



# Team Workspaces

Help Documentation

# Team Workspaces

## Team Workspaces Overview

This feature is only available in SmarterMail Enterprise.

While group chat is a great resource, there are times when simply exchanging text with someone isn't enough. In addition, group chat is limited to coworkers and others who share your same domain.

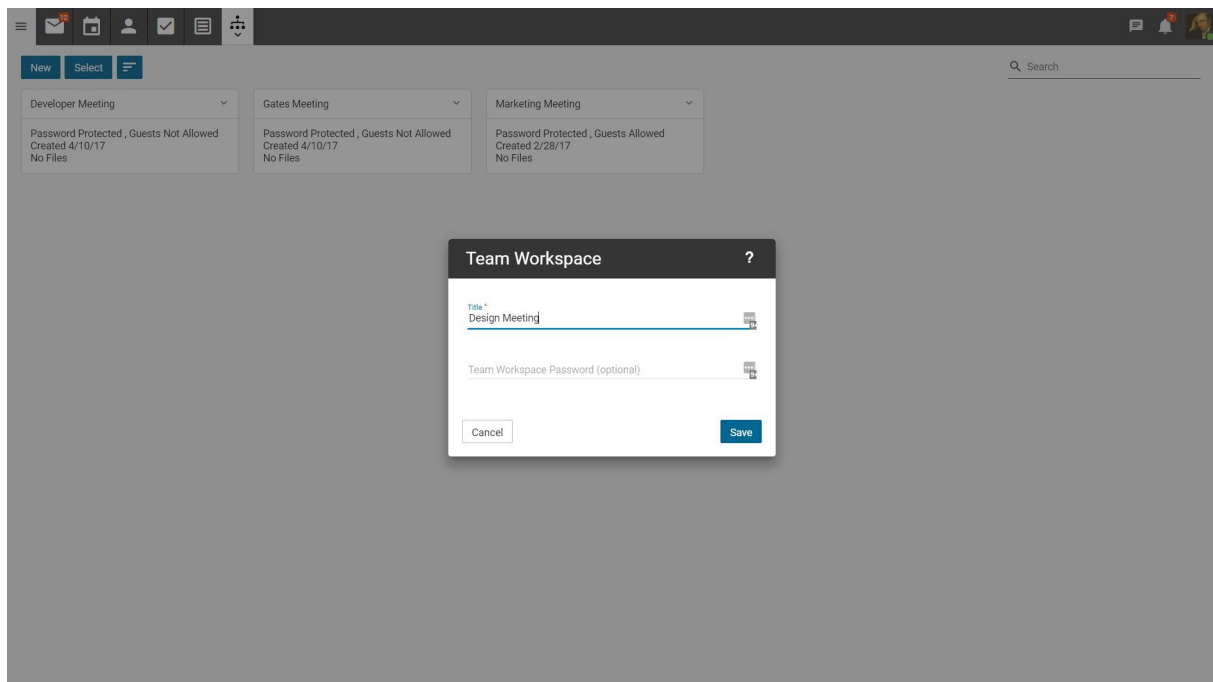
That's where SmarterMail's Team Workspaces come into play. A Team Workspace includes real-time audio and video chat, inline Group Chat, and document sharing. NOTE: While any number of participants can be invited to a Team Workspace, audio and video chat is limited to up to 8 concurrent users.

A SmarterMail Workspace is a great way to gather people for an online meeting. You can start the workspace right from within the webmail client and then share your workspace link with whomever you want to attend: others in your office, remote workers or even someone outside of your organization. That's right: You can invite anyone to your workspace -- all they need is the workspace URL. There's no software to download, no services to sign up for and workspaces are both desktop and mobile friendly!

NOTE: In order to use Team Workspaces your SmarterMail installation MUST be secured with an SSL certificate. This is because the audio, video and live chat connections require HTTPs connections in order to work properly and securely.

### Creating a Team Workspace

Creating a team workspace is extremely simple. All you need to do is click on the Team Workspaces icon . Once the Team Workspace view opens, click the New button, and you'll be presented with this:



Simply title your workspace, and you're ready to get started. However, if you want some privacy, you can add a password to the workspace, BUT only the title is needed to actually create the workspace. Once you click the Save button, you can either stop there or open the new workspace and customize your settings.

### Team Workspace Settings

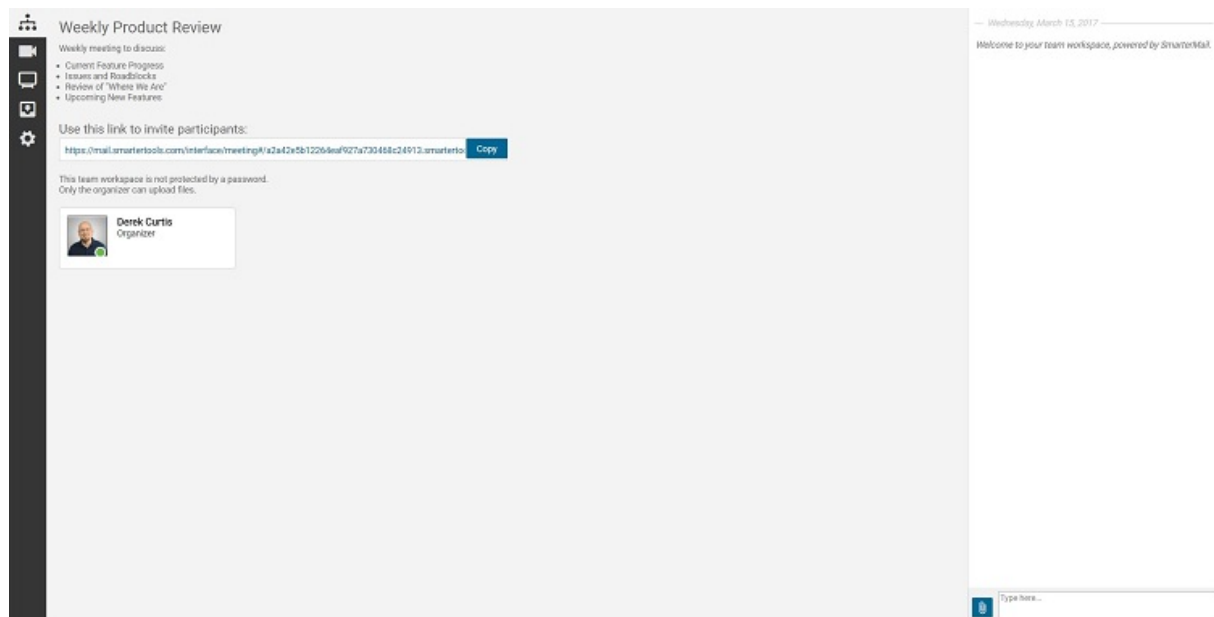
After you create your workspace, you can open it and modify the workspace settings. As an aside, you can edit these settings at any time by clicking on the Settings (gear) icon whenever you open your workspace. Below is what the settings page for a team workspace looks like:



Team workspace settings include:

- **Workspace Title** - This will be whatever you called the workspace when it was initially set up, but you can change it at any time.
- **Workspace Description** - Using the HTML rich editor, add details to your meeting with bulleted lists, clickable links to external resources, formatted text, embedded images or movie files and more. This can contain your meeting agenda, a list of questions to go over, or any information you want your participants to see.
- **Workspace Details** - This is where you set up the workspace security and access permissions. These options include:
  - **Secure with a password** - If you want to lock access to your workspace with a password, that's not a problem. Simply set it here and then let whoever you send your invitation link the password you set.
  - **Allow guest users** - Don't want to force your attendees to log in? No problem! Just toggle "Allow guest users" and anyone with the link can attend the meeting, no log in required.
  - **File upload permissions** - Each meeting workspace has the ability to allow users to upload files. However, the meeting organizer can set file upload permissions so that only the organizer has upload permissions, people who are authenticated users can upload files, or anyone can upload. **NOTE:** - It IS possible to restrict the file extensions that are able to be uploaded to a team workspace. However, the File Storage Extension Blacklist is set by the system administrator.

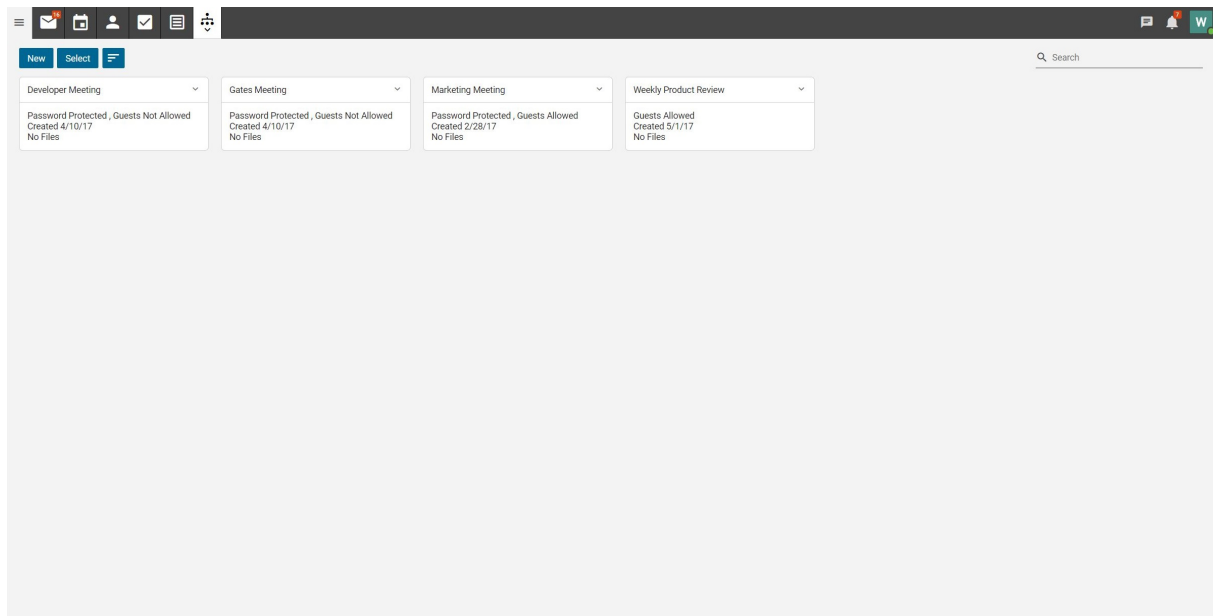
Once you have all your settings in place, be sure to save them. You can then open that workspace's page and your meeting is displayed:



The screenshot shows a meeting workspace interface. On the left, a dark sidebar contains icons for a calendar, a list, a camera, a microphone, and a settings gear. The main content area is titled "Weekly Product Review" and includes a "Weekly meeting to discuss:" section with a bulleted list: "Current Feature Progress", "Issues and Roadblocks", "Review of 'Where We Are'", and "Upcoming New Features". Below this is an invitation link: "Use this link to invite participants:" followed by a URL and a "Copy" button. A note states: "This team workspace is not protected by a password. Only the organizer can upload files." A profile card for "Derek Curtis, Organizer" is visible. The top right corner shows the date "Wednesday, March 15, 2017" and a welcome message: "Welcome to your team workspace, powered by SmartTools." At the bottom right, there is a "Type here..." input field.

## Access Previous Meetings

Any meeting room you create is saved in your Team Workspace view as a separate card in the My Workspaces area. That means you can access, and re-access, any past meetings. While the video isn't saved, any live chats and shared documents ARE saved in the workspace, allowing you to refer back to those at a later date whenever needed.



## Participated Meetings

Not only are the meetings/workspaces that YOU create listed, so are workspaces that you've been invited to. To access these, simply click on the Participated Meetings option from the left navigation pane. Here, meetings that you've participated in are listed as separate cards. While you won't be able to edit any information on these cards, you do have the ability to revisit the meetings, see chats, re-login to the video chat and more.

## Recurring Meetings

Want to use the same team workspace for multiple meetings? Not a problem: simply add the team workspace link to a recurring event invitation in your calendar and your event invitees will have instant access to your workspace for each recurring event, be it a meeting, a monthly roundtable discussion or just to hang out and catch up.

## Team Workspaces Video Chat

This feature is only available in SmarterMail Enterprise.

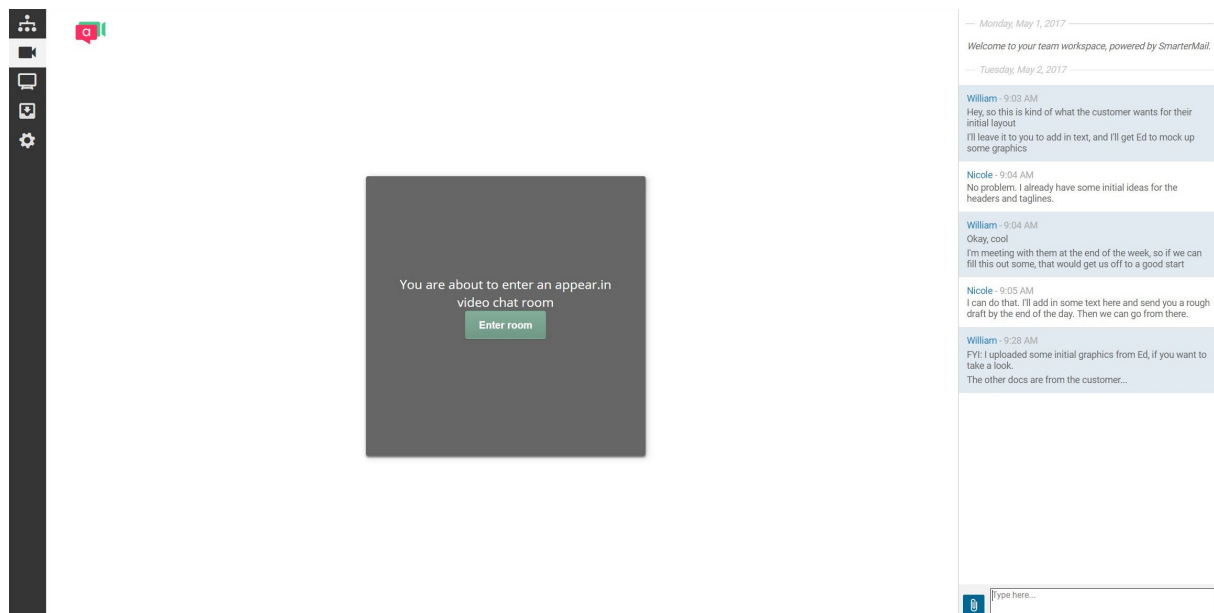
Even with the persistent group chat that's available in Team Workspaces, there are times when text chat just isn't enough. With Team Workspace video chat, you can have real-time audio and/or video

chat with up to 8 participants at the same time. In addition, each participant has complete control over their own audio and video -- that is, they can turn either on or off as needed -- as well as audio controls over others. So, if someone is in a noisy environment and they forget to mute their microphone, each participant can mute that person themselves.

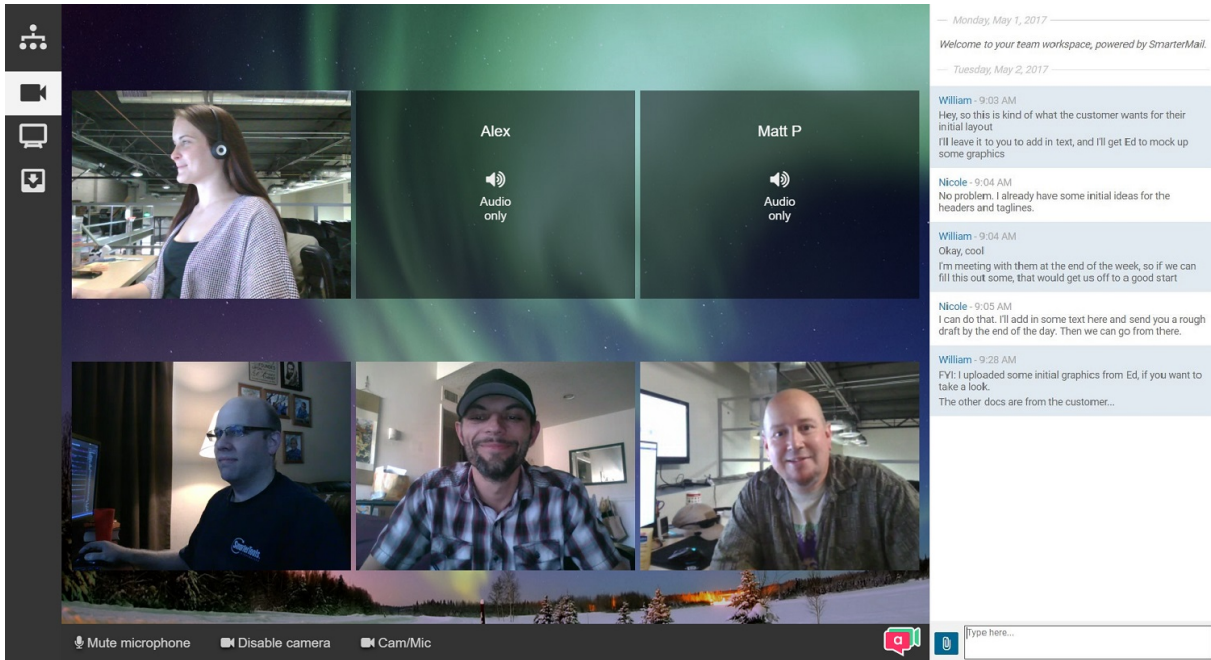
NOTE: In order to use Team Workspaces your SmarterMail installation MUST be secured with an SSL certificate. This is because the audio, video and live chat connections require HTTPs connections in order to work properly and securely.

## Starting a Video Chat

Starting a video chat is extremely simple. All you need to do is click on the Video icon . It looks like a little video camera. Once the video chat view opens, you're presented with a dialog that tells you you're about to enter a video chat room. Click the Enter Room button, and you're ready to go.



Once you enter the room, you'll see your own audio/video feed as well as the video feed of other participants. If none have joined in just yet, you'll simply see a blank box that says "Waiting for other people..." As others join, their feeds will also display.




## Video Chat Settings

Participants have some control over the audio and video settings that are used. To modify those settings, simply click on the Cam/Mic control at the bottom of the video chat screen. Once they do, the Settings modal pops up:

✕

## Switch preferred camera and microphone



If you are having problems, try restarting your browser.

<h3>Camera</h3> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">HP TrueVision FHD RGB-IR (06 ▾)</div>	<h3>Microphone</h3> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">Default ▾</div>
<h3>Video Quality</h3> <p><input checked="" type="radio"/> Good</p> <p><input type="radio"/> Low</p>	<h3>Sound Output</h3> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">Default ▾</div>

Updating preferences will refresh your browser window.  
You will automatically rejoin the conversation.

Save

The Cam/Mic settings include:

- Camera - This allows a participant to select the web cam used for the video portion of the chat. More often than not, this will be the default webcam that's part of the user's laptop or display. However, if an external webcam is being used, it should appear in the dropdown.
- Microphone - Just as with the Camera, this will most likely be the default microphone on the participant's device. Again, however, if an external microphone or headset is being used, that should appear in the dropdown.
- Sound Output - The default speaker set should be used by default, but if an external source is desired, it can be selected from the dropdown.



- Video Quality - There are two choices: Good and Low. In cases where a participant is on a back internet connection, or even a cellular connection, the Low setting may be preferred.

### A Quick Note

The Team Workspace video chat does require you to allow the use of your microphone and video camera. Depending on your browser settings, this may occur without you needing to take any action. However, if you experience issues with either the audio or video, make sure your browser is not blocking the connection. In addition, if you're using any security software, such as Eset or Malwarebytes, they may need to be checked so that access to the camera and microphone aren't being blocked.

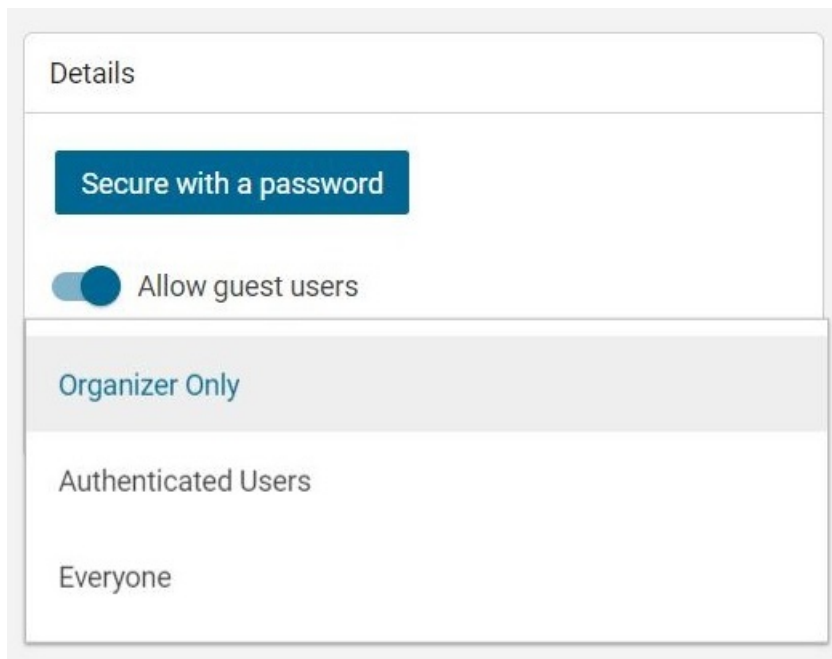
## Team Workspaces File Uploads

This feature is only available in SmarterMail Enterprise.

Part of having a collaborative workspace is the ability to upload and share files. The Team Workspace organizer has the ability to set the file upload permissions for their workspace. They can allow anyone to upload files, only allow authorized users (people who log in) to upload or limit file uploads to just themselves. However, anyone who participates in the Team Workspace can download any files that are shared. NOTE: Management for files uploaded in a Team Workspace belongs solely to the workspace organizer, regardless of who has the ability TO upload files. This is to ensure that all files are preserved as part of the workspace at the organizer's discretion. Therefore, the disk space used for workspace uploads also counts towards the total disk space of the organizer.

### Setting File Upload Permissions

The Workspace organizer has the ability to set permissions for the types of attendees that can upload shared files. This is done in the Settings area:



The options for setting attendee file upload permissions include:

- Organizer Only - The only person who can upload files to a team workspace is the user who set up the team workspace in the first place.
- Authenticated Users - Attendees who log into the team workspace are able to upload files; guests can not upload.
- Everyone - All attendees are able to upload files as needed.

## Uploading and Sharing Files

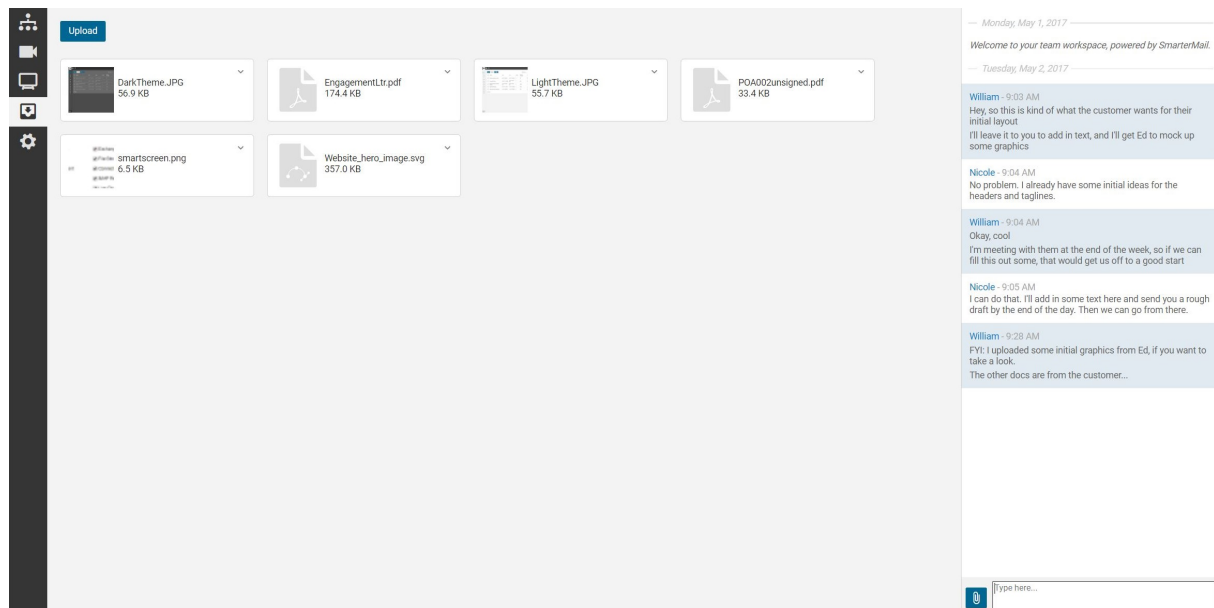
Once permissions are set, it's time to upload and share some files. A few quick things to note:

- By default, files shared are sorted alphabetically by file name.
- Just as with the File Storage area, whenever possible a thumbnail of the file will be displayed. If a thumbnail can't be displayed, then an icon representing the file type will be displayed.
- Shared files will show the file name and the file size on their respective cards.
- Clicking on the Caret allows attendees to either download or delete each file.

As for actually uploading files, there are a few ways to do this:

- Drag and Drop - You can drag and drop files in either the upload area OR in the group chat area. In either case, files will be uploaded to the workspace and displayed in the upload area. Files dropped into the Group Chat area will also display a download link, just as they do in a regular Group Chat.
- Upload/Attach Buttons - You can also use the Upload button in the upload area OR use the Attachment button (the paper clip) in the Group Chat area to upload files. Clicking either of

these buttons will open your File Explorer (or simliar) and allow you to choose a file to upload. Simply select the file and click the Open button to upload it.(Click to open in a new window)



## Downloading or Deleting Shared Files

Each file that's shared in a team workspace has its own card. Each card, in turn, has a Caret in the upper, right corner. Clicking on that card gives a participant the ability to download that particular file. In addition, a participant can delete the file, should they choose to.