Getting Online

Your essential tool kit
to working remotely in the Pacific

Developed by Arco Tech
in collaboration with Business Link Pacific

ARCO TECH

BUSINESSLINK PACIFIC

Introduction

This guide has been produced as a response to the COVID-19 crisis which is driving the need for greater work-from-home practices with a particular focus on the online tools that will be most suited for the Pacific Islands environment.

The guide is broken into 6 sections:

The tools recommended in this guide all have low or no cost, are easy to use and to get started with and have well documented support.

Getting Started

Many of the tools that are recommended in this guide are developed by Google. These are tools that we at Arco Tech use on a daily basis and recommend to clients because they are low/no cost and easy to set up and use.

Step 1
To start using the tools you just need a free **Gmail** account. If you don't already have a Gmail account or would like to create one specifically for your business go to:
https://accounts.google.com/sigNup

Optional
The paid version of the Google tools is known as **Gsuite**, these have additional features and allow you to use an email address which includes your website address e.g. *yourname@yourbusiness.com*. You will not need to use the paid version to use any of the tools in this guide, but if you want to find out more you can go:
https://gsuite.google.com

Step 2
2) Once you have a Google Account you will be able to access all of these Google tools by going to www.google.com. Clicking on the grid (highlighted red below) will open up a menu of all of the tools available to you. Here you will find all Google tools that are mentioned in this guide.
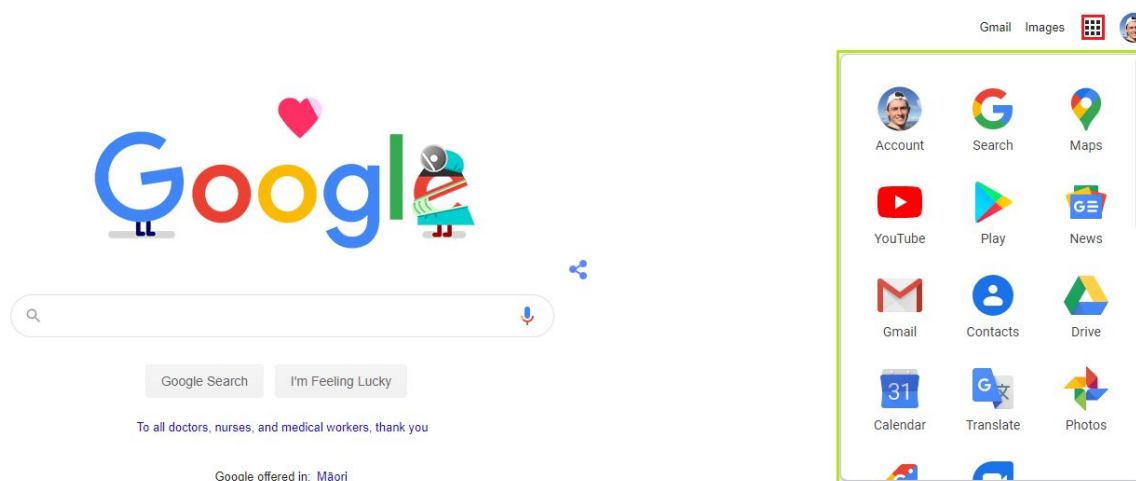
Accessing your files from home

Recommended Tools: Google Drive

Google Drive is a way of storing your files on the internet so that you can access them from another computer when you need to. Usually only you will have access to these files unless you choose to share them with other people in your business.

Google Drive will be a great option if your files are currently stored on work computers but you need to get access to them while working from home.

Why use Google Drive?
- You and your staff members can access files from home while still maintaining security over the files.
- You can share access to files with other members of the team without needing to send email attachments or use a USB stick.
- In the event your work computers are damaged, destroyed or unable to be accessed you can continue to access them on Google Drive.

Step 1: Log in
Ensure you have a Gmail or GSuite account (see page 2). Then go to drive.google.com and log in with your account.

Step 2: Upload Files
Press the "New" button in the top left corner. Choose "File upload" to upload a single file or "Folder Upload" to upload a folder of files.
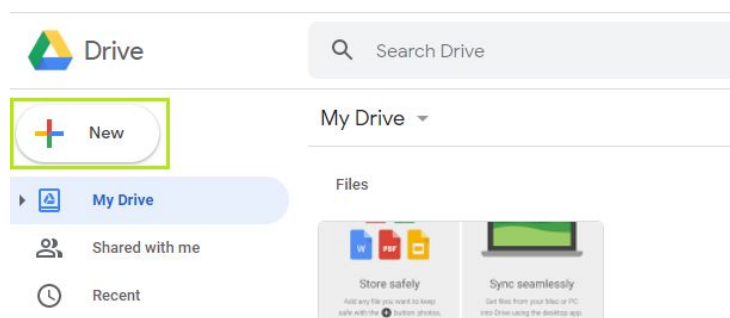
Step 3: Accessing and Sharing Files
Once you have uploaded files and folders to your Drive account you can login and download them whenever you want.

To share these with other people in your organisation you need to give them permission. To do this, right click on the file or folder you want to share and click "share". You can then enter the email address of the person you want to share it with and set whether they have the permission to edit the files, comment on the files or view only.
If you put new documents into a shared folder people with access to that folder will also be able to see those documents.

You can find things which have been shared with you by clicking on the "Shared with me" tab highlighted red.
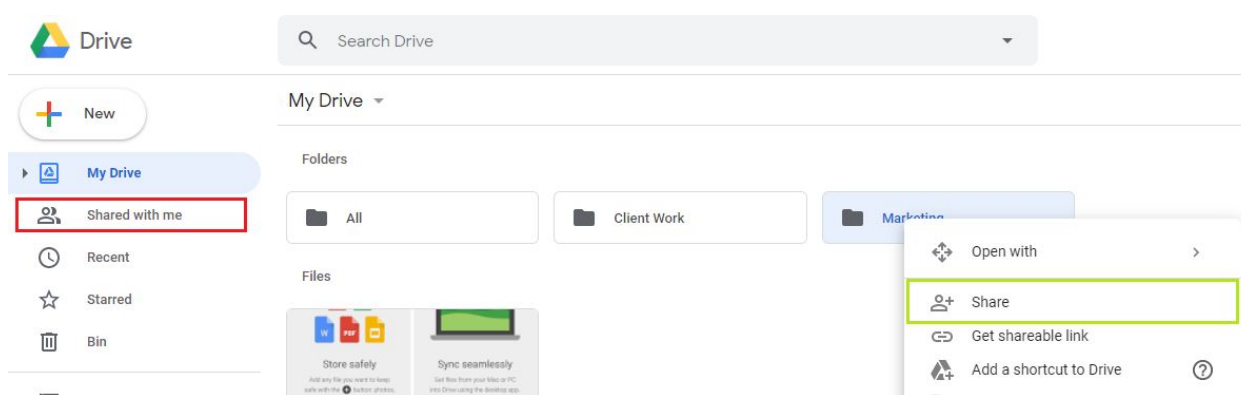
Tip
You get 15 GB of free storage with your gmail account or 30 GB per account on a paid GSuite account. If you are running out of storage space, pictures and videos use the most so consider whether you can move these out of the Drive. Upgrading to more storage is also quite cheap if you need to.

Working as a Team Online

Recommended Tools: Google Docs, Google Sheets, Google Slides

These three tools are the Google versions of Microsoft Word, Microsoft Excel and Microsoft Powerpoint. They are free to use and can be accessed directly from your Google Drive Account. Unlike other files, they do not count against your Google Drive Storage limit and they allow multiple people to all work and comment on the document at the same time.

Why use Google Docs, Sheets and Slides?
- Team Collaboration - Everyone in the team can access the same file at the same time if they need to. This allows multiple people to work together even when working from home.
- No more back and forth with multiple versions of the same document - everyone with access can see the live and most up-to-date version of a document, when they make comments everyone else can see them.
- Easy to use - Docs, Sheets and Slides are similar to their Microsoft counterparts, but with less features. This makes them easy to learn.
- Unlimited Storage - These files do not count against your Google Drive Storage so you make make as many as you like without needing to upgrade or pay for more storage

Step 1: Log in
Ensure you have a Gmail or GSuite account (see page 2). Then go to drive.google.com and log in with your account. Google Drive is where you can make new Docs, Sheets or Slides and open up old ones.

Step 2: Create a new file

Click the New button in the top left corner and click the type of document you want to make.
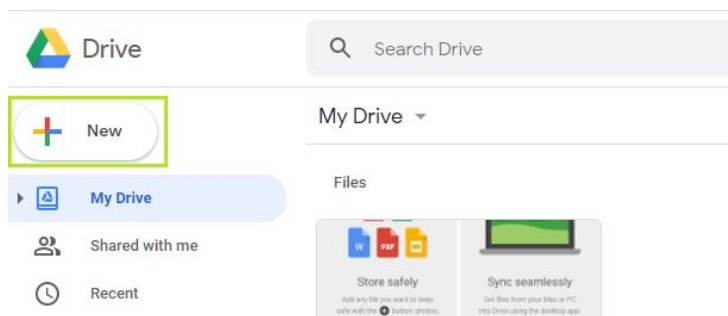
Step 3: Using Link Sharing

Pages 3 and 4 of this guide show you how you can share a file using Google Drive. You can also give people access to a file by emailing them a link. That person can then open the file using the link. This can be useful to share a file with a client or to let someone in your team know that you want them to look at it.

To share a file with someone using a link press the "Share" button in the top right corner. You have the option to either copy the link and email it to them yourself or enter their email address and Google will email the link for you.
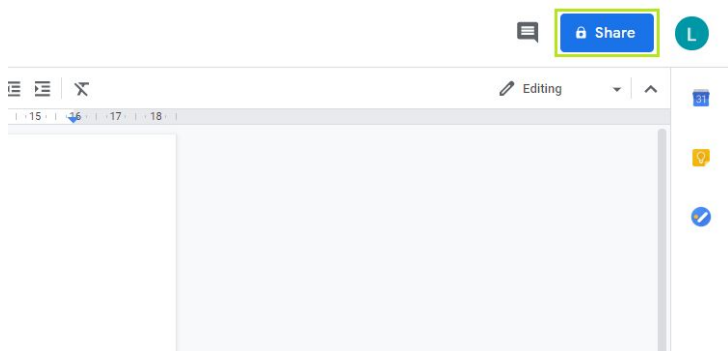
Staying in contact with your Clients

Recommended Tools: Google Hangouts

Google Hangouts is a video calling application that allows you to virtually talk face to face with your clients or your team. It is a good solution for running team meetings, running digital workshops with clients or for webinars depending on the size of the expected audience.

Other popular options are Zoom, Facebook Messenger and Skype which both allow you to video call a number of people. Our preference at Arco Tech is Google Hangouts due to Facebook Messenger not being very professional in a business context and security concerns around the use of Zoom. We would not recommend Skype for new users because it requires downloads, regular (and annoying!) updates and isn't as user friendly as the other options.

Why use Google Hangouts?
- It is quick to set up a call
- Easy for your clients - they just need to click a link, no downloads required
- Integrates nicely with calendar invites

Step 1: Log in
Ensure you have a Gmail or GSuite account (see page 2). Then go to drive.google.com and log in with your account.

Step 2: Start the Call
Go to hangouts.google.com, then click start video call. You will then be prompted to add people to your call.
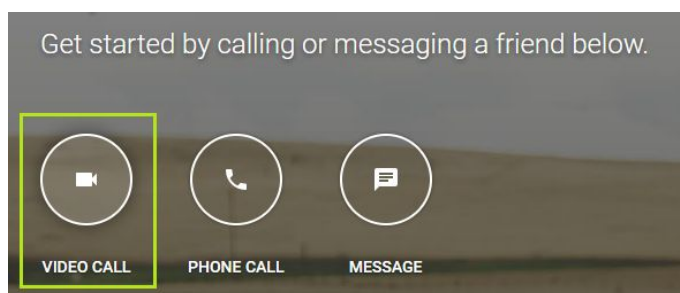
Optional: Calendar Invite

If you want to get the link to the video call out to people before the meeting, the best way to do this is from Google Calendar.

1. Go to calendar.google.com/
2. Click on the day and time of the planned meeting. Navigate using the arrows highlighted green below.
3. In the box that appears, type the name of the meeting, add the email addresses of the call participants and click the "add location or conferencing" box then press "adding conferencing"
4. At the time of the meeting go back to calendar.google.com/, click on the meeting, then click Join Hangouts.
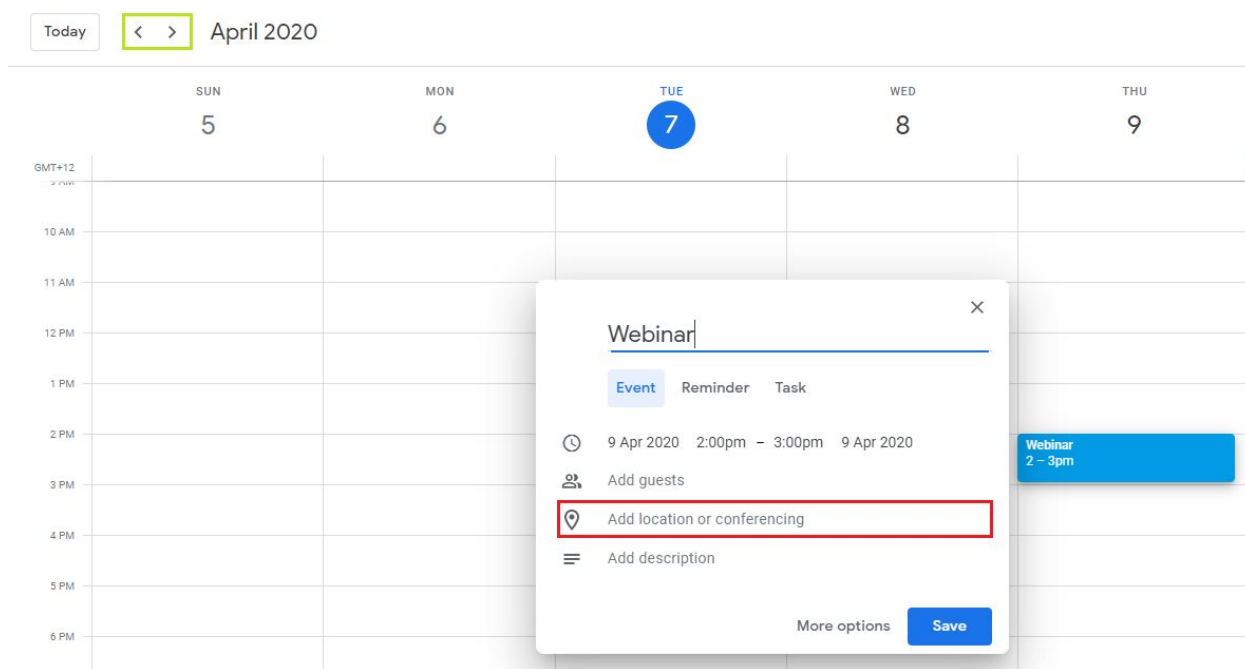
Team Communication

Recommended Tools: Discord, Slack, WhatsApp, Facebook Messenger

WhatsApp and Facebook Messenger

Both of these tools are well suited to sending group messages and making group calls as needed. They are recommended because they are already used well in the Pacific and are a great option to get started.

Long-term we would recommend moving to Discord or Slack as team communication tools as this will keep all business related communications in one place and at the control of the business owner.

Discord and Slack

These are similar tools that make team communication very easy. They both allow you to set up group chats known as 'channels'. A standard business set-up would include a channel for everyone, and specific channels for each team (marketing, accounts, executive etc), you might also add new channels for specific projects or add your clients into a channel to allow easy back and forward discussion which keeps everyone in the loop.

Of the two tools Slack is more widely used in a business context, while Discord is used in the software and game development field. Despite not yet being widely adopted in a business context, we recommend **Discord** because it is free to use and allows group calling directly from the app.

Why use Discord?
- You don't need to repeat yourself to different people - everyone in your team is kept in the loop.
- The right messages to the right people - you get to control who gets what messages.
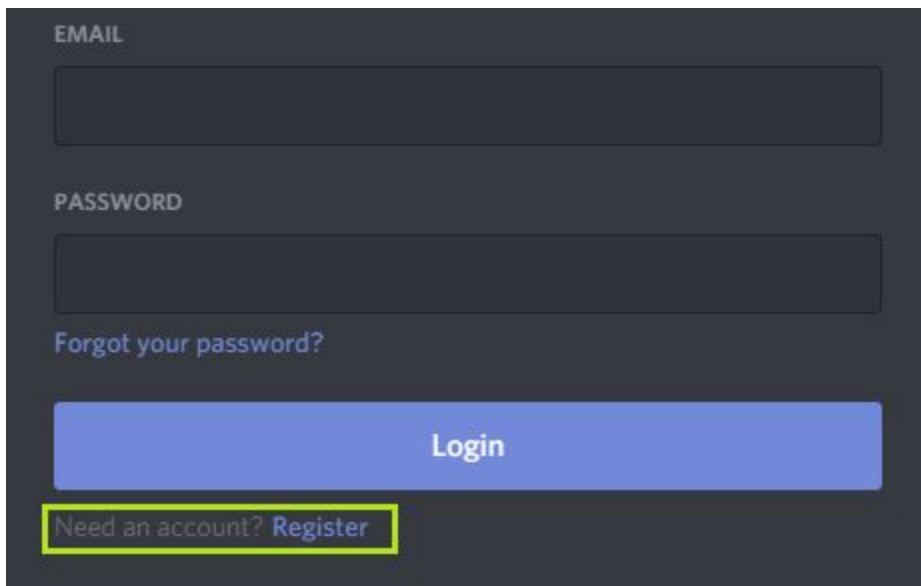- Free to use.

Getting Started with Discord

Step 1: Download

You can download discord onto your computer and your phone. Go to
https://discordapp.com/ and follow the instructions on the screen. You can find discord
on the App Store and on Google Play to download it on your phone.

Step 2: Register an Account

When asked to log-in click "Register". This will create your login details for the account.

Step 3: Getting Set up

Discord provides lots of instructions and guides when you first log in to help you get set
up. There are also lots of online resources available such as this one from
howtogeek.com:
https://www.howtogeek.com/364075/how-to-create-set-up-and-manage-your-discor
d-server/

Other tools to maximse productivity

Here is a list of useful online tools which you can explore. They are all free to use although most will have paid options with additional features.

- [MailChimp](#) - Email Marketing
- [Pipedrive](#) - Sales and keeping track of customer details
- [Trello](#) - Project Management
- [Milanote](#) - Brainstorming / digital whiteboard
- [Canva](#) - Drag and drop digital design
- [The GAP](#) - Complete toolkits for accountants including business continuity planning. This is a paid service but BLP may be able to assist with cost
- [Xero](#) - Cloud accounting software

Arco Tech

Artful Collaboration
m: 021 167 3390
a: 11 Abingdon Pl, Glendowie, Auckland
w: www.arco.nz   e: info@arco.nz