

welcome to walkabout workplace!



Hi!

I'm Walkab*ot* and I am here to get you going.





What can I help you find? Just click below.

Get Started

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[pick out your office](#)

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[share your screen](#)

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[be a tech**bot** \(sort of\)](#)

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take me home

Click on this button
whenever you want to come
back to this list.





Let me show you how to find your Walkabout Office and log in.

find your office & log in

Welcome to Walkabout Workplace! By now you will have received notification that a user account to Walkabout has been set-up for you. That notification will have contained:

- ✓ The URL to use to get to your virtual building, for example, <https://vgi.io/company>
- ✓ The email address used to set-up your office
- ✓ Your temporary password

how to

1. Using the Chrome browser, navigate to the URL for your virtual office.



2. Click on the blue Member Login to activate the user log in screen. Enter your email address and password. Click the green Log In button.

A screenshot of the 'Member Login' form. It has two input fields: 'Your Name?' and 'Here to see?'. Below the fields is a blue button labeled 'VISIT'. At the bottom, it says 'Member Login'.

A screenshot of the 'Log In' form. It has an input field for the email address containing 'anton@vgi.io' and a password field with masked characters. Below the fields is a green button labeled 'LOG IN'. At the bottom, it says 'Guest Login | Forgot Password?'.

3. You will then be taken to your personal office within Walkabout Workplace.



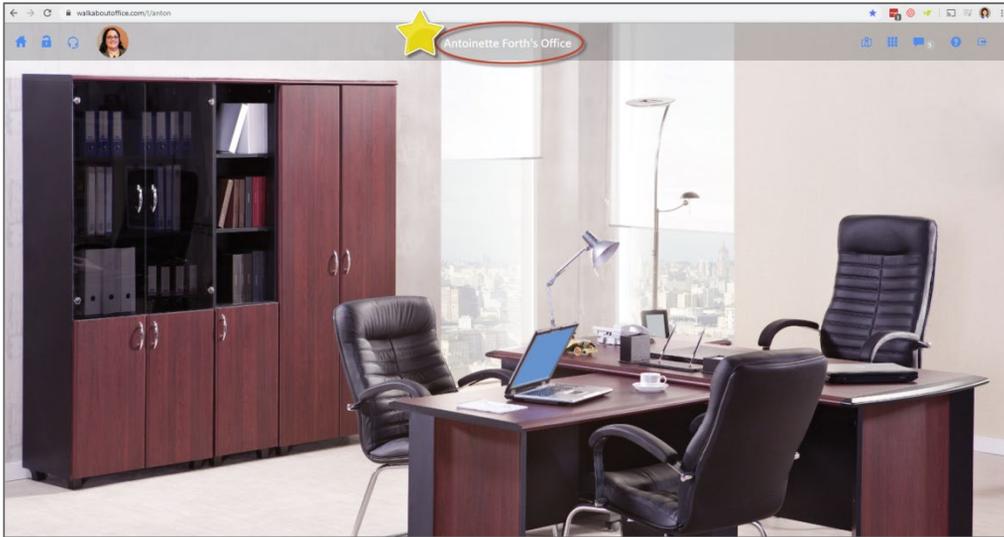
You are Awesome!



Super! Now let's set up your profile.

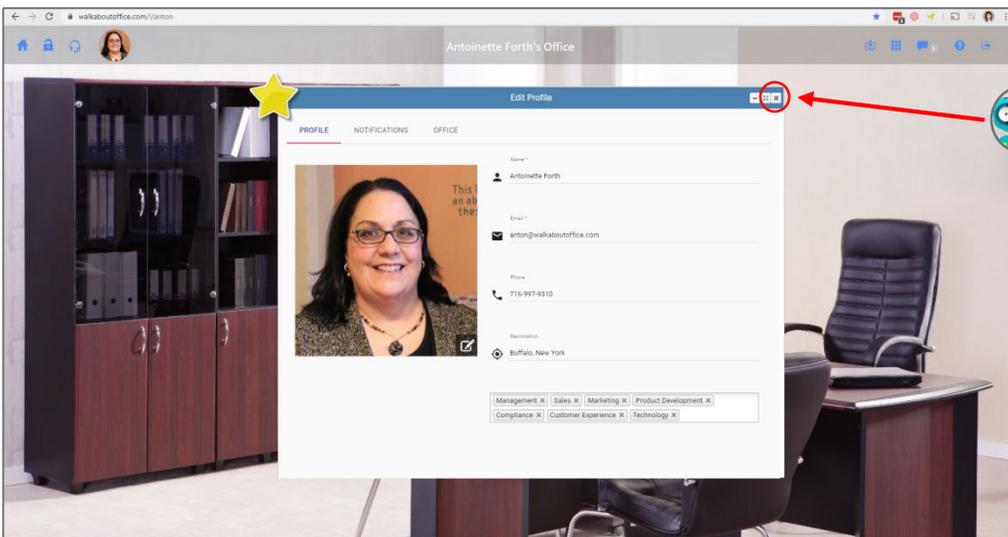
set-up your profile

Click on your name at the top of our office to bring up your profile.



how to

1. Click on the first tab named Profile.
2. Enter your name, email address and phone number.
3. If you want to receive SMS text notifications to your cell phone (more on that later), you should use your cell phone number.
4. Enter your location if you want (or you can leave that blank)
5. Click the exit button in the Edit Profile application when you are done. The changes save automatically.



Use this X exit button, not the other one.



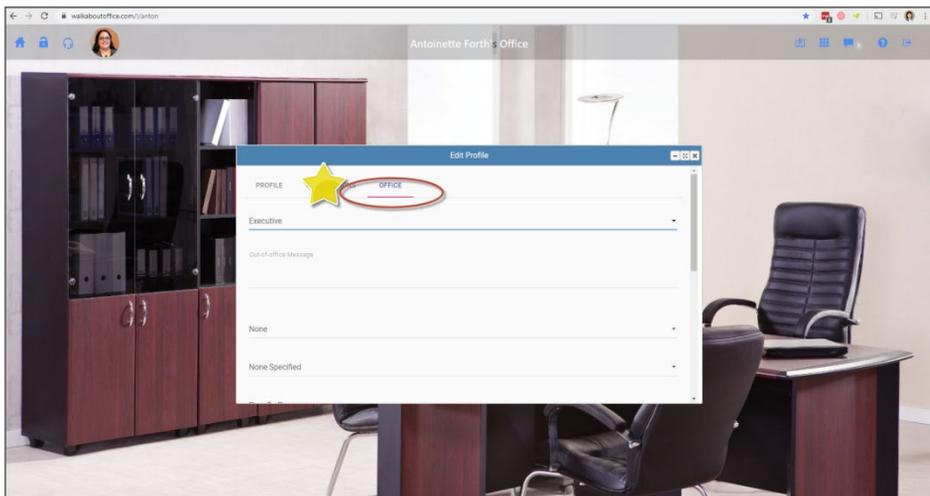
Very exciting. Are you ready to pick your office?



Here's the fun part. Let's pick out your office.

pick out your office

Click on your name at the top of our office to bring up your profile. Select the Office tab which is the third tab.

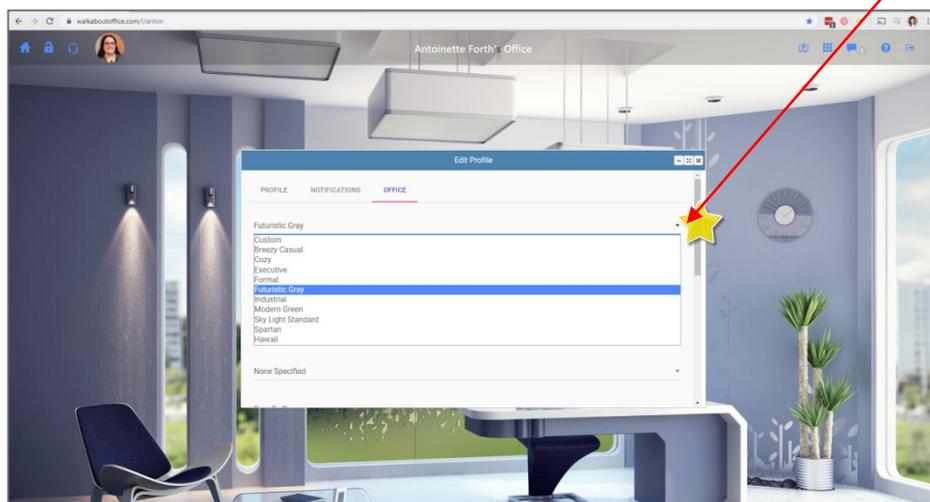


how to

1. After you click on the 3rd tab 'Office', select the drop-down box that appears first.
2. Scroll through the lists to see the different offices that you can pick. The offices will change in the background automatically.
3. Once you pick out the office you love, lick the exit button in the Edit Profile application when you are done. The changes save automatically.



This is the drop-down box.



Did you remember to use the correct X exit button?



Whew. Time for a break to tour the tools in your office.

navigate the tool bar

At the top of your office you will see a tool bar that contains your tools and your avatar.



Home



Lock Door



Video Call



Floor Plan



My Apps



Chat



Help



Exit

Home: takes you back to your personal office

Lock Door: locks your door and doesn't allow anyone in

Video Call: initiates your video chat window

Floor Plan: see and visit your teammates

My Apps: gives you access to all your applications

Chat: sends instant messages to your team members and guests

Help: sends an email to the Walkabout Workplace Help Desk

Exit: exits you from the Walkabout Workplace and your office



More about all of this later. Let's visit your team.



Go ahead, visit your teammates and enter conference rooms with a simple click on the map.

move around the office

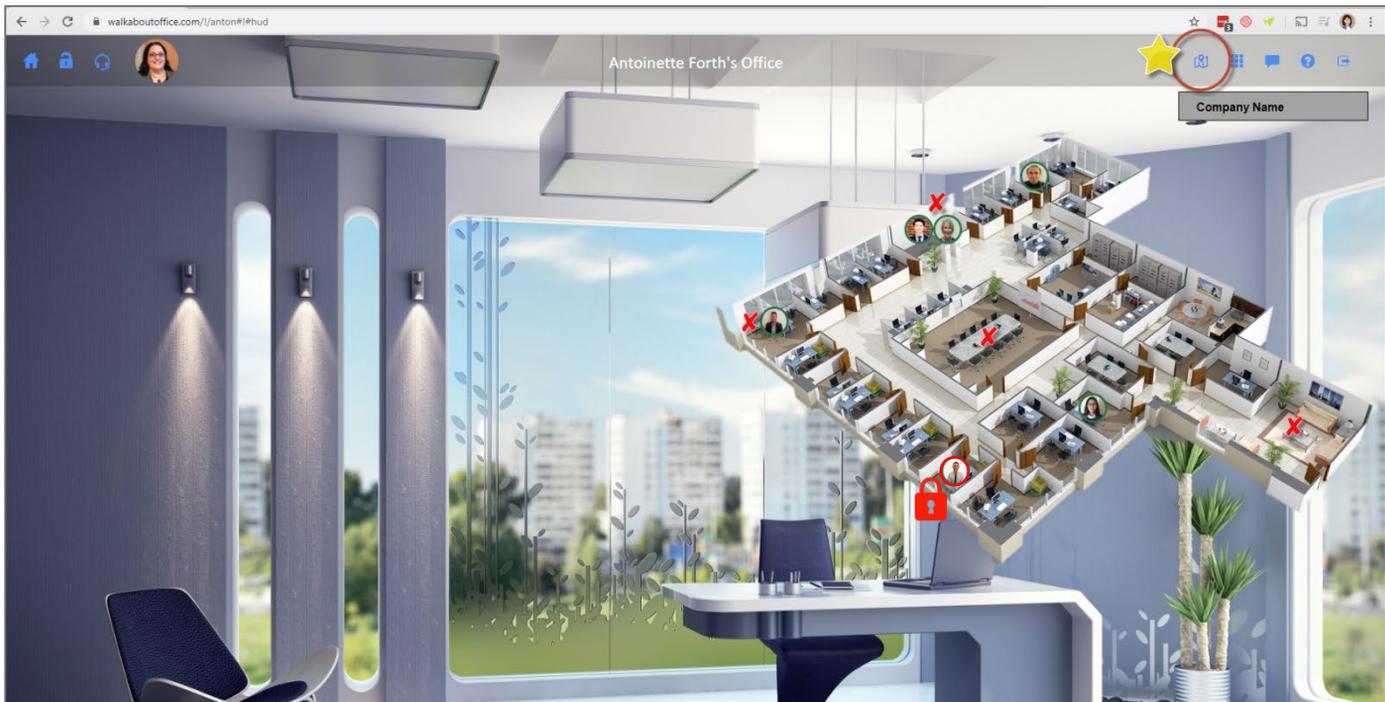


Click on the map icon to reveal the Floor Plan Map to see who is *in* the office.

Simply click on the office or room that you want to go to. Then, click on the headset icon, Video Call, to start a video chat.



When you're done, click Home to return to your office.



don't be a party pooper



Parties are no fun when no one shows up. Neither is Walkabout Workplace. Log in to Walkabout every day and be a regular part of the team. It works on all devices.



If someone has a red ring around his or her avatar, the door is locked, and you cannot enter the office.

You can lock your door too. Just click on the lock icon at the top of your office (left side).



Come back after you get done visiting and we'll practice video chatting.



Go put on a clean shirt, we're going to have a video meeting.

meet by video

Click on the headset icon to start a Video Chat. 

Your audio and video will start immediately, and this tool bar will appear inside your video display.



Click here for screen share tutorial.

Share screen.



Stop sending video.



Mute your microphone.



Dock your video screens to the Left, Right or Top.



be kind to others



:gagged:

It's a good idea to mute your microphone while you're on a group video call. Background noise can be a killer. If you see someone is talking but can't hear them, send them this :gagged: emoji in chat to let them know they're on mute.



Are you ready for some screen share?





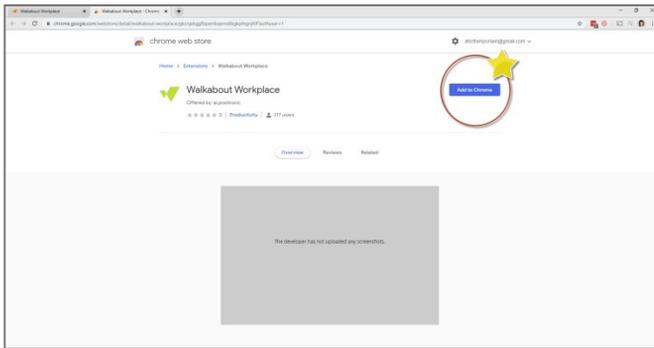
I've got a secret for sharing PowerPoint presentations. Stick with me for the good stuff.

share your screen

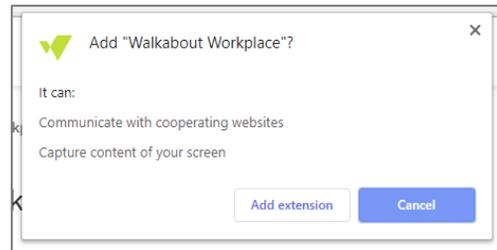
add walkabout workplace extension



We need you to add a Chrome Extension in order to share your screen. [Click here to go to the Walkabout Workplace Extension in the Chrome Web Store](#). Once there, click on the blue box that says add to Chrome. Go back to your office and refresh your screen. You will now have a green Walkabout 'W' in your extension bar.

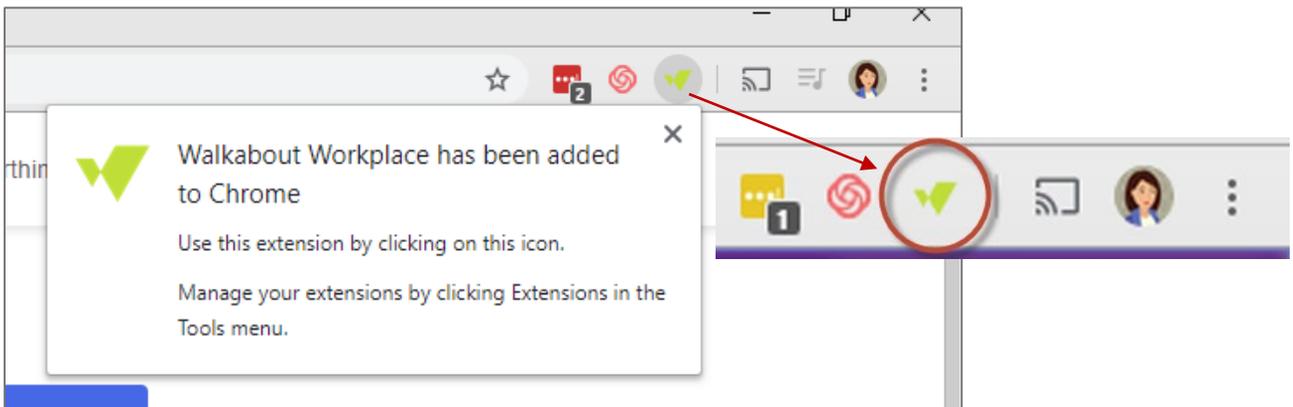


1 click here



2 click here

3 Verify Extension



Come along to the next page please...



I know this seems like TMI, but you'll be an expert in no time.

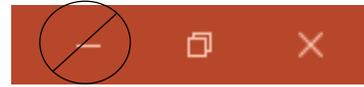
share your screen

start sharing content

1 Before you screen share it's a good idea to clear your computer desktop off before you start sharing your screen. Make sure to close any irrelevant applications and snooze all your desktop notifications.

Next, open the document, application or browser tab content that you want to share. Don't minimize any of the content you want to share. **Don't click on minimize.**

Return to Walkabout Workplace by clicking on the browser icon and selecting the Walkabout Workplace application tab.



2  Click on the headset icon, Video Chat, to start a video feed.



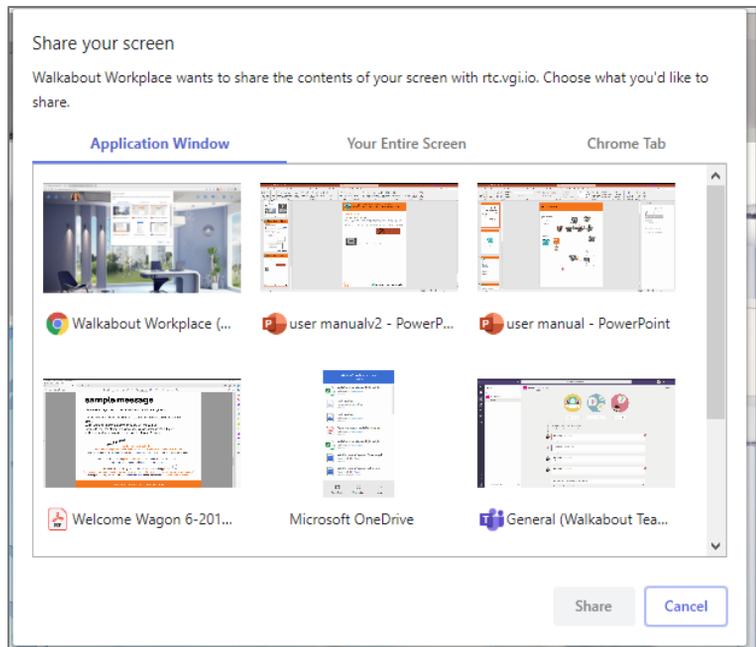
Since you have added the screen share extension, you will see the Screen Share icon (computer with outward arrow). Click on that icon to launch screen share.

If you can't find this icon, please see [add walkabout workplace extension](#).

3 This is your Screen Share console. Please note that it has three tabs.

- Application Window
- Your Entire Screen
- Chrome Tab

You need to click on one of those tabs in order to select the content you want to share.



Keep going to become a screen share expert...



Let's get down to business, shall we?

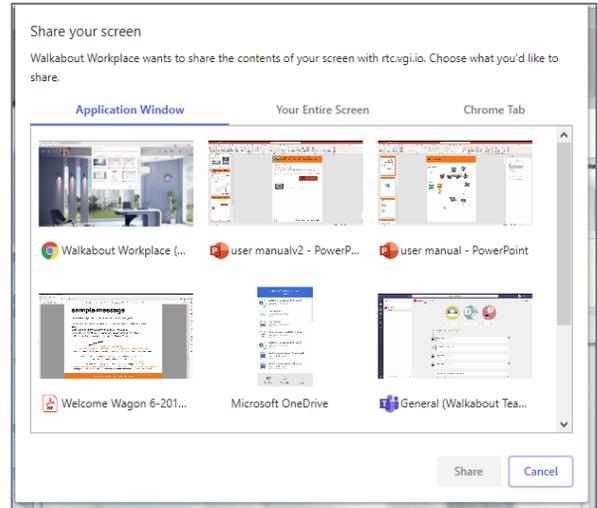
share your screen

Select Share Tab: Application Tab

You will use this tab to select an application or document to share. This is the tab you will use to select a document such as a PDF, PowerPoint or Excell.

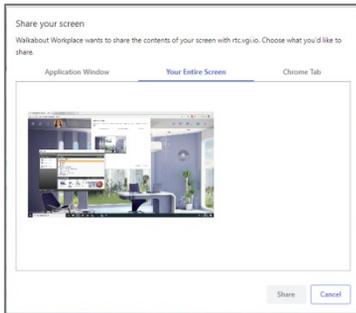
Click in the document or application you want to share and then click the Share button.

Please note there is a scroll bar to the left. But since you followed the advice in [Get Started to Share Content](#), you'll have few applications open.



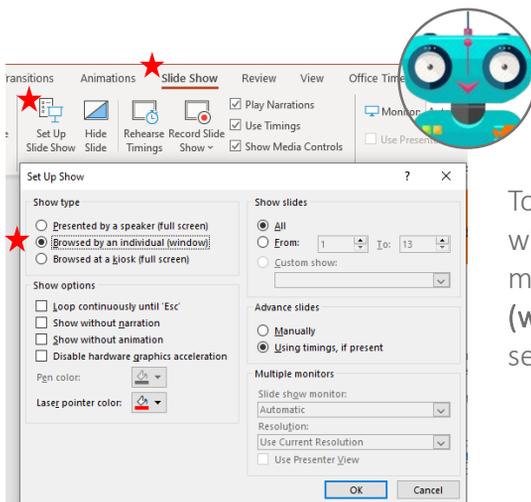
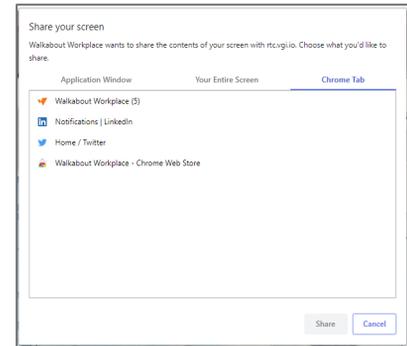
Your Entire Screen

You will use this tab to select your whole screen for sharing. This is a good choice if you are going to go back and forth between documents and applications. Click in the screen thumbnail and then click the Share button.



Chrome Tab

Use this tab to share another Chrome tab. Click on the tab you want to share and then click the Share button.



Here's your PowerPoint Tip:

To stop PowerPoint from taking over your full screen when you are showing a PPT Presentation full screen mode, set the **Show Type to Browsed by an Individual (window)** in the Slide Show – Set Up Slide Show settings.



Just a little more...

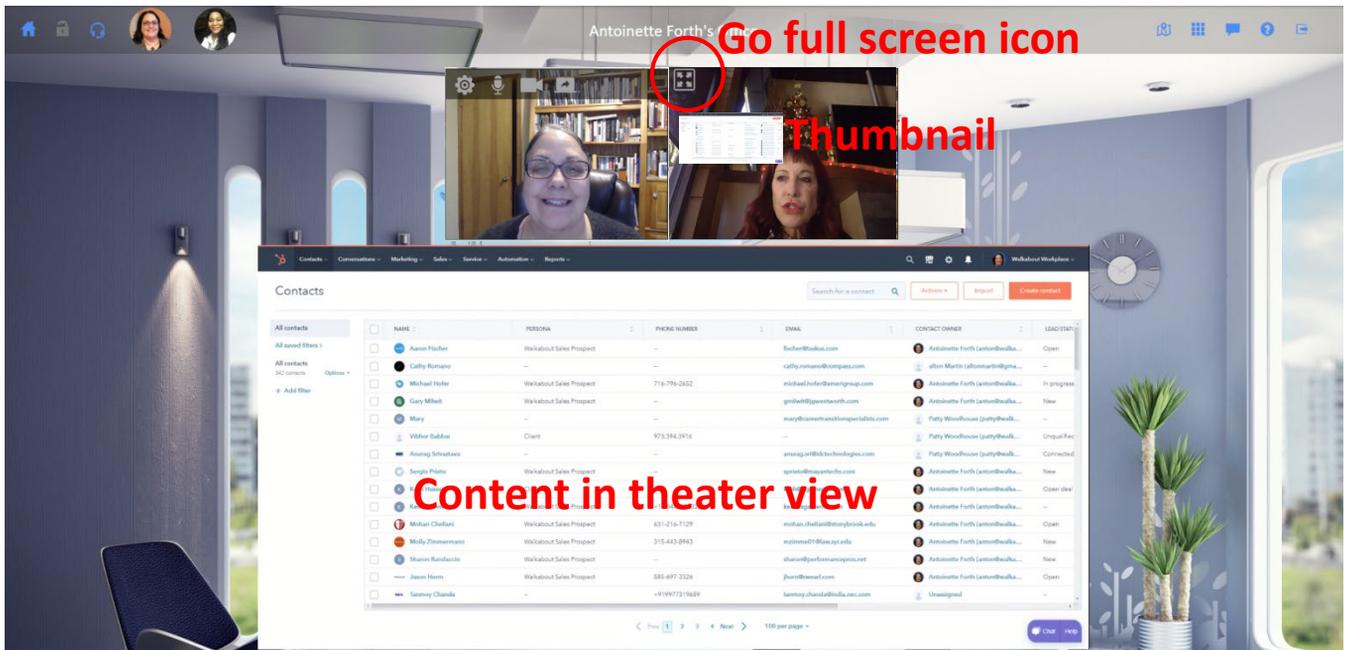


I know this seems like TMI, but you'll be an expert in no time.

share your screen

present your shared document or page

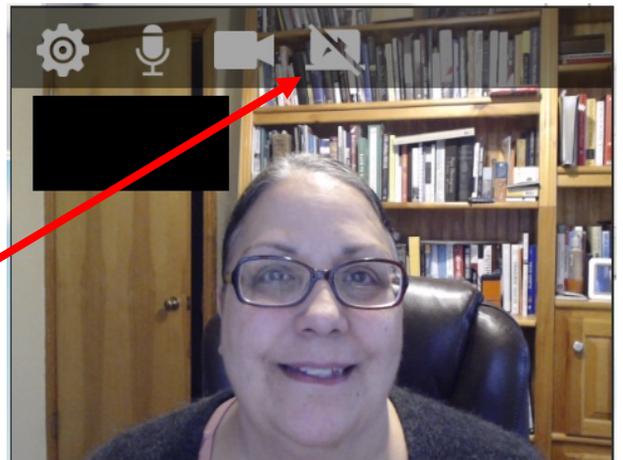
When you share your screen, a thumbnail will appear in your screen. When you or the viewer click on the thumbnail what you are showing will be presented on screen in theater view. To make the content full screen, click on the full screen icon in the top left corner of the video box of the person sharing the screen. (Hit Esc on your keyboard to get out of full screen).



Your view and ending screen share

If you are screen sharing the thumbnail in your video box is black.

To end the screen share, just click the screen share icon again.

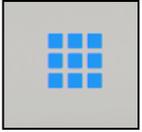


Practice makes perfect! Come back often for a refresher.

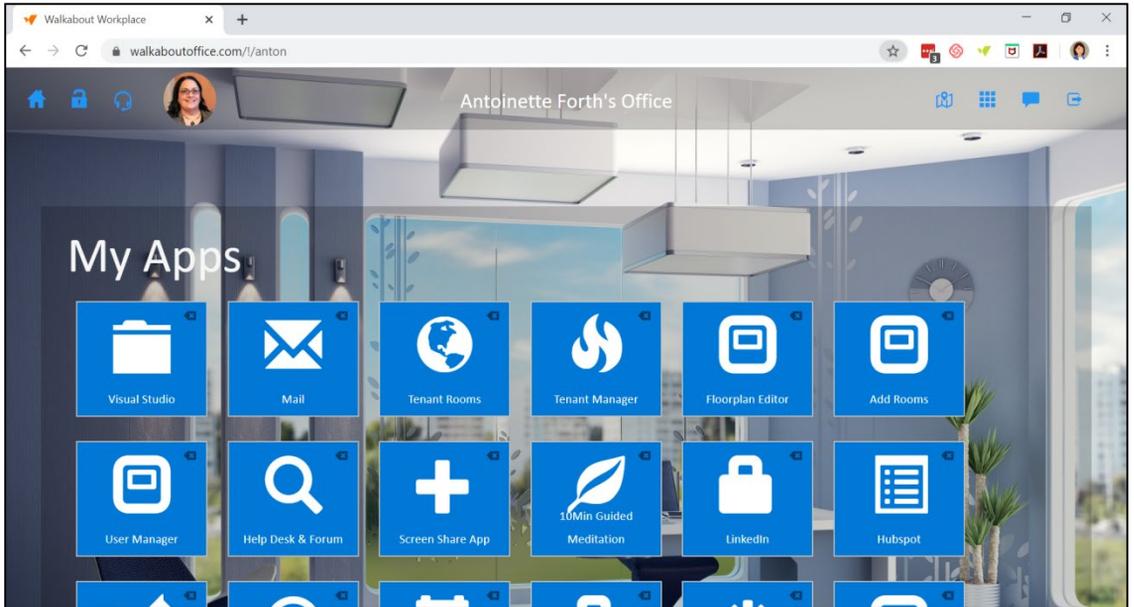


Ask your administrator to add the applications you use every day to your Walkabout Workplace.

use your application console



All the applications and web sites you use every day are in your Application Console for anytime you need them. When you click on the My Apps icon, your application console will open. Here is what that looks like.



You get the applications from the App Store – just click the icon with the plus sign + and all of the applications available will show. Select the apps you want in your personal Application Console. See something missing? Let your administrator know and they can add new apps.



Once you've selected all the apps you want click on the backwards arrow to return to your Application Console.



To close your Application Console, click on the My Apps icon again.



Imagine having everything you need at your fingertips. All of your tools and all of your teammates.



Coming to Walkabout Workplace is easy. All your guest needs is your URL and your name. Neither of which will change unless you get married! 😬

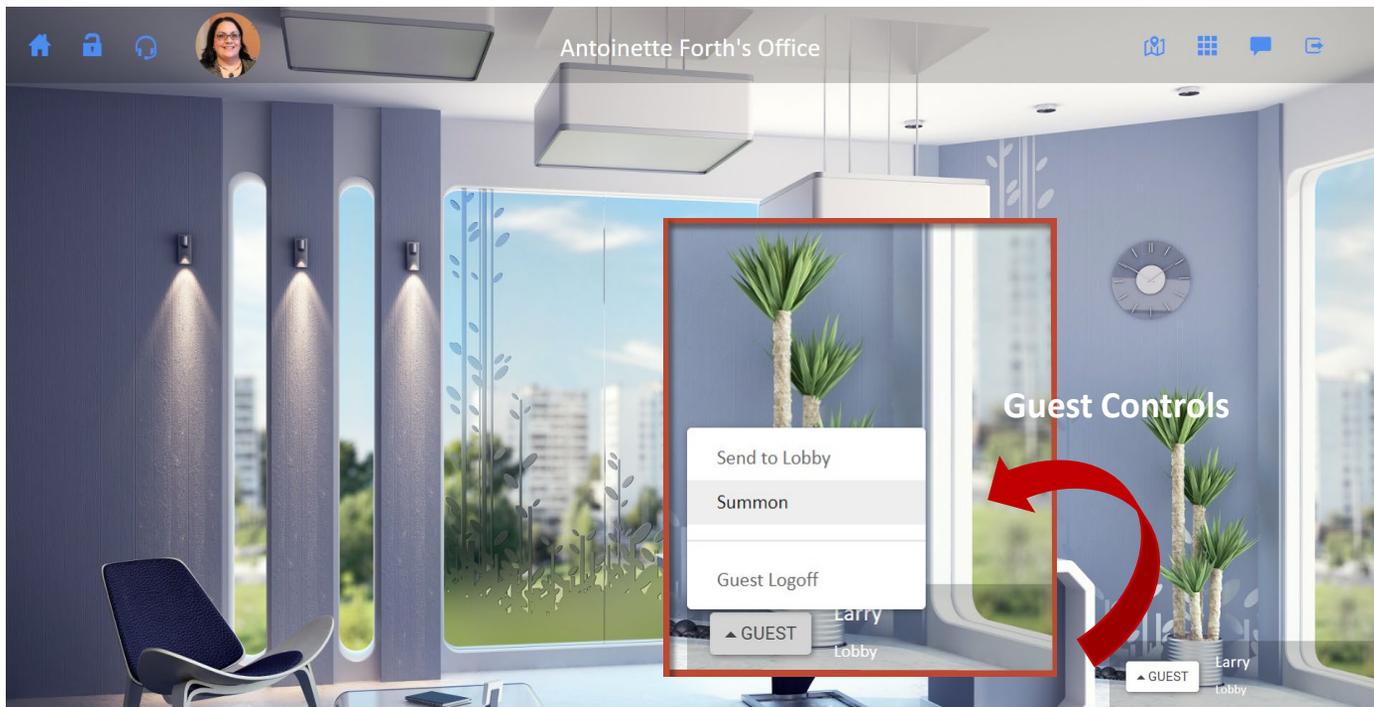
invite guests to your office

Open your Walkabout Workplace for visitors 24 X 7 to illustrate to prospects and clients your accessibility. Your virtual receptionist will take a message from the guest if you're not available or out of the office. We can even deliver that message right to your cell phone via SMS text messaging.

You do not need a meeting invitation to invite guests. You simply provide them with your virtual office custom URL (<https://vgi.io/name>) in an email or a calendar invitation along with simple instructions.

When your guest comes to your URL, they enter their name and your name. Your receptionist will greet them and ask them to wait. **If you're available, you'll see guest controls (a drop-down selection in the lower right corner of your office) from which you can select **Summon** to bring the guest into your office or a meeting room.** If you are not available, the receptionist will take a message.

At the end of the meeting, your guest simply exits the building using the exit door button to log off. Or you can log them off using **Guest Log Off** in the guest controls. If you need to during your meeting, you can send the guest back to the lobby using **Send to Lobby**.



Visit yourself as a guest so see what your guests will experience.



Just copy and paste simple visiting instructions into your meeting invitation or create a signature with the instructions!

write the invitation

all your guest needs is your location and name

Here is a simple message that you can customize to show people how to visit your office. Just cut and paste these instructions into your meeting invitation, create a signature to use, or even print the instructions on your business card.

Customize, Cut & Paste



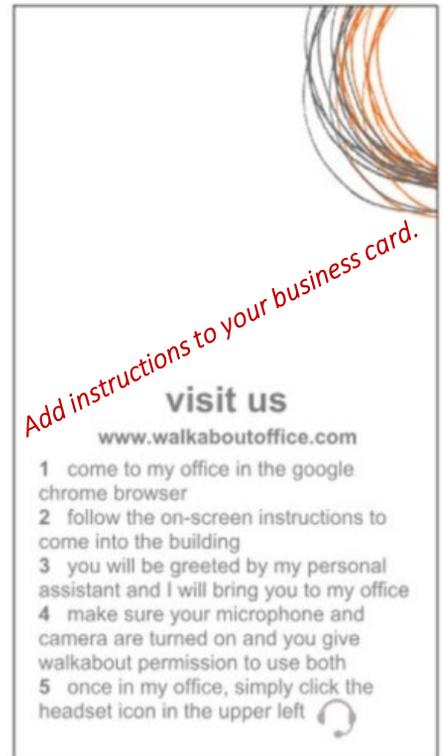
How to visit the Walkabout Workplace.

1. Make sure your camera and microphone are turned on and working
2. Using the Google Chrome Browser, visit at [Your URL Here](#)
3. Enter your name and then my name ([Your Name Here](#)) – select my name from the drop-down box
4. You will enter the lobby in our office and be greeted by our virtual receptionist
5. I will come and bring you to my office, you will see the view change from the lobby to my office
6. Once there, click the headset at the top left of my office



Here are some important tips about customer visits.

1. Camera and Microphone - Make sure your visitor has a camera and microphone or they will not be able to video chat.
2. Device – if your visitor is using an iPhone or iPad, tell them to use the Safari browser for those devices. If they have a Mac OC or laptop, your visitors will need to use Chrome.
3. Multiple Visitors – you can invite multiple visitors to your office. You will summon each visitor individually. [Go here to see how to use the guest controls.](#)



Your customers can come and see you anytime. That makes you different!



Okay, so here is some tech stuff that you need to know as you use the Walkabout Workplace browser application.

find tech stuff

device information

PC | Mac Desktop and Laptop: For best results we encourage you to use the Google Chrome browser. You can use Fire Fox and Edge on a PC or Mac desktop or laptop, but you won't be able to share your screen.

iPhone/iPad: Use the Safari browser on the iPhone and iPad. Please note you cannot share a screen on your smart phone.

Android Phone/Tablet: Use the Google Chrome browser. Please note you cannot share a screen on your smart phone.

battery use

Before you have a video-call be sure that your laptop or phone are fully charged. Video uses battery life fast. Or, better yet, plug into a power source when you going to use video.

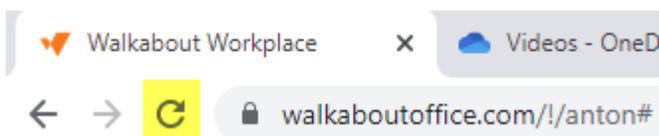
minimum requirements

For best performance have a strong Wi-Fi signal, or plug directly into your Internet modem using an ethernet cable. When using WiFi a 5MB upload speed is the minimum you should have if you plan on using video.

cookies & refreshing

A cookie is a piece of text that a Web server can store on your hard disk. Cookies allow a Web site to store information on a user's machine and later retrieve it, so your web page and applications load faster and minimize the number of times you need to click to get a program to work. Sometimes cookies get built up and confuse things (you'll know it because your program will start acting weird). When this happens you can do these three things to fix the problem.

1. Refresh your browser by clicking on the backward arrow next to the URL address bar.



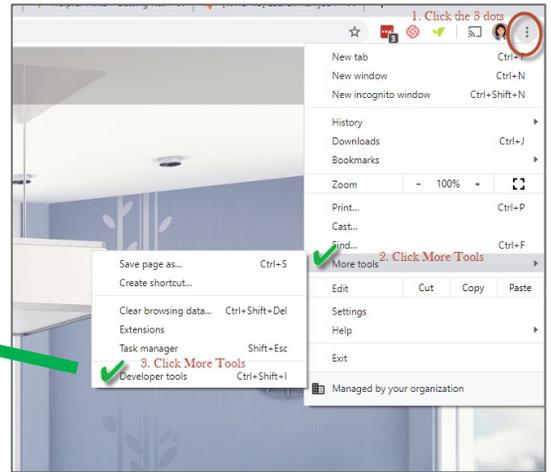
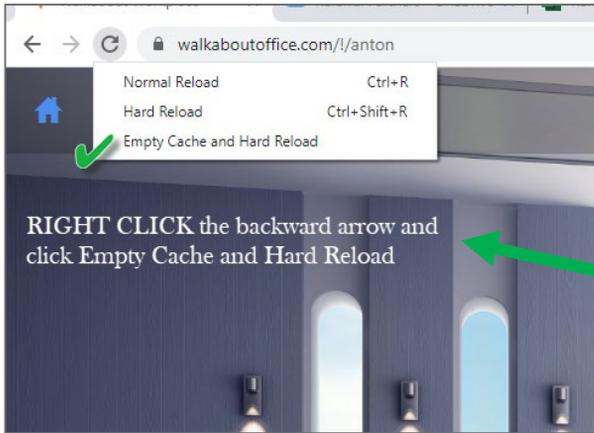
More tech stuff follows, but not that much.



find tech stuff, continued

cookies & refreshing, continued

2. You can empty your cache and hard reload to eliminate all cookies and bottlenecks by following this procedure. It looks complicated but you'll learn quickly. It is also in the index of the user guide for quick reference. Click 3 dots > More Tools > Developer Tools > Right click backward arrow > Select Empty Cache and Hard Reload.



3. If your problem is still unsolved, the last option is to close Chrome completely and all open tabs and then refresh (step one). If that does not solve your problem, please send the Help Desk a message in Walkabout.Chat.





Walkabout.Chat is the way you communicate when you are on the road; or need to drive a project, program discussion; or simply to say hi to your colleagues around the Workplace.

get started with walkabout.chat

Navigate your chat console

Here is a quick overview of your chat console (window) which opens in your office when you click on the chat icon.



search and manage people and groups

The screenshot shows the chat console interface. On the left is a dark sidebar with a search bar and a list of channels and groups. The main area shows a chat window for user @bryanbradley, including a video call icon, a date separator for January 4, 2020, an audio recording, and another date separator for January 5, 2020, with a text message. At the bottom is a message input field with a microphone icon and a plus sign.

search and manage chat messages

find people and groups here

record messages

add files



Keep your chat window open all day in your office and never miss a message.



Sending messages is fun and easy. Be sure to make an agreement with the team on how you want to use chat in your day-to-day business.

send messages

send a direct message (DM) to an individual

To send a direct message, select the person's name from the left-hand menu. You want to look for people with an avatar, a status dot and name. You do not direct message a #channel or #group.



compose message, attach files

When you click on the person's name, your history of chats will appear. At the bottom of the chat history you will see the space where you type in a message. Click return to send. Click the + sign if you want to attach a file. Don't want to type? Click on the microphone to record a voice message (you can do video messages on your phone!!). Add emojis to reinforce your message and make it fun.



can't find the person you want to send a message to?

If you can't find that for the person, go to the heads-up display map, click on the persons' avatar which will bring up a direct message box, send them a hello and they will appear on your left tab forever after.

make them a favorite.

You can use the three dots at the end of a person/channel name to bring up a menu where you can make certain people and channels, favorites. They will appear at the top. We recommend that you create a favorite list.



Don't forget to hit return or enter to send your message.

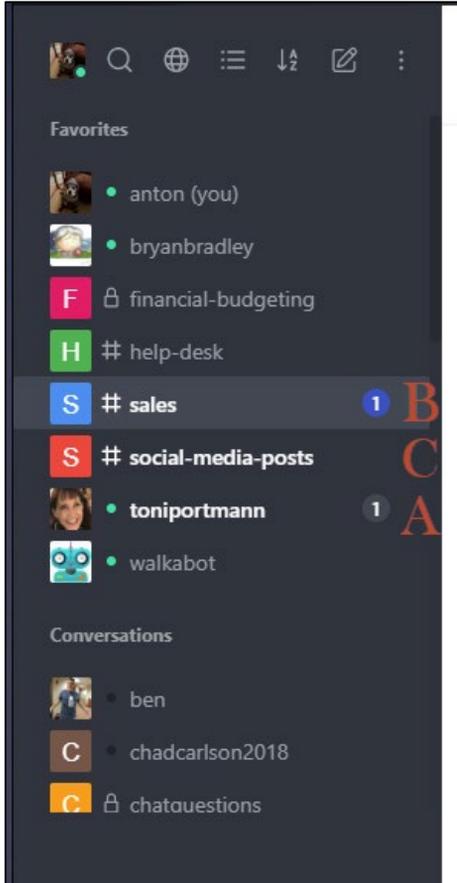




To leave or not to leave ...
chat open, that is the question.

respond to messages

how do you know you have a message?



When you open your chat, the person or channel that has a message for you will be highlighted in white.

Click on that person or channel to open the message. At the bottom of the message you will find the message box that you will use to respond (see [send messages](#) for a refresher).

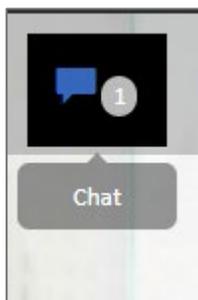
how many messages do you have?

A If you have a direct message from another person, their name will be highlighted, and the count of new messages will appear next to their name.

B If someone wrote you a message in a channel or room and used the @ symbol to name you specifically (@anton) the channel or room will be highlighted, and a count will appear to show you that you have a message directed to you.

C If someone posts in a channel to which you belong but does not direct the message to you, the channel or room will be highlighted but you won't receive a count.

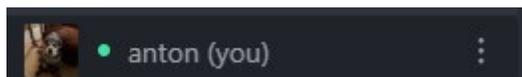
If you close chat or are not in the office, you'll get a notification the next time you come in if someone DMs you.



office toolbar chat message notification

If you do not have Chat opened OR if you are not logged in to your office, you will receive a chat notification count next to the chat bubble icon at the top left of your office **ONLY** WHEN SOMEONE SENDS YOU A MESSAGE IN YOUR DIRECT MESSAGE CHANNEL.

This means they click on your name, not a channel – see **A** above.



Are you going to keep chat open in your office? Your choice but check it often. Talk to your team to see how you want to use Walkabout.Chat with the rhythm of your business.

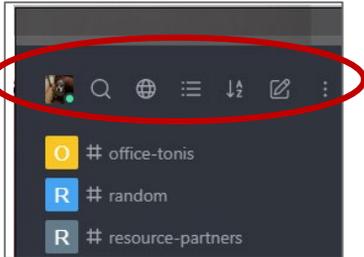




You can create your own tool bar, sorted to your liking. Give it a shot.

sort and find people and channels

sort and search with this tool bar



Set your status, out of office message and access your profile to select notifications and sounds.



Search for users or channels.



Access directory of all users and channels.



Change view of the users and channels, hide avatars.



Sort chats alphabetically, put your unread messages to the top.



Create a new channel or group discussion NOT FOR CREATING NEW CHATS.



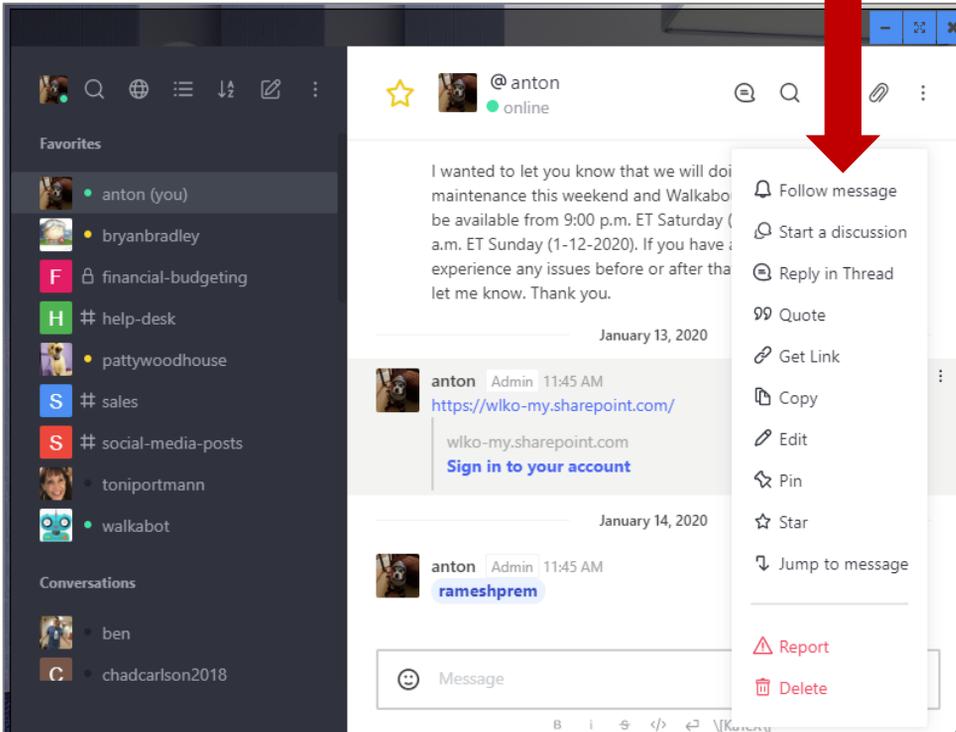
I like to put all my unread messages on the top. I also use favorites to keep all the people and channels I use often at the top right under unread messages.



Don't like your message? No worries. You can edit it.

edit, copy and pin messages

easily interact with chat messages using this tool bar



You can find the full description of everything you can do with a chat message in the Walkabout.Chat Administrative Manual. For now, some of the most common tools are edit, get a link and follow.

To edit – click on the message, bring up this tool bar by clicking on the three dots at the end of the chat message, retype in the text box (your old message will appear there) and resend.

To get a link – select get a link and a link to the message will be copied to your clipboard so you can paste it where you want it.

To follow – select follow and you will receive a notification anytime someone comments or updates that chat



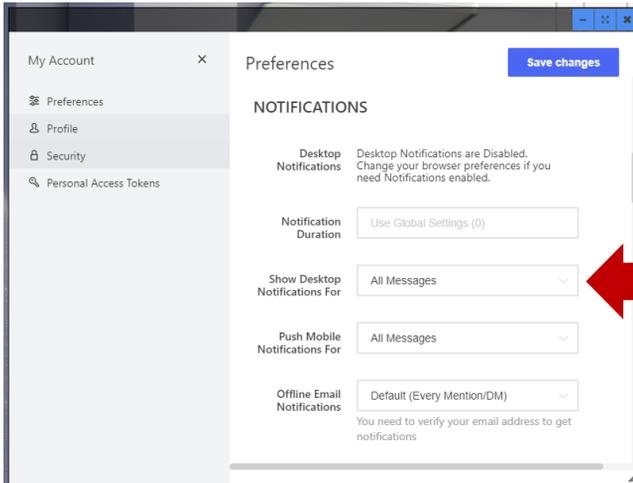
I'm used to using Twitter where you can't edit so I don't use edit often. But in the office, it can be quite handy.



Customize your notifications to best meet your work style.

customize your notifications

click on your avatar to bring up your account then click on preferences



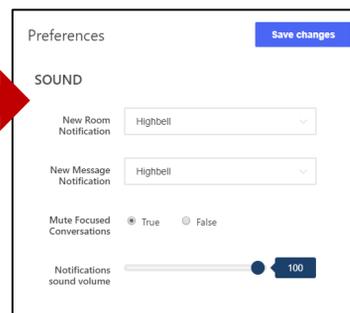
Set preferences here

You can change the behavior of notifications for channels where you are a member. By default, a channel notifies you whenever someone mentions you or uses the **@all** mention.

These options are on the channel notifications tab:

- **Disable Notifications:** Disable all notifications for the channel.
- **Audio:** Select whether the channel will emit a sound whenever someone mentions you or posts a message in that channel. The sound played can be customized.
- **Desktop:** Controls notification behavior when using any desktop app or browser.
- **Email:** Set whether an email sends whenever someone mentions you or posts a message or disable email notifications.
- **Unread Room Status:** Control whether the channel on the channel list highlights when there is a new message or mention.
- **Unread Tray Icon:** Controls whether the tray icon highlights when there are new messages or mentions on the current channel.

Set the sound for your notification. Be sure to click Save Changes



Bing, bang, bong. You get to select the sound of your notifications.



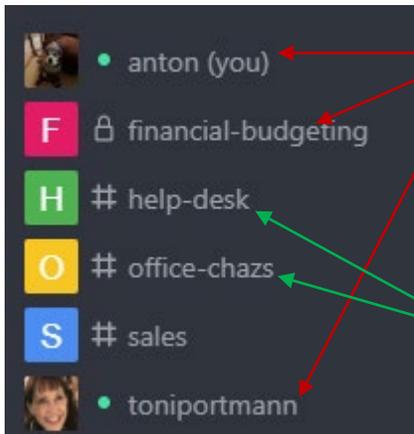


Keep your private business private.

private vs. public



this one deserves two alarms



Private

Direct messages are private between you and the sender

Lock Channels are private between you and the other people invited to that channel

Public

Channels and #Rooms ARE PUBLIC, everyone can see your messages

= Public, can be seen by people in that channel or entire office



Dogs are cute, but did you really mean to send that new puppy picture to the whole office? Avoid disasters by knowing the difference between Public and Private chats.



Meet my friends the koala emojis!

These guys are available for you to use in your Walkabout.Chat emoji directory.

INTRODUCING walkabout emojis



Love



Like



Hello



You there?



Call me back.



Booring!



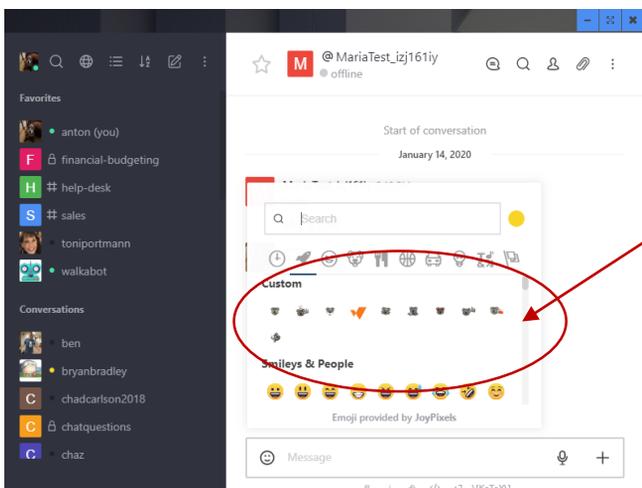
Can't hear you!



Your video is bad!



Darn It!!



Find Us Here!



That is it. You have come to the end. Come back and visit often whenever you have a question. See you again!