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Types of Account
Account type

Official Account

Create official working or learning spaces for organizations, departments, companies or educational institutions.

This type of account will receive subdomain names as desired and users will be able to use all features available. To register, documents of the organization, department, company or educational institutes must be attached in order to verify identity.

General Account

Create unofficial working or learning spaces for the general public or different departments.

This type of account will use a central domain name and users will be able to use all features available. It is easy to register and users can change to an Official Account later on.
Registration
Steps to Register

Official Account
Steps to Register (Official Account)

1. Go to: http://truevirtualworld.com

2. Click

3. Tap

4. Enter all the information

5. Check box ✔️ and Tap “Sign up”

6. Verify via an Email

**Don’t Tap “Create a new workspace”**
Steps to Register (Official Account)

1. **Tap Continue on VWORK only**

2. Check an Email

3. Tap Confirm this email address

4. True virtual world

5. Confirm your email address on True virtual world

6. Thank you for signing up for True virtual world — we’re very happy to have you with us! Please press the button below to verify your email address.

7. Confirm this email address

8. Continue on VLearn

9. Continue on VWork

9. **Tap Continue on VWORK only**

version 1.3.0 | 08302e16
Steps to Register (Official Account)

10. Select a "Types of account" to create a new workspace

or

13. Tap บัญชีทางการ only!!!

11. Enter all information

   Business organization information
   - Organization name
   - Business type
   - Business registration No.
   - Number of employee
   - Website
   - Domain name

   Registrant information
   - Name - Last name
   - Phone no.
   - Status of registrant

12. Upload an attachment

   - Copy of company certificate (Must be signed and/or stamped)
   - Copy of ID card of authorized representative (Must be signed)
   - Power of attorney (Granted to register on behalf of organization)
   - Copy of ID card of attorney (Must be signed)
Steps to Register (Official Account)

1. Tap

14 Tap

ยื่นยินดี

15 Tap

เริ่มก็เลย

GO TO WORKSPACE
Steps to Register

General Account
Steps to Register (General Account)

1. Go to: http://truevirtualworld.com

2. Click

3. Tap

4. Enter all the information

5. Select a platform
   - VLEARN
   - VWORK

6. Enter Workspace name

7. Check box and Tap “Sign up”

8. Verify via an Email
Steps to Register (General Account)

9. Check an Email

10. Tap

11. Tap

GO TO WORKSPACE
Getting started (Web browser & Application)

Direct link:

https://accounts.truevirtualworld.com/sso/login

or

Website:

https://truevirtualworld.com/

Choose

Download now!!
How to invite your team into the Workspace

1. Tap icon 🗓

2. Tap Invite people

3. Select an invite method:
   - Invite via email
   - Share invite link

4. Tap Invite
Steps to Log in
Steps to Log in

1. Go to: http://vwork.truevirtualworld.com/
2. Enter “Username, Password”
3. Tap “Sign in”
Steps to Log in

1. Tap "Sign in"
2. Enter "Username, Password"
3. Tap "Sign in"

Application

Go to “True VWORLD”

Enter “Username, Password”

Tap “Sign in”
Steps to Log out
Steps to Log out

1. Tap ⬇️ and Tap “Log out”
Steps to Log out

1. Tap icon
2. Tap "Settings"
3. Tap "Log out"
Personal information (Profile)
Personal information (Profile)

Web browser

1. Tap icon “Profile”

2. Tap to edit personal information

Note: Personal information can be changed depend on organization policy
Personal information (Profile)

Web browser

3 Tap “Photo” if want to edit

4 Enter your Personal information

5 Tap
**Personal information (Profile)**

**Application**

1. Tap icon
2. Tap 🌐
3. Tap “View profile”
4. Tap “Photo” if want to edit
5. Tap 📊 change more information
6. Tap 🆙 to edit personal information
Steps to change password
Change password method

Option 1
Via Forgot password
(Log in page)

Option 2
Via Change Password
(Into own profile)
Steps to change password

Option 1

1. Tap “Forgot password”
2. Enter “Email” and Check box
3. Tap Send email
Steps to change password

Option 1

1. Tap “Forgot password”
2. Enter “Email” and Check box
3. Tap Send email
Steps to change password

4. Check an Email

5. Tap

6. Enter a new password

7. Tap Set new password
Steps to change password

Option 2

1. Tap ⚙️ and Tap “Password”

2. Enter a “current and new password”

3. Tap Submit
Steps to change password

Option 2

1. Tap icon

2. Tap

3. Tap “Password”

4. Enter a “current and new password”

5. Tap Submit
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Comparison features on permission

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How to use true VWORK
Screen layout on web browser

- **Navigation menu bar**
- **Personal setting**
  e.g. Language, Password, Log out
- **Main screen**
Screen layout on application

- **Main screen**
- **Icon menu** (maximum show 4 menu Exclude icon more)
- **Other menu tap on**
Menu : People
Menu: People

Organizes all staff contact details into one place and can be searched up so you can directly chat, or video call instantly.

Search for your colleagues

Start a chat or make a Video call to your colleague
Search for colleagues

Enter a keyword to search e.g. name, last name, email

Types of people

- **Active**: Show colleague current online
- **Favorite**: Show colleague add to favorite
- **Colleagues**: Show all colleague
Add favorite colleagues

1. Tap icon 
2. Go to “Tab : Colleagues”
3. Select a colleague
4. Tap “Favorite icon”
5. Your favorite show at “Tab : Favorite”
Menu : Chat
Make individual or group chats with unlimited participants, Send voice messages, Make a video call, Send stickers and share files instantly with no expiration date

**Chat**
- User can create both 1-1 chat and group chat, send files and sticker

**Shortcut**
- Easy way to access other menu through icon shortcut (e.g. Form, Workflow, Task, Card)

**VDO Conference**
- Make a communication with your team

**Topic**
- Separate special topic from chat room

**Broadcast**
- Sending a Broadcast is an easy way to share announcements or reminders with your group
Direct Message

Create direct message

1 Tap icon

2 Tap icon +

3 Tap “Chat”

4 Select a colleague to chat

5 Go to direct message room
Create group chat

1. **Tap icon**

2. **Tap icon +**

3. **Tap “Chat”**

4. **Select “Group Chat”**

5. **Select “Colleague”** and Tap **Next**
Enter the chat room information and Tap **Create**

Set a profile photo

Enter a name

Types of chat room

- **Open chat**: Toggle the switch to “on”,
  Anyone will be able to add or remove users and edit details of the chat

- **Close chat**: Toggle the switch to “off”,
  Only you will be allowed to add or remove users and edit details of the chat

Redirect to group chat room
Symbol in chat room

Voice message

Typing message box

Send

Send message

Sticker

Access to photo (Take photo, Photo library)

Photo library

File attachment

Mention member in chat room

Access to other menu e.g. Card, Task, Form

VDO Conference via true VROOM

create a Topic
How to use broadcast (Read only)

1. Tap icon

2. Select a broadcast room

3. Redirect to broadcast room

According to the Thai Government’s policy on situation of the coronavirus disease 2019 (COVID-19) in Thailand,

Our company will be adopting work-from-home as part of social distancing measures during Jan 4th to Feb 30th, 2022.

For further information, please contact with our staff and consultant with whom you have
Menu : Video Conference

(true VROOM)
Stay connected and communication with your team through video conference with more experience, Start making video calls with simple steps
Getting start : Video Conference (true VROOM)

You can start a video call from any channel with simple steps

Option 1
Via menu chat

Option 2
Via menu people

Option 3
Via menu calendar
Getting start : Video Conference (true VROOM)

**Option 1 : via menu chat**

1. Tap icon
2. Tap icon
3. Select VROOM
4. Enter meeting room
5. Tap Go
6. Display to VDO call
Getting start: Video Conference (true VROOM)

Option 2: via menu people

1. Tap icon People
2. Go to “Tab: Colleagues”
3. Select a colleague
4. Tap icon VRoom
5. Display to VDO call
Getting start : Video Conference (true VROOM)

Option 3 : via menu calendar (create event / conference)

1. Tap icon 📅
2. Tap icon +
3. Select conference
4. Enter information to create conference
5. Tap Done

Don’t forget to tap add conference link
Getting start : Video Conference (true VROOM)

Option 3 : via menu calendar (join event / conference)

1. Tap icon
2. Select an event
3. Tap Join via video call
4. Display to VDO call
How to invite your team into the Video Conference

Tap

Next tap a copy url link and share for participants
Symbol in Video Conference

- Whiteboard
- Meeting note
- Chat (Public, Private)
- Hand raise
- Share Screen
- Participant list
- List view
- Pin screen
- Invite other participant
- Other menu
- Microphone on/off
- Camara on/off
- End call
Menu : Check in
Menu: Check in

Allows user to report or update their live location to their supervisor or manager by check in and out at any time.

Tap to check in, update or check out

Add a note before check in, update or check out (optional)

See your check in logs

Tap to choose or change your manager

For manager to check your direct report check in logs

Note: This feature is available on Mobile application only.
Getting Started: Set location access

1. Tap icon
2. Tap
3. Select one option

Note: This step is only done in first time
Getting Started : Set Manager

1. Tap icon

2. Tap

3. Select “Check-in sharing”

4. Tap “My Sharing”

Note: This step is only done in first time
Getting Started: Set Manager

1. Tap Done
2. Select your manager
3. Screen shows your manager

Note: This step is only done in first time.
Steps to check in

1. Tap icon

2. Select “Current location”
   Or
   “Search” for other location

3. You can add note or explain for your activity

4. Tap Check-In
Steps to update location

• Update Location button will appear after you first check in

1. Tap icon
2. Tap "Update location"
3. Select “Current location” or “Search” for other location
4. Tap "Update"
Steps to check out

- Check out button will appear after you first check in

1. Tap icon
2. Tap
Review my check in logs

1. Tap icon

2. Tap

3. Tap “My logs”

4. Logs show the details
   Date, Time, Location

Logs show the details
Date, Time, Location
1. Tap icon "Check-In"

2. Tap "Menu"

3. Tap "Export logs"

4. Enter the information

5. Tap "Export"

Note: After tap button export, report will be send file into email
Menu : Task
Menu : Task

Manage your team’s tasks in one platform, Start your collaborate with a simple To-Do-List and add more details, Making your team faster, easier and more efficient
Screen layout of Menu : Task

- **Show all task**
- **Search a task**
- **Create new task**
- **Show my task only**
- **All task is appear on screen**

**“Filter”**
- Active
- Closed
- All

**“Sort”**
- Due Date
- Priority
- Last updated
Create new task

1. Tap icon

2. Tap

3. Fill the information
   - Add task name
   - Add task detail
   - Assign team member
   - Set due date
   - Set priority
   - Add sub task / Checklist
   - Set hashtag (#)
   - Attach file
   - Attach image

4. Tap

   Create Task
Update / Close task

1. Tap icon 🔄

2. Select a task

3. Tap an icon (this icon will be change to red) to closed a task

Delete a task, It will be permanently deleted if it is deleted

In a task, you can communicate with your team member

Note: The task has been closed, and it will be removed from the screen.
You can view it again by using the filter (filter = closed / all)
Menu : Card
Manage project more efficiently by having team member collaborate by creating and sharing notes, attachment and minutes all in one place and in real time.

- Card title
- Card detail
- Add assignees
- Checklist
- Set priority (high, medium, low)
- Set due date
- Attach file / photo / Video
- @mention
Screen layout of Menu: Card

- **Search a card**: you can input "keyword" or "#tag"
- **Create new card**
- **Filter**
  - Active
  - Closed
  - All Card
- **Sort**
  - Due Date
  - Priority
  - Last updated

- Pinned card
- All card is appear on screen
Create new card

1. Tap icon
2. Tap + Create Card
3. Enter information
   e.g. Text, Photo, Priority, Due date, etc.
Symbol in card

- Set priority (high, medium, low)
- Set due date
- Assign team member
- History logs
- You can chat with other team member, Within each card
- Other setting e.g. Pin card, Close card, Delete card
- Link other card
- Checklist
- Photo library
- Attachment
- Hashtag (#)
- Mention member
Menu : Form (Online approval)

Apply for uncomplicated template
Form is an online function that allows you to request and approve documents. It’s making for simple and uncomplicate template, you can create a new request or status tracking at anytime.

- Submit request
- Approve / Reject
- Status tracking
- E-signature support
- Data export
Comment form
Approver,
In this section, the requester can discuss with the approver

Filter by status
• All : Show all your request form
• Awaiting your action
• Processing
• Completed
• Rejected
• Cancelled

Existing request form,
It will be show relate from filter

Create new request form

Details a form

Mute : You will not be receiving any notifications from this Workflow if you mute it

Download a file (PDF)
Create new request form (requester)

1. Tap icon

2. Tap + Create Form

3. Select a form template from list

4. Enter an information

5. Tap Create Form
Create new request form (requester)

Tips

• It will be changed to "Processing" after submission and sent to the approver.
• If a document's status is "Processing," The requester has the ability to cancel their request at any time

Status = “Processing”
You can chat or comment in this document
You can be cancel a request
Approve or Reject request (approver)

Select a request document,
Status = Awaiting your acting (orange dot)

1. Tap icon
2. Select a request document, Status = Awaiting your acting (orange dot)
3. Tap (select one button): Approve or Reject
1. Tap icon
2. Select an existing request document
3. Tap an icon
4. Redirect to new windows, you can save as a file

**FORM - Work outside Request**

- **Response Status:** Rejected
- **Reference ID:** FOR-0062
- **Sender:** Bryan Lee (ADM)
  - Sent on 20/01/2022 13:02 GMT+00:00
- **Sent to:** รวมมิตร 1
  - Approval from 1 recipient(s) required.
  - Thomas Williams (1)
    - Response: "Reject"
    - Responded on: 20/01/2022 13:02 GMT+00:00

**Form Subject:**

- **Date:** 20/01/2022
- **Purpose:**
- **Event:**
- **Attachment:** No Image
Menu : Workflow (Online approval)

Apply for complicated template
Workflow is an online function that allows you to request and approve documents. It’s making for simple and uncomplicate template, you can create a new request or status tracking at anytime.

- Submit request
- Approve / Reject
- Status tracking
- Schedule to reminder
- Custom view
- Data export
Screen layout of Menu: Workflow

- Filter by status
- Create new workflow request
- Search an existing request
- All existing request list
- Details of request e.g. status. Request date, etc.
Create new request workflow (requester)

1. Tap icon
2. Tap + Create Workflow
3. Select a workflow template
4. Enter information
5. Tap Submit

WF - Reimbursement

- Priority
  - None
- Schedule workflow
  - Custom repetition
- FORM INPUTS
  - Date
    - MM/DD/YYYY HH:mm
  - Amount
Create new request workflow (requester)

Tips

- It will be changed to "Processing" after submission and sent to the approver.
- If a document's status is "Processing," the requester has the ability to cancel their request at any time.

[Image of a computer screen with a workflow editor open, showing a status labeled "Processing" and a cancel button.]
Approve or Reject request (approver)

1. Tap icon
2. Select a request document,
   Status = Awaiting your acting
3. Tap one button
How to use filter

1. Tap “Filter”

2. Select condition
   - Workflow name
   - Status
   - Creator
   - Recipient
   - Priority
   - Start date
   - End date

3. Tap Apply
Menu : Library
Your organization can create useful articles, manuals, or organizational knowledge by creating headlines and sub-topics. can go down as needed

- Search for a content
- Add content
- File
- Picture
- Quiz
- Administrators can set and/or change permission for users or groups to access specific content
Screen layout of Menu : Library

Search for a content

Content including
- VDO clip, Attach file, External URLs (YouTube), Photo
- Assessment or Quiz
Take a content

1. Tap icon

2. Select a folder

3. Tap tour interesting content

4. Display of content
Take an assessment or quiz

1. Tap icon

2. Select a folder

3. Tap tour interesting content

4. Tap icon

If any content has some quiz it will be show icon

Take an assessment
Take an assessment or quiz

1. Tap an assessment
2. Choose your assessment
3. Tap icon
4. Start Assessment
5. After finish assessment
6. It will show summary score
Menu : Discover
A collection of various threads, a space where everyone can share their experience and follow one another as they wish.

- **Ask**: Tap into the collective of your colleagues.
- **Create Poll**: Ask for vote.
- **Share**: Share interesting article and idea.
- **Follow**: Follow the hub with match theirs interests.
Screen layout of Menu: Discover

Types of hub

Create new hub

Hub, you can follow for participate in their hub
Types of Hub

Public Hub
All employees are welcome to join the public hub to engage, comment, or participate in any activity

Private Hub
Only members or invitees can join the private hub to participate, comment, or engage in any activity
Create new Hub

1. Tap icon

2. Tap + New hub

2. Enter all information
   - Photo Cover
   - Name
   - Description
   - Hub Permission
     - Public Hub
     - Private Hub
   - Only admin can

3. Tap Create
Create new threads

1. Select and follow an interesting hub
2. Select a types of threads
3. Enter an information and tap Next
4. Tap Post
Menu : Portal
Screen layout of Menu: Portal

- Search a portal
- Add to Favorite
- All list portal
How to use portal

1. Tap icon

2. Select a portal

3. Redirect to system or website
Add to Favorite

1. Tap icon

2. Select a portal and tap icon

3. Favorite portal will rise to the top of the list
Menu: Calendar

You can quickly schedule meetings or notes / memo, so you always know what’s next. Calendar is designed for teams, making your collaborate together.

- Schedule meetings
- Create your notes
- Calendar views
- Notification on invitation
- Sync with google calendar
Types of true VWORK calendar

**Conference**

Create a meeting, add a title, date & time, attach a file, and automatically generate a VDO conference link (true VROOM)

**Note**

Create your note or memo, you can add title, date, and time, and more details
Create a meeting (type: conference)

1. Tap icon
2. นําไป + Create
3. Add a title
4. Set color label
5. Set “Date” and “Time”
6. Add “Participants”
7. Add “email” for external participant
8. Tap for generate VDO Conference link
9. Add more details or descriptions
10. Add an attachment
11. Tap Create
Crate a note (type: note)

1. Tap icon
2. Tap
3. Add a title
4. Set color label
5. Set “date” and “Time”
6. Add more details or descriptions
7. Add an attachment
8. Tap Create
Manage your calendar view

You can choose how many days you see at a time in your calendar view. Select the option that’s best for you from 4 options view:

- **MONTH**
- **WEEK**
- **DAY**
- **AGENDA**