Agency staff have several tools at our disposal to assist in staying connected with our partners and colleagues.



1. **Skype for Business:** Set up Skype meetings with internal and external participants via your Outlook Calendar or directly through the desktop application.
	* Information from IT is attached, and more Skype how-to guides can be found on [IT’s SharePoint site](http://anrconnect/sites/ITD/SSBlog/Lists/Categories/Category.aspx?CategoryId=13&Name=%7bName%7d).
	* This is an especially good option if you want to **share your screen** and look at a document together.
	* Calls can be made with or without video feature.
	* Calls can be recorded.
	* You can **chat** (instant message) with colleagues through Skype.



1. **Microsoft Teams:** Use this internal communication and document-sharing tool with or without a formalized Team.
	* **Guidance** is attached (thanks John Sears!)
	* As an **individual user**, you can set up chats or calls with one or more people and share documents.
	* As part of a **formalized team**, you can set up calls, multiple conversation channels, document storage, shared OneNote files, and more.
	* **New** formalized Teams must be setup by ADS. You will need to provide IT the Team Name and a list of team users **by filling out the form attached** and submitting it to IT.

To submit a ticket to IT, go to the Staff Intranet site and click on the “Submit an IT Ticket” icon:  <https://vermontgov.sharepoint.com/sites/ANR/CO/ANRSTAFF/SitePages/Home.aspx>  If you can’t get to this page, you can call the helpdesk at 802-498-7873. It is far more efficient, however, for IT if you use the online ticket submission form – so please **only use the phone number if you cannot access the online system**.



1. **iPhone Call Merge:** Use State-issued iPhones as conference phones for small meetings
* Your iPhone can merge up to five people on one call without a conference line
* Directions [here](https://support.apple.com/guide/iphone/while-on-a-call-iph3c9951d7/ios)