

Team Collaboration and Communication

Service Owner Steven Wieda

YUL Service Domain [Productivity & Collaborative Services](#) [1]

Alias sharepoint, box, asana, trello, collaboration, zoom

Short Description: Library IT provides access to and support for several communications and collaboration tools.

Description

Library IT provides access to and support for several team collaboration and communication tools. The tools currently include

- Box
- Zoom

Library IT holds accounts in all of the above systems. Use of the Library IT accounts in the tools is fully supported by Library IT. For tools in non-Library IT accounts (e.g., an individual department's account billed to that department), Library IT can provide consulting and a limited amount of support.

Visibility No visibility restrictions

Who is eligible to use this service offering? Yale Library Staff Only

Affiliations that can use this service offering Staff

How do I get it?

Library staff may request the use of YUL's team collaboration and communication tools by using the following form:

<https://web.library.yale.edu/form/service-request> [2]

Please note that this form requires CAS authentication.

How do I access it?

Each tool has its own access URL.

Tool	URL
Box	https://box.yale.edu [3]
SharePoint 2007	https://collaborate.yale.edu [4]
SharePoint 365	https://yaleedu.sharepoint.com [5]
Zoom	https://yalelibrary.zoom.us [6]

Does your service offering require a user to have specific system configurations?

Collaboration and communication tools are Web-based and require only a computer or handheld device with a modern web browser. Please note that SharePoint 2008 is not mobile-friendly.

Is there a specific area that your user can go to for help?

Help is available via the Library IT [Service Request](#) [2] form.

Do you have specific Documentation and Support outside of the Knowledge Base?

Each tool has its own access URL.

Tool	URL
Asana	Asana Quick Start Guide [7]
Basecamp	Basecamp How-Tos guides and manual [8]
Box	Yale ITS' Box support page [9]
SharePoint 2008	SharePoint for the YUL [10]
SharePoint 365	Sign into SharePoint [11], then click the "?" icon in the upper right corner.

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Published on Yale University Library (<https://web.library.yale.edu>)

Trello	Trello help site [12]
Zoom	Getting started with Zoom [13]

Are there Rates & Charges Associated to this Service Offering? No

Categories Access

Enhancement

Inquiry

Outage

Something Broken

Tier 1 Support YUL Support Group (listed above)

Sub-category needed? No

Generic Request? No

Can users request access to your service offering? Yes

Support Group [Client Services & IT Operations](#) [14]

Source URL:<https://web.library.yale.edu/lit/servicecatalog/161697>

Links

[1] <https://web.library.yale.edu/service-domains/productivity-collaborative-services> [2] <https://web.library.yale.edu/form/service-request> [3] <https://box.yale.edu> [4] <https://collaborate.yale.edu> [5] <https://yaleedu.sharepoint.com> [6] <https://yalelibrary.zoom.us> [7] https://asana.com/guide/get-started/begin/quick-start?utm_source=asana_inproduct&utm_medium=organic_inproduct&utm_campaign=helpmenu-invites [8] <https://3.basecamp-help.com/> [9] https://yale.service-now.com/it?id=get_help [10] <https://collaborate.library.yale.edu/info/Pages/default.aspx> [11] <https://web.library.yale.edu/yaleedu.sharepoint.com> [12] <https://help.trello.com/> [13] <https://web.library.yale.edu/lit/zoom-get-started-library> [14] <https://web.library.yale.edu/service-support-groups/client-services-it-operations>