

Online Collaboration

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 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, 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

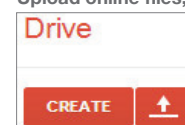
3.1.1 Understand the concept of online storage solutions and identify common examples.

- **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.



- 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.

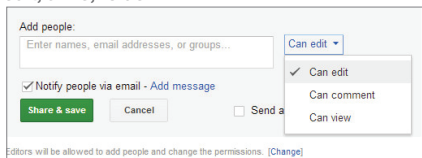
- 3.1.4 **Identify common examples of web-based productivity applications like:**
- [Word processing](#) - Create text documents
 - [Spreadsheets](#) - Calculate numerical data
 - [Presentations](#) - Create, manipulate and display slide shows

- 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 the [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.**



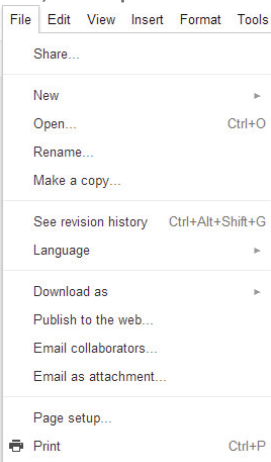
- Right-click the file or folder.
- Select [Share](#) and then click [Share](#).
- In [Add people](#), enter the e-mail addresses of the users you wish to share with.
- Select the [Can edit](#) drop-down list and give rights to edit, comment or view.
- Click [Share & save](#).

- 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](#).

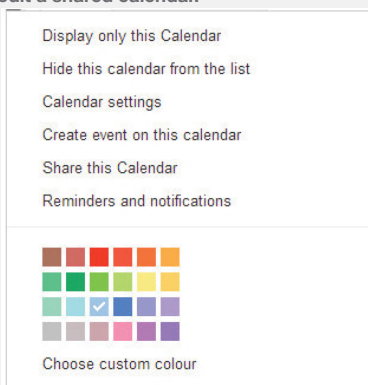
- 3.1.8 **View, restore previous versions of a file.**



- 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](#).

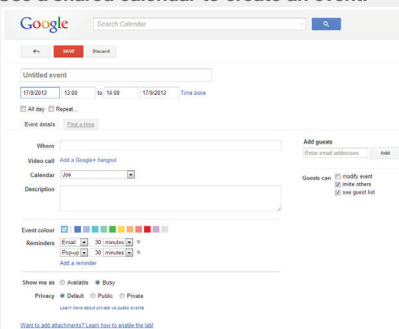
- 3.2.2 **Show shared calendars.**

- 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.**

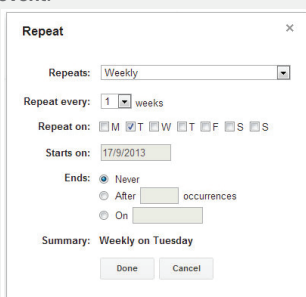
- Under [Other calendars](#) click the arrow and click [Hide this calendar from the list](#).

- 3.2.3 **Use a shared calendar to create an event.**



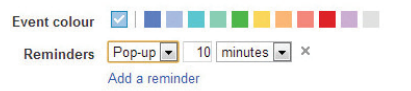
- In [Calendar](#), click the [Create](#) button.
- Enter a title for the event and a time.
- Select the relevant shared calendar in the calendar drop-down list.
- Click [Save](#).

- 3.2.3 **Use a shared calendar to create a recurring event.**



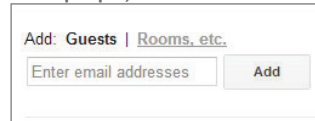
- In [Calendar](#), click the [Create](#) button.
- Enter a title for the event and a time.
- Select the relevant shared calendar in the calendar drop-down list.
- Check the [Repeat](#) checkbox.
- Select the frequency from the [Repeats](#) drop-down list.
- Select a number in the [Repeat every](#) field.
- 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.**

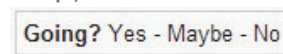


- Open the event, and enter the e-mail addresses in the field [Enter email addresses](#).
- Click [Add](#) after each guest as needed.
- Click [Add](#) after each room or resource as needed, if displayed.
- Click [Save](#).
- When prompted, click [Send](#) to send an e-mail to invite guests to the event.

- 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.**

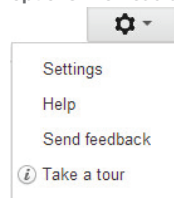
- Click the event to cancel.
- Click [Delete](#).
- When prompted, click [Send](#) to send an e-mail to any invited guests to the event.

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](#).

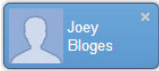
- 3.3.2 **Set up, modify available permissions/privacy options like: user invites.**

- 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.

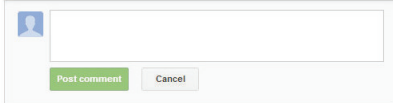


- Enter the text required in **Share what's new**.
- If prompted, choose who to share the post with.
- Click **Share**.

3.3.4 Use a social media tool to post a link.

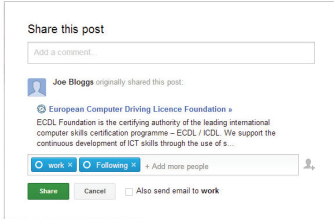
- Click the **Add link** button.
- Enter the link and click **Add**.
- Click **Share**.

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



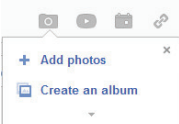
- Go to the comment to reply to.
- Enter text required in **Add a comment**.
- Click **Post Comment**.

3.3.5 Use a social media tool to forward a comment.



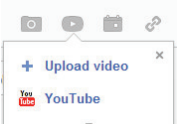
- Go to the comment to forward.
- Click the **Share this post** arrow.
- Enter text if required in **Add a comment**.
- Check or add details of recipients to forward comment to.
- Click **Share**.

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.

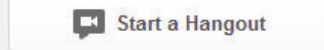
- The privacy policies of each social media website differ and can alter over time, so permanent deletion may be difficult.

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.

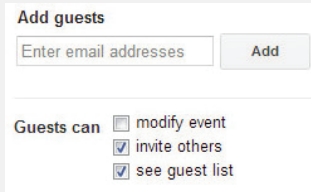
Video call Add a Google+ hangout

- 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.

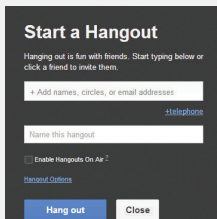


- Open the event, and enter the e-mail addresses in the field **Enter email addresses**.
- Click **Add** after each guest as needed.
- Check or uncheck rights of guests as required.
- Click **Save**.
- When prompted, click **Send** to send an e-mail to invite guests to the event.

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 uninvite 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.

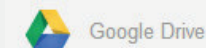
3.4.4 Share desktop in an online meeting.

- 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.

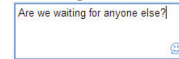


- On the sidebar of **Hangout** click **Google Drive**.
- Hover over each file and click to select the file.
- Click **Select** and the file is added to the hangout.
- Click **Add** and repeat to share any additional files to the hangout.

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

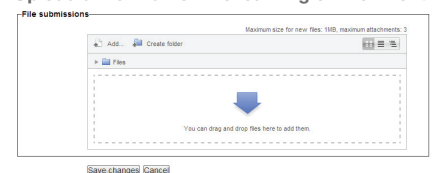
3.5.2 Understand the features, functions available within an online learning environment like:

- **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.

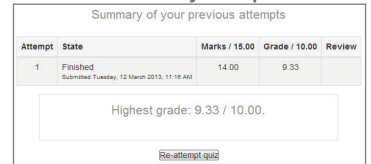


- Click the relevant course and topic.
- Click the file or submission upload hyperlink.
- Click the **Add file** or **Add submission** button.
- Drag and drop file and then **Save Changes**.

3.5.4 Download a file in an online learning environment.

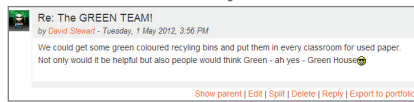
- Click the relevant course and topic.
- Click the hyperlinked file.

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](#).

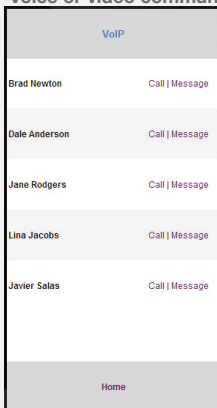
4.3.4 Uninstall an application on a mobile device.

- 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](#).