

# Remote Work Step-by Step-Guide: Phone and Collaboration Tools

## 1. Telephone

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## 2. Collaboration & Communication Tools

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**Please call the BMC Service Desk at 617-414-4500 with any questions or problems.**

## Call Forwarding

Office phone forwarding:

1. Press \*2 from your desk phone.
2. To forward calls to an external number, dial 9+ the number.
3. To forward calls to an internal number, dial the extension.
4. Press the Speaker key to hang up.

Office phone forwarding cancellation:

1. Press #2 from your desk phone.
2. You will hear a three beep confirmation tone – this will mean the forwarding has been cancelled.

## Collaboration & Communication

Available collaboration tools (i.e. scheduling a remote meeting) are:

- WebEx: Staff that currently use WebEx may continue using it to host meetings.
  - You do not need to be connected to VPN or the BMC network to use or schedule WebEx meetings.
- Zoom: BMC has an enterprise license for [Zoom](#).
  - You do not need to be connected to VPN or the BMC network to use or schedule Zoom meetings.
  - Use your BMC username and password to log into Zoom.
  - Supporting documentation for how to use Zoom can be found [here](#).

## Zoom

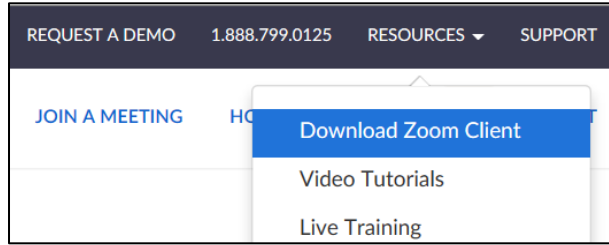
Zoom is a platform for video / audio conferencing, chat, and webinars. Zoom can be used through desktop/laptop computers, as well as through mobile devices.

### Logging into Zoom

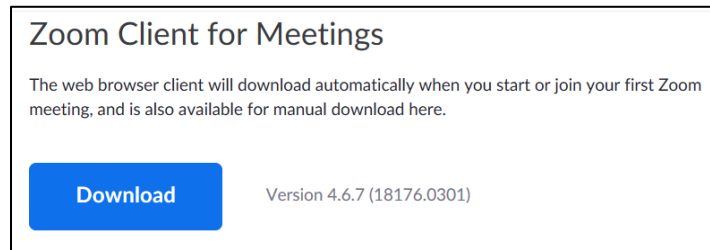
Log into [Zoom](#) using your BMC credentials.

### Download Zoom Client

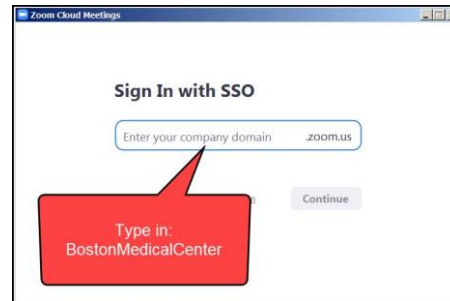
Go to [Zoom](#) and click on Resources → Download Zoom Client



## Download Zoom Client for Meetings



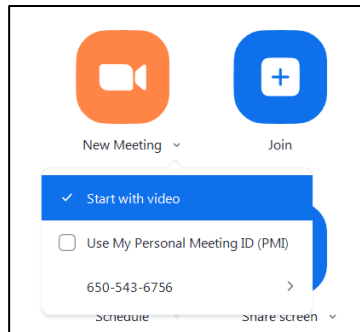
Sign in with SSO. Enter in BostonMedicalCenter as the domain. You may be required to sign in again using your BMC credentials.



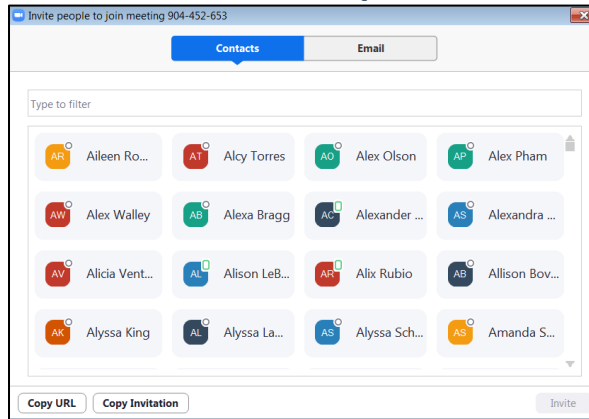
## Start a New Meeting

To start a meeting, click **New Meeting**. This will start the meeting immediately without requiring scheduling.

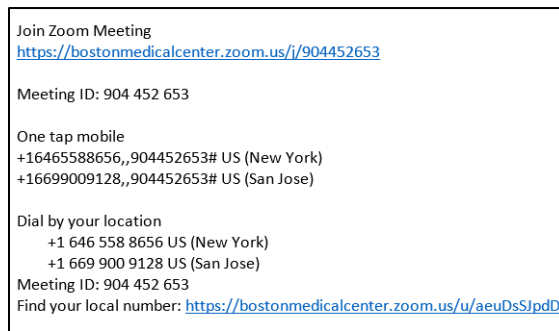
- You have the option to meet with or without video.



To invite attendees, click on the **Invite Tab**. Search your contacts or invite by email.

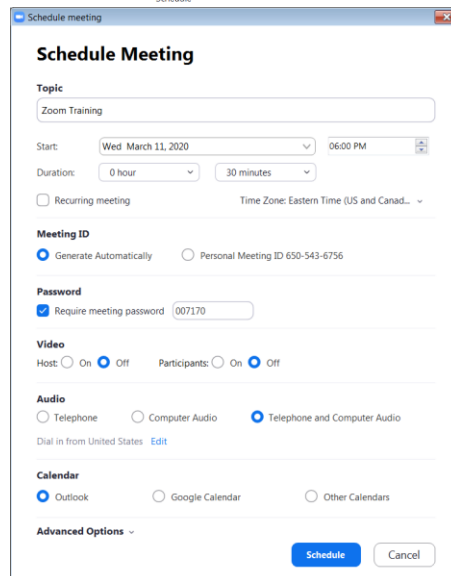


The invite will generate an automatic message in the email which includes a direct URL to your meeting, the meeting ID, and meeting conference line.



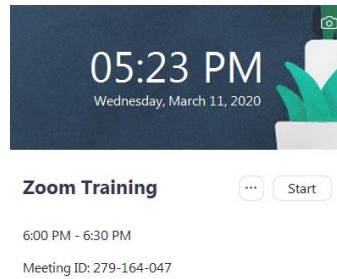
## Schedule a Meeting

To schedule a meeting, click **Schedule**  
Specify the meeting details:



If you are scheduling a recurring meeting, select **Recurring meeting**

To begin your meeting, click **Start**:



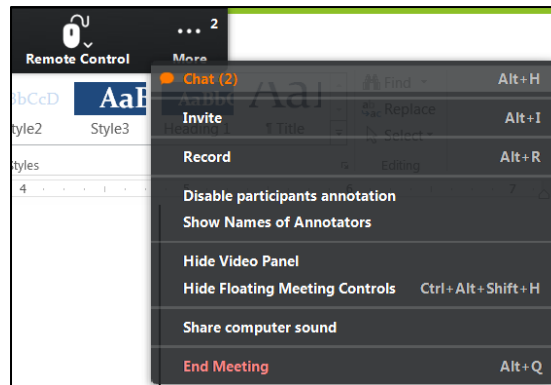
## Screen Sharing

To begin sharing your screen, click **Share Screen**. If another participant needs to share their screen, they would select **Share Screen**.

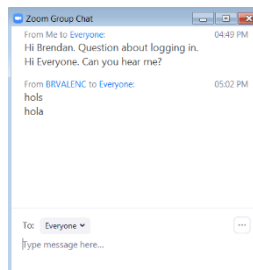


## Chat / Raise Hand

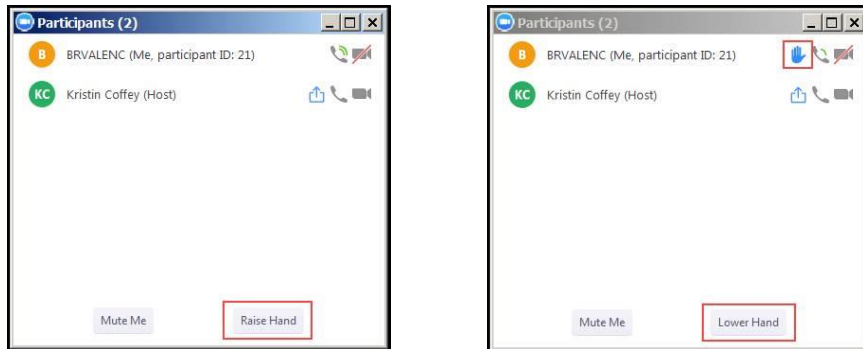
If at any time during the meeting a participant would like to ask a question or chat, they would select **Chat**. The host receives a notification in their top Zoom toolbar:



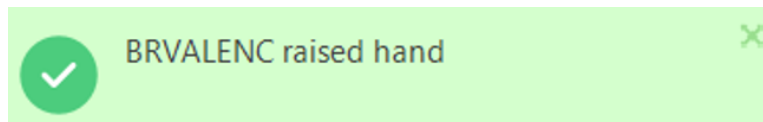
Clicking on the **Chat** notification will open a new window and display the message(s). Participants and host can opt to message all participants (**Everyone** option) or an individual.



If the participant would like to raise their hand, they can go to **Participant** and choose raise hand.



The host receives a notification:



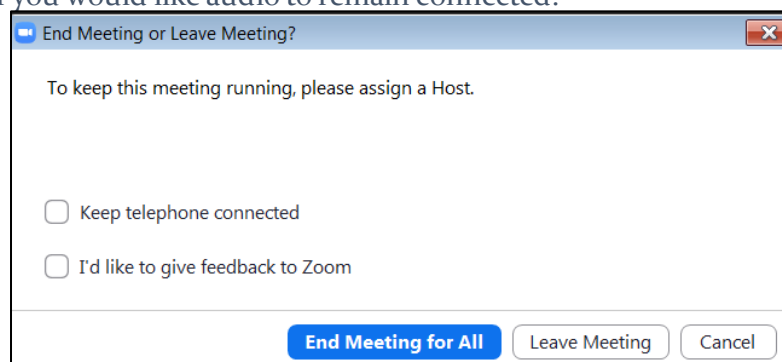
## Annotations

If at any time during the meeting, you need to call attention to something on your screen that you are sharing, you have the ability to annotate. Click **Annotate**.



## End Meeting

When you are finished with your meeting, go to **More** and select **End Meeting**. Confirm if you would like to end the meeting for everyone or if you would just like to leave the meeting. You can also indicate if you would like audio to remain connected.



## Zoom for Mobile

Go to the Google Play store or App Store:

1. Download Zoom Cloud Meetings.
2. Tap Sign in.
3. Tap SSO.
4. Enter following company domain and tap go:  
**BostonMedicalCenter**
5. Sign in with your BMC email address and password.
6. Tap open Zoom client.

**For assistance with phone or collaboration tools, please call the BMC Service Desk at 617-414-4500 or open an online ticket [here](#)**