Microsoft Teams: Quick Start FAQ

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1.   What is Microsoft Teams?

Microsoft Teams is a collaboration tool for organisations to work more efficiently. Teams allows you to have conversations, meetings, calling, files, and notes all in one place and is accessible by everyone permitted to do so. place to work collaboratively with your team by having team discussions and links to shared document libraries. Teams is a great way to communicate internally using instant messages and video calls.

What are Teams?

Teams are groups of people, content, and tools that centre around different projects and jobs within the MoJ. Team members can have conversations, make calls and share files, all from one location.

Which browsers are supported?

The Microsoft Teams app works in the following desktop browsers:
- Internet Explorer 11
- Microsoft Edge
- The latest version of Chrome
- The latest version of Firefox

Safari is not currently supported

How do I create a team for each project?

- Create a team **clicking** on the Teams tab.
- **Select** join or create a team shown towards the bottom of the screen.
- **Select** Create a team.
- **Select** either Build a team from scratch or **Create** from an existing Office 365 group.
- If you **select** Build a team from scratch, then **select** either Private or Public.

- Private: give the team a name, **enter** a description, **click** Create, add members to the team and click Add.
- Public: give the team a name, **enter** a description, **click** Create.

How can I get the attention of a user in a channel or team?
- 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.
- The recipient will receive a notification informing them that they have been mentioned in a message.
- You could also use the **@team** to mention everyone in a team and **@channel** to notify everyone within a channel. Those who have hidden a channel or team won't receive notifications unless they have been mentioned by name.

Can Teams be used from anywhere?
- Teams provides global and remote access from anywhere and on any device. All you need is an internet connection.

Can someone using Skype for Business receive information from teams?
- Yes, Teams has been configured so that messages would be delivered to a Skype for Business user.

Can I download a desktop version of Microsoft Teams?
- Yes, a desktop version of teams can be downloaded if you are logged in the online version.
- Click on the Download desktop app icon at the bottom of the left pane below the Help icon.

2.   Channels

What is a channel?
A channel is part of a team where meetings can be held, documents can be shared, and conversations take place. A channel can be built around topics, projects or departments.

The General channel is a default channel created when a team is created. This channel can be used for general messages that don't belong under a specific category.

Can anyone create a channel?
A channel can be created by anyone within the team if the owner of the team has not restricted the permission to do so.

Can I be a member of a channel if I am not a member of the team?
No, you can only be a member of a channel if you are a member of the team.

Are documents in a private channel stored in the same place as other documents?
No, documents in a private channel are locked down in a hidden site and once the channel is deleted the documents get deleted.

Can I change the name of a channel?
To change the name of a channel, select the ellipsis to the right of the channel name. Select Edit this channel and then change the name. **Click** Save.

How can I make my channel always visible?
You can pin a channel in the left pane to make it always visible in your list. To do this click on the ellipsis to the right of the channel name and select.

A lock icon indicates a private channel. Only members of private channels can see private channels from their channel list. Others member of a team can still see which private channels exist from the Manage Team and channel options.

Activity feed
The Activity feed is a one-stop-shop area to keep track of all your important news including unread messages, @mentions, replies, and likes and other activity in channels you subscribe to.

A number appears in red next to the Activity Feed icon indicating the number of unread messages.

How can I use the activity feed?
Select Activity to view your Activity Feed, a summary of everything that's happened in the team channels that you follow or that are in your teams list.

Select Activity filter at the top right corner of the feed to show specific types of messages such as unread messages, @mentions, replies, and likes. Click the ellipsis to display the filter.

In the menu that pops up, select what type of notifications you want to see.
- Select X to close the filter.
- Select the ∨ next to Feed to view your specific Activity.

How do I know I have unread activity notifications?
When a red circle appears next to Activity, you have a notification – such as an @mention or a reply – in your feed.
You can also check your notifications by using the command box (search bar)
- Type /unread to view your unread channel notifications.
- Type /mentions to view all your @mentions.

How do I know which messages haven't been read?
Bold messages have not been read. **Select** any to read the message. Select the back arrow to return to the Activity feed.

How can I set the priority of messages?
To mark your message in a channel as important or urgent **click** the Format icon under the compose box. **Click** the ellipsis and select 'Mark as important'.

This will alert the recipient every two minutes for twenty minutes, or until they read the message, whichever comes first.

3.   Calendar

You can view all upcoming meetings and appointments by **clicking** on 'Calendar' in the pane on the left-hand side.

Use the menu in the top right corner of the screen below the New meeting button to switch between a day, work week, or full week view.

How can I schedule a meeting?
Click Calendar in the left pane and either select New meeting at the top right of the screen or select a range of time in your calendar and it will pop open a scheduling form.

- Give a title to your meeting, invite people, and add meeting details.
- You will have the option to add channels, individual people, or leave both blank to book yourself an appointment.
- Next select Scheduling Assistant to find a time that works for everyone.
- Channels can't be edited or added once the invite is sent. You'll need to send a new invite with the updated channels.

How do I edit a calendar invite or meeting I have created?
Right-click or double click on an event in your calendar and select the Edit option.

4. Calls

Making calls
You can make one-to-one or group calls with anyone in your organisation directly from a chat by clicking on the call button in the top right or by hovering over their profile and selecting video or audio.

You can also click on the phone icon in the left pane to access the call menu, select 'Make a call' at the bottom of the screen and start to type the name of the person you want to contact. Click on the video or audio icon to make the call.

These calls are private and would not appear in any team conversation.

To find your call history, click on the Calls icon on the left-hand pane and select History from the list under the calls window.

How do I terminate a call in Teams?
To terminate a call, click on the red Hang up option from the menu options in the centre of the screen

Can I still make one-to-one calls?
For internal purposes, you can make direct calls and group calls without having to host a meeting. These are private and won't appear in any team conversation.

- Click the 'New chat' icon to start a new conversation
- Choose the video icon to start a video
- Choose the call icon to start an audio call.

5.   Chat

Click the New chat icon to the left of the search bar and enter a member name or a group name in the name field.

Once in a chat area, you'll be able to send messages, files and links. Alternatively, right click on the chat icon in the left pane and select New chat and type in your message.

How many people can collaborate in a chat session?

A chat could consist of a one-on-one with someone or with a small group. You can have up to 100 people in a chat however it works best for small information conversations with team spaces better for larger groups.

Can I send a message to multiple channels?

It is possible to send a message to numerous channels at once.

- Select a channel.
- Select the Format icon under the message composition box and from the menu choose the message type you want to write. You can choose between New conversation or Announcement.
- Select Post in multiple channels then select the channels you want to post in.
- Select Update and type your message.
- Click Send.

Can I delete a chat?

If you are a team member you can delete your own messages only. Team owners can delete any messages within the team.

Hover over your message to show the options, click on the ellipsis and select Delete.

Can I mute a chat?

A chat can be muted when not in use.

- Click the chat in the left pane to open the chat list.
- Click on the ellipsis next to the chat you want to mute.
- Select Mute from the drop-down list.

Once a chat is muted, you will not receive notifications for any messages posted in the chat.

Can I pin a chat?
You can pin frequent conversations to the top of your chat list.
*   Click the Chat icon in the left pane to open the chat list.
*   Find the name of the chat you want to pin if you have given your conversation a name.
*   Click on the ellipsis and then select Pin.

This ensures that the chat stays at the top of your list. If you change your mind, just select it again and unpin it. All chat messages you send are private to you and the recipient(s).

Can I send a message to someone on Skype for Business from Microsoft Teams?
Yes, you can use Microsoft Teams to chat with someone who's using Skype for Business. Simply start a one-on-one chat with the person you'd like to talk to, and they'll get your message in Skype for Business. In the chat, you'll have the opportunity to invite them to join you and the rest of the council in Microsoft Teams.
Note: If the person you're chatting with has ever used Microsoft Teams, your messages will always be sent there. Otherwise, if messages aren't getting to or from Skype for Business, check with your IT administrator.

How do I know which conversations include me?
Just keep an eye on your Activity feed. There, you'll get a notification whenever someone @mentions you, @mentions teams and channels you belong to or replies to conversations you are a part of.

6.   Files

Which of the Files tab in teams should I use?
There are file options in each channel as well as the main menu running along the left-hand side of Teams.
*   The Files tab in the left pane gives you access to ALL your cloud files, rather than just the files for a specific channel.
*   Click the Files tab at the top of a channel to access the files pertaining to that specific channel.

How can I upload files?
There are a number of ways to upload files into your library:
*   Method 1 - While sending messages in teams, channel and chat click on the paperclip icon at the bottom of the screen to attach a file.
*   Method 2 - Drag the file from its current location and drop it on to the files window.

- Method 3 – Click on the Files tab within a channel and select Upload. Then select the file (or files) you'd like to upload and click Open.

Any files you upload will be accessible by any member of your team. And just like in SharePoint, you can pin specific files to the top of the list for easy access.

How can I create a file?

To create a Word, PowerPoint, or Excel document in teams, select the channel and then click the Files tab. Click the New tab and then select the type of document you would like to create. Once you've selected your file type it will automatically be saved within the folder you are tabbed into in the files section. The new file will open in Teams allowing you to work on it straight away.

How can I share a file?

To share a Word, Excel, PowerPoint or Visio file, open the file with the appropriate Office app (Online or desktop version).
Select Share towards the top right corner of the window to open the Share dialog box.
Enter the aliases or email addresses of people you want to share with.

How can I share the link to a file?

Click the Attach file icon beneath the compose box. Select OneDrive or Upload from my computer.

Can I share a file with someone outside my organisation?

To share a file with somebody outside your organisation you'll have to open the file in the Online or desktop version of the application i.e. Word. From within the document select Share and click into 'People with the link can edit' and select 'Specific People'.
Once you've shared the file, those users can edit the file in real time (unless you unchecked 'Allow editing').

Can I send a file in a one-on-one or group chat?

To send a file in a one-on-one or group chat, select the Attach icon beneath the compose box.
- Select an upload option and choose the file you want to share.
- Click the 'Send' button on the bottom right of the screen.

7.   Tabs

What are tabs?
Tabs let you highlight the apps, services, and files your team cares about right at the top of a channel, so everyone in your team can get to them.

Every channel comes with three tabs by default:
*   Posts – where your team posts messages and replies, holds meetings, and shares files.
*   Files – helps your team store, find, and co-edit all the documents that have been uploaded to that channel.
*   Wiki – for drafting documents, tracking meeting notes, and collaborating in real time.

8.   Meetings

How do I start a meeting?
*   Start a new conversation and then select the meeting icon

Alternatively select the meeting icon in an existing conversation to keep all of that conversation's content.
*   Click to select Meet now.
*   In the People pane on the right side of the invite the meeting participants. screen enter the name of the attendees.

To join a scheduled meeting click Join from the Calendar tab within Teams or Outlook

Can you blur your background during a video conference meeting?
The blur background option is only available on the desktop version of Microsoft Teams.
In chat, to run a video meeting with a blurred background, click on the Video call icon in the top right corner of the screen. Click the ellipsis and select 'Blur my background'.

In Teams, click on the Meet now icon at the bottom of the screen. Click on 'Meet now' on the video screen, hover the mouse over the ellipsis and select 'Blur my background'. You can toggle this on or off throughout the meeting.

Miscellaneous

How can I change my profile picture?

- Go to your profile picture at the top right of the screen.
- Click your current picture and select Change picture.
- Click Upload picture.
- Locate and open the picture and click on Save.

Can I use Microsoft Planner with Teams?
Yes, all Microsoft applications can be added as apps in teams to enhance the ability of collaboration.
- Click to select a channel and then click on the + to the right of the posts and files tab
- Select the Planner app icon.

If the app is not showing search for it by typing the name in the search field.

Can I use the Whiteboard feature in teams?
The Whiteboard feature is only available in teams, but you can only save online images.
- After joining a meeting, click on the Share icon.
- Click to select Microsoft Whiteboard.
- Select a pencil to start freehand writing or drawing.

To save the drawing, select the Settings icon.
Click to select Export Image and save to the required location.

How can I manually change my status in Teams?
Teams will automatically set your status based on your Outlook calendar and when you are on a call.
To change your status manually, go to your profile picture in top right corner of the screen and click to select the required status.

What is the maximum number of private channels I can have in a team?
- Each **team** can have a maximum number of 30 private channels.
- Each team can have a maximum number of 200 **standard channels**.
- Each **private channel** can have a maximum of 250 members.

What is the maximum number of people I can have in a group chat?
You can have a maximum of 100 participants in a chat.

What is a guest?
A guest in teams is someone outside of MoJ who has been given access to a team. They are not employed by MoJ but might work closely with people from within the organisation and granting them access to a team may have many benefits.

Can I add external mail contacts to teams?
Yes, you can add them as guests. External mail contacts are contacts listed in your organization's global address list. An example of this type of contact is a vendor company who regularly provides services to your organisation.

Can I share a group file with someone from outside my organisation who isn't a member of the team?
You can share links to files with guests in your team. If you want to share a file with someone who is not a guest in your team you would need to open the document and select Share in the top right.

Can guests access shared documents that were forwarded in a team message?
When an attachment is forwarded to a guest member in the team, they will be able to access the attachment after signing in with a username and password. If the message is forwarded to someone who isn't a member of the team, that person won't be able to open the attachment.

How do I log out of Microsoft Teams?
To log out of Microsoft Teams, click on your profile picture at top right corner of the screen and then select 'Sign out'.

You can also right click the app icon on your task bar and then select 'Sign out'.

Once you log out of Microsoft Teams, you'll need to enter your credentials again to launch the app.

For the latest information on Teams at MoJ, together with hints, tips and training, visit the Knowledge Hub.