workplace

by **facebook**

A guide presented by DCED

Contents

Introduction

Workplace by Facebook is a free online project management platform designed specifically to make working in groups easier, especially when the members are geographically separated. Workplace was selected as the replacement for Wiggio because it shares similar functionality and has a familiar User Interface that is almost an exact match to what you would see on your own personal Facebook. In addition, it allows more opportunities for collaboration through the "live streaming" function. These factors lead us to believe everyone would have an easier transition to using this platform while integrating a more modern approach to project management.

Workplace offers the following features for its users:

- Sending mass messages and alerts to a specific group of individuals through the platform, email, and mobile (if you download the app)
- Share files, documents, and photos
- Access a group calendar and create events
- Create Polls
- Live-streaming
- Instant messaging
- Integration of Google Drive

While these features are available for everyone, only the Moderators (RHAB Co-Chairs) and Administrators (DCED) will have authority to permit the use of these tools. Limiting access is necessary to prevent unauthorized sharing of non-CoC related information and access for non-members. If you need access to a certain tool, you can request permission from the moderators or administrators.

This guide will outline how to utilize and breakdown some of the main features of the tool. This includes things the everyday user will need to know from registration to posting in groups. Questions or comments about the platform can be emailed to Brendan Auman at breauman@pa.gov.

Registration

If you were registered with Wiggio, you will automatically be added to Workplace with the same email address. If you are new to the CoC or looking to join, please fill out this form to sign up for your respective area so we can give you access.

When you are added to a group, you will receive an email that looks similar to this:

Exclusive invite to Workplace

Join Your Team
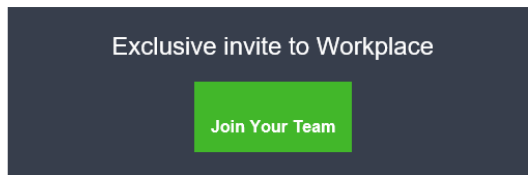
Hi Brendan Auman,

Pennsylvania Continuum of Care Balance of State now uses Workplace for company updates and important announcements. Please create your account today to share project updates, ask questions and make new connections.
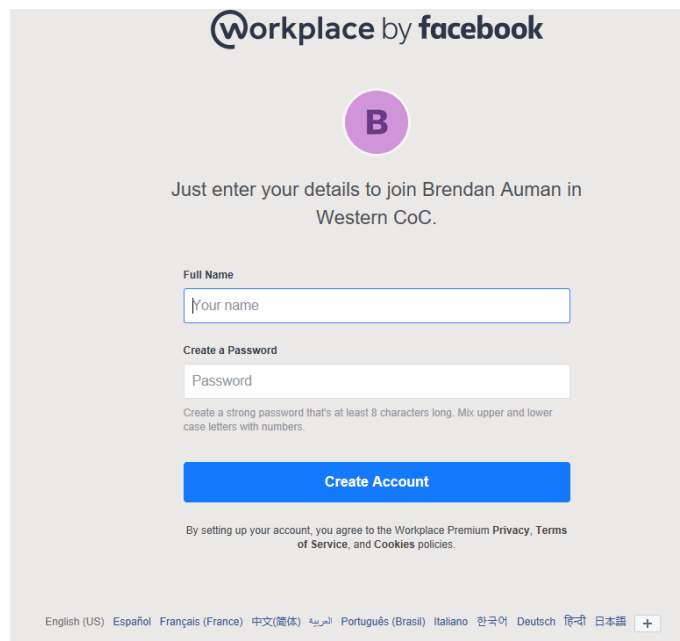
Pennsylvania Continuum of Care Balance of State
work-65161787.facebook.com
Many of your coworkers have started using Workplace

Join Today
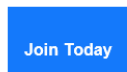
Having trouble getting started? Try pasting this link into your browser.   https://fb.me/9cV9b375nJLH3N

Click the button that states "Join Brendan on Workplace". Please keep in mind that you may not always get an invitation from Brendan, but it could also be from your RHAB Co-Chair or another DCED employee.

After clicking the button, you should be directed to a screen that looks like this:

Workplace by **facebook**

B

Just enter your details to join Brendan Auman in Western CoC.

Full Name

Your name

Create a Password

Password

Create a strong password that's at least 8 characters long. Mix upper and lower case letters with numbers.

Create Account

By setting up your account, you agree to the Workplace Premium **Privacy**, **Terms of Service**, and **Cookies** policies.

English (US) Español Français (France) 中文(简体) العربية Português (Brasil) Italiano 한국어 Deutsch हिन्दी 日本語 +

Register your account to get access to the Workplace page. Remember, do not share your password with anyone to protect yourself from unwanted users accessing your account. You do not need a Facebook to access this website.

If you forget your password, please click on the 'Forgot Password' link shown below for a password reset link to be sent to your email. Remember you may need to give it a little time before reaching your email inbox and always check spam/junk folders in case it was filtered there.

Homepage

So you're finally registered and opening Workplace for the first time, you will find that it looks almost exactly like Facebook! Assuming most people have a Facebook account, you should already be familiar with how to navigate the news feed, notifications and messages, and group pages. For those of you who are unfamiliar, or just need a refresher, please review the following picture of what your homepage should look like and the highlighted markers of each tool and navigation button to familiarize yourself. The highlighted markers on the homepage will be detailed further below.
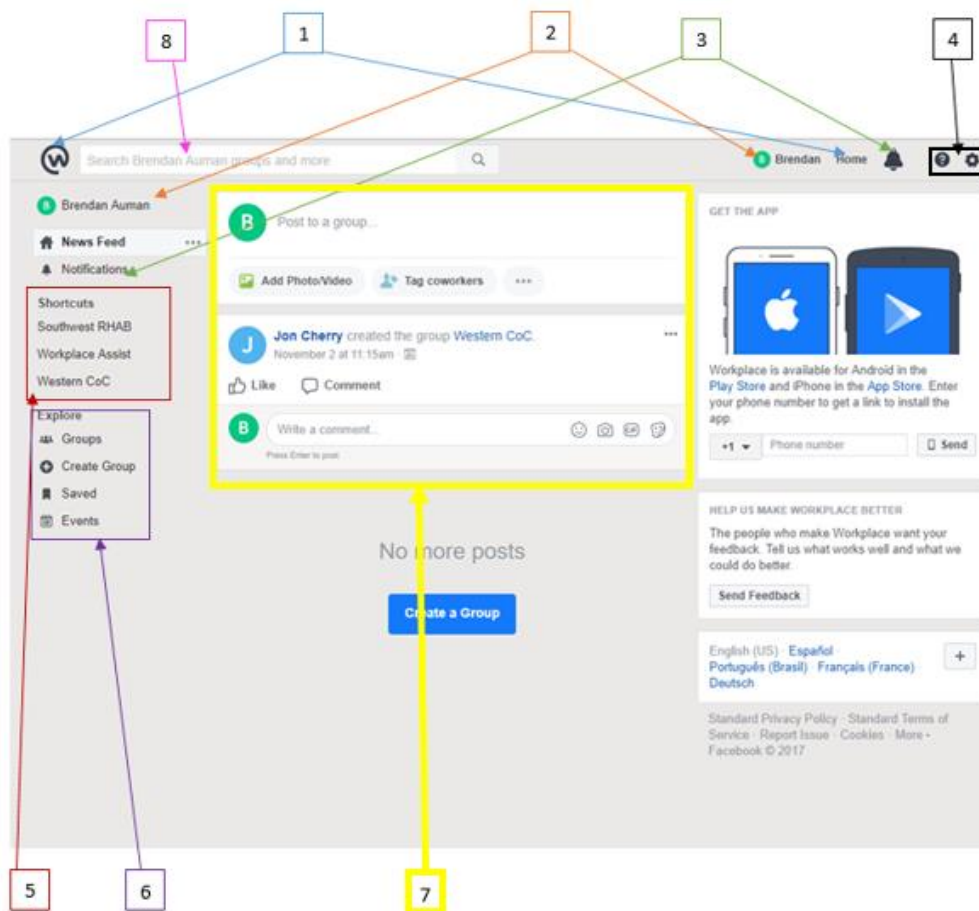
1) Homepage Navigation Buttons (2)
2) Profile Navigation Buttons (2)
3) Notification Buttons (2)
4) Settings and Quick Help Buttons
5) Shortcuts Column
6) Explore Column
7) News Feed
8) Search Bar

Homepage Navigation Buttons (2)

These two buttons as indicated by the arrows in the picture above, allow you to go back to the homepage from whichever page you may be on.

Profile Navigation Buttons (2)

Again, there are at least two buttons as indicated above that you can click on to access your own profile on the Workplace. Under your profile page, you can find your timeline of posts that you have made, an

about section to give other users more information about yourself, your followers, photos, and a more tab that gives you options for events and groups you are a part of. Please keep in mind that anything you post on your profile page will be available for everyone on the BoS Workplace to see unless you mark it as private. These posts you make on your profile will not show in the BoS News Feed unless someone is following you, then it will appear in their feed. The types of things you may want to post are non-RHAB specific news articles relevant to homelessness that you think people should see, an accomplishment or milestone your agency has hit and want to share, state wide events people may be interested in. Those are just a few examples and if you have questions on what to post, please feel free to contact Brendan or your RHAB co-chair for assistance.

You may also want to note that you can access other user's profiles by clicking on their name or conducting a search in the Search Bar. You will be able to find all of the same information listed above on somebody else's page.

Notification Buttons (2)

The two notification buttons will show you what recent activities have occurred to the groups you are in or your profile. Examples of notifications would be; someone posting an article to the RHAB group you are a member of, someone replying to a comment you have made on a post, someone may have tagged you in a post/picture, you were sent an initiation to an event like a RHAB meeting, etc. The singular bell button at the top of the page gives you quick access to the most recent information whereas the notification tab on the left-hand column gives you more of a breakdown for all of your notifications including what was unread, and posts you were tagged in. You can go into the notification settings and change how and where you received your notifications.

Settings and Quick Help Button

The settings button is indicated by its typical cog (gear) icon in the top right corner. Under this button you have a couple different options. First, it gives you the option to either create a group or view your groups. You can view a chronological activity log of events you may have attended or posts you made and commented on. You can adjust your news feed settings to prioritize what or who's posts you see. You also see another 'settings' button within the Settings menu where you can adjust more specific account settings like changing your password, language, and how you received notifications.

The quick help button next to the settings button is indicated with a question mark icon and is Workplaces' guide to FAQs. If you have questions on how to change a setting or where to find specific materials, you can check there first before contacting Brendan. You can also send reports to Workplace about issues with the website.

Shortcuts Column

The Shortcuts Column displays quick links to access the group pages that you are connected to. Everyone will have access to a minimum of three groups which are the RHAB you are connected to, the CoC you are in, and a Workplace Assist page for you to post questions for technical assistance. It will be reviewed by the Administrators on the site. See section on groups (page 7).

Explore Column

The explore Column has a couple different options for quick links to groups that you have been assigned to, images or posts that you have saved for easy access, and an events tab where you can view your upcoming or past events that you have accepted or denied with a digital calendar.

News Feed

The News Feed is where the material from all groups you're associated with and your contacts (if you follow someone) posts will filter to. Each individual group that you are in has a specific News Feed that contains information directly related to that group whereas your News Feed on the Homepage will have all postings from every group. You can sort this information by the top stories on the feed or the most recent by clicking on the three dots next to News Feed in the left column on the screen. You have the ability to post to a specific group by clicking in the 'Post to a group.' chat box. From there you can select which group you want to send information to or go directly to the intended group to post.
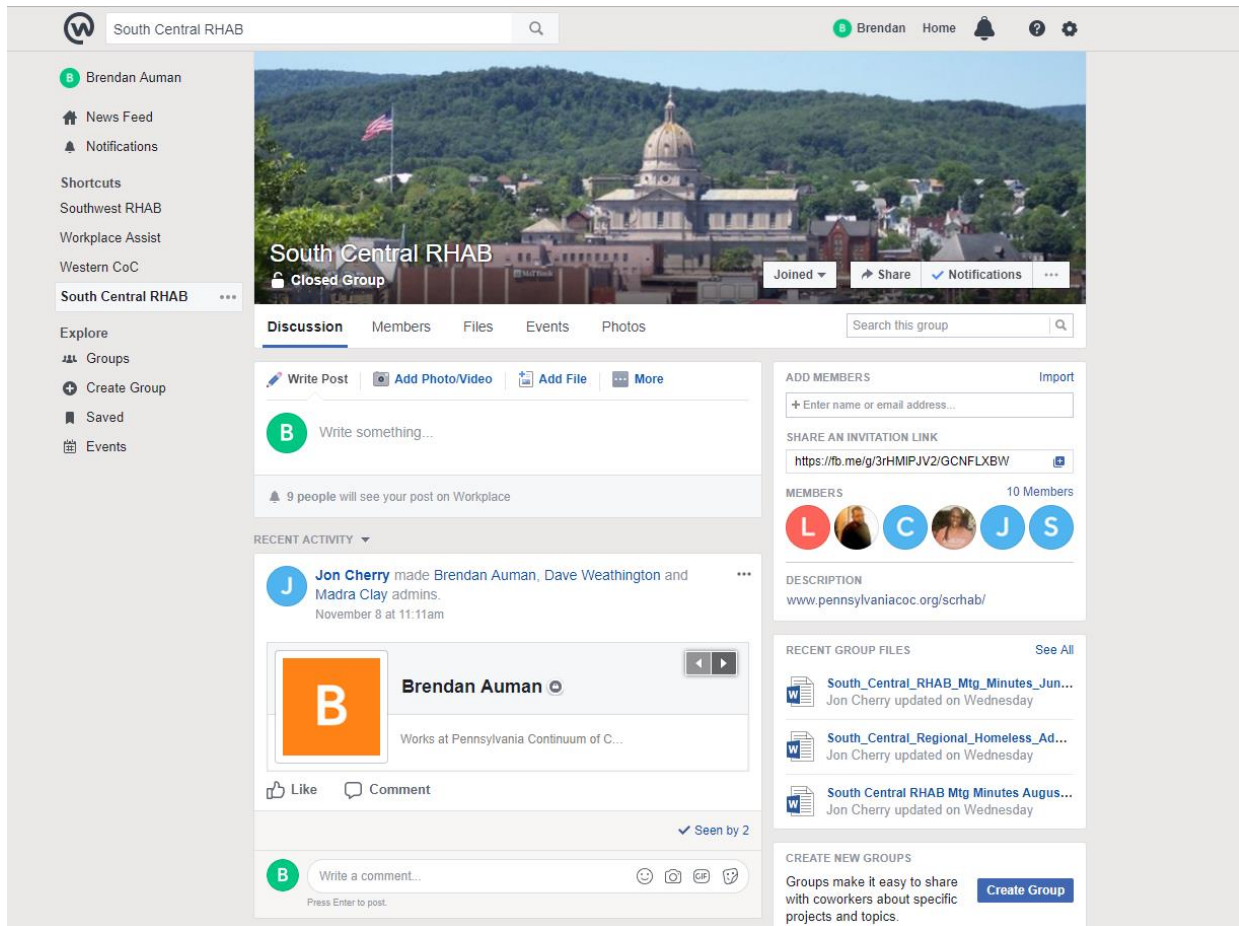
Search Bar

The Search Bar can be used to find a specific person, document, or post that you may be looking for. Your search results will only bring back information that is specific to the groups you are members of. You can search in the group and even the workplace chat for an important conversation.

Group Pages

As I mentioned earlier in this guide, everyone will have access to at least three groups; the RHAB you are connected to, the CoC you are in, and the Workplace Assist page. See below for what a group page may look like:

As you see most of the same features are still present from the homepage (i.e. search bar, navigation buttons, news feed). What's new are the Members, Files, Events, and Photos tabs across the top of the news feed. The Members tab allows you to see everyone who is a participant of this group and gives you easy access to their profile if you need to contact them. It breaks down who is a Moderator/Admin if you are having trouble posting to a page and need assistance.

The files tab gives a list of all the documents that have been posted to that specific group. When you first open the tab, the documents are ordered by the date they were uploaded but you can also sort by the type of document you are looking for and put them in alphabetical order by clicking on the 'name' and 'type' links. By clicking on the button with three dots to the right of a document, you can download said document or go to the original post on the group's page. The files tab also gives you the opportunity to upload right to this page without creating a post by clicking on the 'Upload File' link or the option to create your own document.

On the events tab you will find all upcoming events such as RHAB Meetings. It will look something like this:
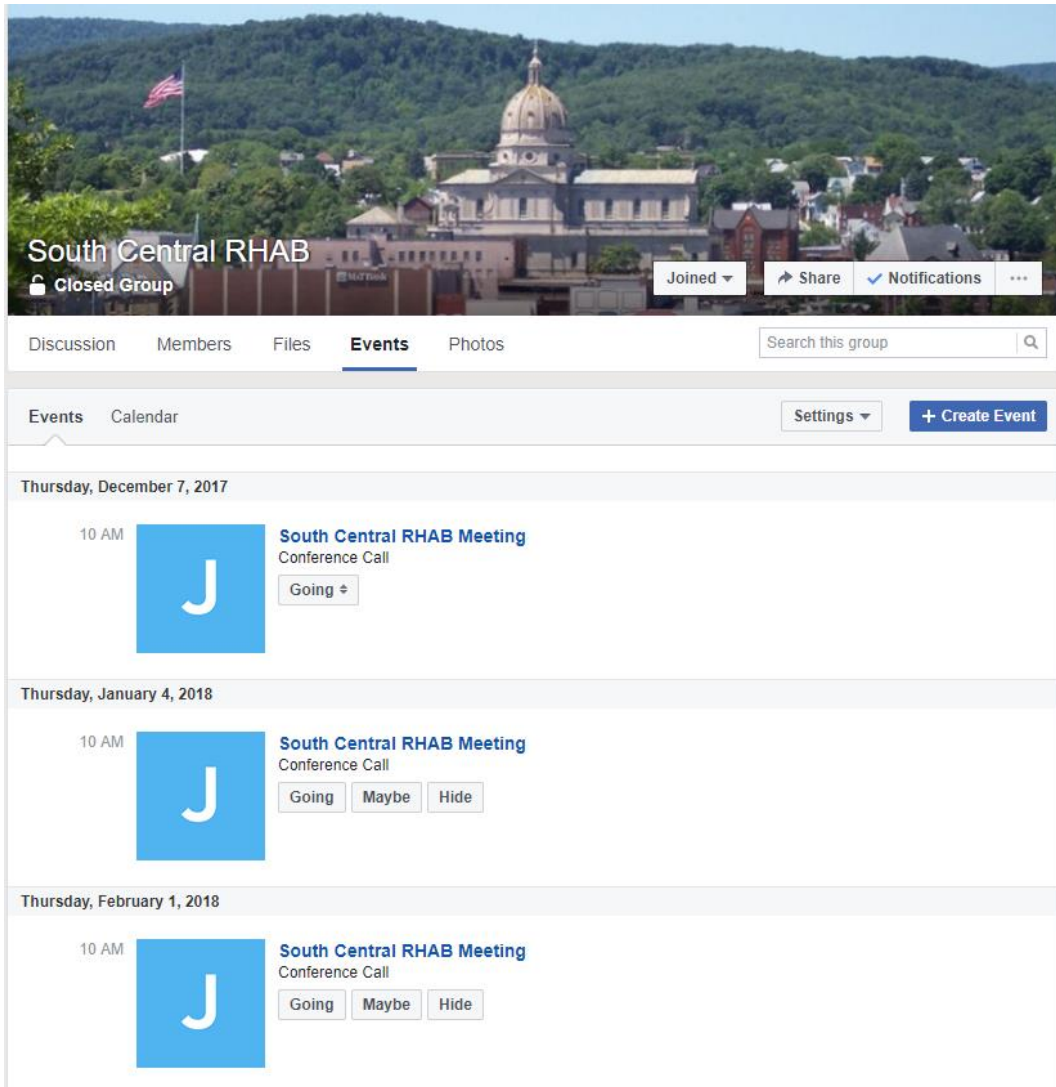
As you can see for this example, it has the next upcoming RHAB Meetings that are scheduled through February. You can click on each meeting to get more information such as the location, conference phone number, and see who is attending the meeting. You can select whether you are able to attend by selecting the quick response 'going' or 'maybe' buttons, or if you click on the event, you can select that you cannot attend. If you don't like seeing the events listed the way they are above, you can also select a calendar mode. All the events that you selected to attend will then show up under your 'Explore" column under 'Events' that I mentioned earlier in the guide for you to reference what you have coming up.

Work Chat

Work chat is the instant messaging tool that is provided by Workplace. You can send messages directly on the website, send documents, and even have a video chat through the application. To access the chat, you can either find who you need to message through the contacts list on the left of your screen or

search for them through the chat box to get to their profile page and hit the message button to pull up the chat box. If someone is online and available to chat, there will be a green dot icon next to their name. Otherwise, you can just send them a message and they will see it next time they log on.

Again, please keep in mind that this is a professional webpage and no personal conduct should be taking place.

Content Guidelines

Workplace by Facebook is similar to the social media page – Facebook. It is important to remember that this is not for personal use. All content posted on this webpage will be related to the CoC and homelessness. All members will have access to post, create events, and create groups but should do so in a professional way. Anyone can add members to the groups but will need the approval of the Moderators/Administrators for them to gain access. If issues arise with content posted by members, we will restrict access and revisit approval with the Governing Board.

The goal of this workgroup is to support engagement and collaboration for the CoC as we work to end homelessness!