

## Appendix A. Benefits and Challenges of Specific Online Platforms<sup>3</sup>

### Video Conferencing

Attributes	<a href="#">Zoom</a>	<a href="#">Bluejeans</a>	<a href="#">WebEx</a>	<a href="#">Google Meet</a>	<a href="#">Facetime</a>	<a href="#">WhatsApp</a>	<a href="#">Skype</a>	<a href="#">Go-to Meeting</a>
<b>Cost to host</b>	Different levels: free (limited), personal, institutional Free to join a meeting	Institution typically pays	Starter, Plus, Business	Free with Gmail account (during pandemic), prior for enterprise	Free, limited to people with apple devices	Free	Free (limited), business (fee per user)	Different levels: free trial, professional, business, enterprise
<b>Bandwidth</b>	Works with low bandwidth	Requires stable internet	Works with low bandwidth	Requires stable internet	Works with low bandwidth	Works with Low-data/bandwidth; also works over cell signal	Requires stable internet; also works over cell signal	Requires stable internet
<b>Security</b> <sup>4</sup>	Zoom Healthcare HIPAA-Compliant; others not	HIPAA-compliant	HIPAA-compliant	HIPAA-compliant; Google Hangouts not HIPAA compliant	End-to end encryption, but not HIPAA compliant	End-to end encryption, but not HIPAA compliant	Free version not HIPAA compliant; Business E3 and E5 packages are	HIPAA-compliant
<b>Privacy</b>	Optional meeting password;	Optional meeting password		Only emails included in invite allowed into	Must have number in phone	Requires participant phone		

<sup>3</sup> We only included platforms mentioned in our interviews. This is not an exhaustive list.

<sup>4</sup> <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>

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	waiting room; disable screen share			meeting without moderator approval; others allowed in with approval	contacts	number		
<b>Accommodations/disability support</b>	Integrates with captioning software	Automatic Captioning capabilities	Closed captioning	Live translation and captioning in English	Live translation into English	Options for mobile device	Live translation	Automatic captioning capabilities
<b>Integration</b>	Integrates with Outlook, Google drive, Dropbox, file sharing in chat	Integrates with Outlook, Google calendar, Microsoft 365, file share in chat	Integrates with Microsoft	Integrates with all google products	Integrates with apple products	Integrates with Facebook Messenger, Instagram	Integrates with outlook, Slack, Microsoft Systems	Integrates with Outlook and Google Calendar
<b>Other Benefits</b>			Multiple users can control screen share	No plug ins or desktop app required; ability to share tab not just window in screen share				Multiple users can control share screen
<b>Other Challenges</b>	Some features not available on web version	Requests meeting rating each time; Some features not available on web version	Works easiest with Internet Explorer, note taking application	Difficult to use for non-Gmail users; no whiteboard or poll/survey options	Only available for Apple products; Apple collects metadata	Limited to 4 people per video-chat	Limited options/features	Requires newer equipment

## Document Storage

Platform	<a href="#">Dropbox</a>	<a href="#">Google Drive</a>	<a href="#">Box</a>	<a href="#">Microsoft One Drive</a>	Email	<a href="#">Egnyte</a>
<b>Collaboration Type</b>	File share	Collaborative editing	File share	Collaborative editing	File share	File Share
<b>Integration</b>	Any desktop word processor	G-Suite, Slack	Any desktop word processor, G-suite, slack	Open API <sup>5</sup> , can be added to any app	Any desktop word processor	Microsoft word
<b>Editing type</b>	Asynchronous	Both synchronous and asynchronous	Both synchronous and asynchronous	Both synchronous and asynchronous	Asynchronous	Asynchronous
<b>Cost</b>	Free up to 2GB data	Free	Free and Paid options	Free up to 5GB	No free option; Subscription based	No free option; Subscription based
<b>Other Benefits</b>	Easily accessible anywhere on any device; sync feature; system integration	Easy to edit files; Easy to locate documents,	View project Timelines; collaborate in real time	Collaboration via Microsoft 365; easy to use	Shared mailbox; Great for small teams	Share files outside of organization; ease of use and loading
<b>Other Challenges</b>	Cannot edit in real time; limited search function	Limited to Gmail; some document access requires permission	Lacks integration with other solutions; difficult document creation	Slow interface; difficulty syncing and document management	Expense of licensing; following email chains	Syncing documents and moving documents difficult; cannot share in real time

<sup>5</sup> Open API is a “application program interface” made publicly available to web developers. Definition source: <https://searcharchitecture.techtarget.com/definition/open-API-public-API>

## Scheduling Tools

Platform	<a href="#">Doodle</a>	<a href="#">Calendly</a>	<a href="#">Google Calendar</a>	<a href="#">When2Meet</a>
<b>Use-case</b>	List of specific times to meet	Scheduling a meeting with a specific person by looking at their personal calendar availability	Individual event scheduling or scheduling with a single person's calendar	Overlapping time blocks to see all participants' availability
<b>User-friendliness</b>	Easy to use for specific dates and times for poll creation	Easy to mark time availability	Easy to use to schedule an event and send invites	Easy to use for time availability; can be confusing to set up
<b>Integration</b>	Google, Office 365/Outlook.com, Zoom, Slack	Outlook, Google Calendar and Microsoft Office 365	Use applications or add-ons for integration with other platforms	None
<b>Other Benefits</b>	Easy to set up and send either email or link	Offers location and personalized invitations; sends reminder emails	Meeting alerts, syncing with Gmail	Provides availability surveys;
<b>Other Challenges</b>	Works best with few options of times to meet; harder to use on mobile devices; free plan has limited options	Lacks integration options	Lacks integration options	

## Instant Messaging and Other Communication Tools

Platform	Email	<a href="#">Slack</a>	<a href="#">WhatsApp</a>	SMS	<a href="#">Skype</a>
<b>Cost</b>	Free	Free up to 10,000 messages, then messages disappear	Free	Unless using work phones, cost may fall to individual team members	Cost dependent on number of users
<b>Integration</b>	Can integrate with calendars, some with video conferencing platforms	Can integrate with various other platforms (e.g., Google Drive)	Can share links, documents, photos	Can share links, photos, documents	Outlook Email
<b>Searchable Chat Record</b>	Yes	Yes (Can search within specific channels, from specific person)	Yes	Yes	If integrated with Outlook Email
<b>Security</b>	Depends on the email platform	Password protected, can limit access to specific channels	End-to-end encryption	Not encrypted	Encryption
<b>Accommodation/disability support</b>	Voice message available depending on platform (Outlook - yes, Gmail - indirectly)		Voice message	Voice message	Voice message
<b>Other Benefits</b>	Can be used all times of the day without disturbing people in different time zones.	Works on computers and all smart phones through app	Very similar to texting- phone number required. Can have multiple people in a group all seeing same message(s)		
<b>Other Challenges</b>	Long email chains - difficulty in following conversation	Numerous notifications	Multiple person format means long message chains		