



# TOOL-BOX

## APPLICATIONS THAT FACILITATE TEAMWORK



# OBJETIVE AND SCOPE



As Chairman of the OLACEFS Committee on Information and Communications Technologies (CTIC), I hope you and your loved ones are well. We know that these are very difficult times for everyone.

This context presents us with new paradigms and, in them, we see technology as one of the tools that will allow us to face them, although it is an almost inevitable reality that permanent and rapid technological progress will turn us again and again into digital natives.

In this sense, we have compiled some applications that we hope will be useful both in the workplace and personally, to you and your families.

COVID19 obliges us to face new challenges, let us walk this path together,



**DR. FRANCISCO J. FERNANDEZ**  
Presidente CTIC  
Auditor General de la Nación  
Auditoría General de la Nación de Argentina

# OBJETIVE AND SCOPE



This toolbox will be published through different channels, so we think it is appropriate to disseminate What is OLACEFS? and What is the CTIC?

## WHAT IS OLACEFS?

The Latin American and Caribbean Organization of Supreme Audit Institutions (OLACEFS) is an international, autonomous, independent, apolitical and permanent body. For more information go to [www.olacefs.com](http://www.olacefs.com)

## WHAT IS THE CTIC?

The OLACEFS Committee on Information and Communications Technologies (CTIC) is a permanent technical body to advise the Organization on issues related to Information and Communication Technologies (ICTs).

Its main objectives are to assist, develop, promote, facilitate and advise the Supreme Audit Institutions (SAIs) on specific issues related to ICTs. It is currently chaired by the General Audit Office of the Nation (Argentina)

## DISCLAIMER

This toolbox is developed by the CTIC as a result of the COVID-19 context. This work is not intended to replace any existing system in the Organizations. If you have any doubts, please consult the systems area of your organization. The CTIC is not responsible for damages that any of these applications may cause.





## WhatsApp

needs no presentation. It is the most widely used messaging client in the world and has entered the videoconferencing race by enabling video calls for up to 8 participants. But we will not talk about how to take the first steps, but about some functionalities that may not be as used as broadcast lists or group management.

## BROADCAST LISTS



A broadcast list serves to send a message to the same recipients without having to select them again one by one. Each contact will receive the message without knowing the other recipients. When they respond, your message will appear (on the CHAT screen) as an individual conversation. Your responses will not be sent to the other recipients of the broadcast list.

## TO CREATE A BROADCAST LIST

- 1 Go to WhatsApp > Chats> Broadcast Lists> New List
- 2 Find or select the contacts you want to add, select recipient checkboxes and click Create

**ONLY CONTACTS WHO HAVE YOU SCHEDULED WILL RECEIVE YOUR BROADCAST MESSAGES.**



## WHATSAPP GROUPS

WhatsApp groups are a good tool for managing communication for a particular team or topic. You can create a group, create a link and broadcast it by WhatsApp or email, for example.

## TO CREATE A WHATSAPP GROUP

- 1 Go to WhatsApp > Chats > New Group
- 2 Find and select the contacts you want to add to your group. Then click the "Next" button.



## GROUP INVITATION LINK



If you manage a group, you can invite more people to join the group through an invitation link. To share an invitation link, follow these steps:

- 1 In WhatsApp go to the group you want to create a link for and tap the subject
- 2 Tap on (title) of the group
- 3 Tap on "Invite to Group via Link"
- 4 Choose between Share Link via WhatsApp, Copy Link or Share link via another application.

**Anyone in WhatsApp can join a group if they have access to the invitation link. Take care that the information that is broadcast is appropriate to the objective and does not affect aspects such as privacy or confidentiality**



## ADMINISTRATION IN GROUPS



When you create a group, you must let them know from the beginning what its objective is in order for it to be used properly. An administrator can configure who can or cannot edit the information, send messages, and appoint new administrators.

**Otherwise, you can restrict who can send messages to the group: all or only administrators.**



**Manage your privacy:** From Settings, Account, Privacy, Groups, you can choose who can or cannot join a group: Everyone, only your contacts or contacts with exceptions.

## WHAT BETTER THAN LEARNING BY USING?

In WhatsApp, by accessing the "invitation link" we can create a QR code to invite our participants. We have created the CTIC Tool BOX group to exchange experiences.

To enter **click HERE** or scan this QR code:



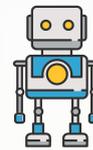
# ADVANCED MESSAGING



**Telegram** is an application similar to WhatsApp but with some functionalities that add value, including:

- No need to give your number: you can exchange your alias within the app, to protect your privacy.
- Broadcast groups and channels have no user limit.
- Increased privacy: Secret chats destroy themselves after a certain amount of time and do not allow screenshots or forwarding messages.
- File Sharing: Sends files up to 1.5GB, which are stored in the cloud "forever"

## Special Features: Bots



Telegram bots are small programs designed to help us perform all kinds of tasks. They work just like a private conversation. Many of them have instructions that you can consult to learn how to use them correctly, usually by writing : /help.

## SPECIAL FEATURES: BOTS

Add these users from the Telegram search engine and start using them:

**@DrWebBot:** An anti-virus bot willing to scan any message you send it. They can be websites, executables or documents.

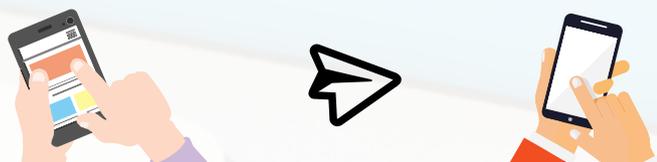
**@PDFBot:** Allows you to do operations such as convert to PDF, cut, rotate, scale, encrypt/ decrypt, join 2 files or add a watermark. Also extract images from the PDF.

**@YTranslateBot:** Add it to a group and translate in time. With /tolang /setmylang it sets a source and destination language

**@TextTSBot :** Read the text you put in any language. Select the language and if you want a female or male voice. You can listen to it or download it

**@voicybot:** It does the exact opposite. Transforms audio into text.

A good idea is to use Telegram to separate your personal and work conversations. Make sure your contacts have it so you can send them messages.



# VIDEO CONFERENCING



**JITSI** is a free open-source video conferencing project.

It is cross-platform (Windows, Android, IOS, Linux) and its main advantage is that you do not need to install anything or create any users to use it.

In addition, it has no time or participant limit and is very easy to use. It is also important to note that even though it is an open source and free product, it has premium features that are paid for on other platforms.

Rooms are accessible by default to anyone who knows their name, so it is essential to add a password.

Jitsi automatically integrates with the Google and Office 365 apps to schedule video conferencing on your calendar.



## PROS

- + Share Calendar
- + Simultaneous Screen View
- + No registration
- + Cloud or local capability (greater privacy)



## CONTRAS

- Less eye-catching interface
- Less support than paid options

## GETTING STARTED (WEB VERSION)

- 1 Enter <https://meet.jit.si/>
- 2 Type the name of the room and Click "Go"
- 3 Add a password for your security from the info "i"
- 4 The link to broadcast is simply: [https://meet.jit.si/your\\_room\\_name](https://meet.jit.si/your_room_name)

**You have to give permission to use the microphone and webcam**

## THE MAIN INTERFACE HAS 3 ZONES (FROM LEFT TO RIGHT)

1. Share your desktop - raise your hand - open the chat
2. Turn microphone on/off - hang up/close chat - turn camera on/off.
3. Change full screen view - + info - 3-point button with advanced features: Change the language (Enter in your name, in "more" and "change language"), record the conversation or stream it live, silence participants and Add / change password.

**+ SECURE, + FLEXIBLE AND TOTALLY FREE OFCHARGE**



# VIDEO CONFERENCING



Meeting allows the user to communicate with a group of people through the computer or mobile device. It's intuitive, simple and Spam-free.

Its main features are Group Video Conferencing and screen sharing.

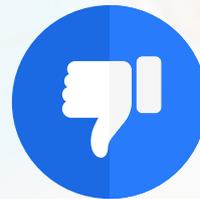
While it is paid for in full, the free version allows you to organize unlimited meetings in a personal way (1 to 1) and have videoconferences of up to 40 minutes with up to 100 participants.

## PROS



- + 1000 participants (paid)
- + Security options
- + Screen Sharing
- + Local or Cloud Recording
- + Multiplatform

## CONTRAS



- Audio settings
- Connection quality has an influence
- Limit of 40 min in free mode

## GETTING STARTED

- 1 Go to <https://zoom.us> (you can use the web version, but we recommend downloading the app to your mobile or PC).
- 2 Register using your work email, and don't link it to social media.
- 3 **If you organize:** In "New Meeting," select enter computer audio. In the bottom menu, enter "Participants" and then click "Invite," you can copy the invitation, and send it from your preferred email.
- 4 **If you organize another:** In "Join," type the ID and password number you were given, select enter computer audio, and you will access a meeting.
- 5 Under "Schedule," select the date, time, and duration of the meeting, participants access with or without video, audio, or muted. It's mandatory to enter a password for added security.

## EVERNOTE



## BONUS

While (or after) making the video conference you can set up minutes and organize your notes with Evernote. There are installable versions for various operating systems and a web version. The Windows software version supports touch screens and write recognition. [More Info](#) - [Download Here](#).



## SCAN OR DIGITIZE

Converting a document to a photo or PDF is scanning, because the resulting product is an image and cannot be used to edit or search later.

When we convert a report or printed sheet to a format that also allows us to edit the text or pass it to another program, we are digitizing, that is, recognizing text in that image (OCR).

The quality with which we store or export our scan should be chosen based on what it will be used for as it will **determine its weight** (The same document can weigh 1 Mb or 10 Mb depending on its dpi)

Quality is measured in DPI (dots per inch). A good weight / quality ratio for the web or email will be 96 to 150 dpi. And to print or digitize (OCR) from 200 to 300 dpi



## CAMSCANNER

is a very useful app that allows you to convert images, from your mobile or Tablet to PDF so you can then share it over networks or via email. There is no need to register, and its basic functions are completely free. Its compatible with Android and iOS.

### PROS

- + Scan any image, on any device
- + Multiplatform
- + Removes dependence on scanning equipment
- + Share easily
- + QR code reader



### CONTRAS

- The free version leaves a watermark at the end of each sheet scanned with the caption "Scanned with CamScanner"



## GETTING STARTED

- 1 Download the app from the Google Market, or App Store and install it on our mobile device, or Tablet. > [Android](#) > [IOS](#)
- 2 Open the app, and click the camera button
- 3 Elegimos la opción Docs y tomamos una fotografía de lo que queremos escanear
- 4 We choose the Docs option and take a photograph of what we want to scan  
Frame the file and choose the desired format
- 5 We can store it on our phone, in the cloud or share it via other apps, social networks or email

In addition to the ability to remove the watermark at the end of the sheets, CamScanner's Premium version provides the ability to scan and include holographic signatures in scanned documents





**Office Lens** crops, enhances, and recognizes text in images and documents. It's like having a pocket scanner. Allows you to scan whiteboard notes, slide shows or printed documents easily. Office Lens converts images to PDF files but its main virtue is that it scans (recognizes text by OCR) any printed document for editing and saving in Word or PowerPoint. The app automatically fixes faults and distortions due to poorly taken photos and has modes that allow you to adapt the functionality to your requirements.

## PROS



- + Free of charge
- + Multiplatform
- + Digitize (OCR) to Word and PowerPoint
- + Share easily
- + Reader mode converts to audio

## CONTRAS



- Integration with other applications is mainly with Microsoft products

## CAPTURE MODES

«**Whiteboard mode**» automatically corrects those photos we take in presentations or talks from inappropriate angles.

«**Document mode**» is used for books, printed sheets, and other documents, recognizing limits automatically. The result is surprising and the best thing is that in addition to PDF it offers us to digitize it in word or PowerPoint to edit it.

«**Business card mode**» is very particular. Extracts information from a personal card and offers to save directly as a contact.

«**Photo mode**» is designed to capture information in graphical format.

## GETTING STARTED

- 1 Find and download in the app store of our "Office Lens" device and install it:  
-> [Android](#) --> [IOS](#)
- 2 Open the app and choose the capture mode and confirm the frame
- 3 Check automatic brightness and contrast and/or modify manually
- 4 Select "Ready" and save it in the selected format. Remember that if you save it in Word or PowerPoint you can edit it later.
- 5 Immersive Reader Mode reads digitized information to us

**Did you know you had a scanner in your pocket?**





## LOOM

There are many apps to record your computer screen and be able to share videos of what you do on your desktop, create tutorials, record video conferences but, of all of them, we have selected LOOM for its simplicity and ease of installation.

It has a desktop version (installable) and a version as an extension of the Chrome browser that allows us to record what you see on our computer screen in less than five minutes without the need for prior knowledge.

It stores videos on your platform so you don't need to upload them to YouTube or another site. Videos can be public or password protected for viewing only by those you choose. Loom notifies you by email when the video was viewed and includes a chat for comments that can be disabled.

The free version has a 10-minute video limit (which we can unlock if we invite new users from the app).



### PROS

- + It's Free of Charge and Multi-Platform
- + Download or share
- + Record window and/or webcam
- + Store your videos



### CONTRAS

- Does not convert format
- No Spanish version
- Time limit (10m) in free version

## GETTING STARTED

- 1 Enter <https://loom.com>. We can register or login with our social media user (we suggest registering)
- 2 Download the Desktop app or Chrome browser extension (we'll explain the extension because it's easier to use)
- 3 Click the icon below the address bar in Chrome (similar to a flower). Loom can also be activated by simultaneously pressing **SHIFT + ALT + L**
- 4 The first menu offers us the ability to record the screen, screen and webcam or webcam only
- 5 Next you have to choose whether you want to record a particular program, the full browser or just one of its tabs
- 6 Clicking on the tilde starts the recording and, with another click, stops it
- 7 Finally, Loom offers us the ability to download the video, share the link or code it to be embedded elsewhere for those more advanced users

Share knowledge with your team





## Canva

is a tool to design and create content of all kinds. We can easily create signs, posters, infographics, documents, business cards, Facebook covers, graphics, etc. Canva's features allow the use of many templates for social media creations, magazine covers, blog content, infographics, email headers, presentations for webinars and conferences, design of informative triptych logos and flyers. It also allows you to use photographs from your image bank and add text by selecting from dozens of fonts. Although excellent results can be achieved using the free version, Canva offers a paid version where you can access a greater bank of images, elements, backgrounds and possibilities in the publication.

### Pros

- + Simple, online and free of charge
- + Great resource bank
- + Share your designs in 1 click
- + You can add your images
- + Easily adjust template

### Contras

- Greater versatility in the paid version
- Superior resource bank in paid version

## GETTING STARTED

- 1 Login to <https://www.canva.com/> and register using your email or social media
- 2 "Create a layout" from a template
- 3 From the left menu, select templates, photos, elements, texts, music, videos and background, among others.
- 4 From the top bar you can change the characteristics of each element, its position, copy the style, transparency, add link, block element or delete it
- 5 Upon completion you can download the work in PNG, JPG, standard PDF or print format

**Generate impact with your projects**



MADE IN *Canva*





 **Trello** is a Kanban board implementation, an evolution in agile methodologies aimed at visually addressing task management to limit slope accumulation and maximize efficiency.

The board uses cards, columns and most importantly, the concept of steady progress where time and responsible limits must be set.

While there are templates, the limit is our imagination. For example, a common and simple implementation would be in the Report dashboard, the "To be done," "To be reviewed," and "Done" columns where the cards would describe the activities.

It is essential to allocate resources to a limited number of activities in order to "focus" and measure effort and results.

## Pros

- + functional free version
- + Intuitive and Multi-Platform
- + Keyboard shortcuts
- + Integrations with other applications (PowerUps)
- + Labels



## Contras

- Tags are not global
- If a board grows too much it can become complex
- The paid version is per user per month



## GETTING STARTED

- 1 Login to <https://www.trello.com> and register using your email or social media
- 2 The first time you log in, Trello creates a welcome board. A walk around is a good option to start understanding Kanban philosophy
- 3 To create your first dashboard you must click on "create dashboard." There are specific templates for project management, team management, among others.
- 4 To create your team you have to click on the "+" and then on "create team." Add the email addresses and, after sending them, the invitation to join will arrive to your email.
- 5 Create lists, add cards, attach files, and add participants. You can drag cards from one list to another and add colored tags. Finally add a deadline and click outside to save it.

**Organize your ideas and manage as a team**





ODS.OLACEFS is a CTIC project supported by OLACEFS and GIZ, whose main objective is to connect citizens, government auditors and stakeholders with the aim of sharing reports, news and engagements related to the UN sustainable development goals.

## HOW TO ENTER THE WEB:

1. Go to <https://ods.olacefs.com/> and sign in by registering or using a social network.
2. Upload content as directed
3. Choose labels that will link your content to the SDGs

## SECTIONS:

**Reports:** Only government auditors can upload reports. For this you must register with your institutional email "@efs."

**Participate:** Raise your voice. Share what happens in your neighborhood, in your country, in your city, in your educational community. You just need a brief text and an image.

**News:** Share news from some media outlet quoting the source.

## RÁNKING

Highlights will be given to the most commonly used SDGs and the SAIs and auditors who share the most reports.

## TRANSLATOR

ODS.OLACEFS is available in the 5 official languages of INTOSAI

**You can also view all the content and participate from the App:**



**ANDROID**



**IPHONE / IPAD**

We look forward to hearing from you at [ctic@agn.gov.ar](mailto:ctic@agn.gov.ar)