Bluetooth on/off - To minimise the threat of unauthorised access

4.2   Using Mobile Devices
4.2.1   Connect to the Internet securely using wireless, mobile technology.
- Click Settings on the mobile device.
- Select the desired network and connect, using a password if required.

4.2.2   Search the web.
- Click the Web Search button.
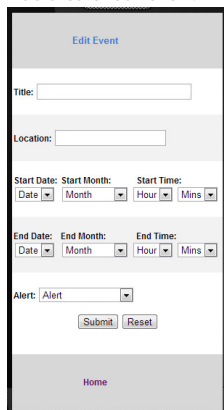- Enter the search required and click Submit.

4.2.3   Send e-mail.
- Click the Mail application.
- In the Inbox, click Compose.
- Enter an e-mail address in the To field and the subject in the Subject field.
- Enter the text required in the body of the message and click Send.

4.2.3   Receive e-mail.
- In the Inbox, click Refresh.

4.2.4   Add a calendar event.

- Click the Calendar application.
- Click Add.
- Enter a title, location, date and start and end times.
- Click Submit.

4.2.4   Edit a calendar event.
- In the Calendar application, click the event.
- Change details as required and click Save.

4.2.4   Remove a calendar event.
- In the Calendar application, click the event.
- Click Remove Event.

4.2.5   Share pictures using options like: e-mail, messaging, social media, Bluetooth.
- Click the Photo application.
- Select the picture to share.
- Click Share.
- Select to send by e-mail, messaging, social media or Bluetooth.
- Enter addresses in the To field.
- Click Share.

4.2.5   Share videos using options like: e-mail, messaging, social media, Bluetooth.
- Click the Video application.
- Select the video to share.
- Click Share.
- Select to send by e-mail, messaging, social media or Bluetooth.
- Enter addresses in the To field.
- Click Share.

4.3   Applications
4.3.1   Identify common applications like:
- News
- Social media
- Productivity
- Maps
- Games
- ebooks.

4.3.2   Understand that applications are obtained from application stores. Identify common application stores for mobile devices.
- Application stores - Online stores that allow users to buy and upgrade their applications
- Examples include Google Play, Apple App Store, Windows Store, Amazon Appstore, Blackberry World Store

4.3.3   Search for a mobile device application in an application store.
- Click the Application Store button.
- Enter the name of the application in the Search field.
- Click Search.
- Navigate through the results.

4.3.3   Recognise that there may be purchase, usage costs associated with an application.
- Not all application costs may be upfront, some may have subscription fees and usage fees

4.3.4   Install an application on a mobile device.
- Click the Applications button.
- Click Search.
- Enter the name of the application in the Search field.
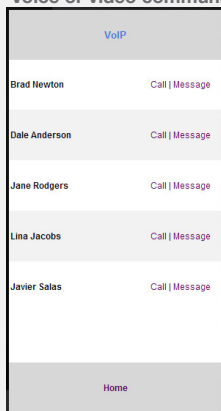- Select the application and click Install.

4.3.4   Uninstall an application on a mobile device.
- Click the Applications button.
- Select the application.
- Click Uninstall.

4.3.5   Update applications on a mobile device.
- Click the Applications button.
- Select the application.
- Click Update.

4.3.6   Use an application on a mobile device like: Voice or video communication

- Click the VoIP button.
- Navigate through contacts, select contact and click Call.

4.3.6   Use an application on a mobile device like: social media
- Click the Google+ application.
- Enter a username and password.
- Navigate through content.

4.3.6   Use an application on a mobile device like: map
- Click the Map button.
- Enter the location required in the Search field.
- Click Submit.

4.4   Synchronisation
4.4.1   Understand the purpose of synchronising content.
- Synchronisation ensures that the same content is shown on different apps or tools on different devices.

4.4.2   Set up synchronisation settings.
- Click the Settings button.
- Select to Synchronise e-mail.
- Edit settings as required
- Click Save.

4.4.3   Synchronise mobile devices with mail, calendar, other devices.
- Click the application button.
- By default, the applications are synchronised, if not click Refresh.