User Guide

JOIN
TEAM

JOINTEAM User Guide

anytime
anywhere
anyhow

WE SIMPLIFY YOUR BUSINESS

About JOIN

Join is the only Italian-owned company in the conferencing market.
We have been in the Italian market for 15 years
and our staff has a proven experience in conferencing of more than 20 years.
We are a worldwide Conferencing Service Provider for
professional audio, video and web communication services:
conference call, video conferencing, web conferencing and streaming.

JOIN Offer

Join is the first Italian conferencing provider offering a complete range of communication services:

JOIN AUDIO

A professional HD audio conferencing service based on our technology. It allows to join conference calls from any country in the world calling toll and toll-free numbers or via an easy-to-use app. It includes such features as: recording, post call reporting, Q&A session. A conference can also be easily managed via the web interface.

JOIN VISION

A professional multi-party HD videoconferencing service basedon Arkadin cloud technology. It is aimed at companies that use H.323/SIP endpoints and wish to hold multi-party video conferences without the expense of purchasing and managing expensive and complex hardware infrastructure, such as MCUs and gateways.

JOIN CAST

The most innovative webcast streaming service available on the market. At an affordable price it offers the widest variety of tools for broadcasting events and content on the web. Ideal for: seminars, meetings, courses, video conferences, films, photographs, texts, presentations and all types of multimedia content you want to show to the largest possible audience.

JOIN VIDEO

An innovative HD cloud video conferencing service based on Vidyo technology that will amaze you with its high definition video, crystal clear sound and simplicity of use on any device: personal computers, tablets, smartphones and dedicated video conferencing systems.

JOIN CONNECT

A virtual switchboard service that allows you to innovate your communication system byusing the benefits of VOIP technology. A new solution aimed at small and medium-sized companies that need an advanced telephone switch boardin order to benefit from high-tech services and reduce telephone costs.

JOIN PHONE

An audio, video, instant messaging and file sharing service that allows your customers and suppliers to get in touch with you in an innovative way by means of your web site or simply using an app on their smartphones or a browser on their PCs.

JOIN INTERPRETER

In developing countries where the rate of growth is often the strongest, geographical and language barriers can often hinder business. With our innovative service and our network of interpreters all connected by videoconference, these barriers to trade become a thing of the past.

Welcome to JOINTEAM communication platform

Our new JOINTEAM service offers many valuable benefits:

• Presence

• Chat

• File sharing

• Istant messaging

• Audio conference

• HD video conference

• To do features

• iOS & Android app to easily access your conferences

• Online reports updated in real time

YOUR CONFERENCE ASSISTANT
CAN HELP YOU TO MAKE BEST USE OF THE JOINVIDEO CONFERENCING SERVICE.

1
ABOUT
SLACK

1. WHAT IS SLACK

Slack is a collaboration hub that connects your organization — all the pieces and the people — so you can get things done. Slack was chosen by JOIN as the preferred communication platform to include our JOINVIDEO service in a wider communication environment.

1.1 Why we use Slack

Slack offer several advantages and features as:
• Collaborate online just like you would in person.
• Bring the right people and information together in one place.
• Communicate efficiently, stay connected, and get things done faster.

1.2 The people

A Workspace Owner creates a Slack workspace, promotes Admins to help manage the team, and they together invite and onboard members. As a whole, a workspace is comprised of the following people:

👑 Workspace Owners   👥 Members

🙍 Workspace Admins   🙋 Guests

1.3 The workspace

A workspace is a shared hub where members communicate and collaborate. Smaller to medium sized companies will typically share one workspace. Larger enterprises will have an Enterprise Grid organization made up of multiple interconnected workspaces.
Within your workspace, you'll have access to all the other pieces that make your work hum along..

1.4 The pieces

To understand how JOINTEAM really works, it helps to know how all the pieces fit together.
We'll cover channels, messages, search, and notifications.

Below is a snapshot of what a typical JOINTEAM workspace looks like:
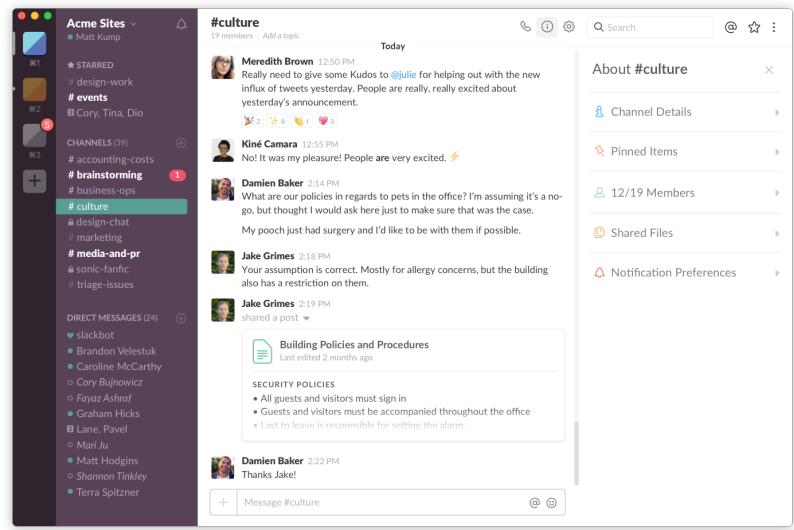
1.5 The Channels

The service is comprised of **channels**: a single place for messaging, tools, and files. Most of your communication with other members will happen in channels.
They can be organized around anything — departments, projects, or even office locations — and you can createas many channels as you need. Every workspace starts with two by default: a #general channel and a #random channel.

Public Channels

• Public channels are open to your entire workspace.
• Messages are archived and searchable by all members, except guests.
• A public channel has a **# hashtag** icon in its name.

🔒 Private Channels

• Private channels are not open to your entire workspace.
• You have to be invited to view and participate in the channel's discussion.
• A private channel has a lock icon in its name.

1.6 Messages

To communicate in JOINTEAM, share a message in a channel, or send someone a direct message (DM).

Channels vs DMS

Generally, the service works best when the majority of communication happens in public channels. Direct messages are best for ad-hoc conversations that don't require an entire channel to weigh in.
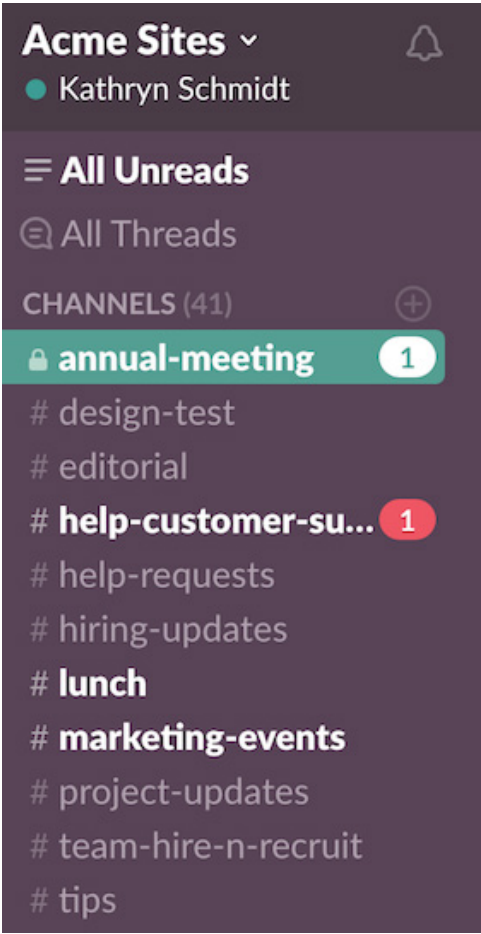
Messages formatting

You can format your messages to help present your ideas. Don't forget emoji! Use them to enhance your own messages, or to add a reaction to someone else's.

If you need to call the attention of someone specific, type @ followed by their display name to send them a notification. We call this an @-mention.

Direct messages

When you need to quickly chat or check in with teammates, you can send them a direct message (DM). Direct messages are best for ad-hoc, quick discussions.

Acme Sites ⌄   🔔
● Kathryn Schmidt

☰ **All Unreads**
◉ All Threads

CHANNELS (41)   ⊕
🔒 **annual-meeting**   1
＃ design-test
＃ editorial
＃ **help-customer-su...**   1
＃ help-requests
＃ hiring-updates
＃ **lunch**
＃ **marketing-events**
＃ project-updates
＃ team-hire-n-recruit
＃ tips

2
GETTING STARTED

2. GETTING STARTED

If you're looking to join your organization's Slack workspace, this section of the guide is for you. As a member, you'll be able to send messages and files to your teammates to get work done in Slack. Onward!

2.1 Join a Slack workspace

There are two ways to join an existing workspace: accept the email invitation that you've been sent or create an account on the workspace using your company email address.

Accept an email invitation to join.
Open the email invitation and click Join. We'll guide you along, but we'll ask you to enter your full name, and display name. We'll also ask you to choose a password, so you can sign in and out with ease.

Join with an approved email address.
Some companies allow their employees to sign up on their own as long as they have an approved email address. To join a workspace this way, you'll need to know its JOINTEAM or Slack URL — it would look something like acmeinc.slack.com.

Visit your URL, then click create an account — simply follow the prompts to finish

2.2 Set up your profile

Filling out your Slack profile helps other members learn more about you. We'll already have the basics from when you created your account, but some workspaces may have included some additional custom profile fields

Full name

Lauren Peters

Display name

Laurie

This is how your name will show up in Slack. It's best kept simple:
whatever people call you in everyday conversation.

What I do

Content Strategist

Let people know what you do at Acme Sites.

Status
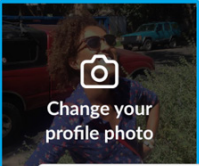
✈ Editing at 30,000 feet ⊗

Phone number

774-555-5355

Enter a phone number.

Time Zone

(UTC-08:00) Pacific Time (US and Canada ▼

Your current time zone. Used to send summary and notification
emails, for times in your activity feeds, and for reminders.

Profile photo

📷
Change your
profile photo

Upload an image
Remove photo

2.3 Download desktop and mobile apps

You can sign in and use the service from a web browser on your desktop at any time (just go to slack.com/signin). But by downloading the desktop and mobile apps, you can stay signed in to multiple workspaces, have more control over notifications, and stay in sync even when you're on the move.
For download instructions, click the link for the apps that are right for you.

Mobile
iOS
Android
Windows Phone (beta)

Desktop
Mac OS X
Windows
Linux (beta)

2.4 Add tools and start communicate

This service is most useful when all your teammates, tools, and work are in one place. By adding apps to Slack, you can connect your most important tools, centralize all your work, and say goodbye to juggling all those windows.

Browse for apps
There are two ways to browse for apps: in the App Directory or right in Slack.

Explore the App Directory
The App Directory lists every app that can be integrated with Slack. No matter what your area or specialty, there's an app to help make your work more pleasant, productive, and hopefully fun! Check out the Slack App Directory and start browsing.

Browsing Tips
• The App Directory is always just a click away — on your desktop, click your workspace name in the top-left corner to open the menu and choose **Apps & integrations.**
• To view the apps other members are already using, click **Manage** at the top right..
• If your Workspace Owner has the Approved Apps feature enabled, click Approved for this **Workspace** (below Categories) on the left side of the page to view a full list of apps members have permission to use.

Discover apps
If you'd like to see the apps already in use by other members as well as discover new ones, there's no need to even leave the service. On your desktop, simply click the **plus icon** next to **Apps** in the left sidebar.

Install apps
When you've found an app you'd like to add, simply click **Install** (if you're browsing on your desktop) or the **button below the app's icon** in the App Directory. Follow the directions to get the app up and running.

3
ADDING
JOIN SERVICES

3.1 CONNECTING JOINVIDEO

You can easily add JOINVIDEO to your Slack account:

1. Go to: https://www.joinconferencing.com/slack/install/

2. Enter the JOINVIDEO portal URL and your admin credentials to authenticate

3. Click the Add to Slack button

4. Click the Authorize button in the pop-up window

5. Configure your settings (i.e. change your JOINVIDEO portal or uninstall the JOINVIDEO app)

6. Enter "/joinvideo" in the text box field to invite public channel members to a conference. A confirmation message displays stating "JOINVIDEO meeting has been started by…" along with the **Click here to join** link for all members of the channel to use to join the conference

7. Enter "/joinvideo" in the text box field to invite private channel members to a conference. A confirmation message displays stating "JOINVIDEO meeting has been started by…" along with the **Click here to join** link and a pin for the members to enter when joining the conference

8. Enter "/joinvideo" followed by a space and @username of an external member of a private or public channel in the text box field to invite an external member of the channel to a conference. A confirmation message display stating "JOINVIDEO meeting has been started by…" along with the **Click here to join** link and a pin for the member to enter when joining the conference. A notification is also displayed in the member's slackbot

9. Enter "/joinvideo" in the text box field of the member's personal space within the DIRECT MESSAGES section to invite the member to a conference. A confirmation message displays stating "JOINVIDEO meeting has been started by…" along with the **Click here to join** link for the member to use to join the conference

contact us

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JOIN SRL

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