Etiquette in SOCOCO

GUIDELINES: How to work together in Sococo

First and foremost, do what you would normally do in a physical office.

The golden rule whenever you are uncertain about what constitutes good etiquette in Sococo is to do what you normally do in the real world.

One of the major advantages of Sococo is that its "map" allows us to translate an office paradigm and workplace behaviors to our online interactions. If you want to have a quick conversation or get the answer to a question, pop into a person's office, just as you might when you visit corporate headquarters in person.

For example…

… the equivalent of peeking your head into someone's office is issuing a private chat to ask if you can drop in. Right-click on the person's avatar and ask in chat "Hey, got a min for a quick Q?" Once you get their OK, click on their room to enter it. Turn on your mic and camera to talk. Or, right-click again on their avatar to "Get" them to join you in your room.

… if you are attending a meeting to which you were invited in a physical space, you would just walk right in. Same thing in Sococo; simply click on a meeting room to enter. However, if you are joining a meeting impromptu, it's polite to right-click on the room name and **Knock**, asking permission to enter rather than barging in.

… if talking out loud in a room shared by others would be disruptive, privately chat the people you want to talk with and suggest moving out of the common area and into a breakout room.

…if a conversation you are having is private and you don't want to risk anyone else entering the room, right-click on the room and **Close the Door.**

…also, just as socializing is a normal part of the work day in a real office (and essential for forming strong bonds); chit-chat is important in Sococo, too. For example, at the beginning of the day, type "Good morning" in the room chat before diving into work. Make it a point Monday morning to drop by a colleague's office to learn about their weekend or brag about your team winning the game. You get the idea.

SOCOCO

Sign in at the beginning of your work day. In other words, go to work in Sococo.

To realize full benefit from Sococo, signing in while you work is required. Even if you aren't interacting with others, your presence on the map in the form of your avatar contributes to an overall sense of community. It really does make everyone feel more connected to see the presence of colleagues and work happening around them. Remember, you can always right-click on your avatar to set your "Busy" signal when you don't want to be interrupted.

Use your Status to clue others in.

You can create a detailed "status" by right-clicking on your avatar to **Edit your Profile**. Edit status details here to communicate your schedule, such as: *Lunch - back @2 ET - text if urgent*. Your status will be displayed in the expanded "People" pane even when you are no longer connected. Do take care to also reset your status when you return. Don't be that guy who's permanently out to lunch.

Turn video on.

Working remotely, use every opportunity to connect personally, human to human. Since such a large portion of communication is non-verbal, turning video ON improves the quality of interactions. No worries—soon turning video on feels normal and you won't think twice about bed-head.

In large meetings, turn your mic off.

To avoid broadcasting background noises, turn your mic off in large meetings. However, don't forget to turn your mic back ON to laugh, give feedback or encouragement. Just take care to note there's a small pause after you click the mic icon before your mic registers your voice.

Wear a headset.

When using non-isolating speakers and microphones, such as those built into laptops, you can get annoying feedback from the speaker to the microphone. If you ever hear feedback, look at the avatars on the map in your meeting room. When you see an avatar blinking other than the avatar of the person who is speaking, ask that person to mute their mic. Using a headset avoids this feedback, one of the reasons we recommend using echo-cancelling audio devices.

Don't forget to…

…set your home room. Right-click on your office or team area name and select **Set as Home Room**.

…leave a conference room when the meeting is over. Click the **Home** icon in the top nav bar to return to your home room.

…personalize your "Sococo Name" and "Sococo Initials" associated with your avatar. To do this, right-click on your avatar, select **Edit your Profile**, make the edits, click **Save**.

…choose your avatar color. To do this, right-click on your avatar, select **Edit your Profile**, pick a color, click **Save**.

…copy any chat messages you want to save. Private chats and room chats do not persist across browser sessions. To save a valuable chat thread, copy and paste it to a doc.

…quit Sococo when you quit working for the day. When you stop working, sign out of Sococo. Close your browser tab, or "quit" the Desktop App. Otherwise your avatar will remain on the map and no longer accurately reflect your availability.

…report any problems to Sococo. Select REPORT A PROBLEM from the expanded options pane menu on the left side. A snapshot of your media stats is sent along with your report to the Sococo Support Team. This data often helps in the diagnosis of the root cause of an issue.