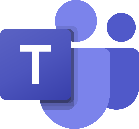
Agency staff have several tools at our disposal to assist in staying connected with our partners and colleagues.

[](https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.microsoft.com%2Fen-us%2Fp%2Fskype-for-business%2F9wzdncrfjbb2&psig=AOvVaw1LXmYMO6YM-esnuCPxGYO3&ust=1584552120711000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCJDKluSCougCFQAAAAAdAAAAABAI)

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.

[](https://www.google.com/url?sa=i&url=https%3A%2F%2Fen.wikipedia.org%2Fwiki%2FMicrosoft_Teams&psig=AOvVaw1Y4eFaem7uSiafH5mjB1A9&ust=1584552301336000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPC33bqDougCFQAAAAAdAAAAABAD)

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)