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## INSTANT MESSAGES & CHAT

- Use Groove messages for quick conversations.
- Double-click on a contact name to launch a new instant message to that person.
- To send a broadcast message to all members of the workspace, click **Options -- Send Message to Members** while in the space or the space is highlighted.
- Use **Reply to All** to reply to everyone if a message included multiple recipients.
- Old messages are archived in "Message History," accessible by clicking on the envelope in the lower left corner of the Launchbar status bar. Delete old messages periodically for optimum performance and ease of use.
- Instant messages are best used for quick discussions between two people outside the context of a workspace. If you want to include more than two people, Chat is recommended instead.
- To preserve a Chat session, click **Save as Space**, and add tools to the new workspace as needed.

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## SHARING FILES

- Groove Virtual Office provides several ways to share files. You can:
  - Add files to a Files tool in a standard workspace
  - Add files to a file sharing workspace
  - Attach files to Groove instant messages, invitations, Discussion, Meetings and Forms tool entries.
- You can set folder properties to specifically indicate when to download new files or changes made to files in the folder. Right-click the folder and select **Properties -- Download**.
- When you share a file using Groove Virtual Office, there is no "master copy." Everyone has a local copy and any edits are automatically sent to all other members of the workspace. Use workspace Roles and Permissions to prevent individual members from editing select content.

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## USING GROOVE ON MULTIPLE COMPUTERS

- Use your existing Groove account on multiple computers to synchronize your content across machines or have access to your workspaces and files from multiple locations. To access the Multiple Computers feature, go to **Options -- Preferences -- Account**.
- If you want to share an account across multiple machines, be sure to secure your account with a password, and remember the account email address you submitted when you installed Groove Virtual Office.



Groove Networks offers a wide range of training options for new and advanced users alike. Learn more at [www.groove.net/training?tip=QRG](http://www.groove.net/training?tip=QRG) or send an email to Groove Training at [training@groove.net](mailto:training@groove.net).

# groove virtual office

*quick reference guide*

GROOVE VIRTUAL OFFICE  
BEST PRACTICES

[www.groove.net](http://www.groove.net)



Use these “Best Practices” hints and guidelines to help you get the most out of Groove Virtual Office. Have some “Best Practices” of your own to share? Drop us an email at [training@groove.net](mailto:training@groove.net).

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## GETTING STARTED WITH GROOVE VIRTUAL OFFICE

- Create a welcome-type workspace when first deploying Groove Virtual Office to your team. Include reasons why Groove has been chosen, which tools are going to be used and some basic information on how to use these tools.
- Watch the flash movie on a business scenario, found at [www.groove.net/flash/product\\_demo.html](http://www.groove.net/flash/product_demo.html).
- Identify email threads that could be better managed via Groove and transfer these to workspaces.

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## GENERAL PRACTICES

- Open Groove Launchbar every day and preferably include it in your Startup folder to ensure ongoing synchronization.
- Before accepting a workspace invitation, check the workspace size by selecting Info. If the workspace is large (over 10 MB), and you are in a low-bandwidth environment, you may want to accept the invitation at a later time.
- To be alerted to unread or changed information, set "High" alerts only on your most important workspaces, tools and contacts. Too many alerts will quickly become unmanageable. More on Alerts later in this guide.

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## SENDING YOUR CONTACT INFORMATION

- Fill out your Groove contact information (vCard) in full. To edit your contact information, within Launchbar, click **Edit – Preferences (Identities)**. Note: In managed environments, only personal information can be edited.
- Be sure to list yourself in the Groove public directories so that other Groove users can find you. Again, it may be that company policies prevent you from doing this.
- The easiest way to share your vCard is by going to the **Options – Send Contact via Email** in Launchbar.

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## USING WORKSPACES

- Use file sharing workspaces for simple, short-lived file sharing activities and chatting with others, or for sharing personal files across PCs.
- Use Groove standard workspaces for fixed length projects with duration from a few days to a few months. Standard workspaces are designed for collaborative, virtual projects, not long-term data storage.
- Give your workspace a name that reflects the project and purpose.
- Use folders in Launchbar to organize your workspaces and contacts.
- Always try to have at least one other “Manager” in a workspace. That way you can be re-invited to a workspace in case you lose your local copy (i.e., laptop theft or Windows failure).
- When traveling, or otherwise bandwidth-constrained, you may want to limit synchronization on non-essential workspaces. You can set these preferences by selecting **Options – Communications Manager** in Launchbar, or by double-clicking on the status bar within Launchbar.
- You can archive your current workspace by selecting **File – Save Workspace as Archive**. This will save the workspace and all data for future reference. Transfer your workspace archive to a network folder to free up space on your local computer.
- You can save your current workspace as a template by selecting **File – Save as Template**. This will copy the structure of the workspace (templates, tools), but not the data.

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## INVITING PEOPLE TO A WORKSPACE

- Select the appropriate role for each invitee. Generally, the default role of “Participant” works well. If possible, designate at least one other member besides yourself as a Manager, so you have access to the space if you ever lose your original copy (i.e., laptop theft or Windows OS failure).
- Include a brief message with your invitation to describe the purpose of the workspace.
- Leave your machine running when sending a workspace invitation to another member or computer that is offline. This will ensure workspace delivery as soon as the invitee returns to online status.

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## WORKING WITH WORKSPACE TOOLS

- Use the tabs at the bottom of your workspace screen to navigate between tools.
- Open a Groove tool in a new window to see its content in a bigger screen, or to access tools from different workspaces simultaneously. Right-click the tool tab and select **Open Tool in New Window**.
- Leave multiple workspaces open at once so you can easily work within and between them.
- To direct members to specific information within a workspace, create a link to the information. Right-click on the object and select **Copy as Link**. Then, paste the links into other tools, messages, or invitations.

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## USING ALERTS

- To know when new content has changed within a workspace, choose **Set Alerts** from the Common Tasks pane (in the lower portion of the Launchbar) where you can choose how urgently you wish to be notified of new information.
- Alert settings for specific tools can be programmed by right-clicking on the tool tab and selecting **Set Alerts**.
- You can also set alerts on specific contact activity, right click on the contact name and choose **Set Alerts**.
- When alerts appear in the notification tray in the lower right corner of the screen, click directly on them to be automatically taken to new content.
- An unread mark next to a member’s name means they have changed their contact information.