



Microsoft Teams User Training Guide.

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Introduction to Microsoft Teams.

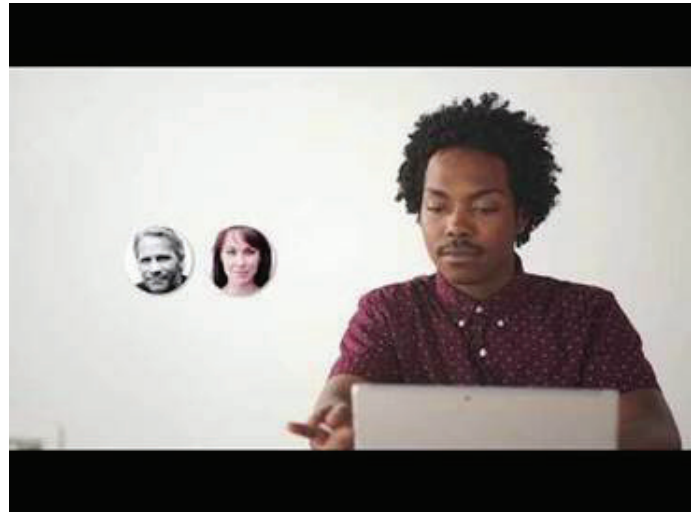
Microsoft Teams is a collaboration tool that provides your staff with the ability to work together and share information via a common space. You can utilize built in features such as document collaboration, one-on-one chat, group chat, file sharing, screen sharing and voice & video conferencing.

This user guide will go through all the features Microsoft Teams has to offer and how to make use of them. If you are working out of a Remote Desktop and/or Citrix virtual desktop, please use the web-based version of Microsoft Teams in that environment to avoid performance problems caused in these environments by the installable version of the application.

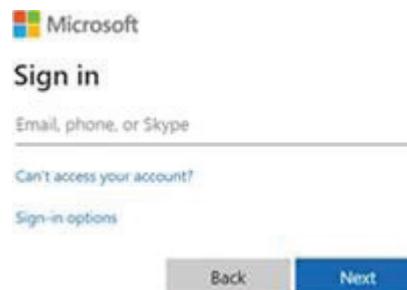
Sign-in to Microsoft Teams.

Please follow the steps below to login into Microsoft Teams:

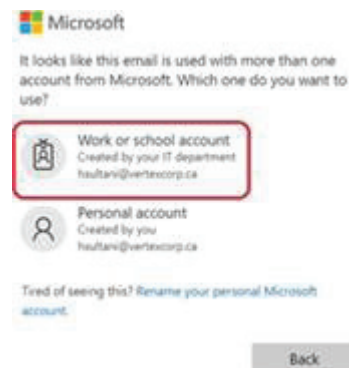
1. **Using the chrome browser please go to the following website: teams.microsoft.com**



2. **Login with you company email address and password:**



3. **Select "work or school account"**

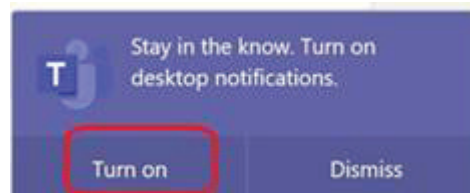


Sign-in to Microsoft Teams.

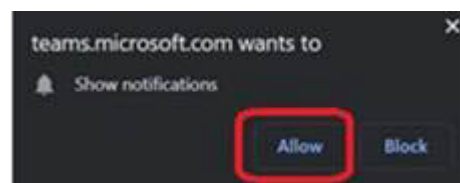
4. Select “use the web app instead” to login from the browser (Please do not attempt to install the application in a shared Remote Desktop and/or Citrix environment and use the web-based version as the instructions below outline)



5. When prompted to enable browser notification please select turn on



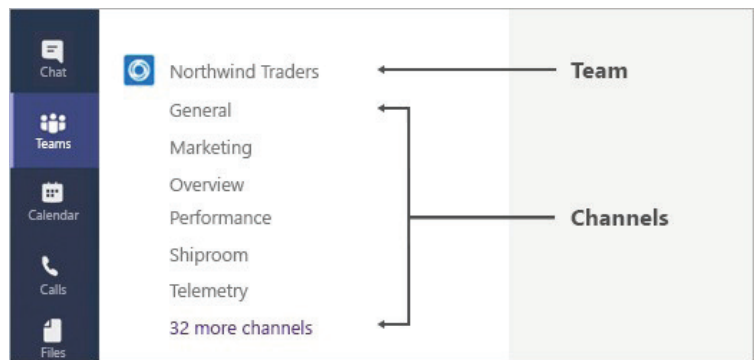
6. Allow Chromes to prompt with Teams notifications



Teams, Channels and Chat.

A **team** is a group of people gathered to get something big done in your organization. Sometimes it's your whole organization.

Teams are made up of **channels**, which are the conversations you have with your teammates. Each channel is dedicated to a specific topic, department, or project. Channels are where the work actually gets done—where text, audio, and video conversations open to the whole team happen, where files are shared.



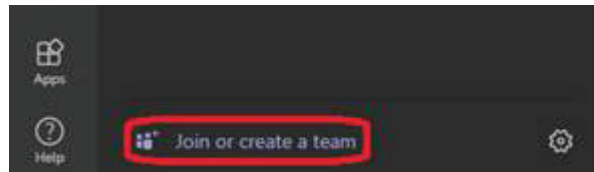
While channel conversations are public, chats are just between you and someone else (or a group of people). Think of them like instant messages in Skype for Business or other messaging apps.

Create a new Team.

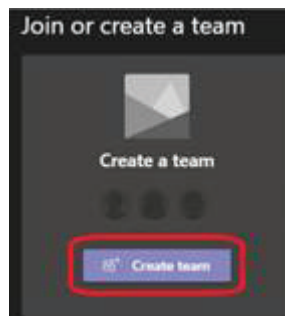
1. Click on the Teams button on the left-hand side:



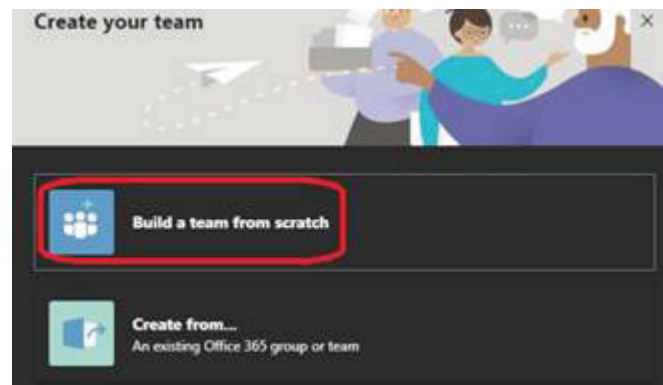
2. Click on "Join or create a team" at the bottom of the screen



3. Click on "Create a Team"

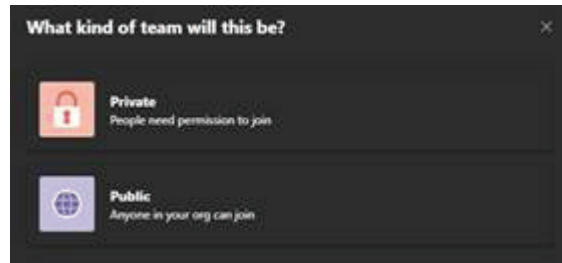


4. Select "Build a team from scratch"

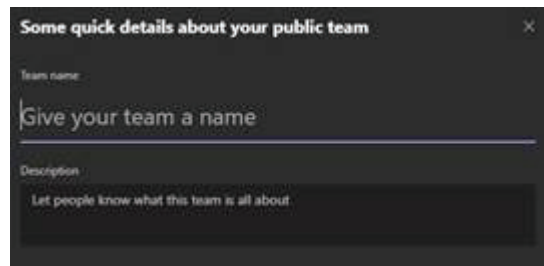


Create a new Team.

5. Select either a private (will need to be given permission where people will need to be given permission to join a team) or public (anyone in your organization can join the team)



6. Give your team a name

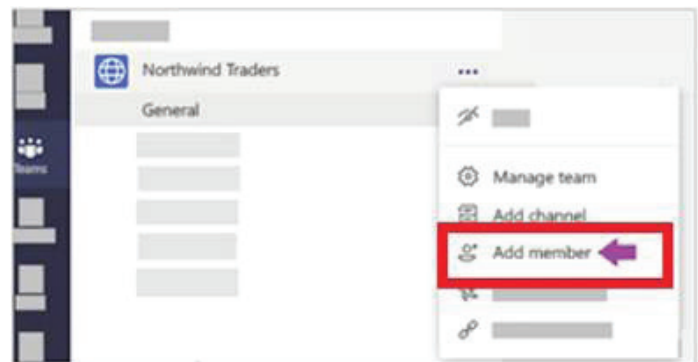


Add a member to a Team.

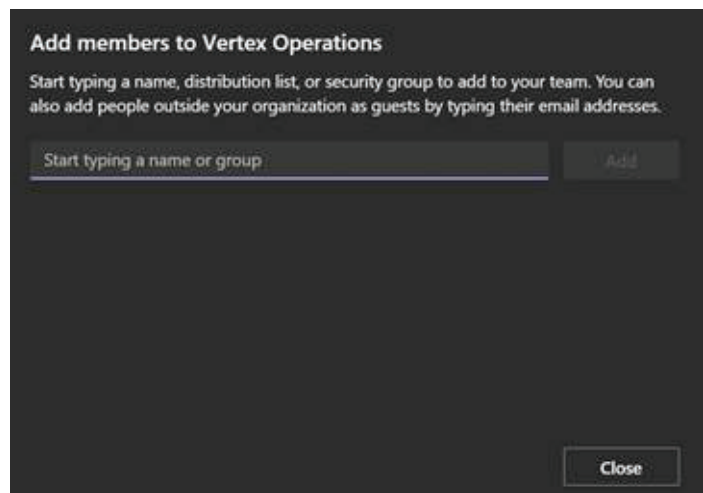
1. Click on Teams button on the left-hand side:



2. High light a team under “your teams” and click more options ... > Add member

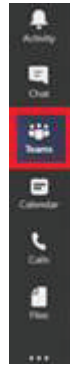


3. Start typing the name of the person you want to add and click close when done.

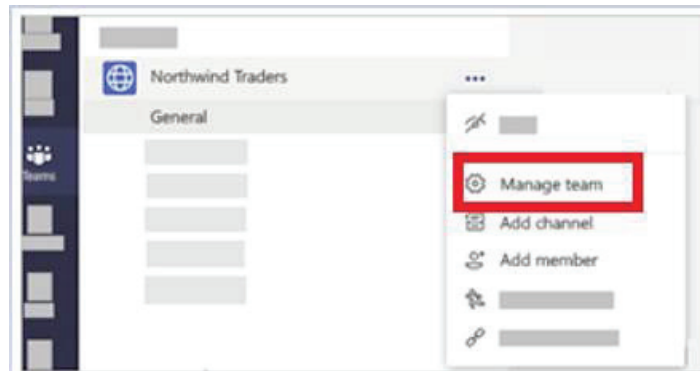


Remove a member from a Team.

1. Click on Teams button on the left-hand side:



2. If you're a team owner, you can absolutely remove someone from your team. Go to the team name and then click More option ... > Manage team > Members.



3. From your team member list, click the X to the far right of the name of the person you'd like to remove. To remove another team owner, first change their role from owner to member, then remove them.

Show or Hide a Team.

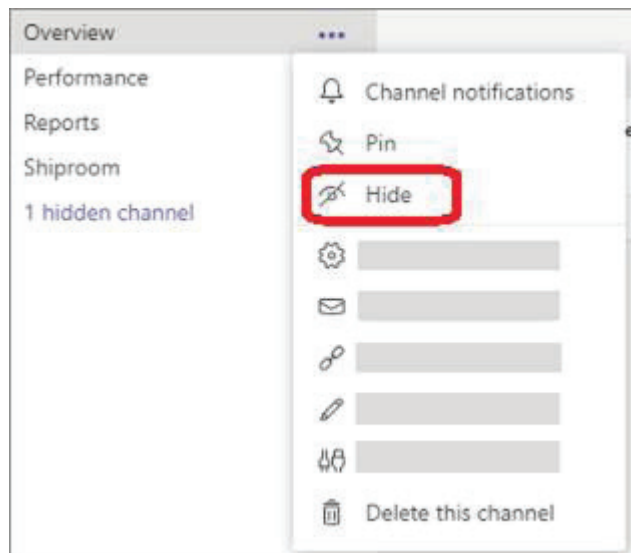
Show a Team:

When you join a new team, it's automatically shown in your teams list. If you know you're a member of a team but don't see it, scroll to the bottom of your teams list and select Hidden teams, find the team you're looking for and select **More options ... button > Show**.



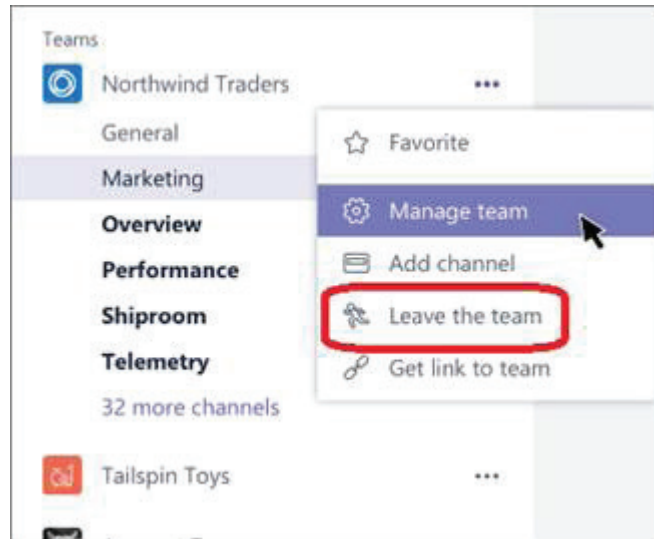
Hide a Team:

If you don't want a team or channel to show in your teams list, hide it. Go to a team or channel name and select **More options ... button > Hide**. This is a great way to clean up your list and focus on the teams and channels you're active in.



Leave a Team.

You can leave a team at any time by going to the team name and clicking **More options ... button** > **Leave** the team.



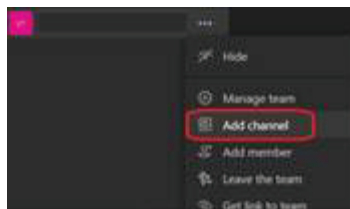
Create a Standard Channel.

Teams are made up of channels, which are the conversations you have with your teammates. Each channel is dedicated to a specific topic, department, or project.

1. Click on the Teams button on the left-hand side:



2. Select the Team you would like to create a channel for by clicking the More options ... > Add Channel



3. Give the channel a name, description and select the privacy level (Standard – accessible to everyone on the team) and select “Automatically show this channel in everyone’s channel list”

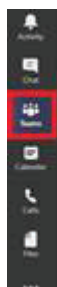
A screenshot of the 'Create a channel for "INFOTEST" team' dialog box in Microsoft Teams. The dialog has the following fields and options:

- Channel name:** A text input field containing 'Infotest' with a checkmark icon on the right.
- Description (optional):** A text input field containing 'Infotest'.
- Privacy:** A dropdown menu showing 'Standard - Accessible to everyone on the team' with a downward arrow and an information icon.
- Automatically show this channel in everyone's channel list:** A checkbox that is checked and highlighted with a red rectangular box.
- Buttons:** 'Cancel' and 'Add' buttons at the bottom right.

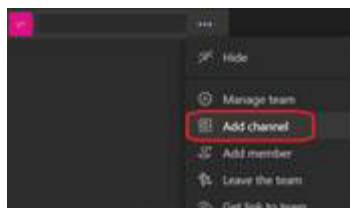
Create a Private Channel.

If you want a focused place to discuss sensitive information such as budgets, resourcing, strategic positioning and so on, create a private channel for your team. Only owners or members of the private channel can access it.

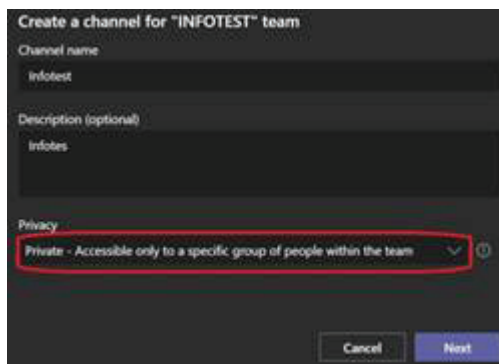
1. Click on the Teams button on the left-hand side:



2. Select the Team you would like to create a channel for by clicking the More options ... > Add Channel

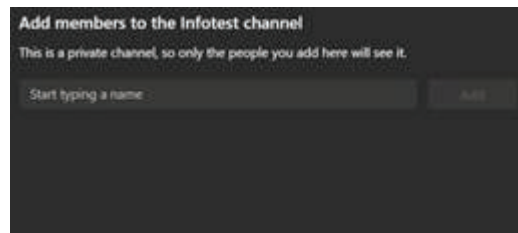


3. Give the channel a name, description and select the privacy level (Private – Accesible only to a specific group of people within the Team)



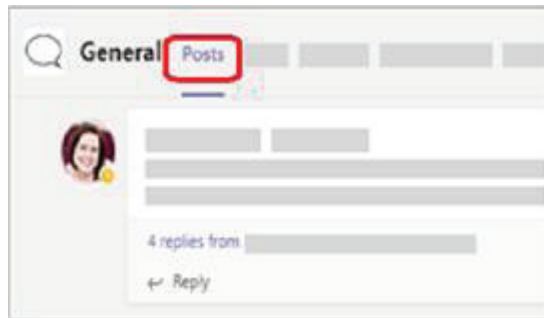
Create a Private Channel.

4. Add members to the private channel (only people added here will have access to this channel)



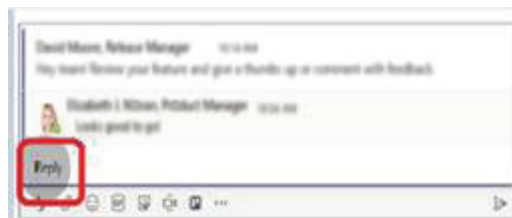
Send a message to a channel in Teams.

When you go to any channel in Teams the very first tab is **Posts**. Think of this as one big group chat. Everyone who has access to the channel can see the messages on the **Posts** tab.



The other important thing to know about messages in a channel is that replies to a channel message stay attached to the original message. This way, the whole thread of the conversation can be easily followed by anyone reading it. This is the beauty of threaded conversations!

To reply to a channel message, select the little **Reply** link underneath the message.

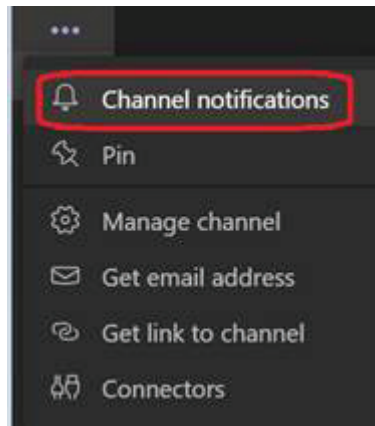


To send a message to everyone in a particular channel (the whole team), follow these steps:

First, select the channel you want. Then, click **Reply** to respond to an existing thread or go to the compose box at the bottom of the **Posts** tab to start a new one. Next, type your message in the box and select **Send**. Voila! Your message is now live in the channel.

Customize Channel notifications in Teams.

If you want to adjust or fine tune the notifications you're getting from a channel, here's how:

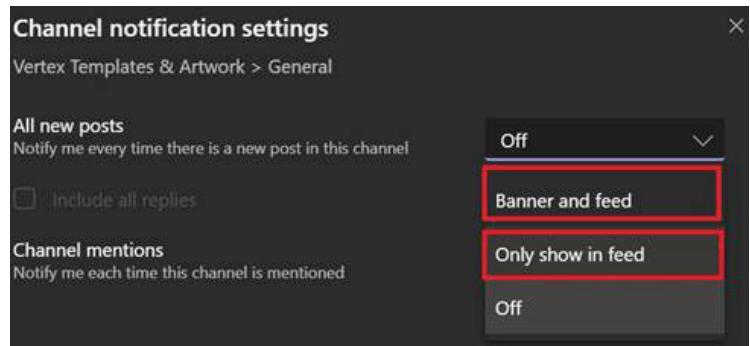


Go to the channel name and select **More options ...> Channel notifications**. This allows you to get notified of channel activity.

From there you can choose where and what notifications you want to get.

Banner and feed will send notifications to your device and to **Activity** at the top left of the Teams app. **Only Show in Feed** will skip sending notifications to your desktop and will only show up in your activity feed.

Customize Channel notifications in Teams.



Want fewer notifications from a channel? You can turn them off from here as well.

Below are the different types of settings you'll find in channel notifications:

- **All new posts** will notify you each time someone starts a new conversation in the channel.
- **Include all replies** will notify you any time someone replies to a conversation.
- **Channel mentions** will notify you whenever someone @mentions the channel.

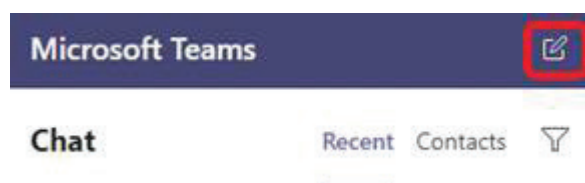
Start a Chat in Teams.

Teams also supports instant messaging (similar to Skype or other messaging apps) you can start a chat by follow the steps below:

1. On the left-hand side select Chat



2. Select New Chat at the top of the screen






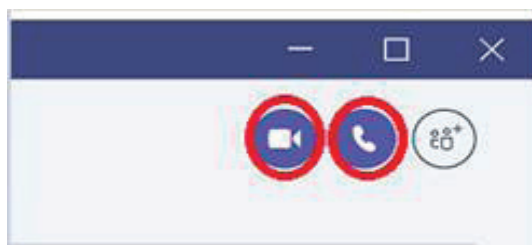
3. In the TO: field you can add one more many people to create a group chat



Start a call from a Chat in Teams.

You can make one-on-one or group calls with anyone in your organization directly from a chat without having to host a team meeting. These calls are private and won't appear in any team conversation. Entries for the calls will appear in your chat, though.

1. **Go to your chat list and click [New chat](#)  to start a new conversation.**
2. **Type the name or names into the [To](#) field at the top of your new chat.**
3. **Then click [Video call](#)  or [Audio call](#)  to start a call.**



Start a Teams meeting (audio/video).

Meetings in Teams include audio, video, and screen sharing. They're one of the keyways to collaborate in Teams.

Schedule Meeting.

1. On the left-hand side select Calendar



2. You can schedule a meeting at a specific time by clicking "new meeting"



3. Give your meeting a title, add attendees, and add it to a channel (optional)

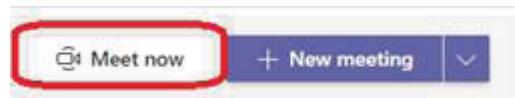
Start a Teams meeting (audio/video).

Instant Meeting.

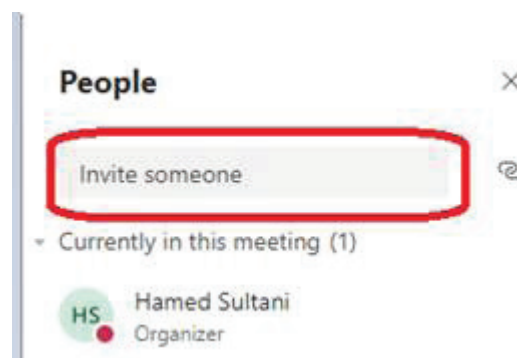
1. On the left-hand side select Calendar



2. Or you can start an instant meeting by clicking meet now




3. On the right-hand side under People enter the people you want to invite



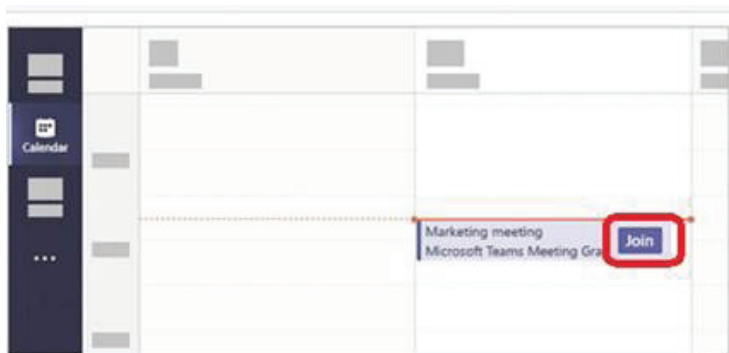
Join a meeting in Teams.

Teams meetings are best when you join them from the Teams app or Teams on the web, and there's a bunch of ways to do that: calendar, channel, and chat.

Join from Calendar.

Select **Calendar**  on the left side of the app to see your meetings. Find the meeting you want, and then select **Join**.

Or, if someone starts the meeting, you'll get a notification you can use to join.



Join from Channel.

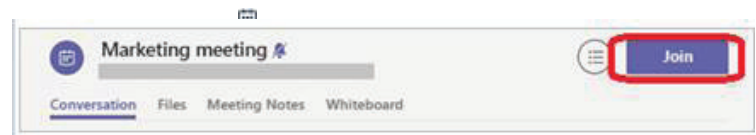
If a meeting takes place in a channel, you'll see an invitation to join, relevant content, and who's in the meeting right in the channel. Just select **Join**.



Join a meeting in Teams.

Join from Chat.

If the meeting has already begun, it appears in your recent chat list. Select the meeting in your chat list and then select **Join** at the top of the chat.

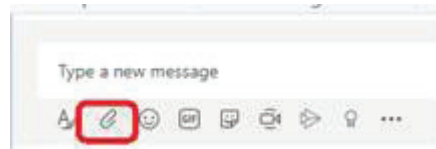


Share a file in Teams.

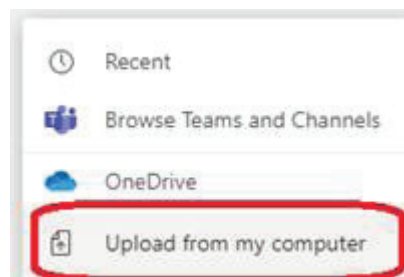
You can share a file to any channel, one-on-one chat or group chat.

Share a file directly to a chat or channel:

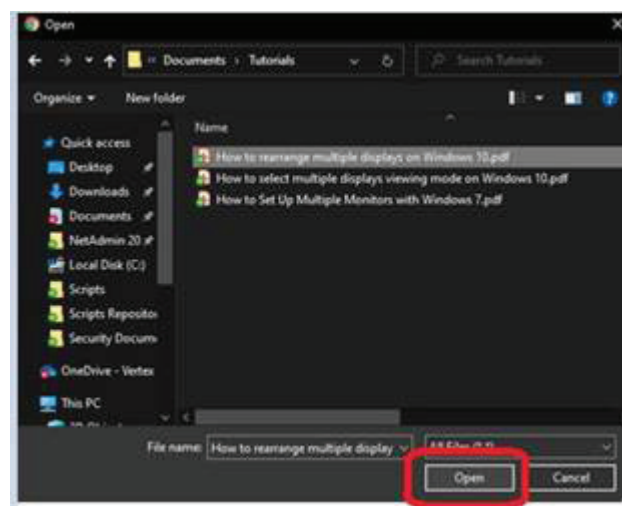
1. **Open the chat (one-on-one or group chat) or a channel**
2. **At the bottom of the compose message click attach**



3. **Select upload from my computer**



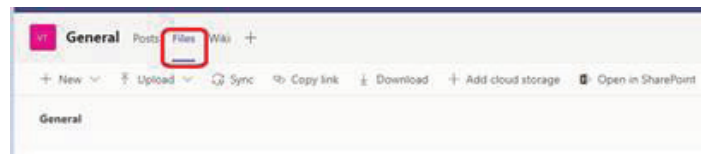
4. **Find the file you want to share and click open**



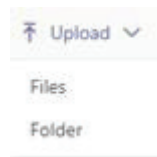
Share a file in Teams.

Upload a file to a Channel or Chat:

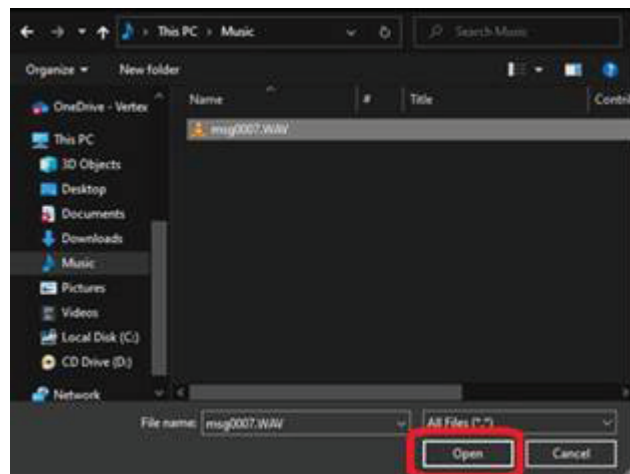
1. Open the chat (one-on-one or group chat) or a channel
2. Click on the Files tab besides the Posts



3. Click Upload and select File (one file) or Folder (can contain multiple files)



4. Find the file or folder and click open to begin uploading



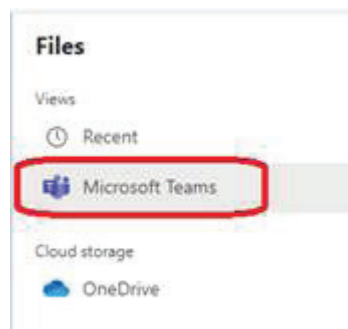
Explorer the Files list in Teams.

You can see all the files/folders that have been uploaded to you in a chat or channel from a central location by going to:

1. On the left-hand side select Files




2. Click on Microsoft Teams




Activity Feed in Teams.

The Activity Feed is a summary of everything that's happened in the channels that are in your teams list. It can be accessed by clicking the **Activity** button on the left-hand side of the Teams application:



Select **Filter button**  at the top right corner of the feed to show specific types of messages such as unread messages, @mentions, replies, and likes.

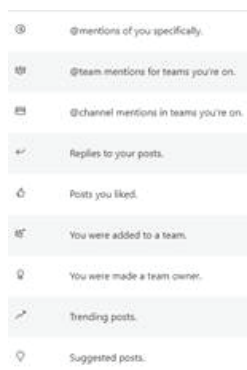
When a red circle appears next to **Activity** , you have a notification—such as an @mention or a reply—in your feed. These notifications remain in your feed for 14 days. After that they expire and no longer show in your feed.



For a more specific feed, go to the **Feed** menu and select **My activity**. You'll get a list of everything you've been up to lately in Teams.

Activity feed symbols

Teams has unique symbols to different types of notifications in your feed. That way, you can look through your feed and prioritize based on the following:



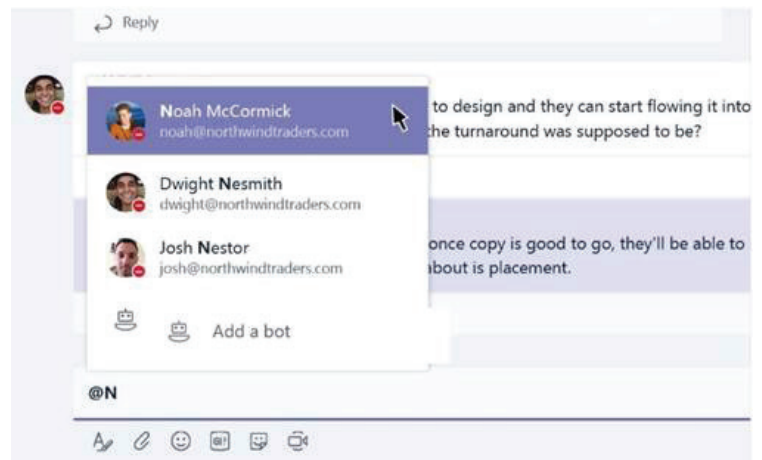
Using @mention to get someone's attention in Teams.

To get someone's attention in a channel conversation or a chat, @mention them. Just type @ before their name and then select them from the menu that appears.

They receive a notification, which they can click to go directly into the point in the conversation where they were mentioned.

To get the attention of an entire team, try one of these:

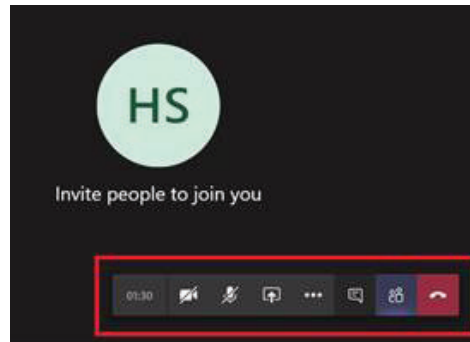
- Post something in the Team's general channel. The channel name appears bold for every team member.
- Type **@team** to message everyone on that team.
- Type **@channel** to notify everyone who has favorited that channel.



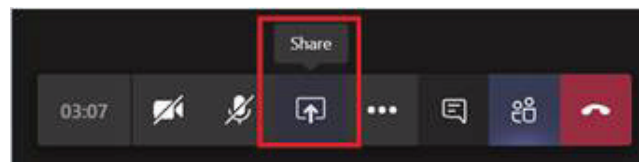
Screen sharing in Teams.

To share your screen in a meeting follow the steps below:

1. **Hoover your mouse over the teams meeting screen until you are presented with a meeting control menu**



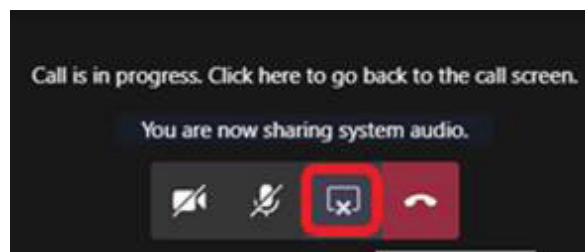
2. **Click on share button on the meeting control menu**



3. **Select if you want to share your screen, powerpoint, whiteboard or a specific file by going to browse**



4. **When you're done sharing, go to your meeting controls and select Stop sharing.**



Screen sharing in Teams.

Share your...	If you want to...	Great when...
Desktop	Show your entire screen, including notifications and other desktop activity	You need to seamlessly share multiple windows
Window	Show just one window, and no notifications or other desktop activity	You only need to show one thing and want to keep the rest of your screen to yourself
PowerPoint	Present a PowerPoint file others can interact with	You need to share a presentation and want others to be able to move through it at their own pace
Whiteboard	Collaborate with others in real time	You want to sketch with others and have your notes attached to the meeting



Additional Training Materials.

Microsoft Teams Video Training:

<https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7?ui=en-US&rs=en-US&ad=US>

Microsoft Teams Youtube Training Tutorials:

https://www.youtube.com/playlist?list=PLXPr7gfUMmKzR7_jXN5s886apYoHNC3Xk

Microsoft Teams User Training Material:

<https://docs.microsoft.com/en-us/microsoftteams/enduser-training>

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