

 + 
  + 
   
 RIGHT PEOPLE    RIGHT WORK    RIGHT MOMENT

**KEY BENEFITS**


**Connection Culture**  
 Employees are better connected, creating high performance teams that are underpinned by an improved sense of belonging


**Talent Amplification**  
 Better utilization of talent with improved knowledge flow, and increased creativity


**Lean Collaboration**  
 Accessibility and proximity of peers increases alignment and reduces wasted time


**Rapid Response**  
 Knowing availability of peers in real-time enables faster, more effective interactions and decisions


**Customer Satisfaction**  
 High quality, well designed human interactions lead to higher levels of customer satisfaction

# Sococo QuickStart Guide

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## Connection

Welcome to the Sococo community! We can't wait for you to move into your Sococo space with your team. This QuickStart guide is intended to get you set up and to teach you the basics of how Sococo works. It's easy, and we're confident you'll get the hang of it quickly.

### ACCESS

First, let's make sure you have accepted the invitation to your space from your Administrator. This invitation would arrive via email. Click the link in the email to accept the invitation, and you're ready to log in. **There are two ways to access Sococo:**

Download the app for Mac, Windows, or Linux from:  
<https://app.sococo.com/a/download>

OR

Using your Chrome browser, navigate to:  
<https://app.sococo.com/a/login>



### Sococo Desktop Apps

Did you know that you can get Sococo as a desktop application for many popular operating systems?



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When you get to the login screen, enter your email address and password.

If have forgotten your password, click the **Forgot password?** link at the bottom of the form and you'll get reset instructions via email.

## ENTER

When you enter your Sococo space for the very first time, you'll start out in the lobby of your office map – take a moment to locate the lobby and your avatar. There are several different layouts, so **look for the Lobby**.

**YOUR AVATAR** - the brightly colored little bubble on the map - is the way that you represent yourself and navigate around your Sococo space. Let's get your avatar and profile set up properly so you'll be presentable for your friends, before we go visiting. **Right click on your avatar and select Edit your profile:**



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**PROFILE SETTINGS** - Here are your profile settings. Take a moment to get yourself set up so that your avatar can best represent yourself to your teammates.

The screenshot shows the 'Your Profile Information' form in the Sococo application. The form includes the following fields and callouts:

- Avatar:** A purple and green avatar icon. A callout points to the text 'ready for the day!' below it, stating: 'Click here to add a status sentence'.
- Sococo Name:** A text field containing 'Mandy'. A callout points to it, stating: 'The name your avatar will display on the map'.
- First Name:** A text field containing 'Mandy'. A callout points to it, stating: 'The name people will see if they view your profile information'.
- Last Name:** A text field containing 'Ross'. A callout points to it, stating: 'The name people will see if they view your profile information'.
- Email Address:** A text field containing 'mandy.ross@sococo.com'. A callout points to it, stating: 'Your email address'.
- Language:** A dropdown menu currently set to 'Default'. A callout points to it, stating: 'Select the language you would like to use: English or Russian'.
- Color Selection:** A grid of 48 colored circles. A callout points to one of the circles, stating: 'Select any color for your avatar'.

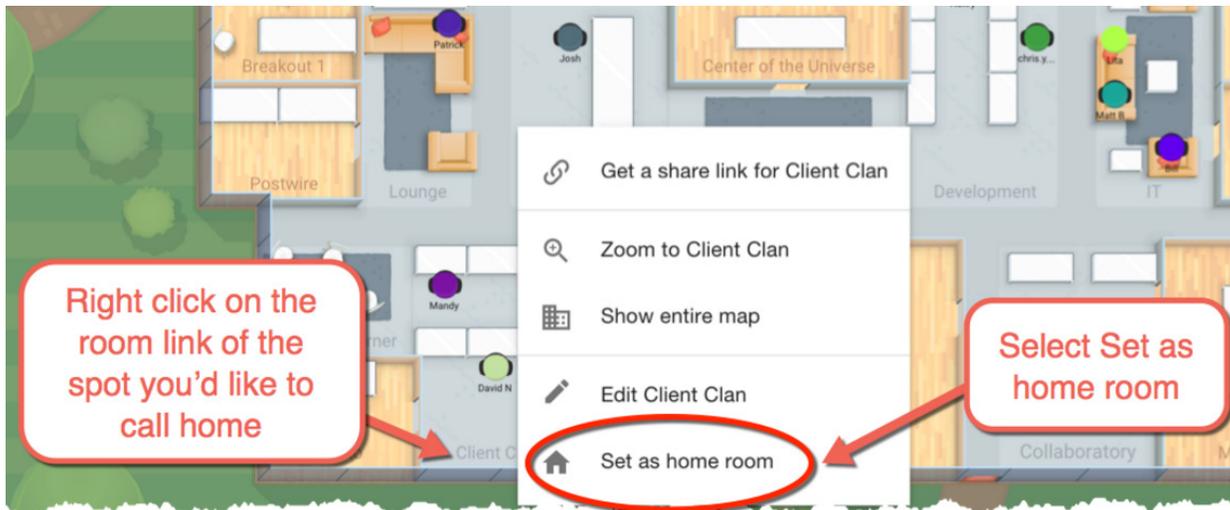
A 'SAVE' button is located at the bottom right of the form.

## HOME ROOM

Next, we're going to get you settled into your **home room**, which serves as your default location after you log in. It's also where you will go when you click the **Home** button, which you can find in the top left corner of the window.



**HOME ROOM** Your home room might be an office, an open work area, or a team room. It's up to each person and your team to decide where you want to call "home"! Here's how to set it up:



**CONGRATULATIONS!**  
You are now a full-fledged, uniquely set-up citizen of Sococo.

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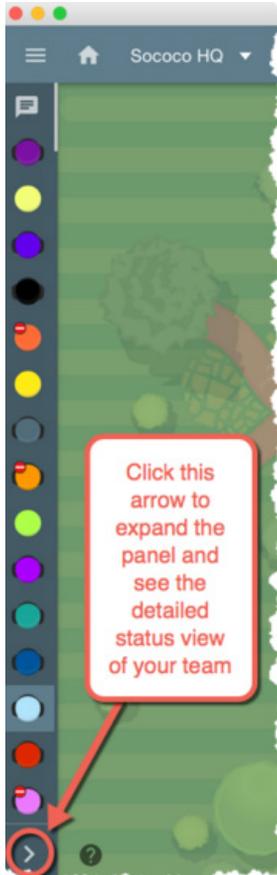
## Awareness

Now, let's check out what everyone else is up to and let them know a bit more about what you're up to!

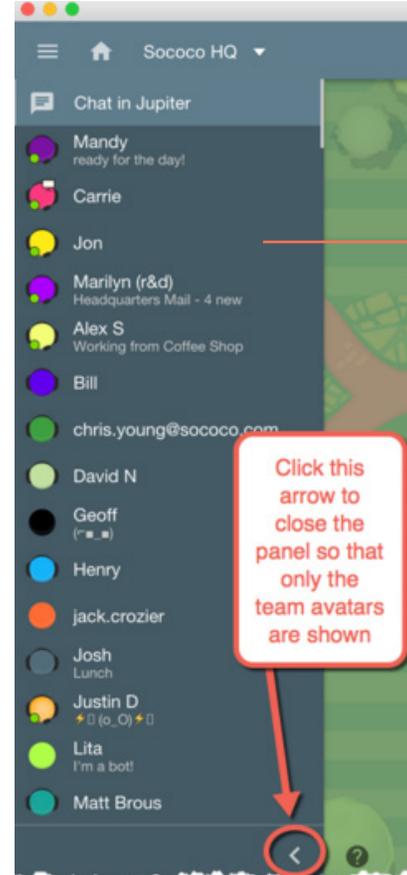
### PEOPLE PANE

One way to check out what's up with your team is to use the **People Pane**. You can find this on the left side of the window, represented by all the variously colored avatars. There are **two views of the people pane, collapsed and expanded**.

#### Collapsed



#### Expanded



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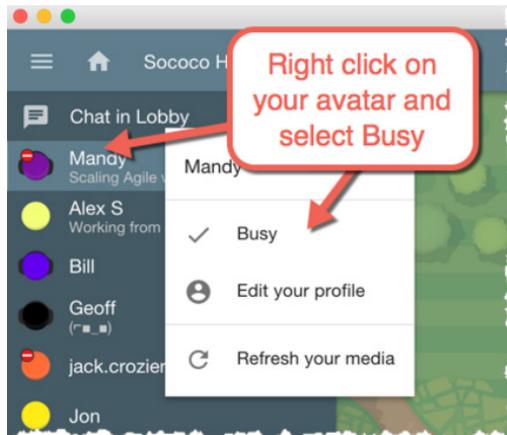
In the expanded people pane, your co-workers will provide context so that you can tell what people are up to, if they're available, and other details about their state and location.



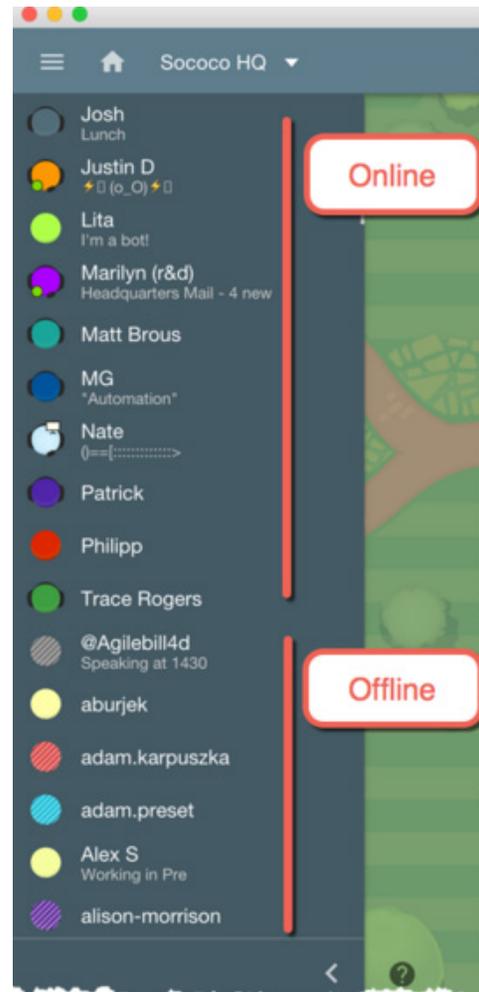
In the expanded people pane view, avatars show status so you can tell what people are up to, if they're available, and other details about their state and location.

## Status

Use your avatar to set your personal status. Here's how to set your status to Busy:



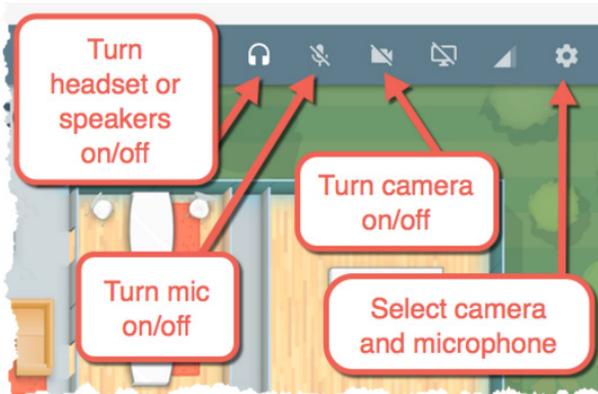
## Online / Offline



Online (logged in) and offline avatars (logged out) appear differently in the people pane. Online avatars have a solid color, while the offline avatars have a "hashed", or striped, appearance.

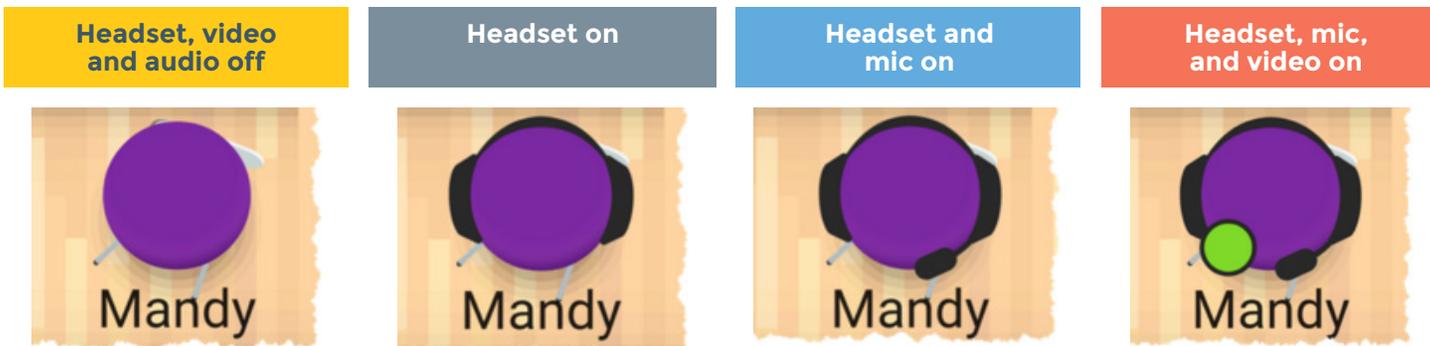
## AUDIO / VIDEO

Now that we're ready to go visiting around your Sococo space, let's make sure to get our **audio and video** configured. These controls are located in the **top right corner of the window**.



To activate your headset, microphone, or camera, click the corresponding button on the pane. When active, the icon will be solid white. When inactive, they will become gray with a slash.

Your avatar will look different on the map and in the people pane depending on your audio and video controls. Here's what it will look like depending on what you're doing.



## Team Engagement

Now, we're ready to work with the team! Let's take a look at your office map to get oriented. To start collaborating with your team, pick a room you want to enter (preferably with people in it!) and click the room name, which is also a link that moves your avatar to that room. (Sococo offers several different office map layouts, so your office may not look like this, but every map has a Lobby.)

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### MAP LAYOUTS



In this map, we have an open format workspace. This team has a fluid approach to seating and collaboration.

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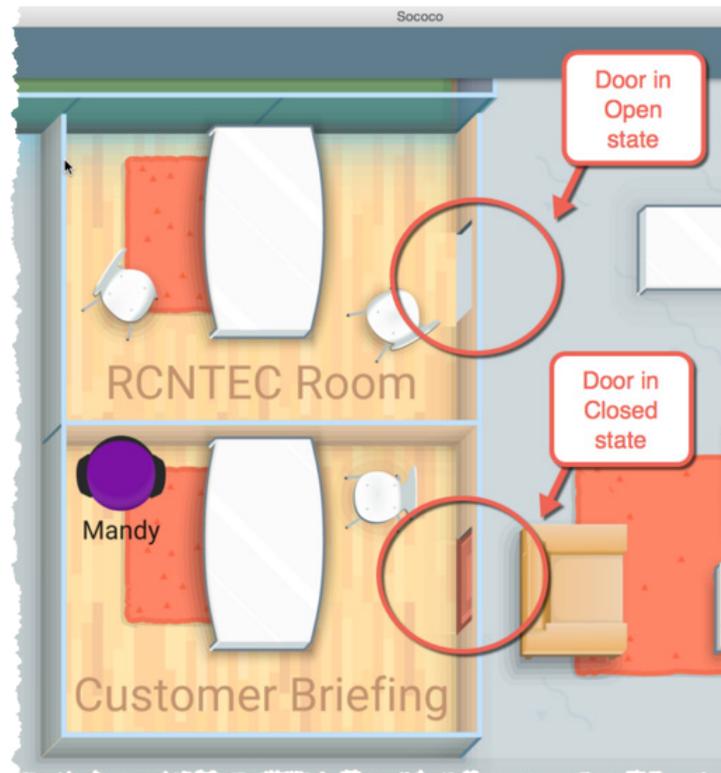
In this map, we have a more static workspace in which the team members have private offices. They collaborate in conference rooms and a few open lounge areas.

## COMMUNICATE

Once you decide who you want to work with, locate them on the map. You can let them know you want to communicate in a few ways.

### DOORS

When you want to limit access to the room you and/or your group are working in, you can **close and open the Door**. If the door is closed, people have to **Knock**, and be permitted to enter.



## KNOCKS

When you are in a room and **receive a knock**, you can choose from a number of ways to respond to your teammate.

**Come in:** user enters your room

**Give me just a minute -or- I'll find you when I'm done with this:** chat sent to user with this message

**Open chat with...:** opens chat panel with user

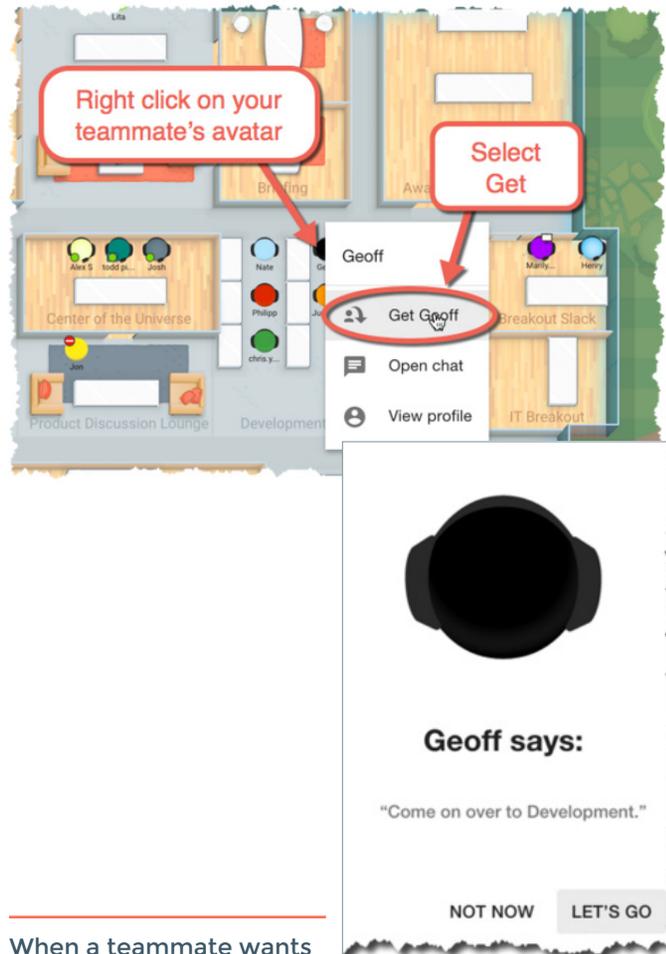


The screenshot shows a Sococo room interface. A callout box highlights the 'Knock on Jupiter' notification. A second callout box shows the response menu with options: 'COME ON IN.', 'GIVE ME JUST A MINUTE.', 'I'LL FIND YOU WHEN I'M DONE WITH THIS.', and 'OPEN CHAT WITH GEOFF'.

Knocking is a polite way of seeing if someone, or a group of people, is available. Anyone in the room can respond to the person knocking.

## GETS

Gets are used to invite a person to a room.



The screenshot shows a Sococo room interface. A callout box highlights the 'Get Geoff' notification. A second callout box shows the response menu with options: 'NOT NOW' and 'LET'S GO'.

When a teammate wants to invite you to a room, you can either accept, which will bring you immediately to that room or decline to stay put.

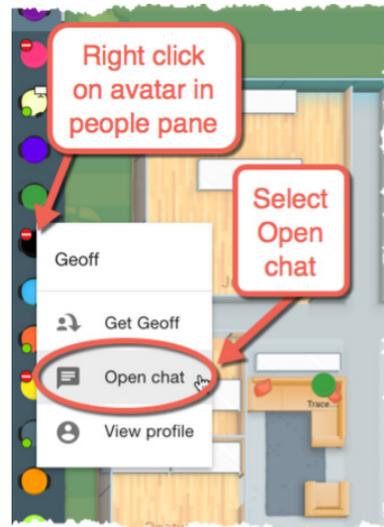


## CHAT

Once you're in the right spot with the right people, it's time to get to the right work! In addition to video and audio, you can **chat** with your co workers in a few different ways.



You can open a chat window via the map avatar.



You can also open a chat from the avatars in the people pane.



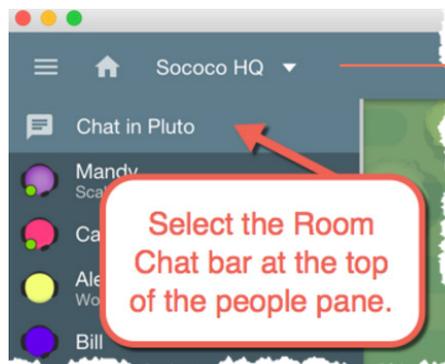
The chat pane is located in the lower right corner of the Sococo window. It looks like this when closed.



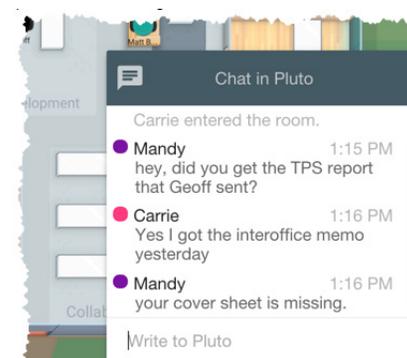
When open, you can type into the chat panel.

## GROUP CHAT

It's also possible to **chat as a group** with the people in the same room as you.



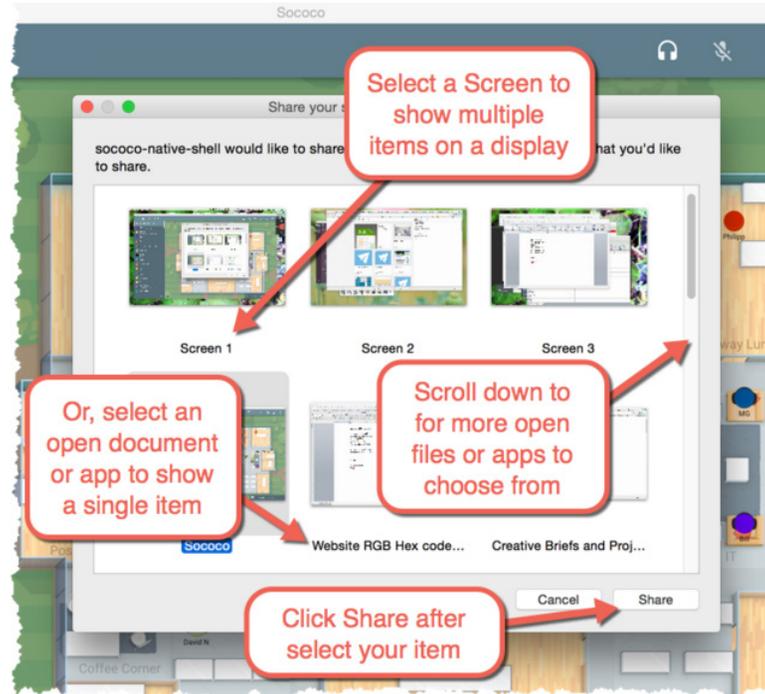
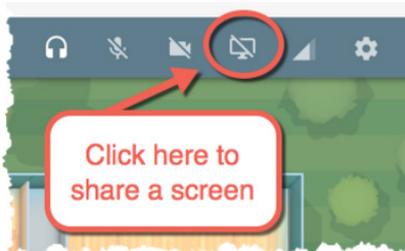
Room chat is selected at the top of the people pane.



The room chat panel is in the same spot as the private chat panel; in the lower right corner of the Sococo window.

## SHARING SCREENS

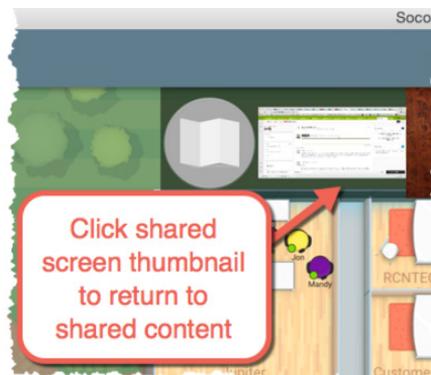
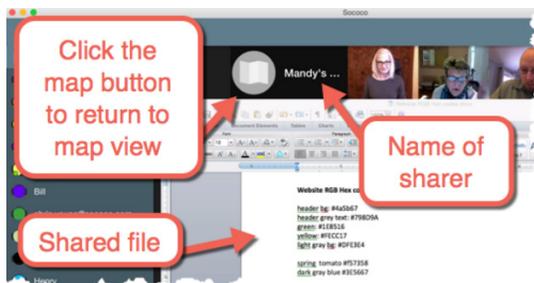
You can easily share any open window on your computer on the fly with the people in your room. It's also possible to share the contents of your display and allow the display of multiple items.



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When you share a screen in the Sococo window, it will cover the map. Click on the map button to return to map view, and click on the shared screen thumbnail to return to the shared content.

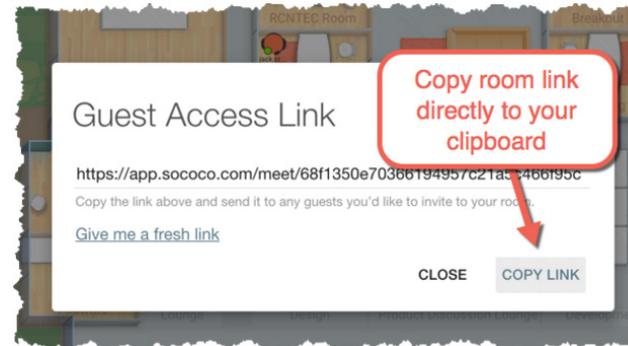
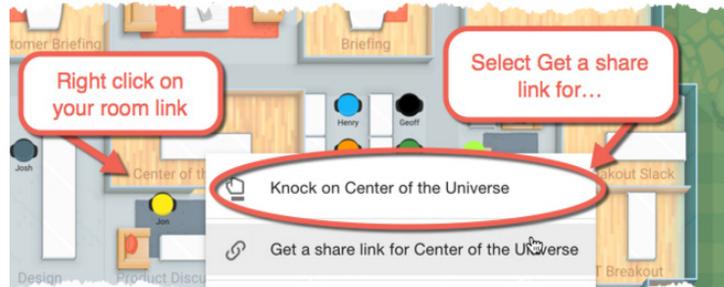




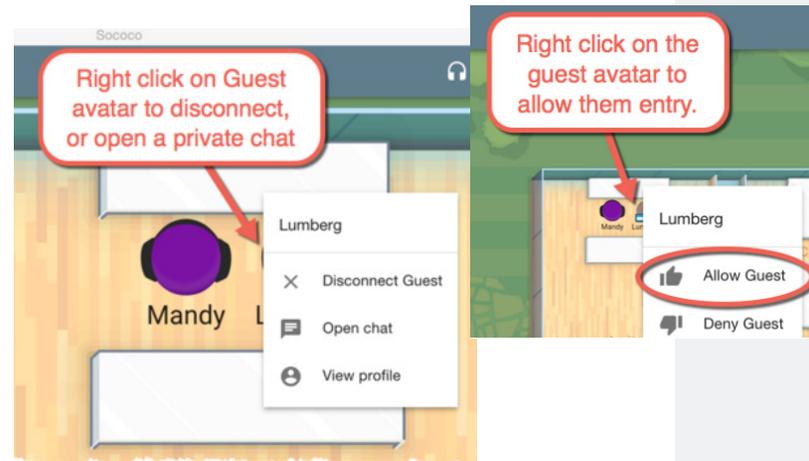
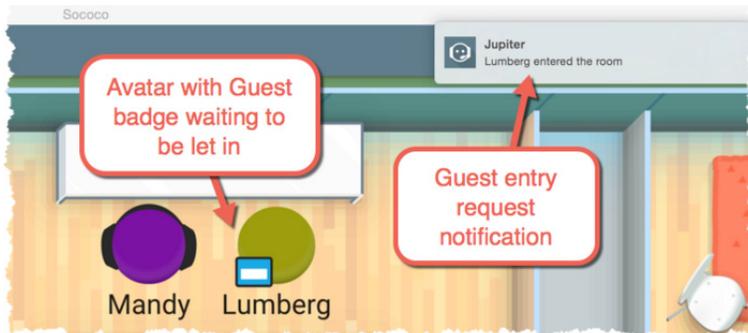
## Customer Engagement

Seamlessly invite guests into a Sococo room, without having to create an account in your space. Your guests will be able to see, hear, and participate full in your meeting room. Guests are not permitted to leave the room, and cannot interact with anyone in the space outside of the room.

### INVITES

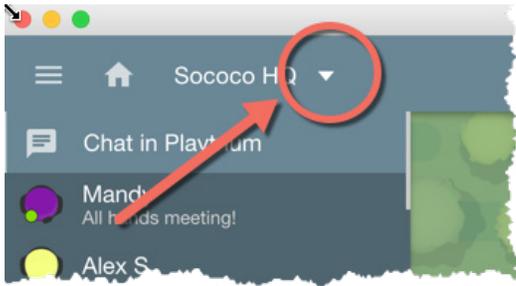


The room link can be sent via email, chat, or whatever means is most convenient, and can be used more than once. Your guests must use the Chrome browser to connect to Sococo. When a guest requests to join you, you'll hear a knocking noise and get a notification that someone wants to visit.



## Still have questions?

You can visit us live by clicking on the Spaces menu in the top left corner of the Sococo window...



...and selecting "Sococo Support Center".

You can also visit our [knowledge base](#), send us an [email](#), or call us at +1 (650) 265-7013.



## QUICK REFERENCE:

### Avatar State

Avatars convey more than a dozen states of presence to help you work more naturally with your colleagues. Here's a quick reference:

-  Online
-  Offline
-  Listening (headset on)
-  Mic on
-  Video on
-  Talking
-  Typing
-  Sharing screen
-  Busy (do not disturb)
-  Guest

