

Microsoft Teams Training Guide

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1. What is Microsoft Teams?

Microsoft Teams is for real-time communication and collaboration. It has many uses as a messaging application, a workspace for real-time collaboration, quick communication, meetings, file, and app sharing.

Core capabilities

Chat – One-to-one, group, and meeting conversations.

Teams and channels – Organize conversations and work by department, project, subject, or group.

Meetings – Meet from anywhere. Schedule or start online meetings with audio, video, screen sharing, chat, and other collaboration tools.

Files – Share and collaborate on documents stored through Microsoft 365, OneDrive, and SharePoint.

Apps and tabs – Add Microsoft 365 and approved third-party apps to a team or channel.

Teams Phone – Make and receive internal and external calls when phone service is enabled for your account.

Who can use Teams?

All MCCC Faculty and Staff have access to Teams. Students are limited to some Student Organizations.

Faculty, who help run Student Organizations have a separate Teams account.

Signing into Teams

Start Teams

Click Start > Microsoft Teams.

Sign in with your Office 365 username and password

Username: Monroeccc email

Password: Login Password

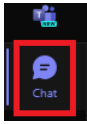
Note: If you're already connected to your email Teams will automatically sign you in when opened

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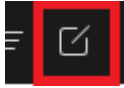
2. Basic Teams Use (my picture snip-its are from dark mode which shows a black background)

Individual Conversation or Group Conversations

Click on the Chat Tab



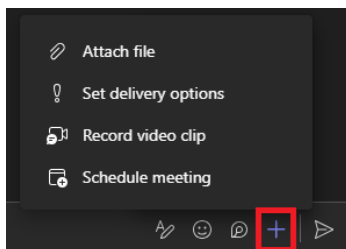
Then Select the New Chat Icon



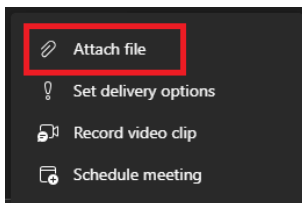
In the **To** field at the top of the app type the name(s) of the people you want to start a chat with.

Individual File Share:

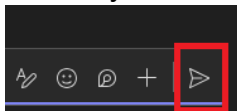
Click the + in the message



Click Attach File



Select the file you need to send and click the Arrow



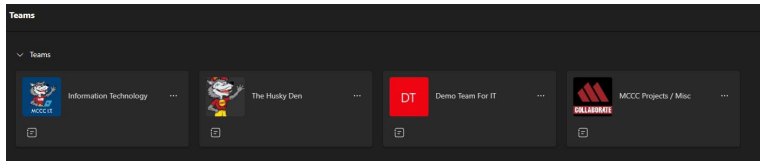
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3. Switching Between Grid View and List View

There are 2 View settings for Teams to display your joined Teams and Channels. These are Grid View and List View. While IT highly recommends List View as the best practice for its ease of use, this setting is set by the user.

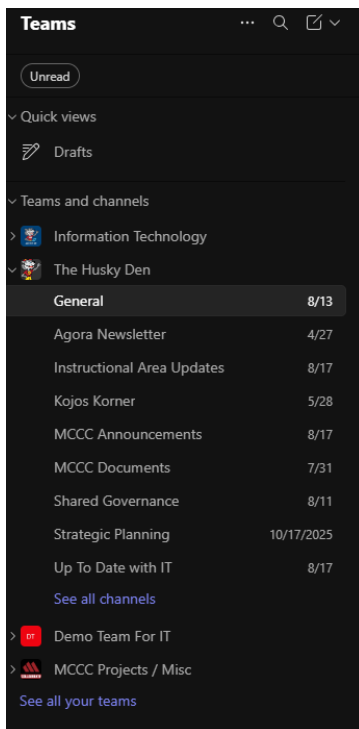
Grid view will look like the snip-it below:

You will only see one Teams at a time when interacting with the team through tiles.



List view will look like the snip-it below:

List view will show all your teams in a organized list with the ability to sort by unread messages at the top of the view.

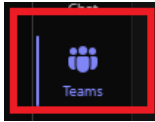


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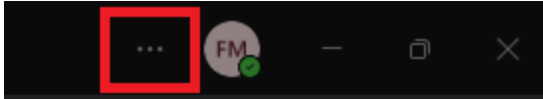
4. Switching Between Grid View and List View cont.

Switch between Grid view to List view

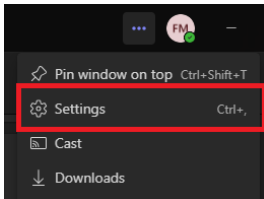
Open the Teams/Channels area.



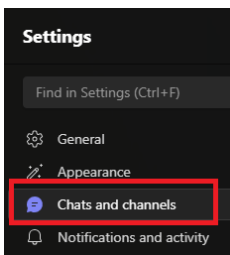
Select the 3 Dots next to your image



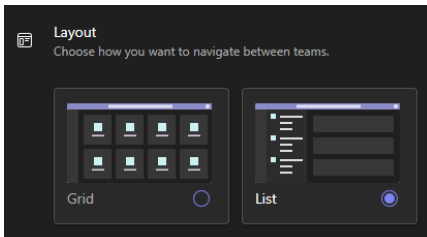
Select Settings



On the left select Chats and channels



Under Layout you can select the view you prefer.



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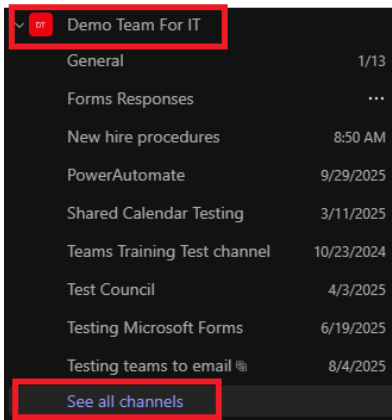
5. Showing and Hiding Teams Channels

Teams do not require every channel to remain visible in your everyday list, but there are highly recommended channels that you should keep visible. So, you don't miss out on college information. You can choose which channels to show. See all channels when you need to access a channel that is currently hidden. This same process can be done to find any new channels that auto hid when it was created.

**** If you choose to hide a channel you will not receive any notifications from that channel ****

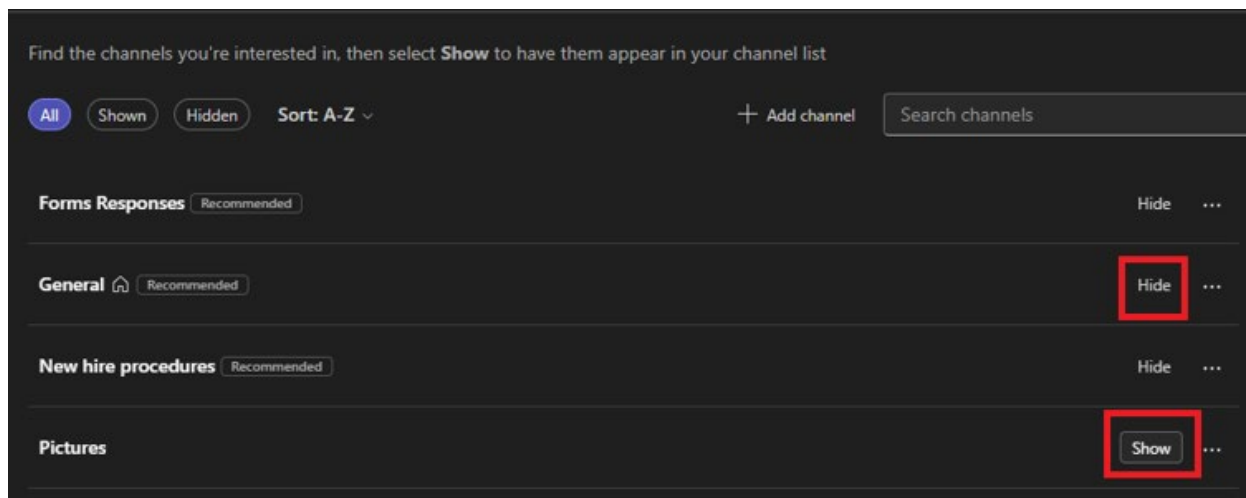
How to Show or Hide a Channel

Find the Teams you want to show or hide, and select See all channels



The list of channels for that Teams will appear on the right.

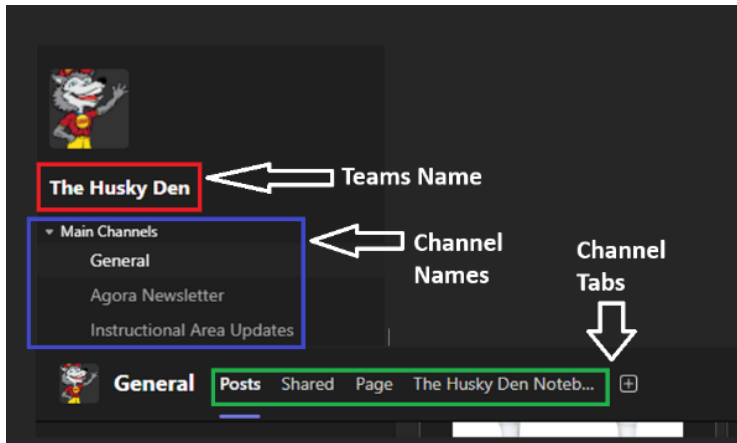
Click the Show or Hide button in-line with the channel you wish to be shown or hide.



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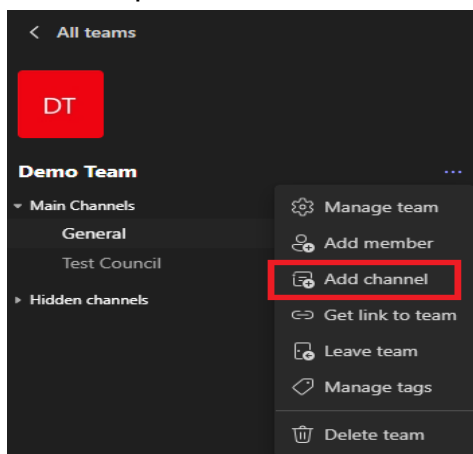
6. Teams, Channels, and Tabs

Teams are workspaces for groups of people. Channels are subdivisions within a team used to organize conversations and work around a topic, department, project, or other purpose.



Channels

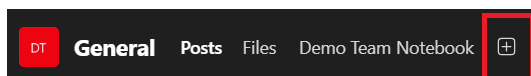
Channels are subsections of each Team. By default, each Team will automatically have a *General* Channel. As an Owner you will be able to create separate channels for different topics.



Tabs

Each Channel has its own tabs along the top of the Teams Window. Post (Discussion Window), Shared (file documents) are automatically created.

If needed the owners will be able to add their own tabs such as OneNote, Wiki, Calendar by clicking the plus sign in the Tabs bar shown below.



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7. Team Post

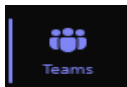
Conversations or Post are one of the key features to a Teams. Within each *Channel* you can have several conversations or post. In a fully searchable format by all members of the Team the conversation or post are the central source of all information in the Teams.

With the use of the @ you can tag other Team Members within the created Teams or even Tag the entire Team. When tagged this way Team Members will be able to see what part of the conversation, they were Tagged in through a red @ symbol, along with an alert notification.

Conversation (Post)

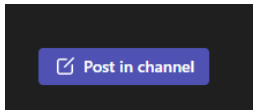
Within a Team:

Click Teams

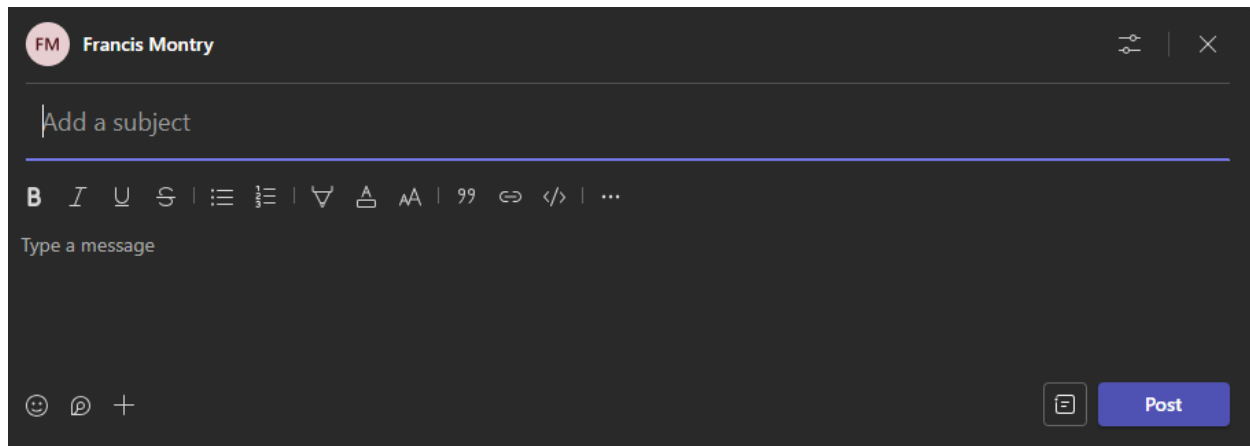


Pick a team and the appropriate channel to post the conversation in.

Click Post in channel



Fill in the Subject and Text of your message as shown in the box below

A screenshot of the Microsoft Teams post creation interface. At the top, it shows a profile icon with 'FM' and the name 'Francis Montry'. Below this is a text input field with the placeholder 'Add a subject'. Underneath the subject field is a rich text editor toolbar with icons for bold, italic, underline, link, unlink, list, indent, outdent, text color, background color, and code. Below the toolbar is a large text area with the placeholder 'Type a message'. At the bottom left are icons for emojis, mentions, and attachments. At the bottom right is a 'Post' button.

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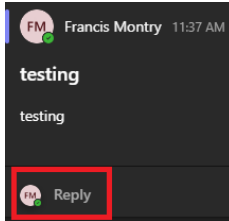
8. Conversation (Post) Cont.

...To Reply within a Teams Post

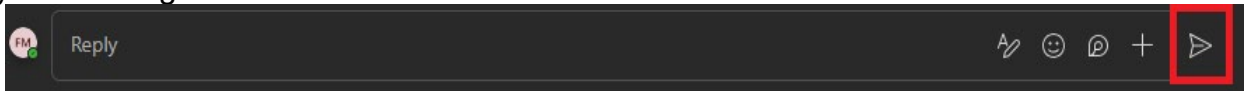
Find the conversation that you are looking to reply to.

Make sure you are in the post you wish to reply to and **have not** selected Start a Post

Once found, Click the Reply at the bottom of the conversation as shown below



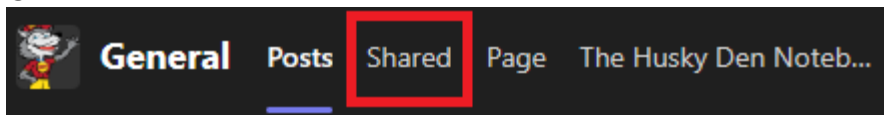
Enter your message and click the arrow



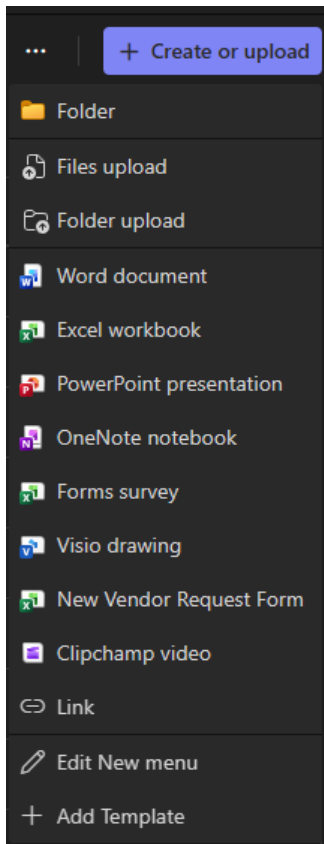
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9. Adding Files

Open the Team you need to Add the file to
Click the Shared Tab



From here you will have multiple options to share your files
Clicking on Create or Upload will give you the below options or you can drag and drop your files / folders into the Shared Area.

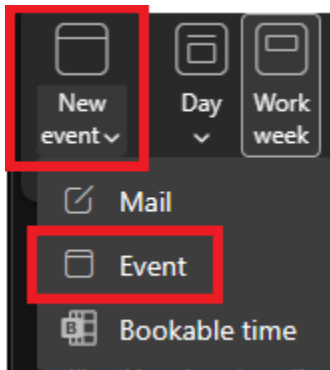


Each Channel has its own file location
Make sure you are on the channel the file needs to be located under
There might be files in the General Channel, but nothing in the Next Channel down.

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10. Creating a Teams Meeting Through Outlook

Click New Event



In the new window that appears fill in the following information

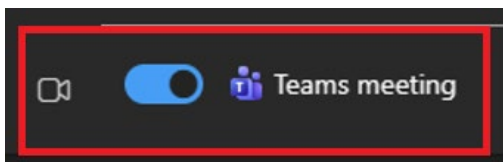
Meeting Title

Attendees

Date and Time

Room Location

Select the slider for Team Meeting (This will send a link to the Attendees to join from)

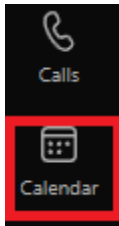


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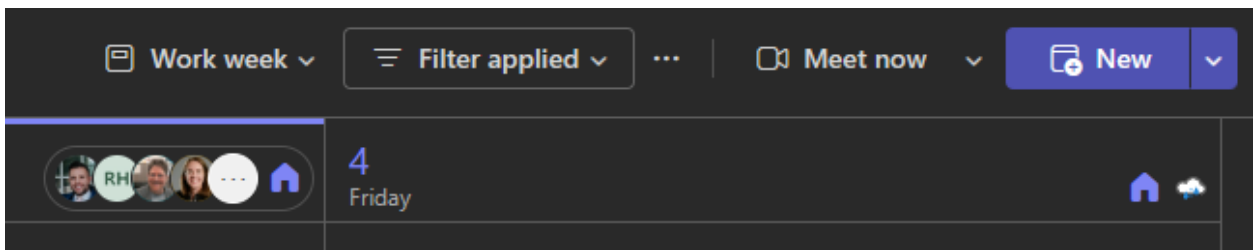
11. Another way to Create a Teams Meeting

In the Teams Application

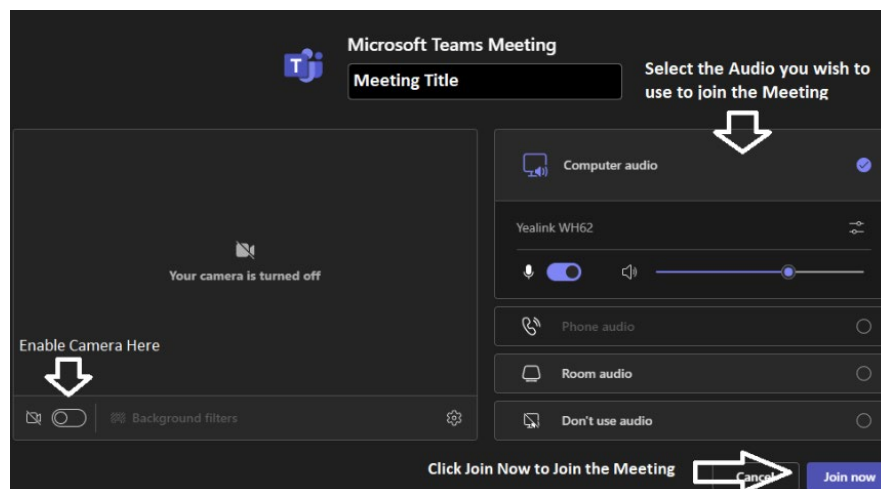
Click the Calendar Icon on the left toolbar



In this screen you will have multiple options for meetings and tools to help you see who is available to meet.



Clicking New will give you the Default Calendar invitation to be sent out
Meet Now (Instant Meeting)



**** Note the New Teams will show you who is showing in the office and who is working remotely based on how they have their Outlook Work hours and Location set ****

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12. Using Teams to make a Phone Call

[Teams Phone Video](#) < - Short 1.5 min video on basic use of Teams Phone

To use the Phone through Teams:

Open the Teams Application

Click the “Calls” Icon on the left side – Image shown below

Yours might look a different color based on light or dark modes in the application.

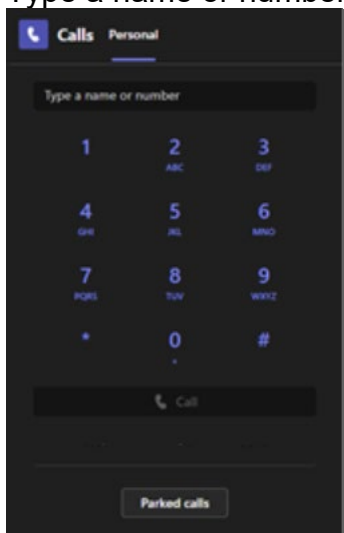


In here you will see 3 sections

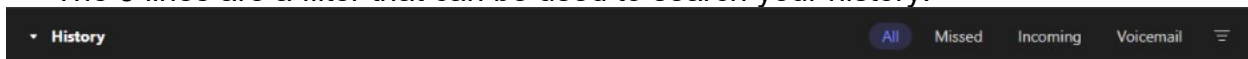
Number Pad

Dial inside and outside lines

Type a name or number into the search box



- History
 - All History
 - All call history will be shown here
 - Missed Calls
- Incoming Calls
- Voicemail
 - You can listen to and see transcripts of your voicemail here
- Speed Dial
- The 3 lines are a filter that can be used to search your history.



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13. Using Teams to make a Phone Call Cont.

External Call

External calls are limited to functions of the other user. If the other user is not a Team's user, then you will be limited to the functions seen below:

Transfer – sends the caller to another extension without warning

Consult then transfer – allows you to speak to the person you wish to send the caller to first.

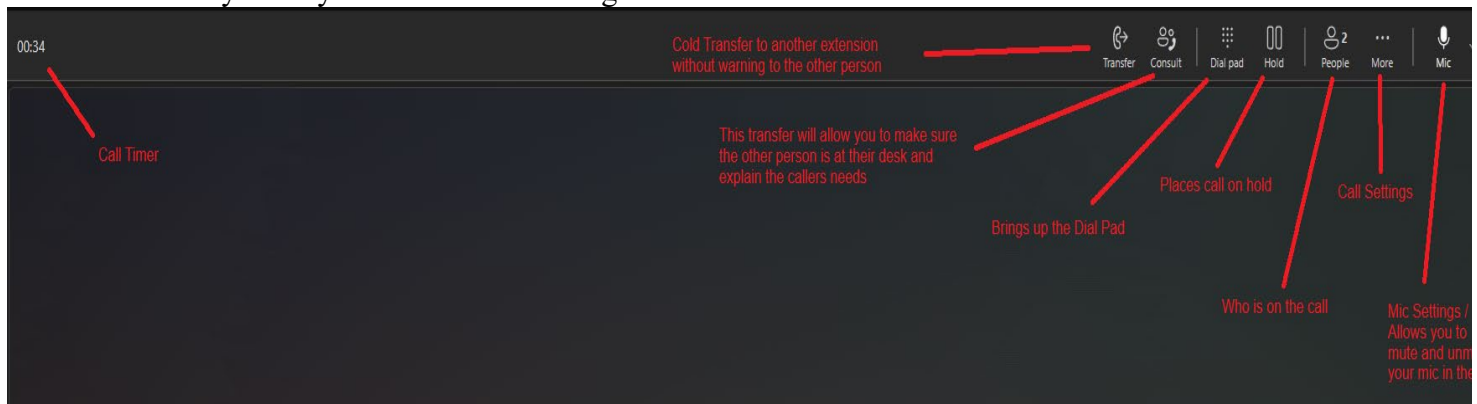
Dial Pad - Add more participants to the call

Hold – Places the whole call on a hold and plays our hold music for the other participant

People – Shows who is on the call

More - Teams call basic settings

Mic - Gives you all your Mic Audio settings



Internal Calls or Calls with Teams Users

Internal calls or calls with Teams Users will give you full functionality of the system. Allowing for shared apps, chat, and switching to video conference.

Transfer – sends the caller to another extension without warning

Consult then transfer – allows you to speak to the person you wish to send the caller to first.

Dial Pad - Add more participants to the call

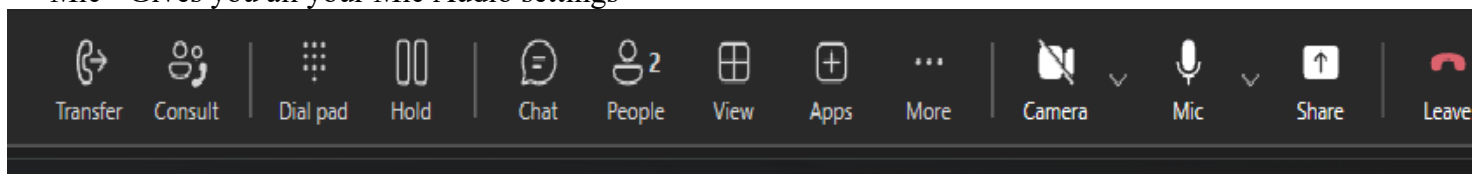
Hold – Places the whole call on a hold and plays our hold music for the other participant

Internal Chat

People – Shows who is on the call

More - Teams call basic settings

Mic - Gives you all your Mic Audio settings

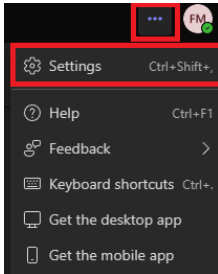


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14. Teams Settings

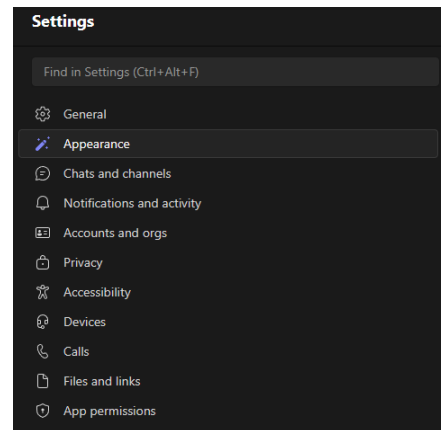
Note: Microsoft continuously updates this application and as a result some settings are regularly updated and may change back to their default setting or be in a different location.

To see all the Settings for your Account, Click the 3 dots and click Settings.



In here you will be able to customize your Personal Teams Settings with the examples below

- **General will show basic settings**
- **Appearance**
 - You can adjust the Theme or how your Team Application will show.
 - These are still limited to Dark, Light, Classic, High Contrast, or based on PC settings for the different modes.
 - Adjust how Chat is viewed either Comfy (spaced out) or Compact



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15. Chats and Channels

Layout - Choose how you want to navigate between teams.

Viewing chats, teams, and channels - See all conversations in a combined view or keep chats separate from teams and channels. The combined view setting is available only for List view layout.

Chats and channels list – gives setting options for your chats and channels

Chat – how chat messages are viewed

When writing a message, press Enter to – this will allow you to either set the enter key to send the message or skip to the next line of the message.

Read receipts - Let people know when you've seen their messages and know when they've seen yours. Close and reopen any chat windows for the setting to take effect in those chats.

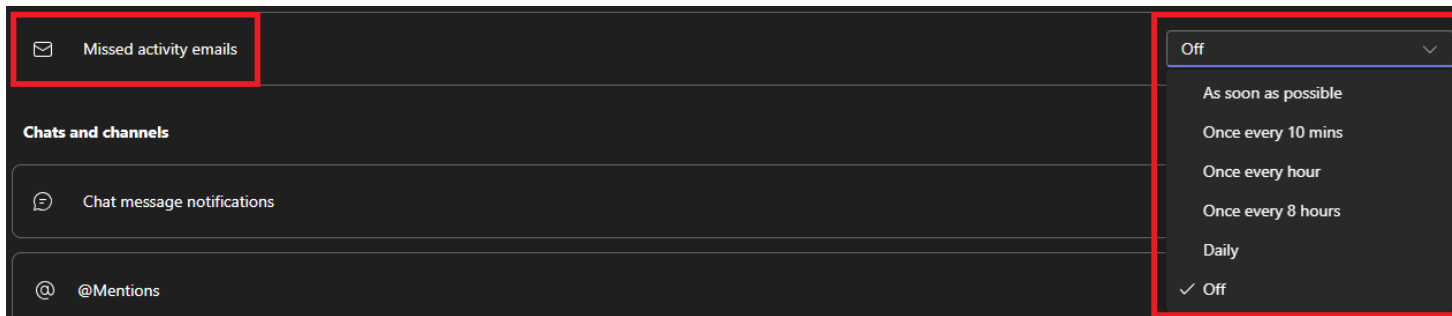
In post channels, show recent activity – lets you set if you want new post to show at the top or bottom of the channel

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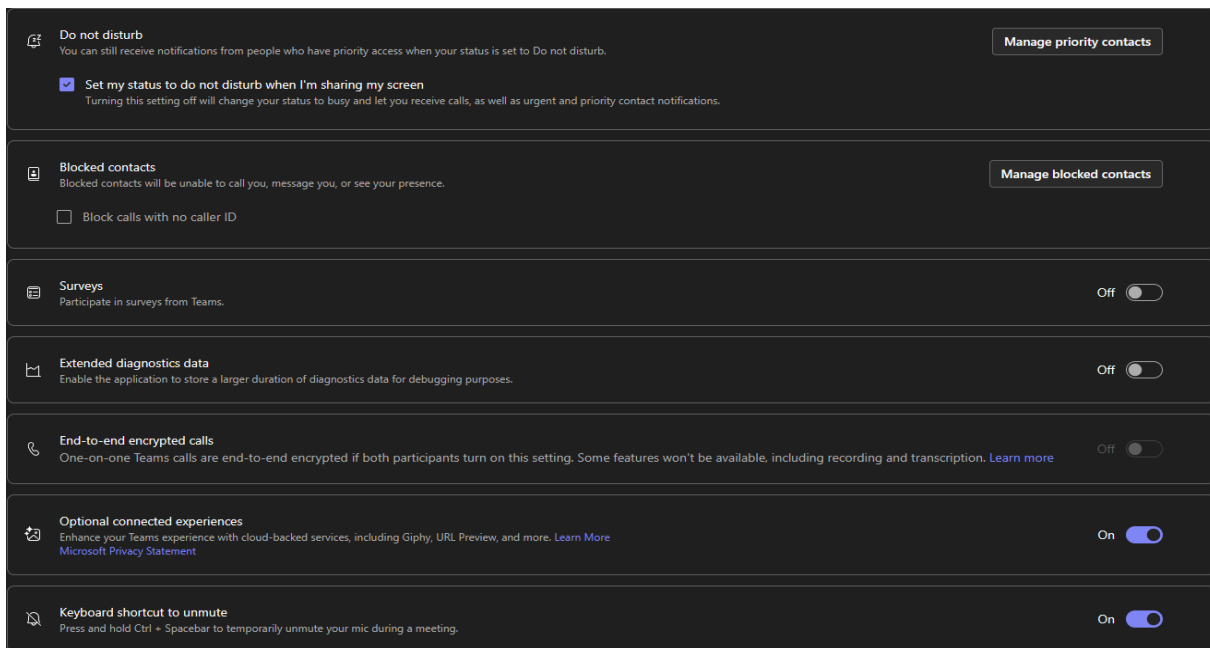
16. Teams Settings Cont.

- **Notifications and activity**

- Setup Sound Notifications
- Change how you are notified with chat messages and Teams Group Post
- Change how you get notified for meetings including Meet Now (instant meetings)
- Missed Activity Emails
- Under Notification and Activity > Missed Activity Email > set time from you would like Teams to email you when you miss a chat or teams' message.



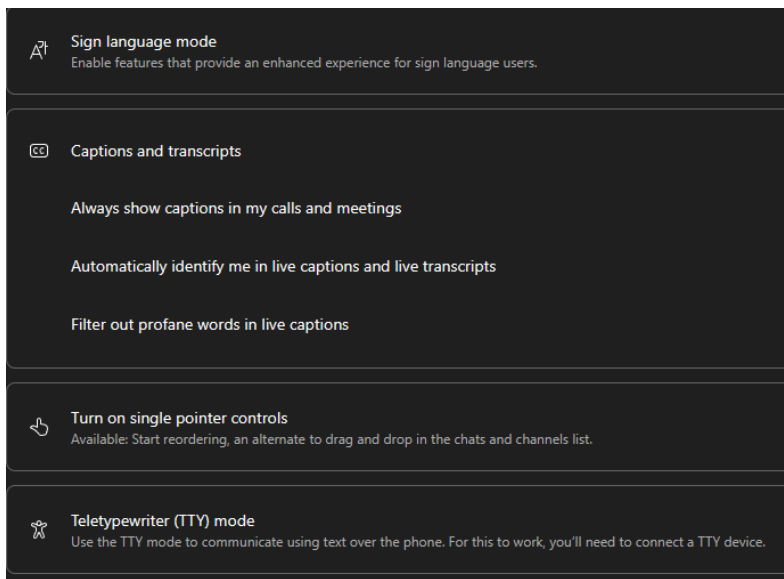
Privacy



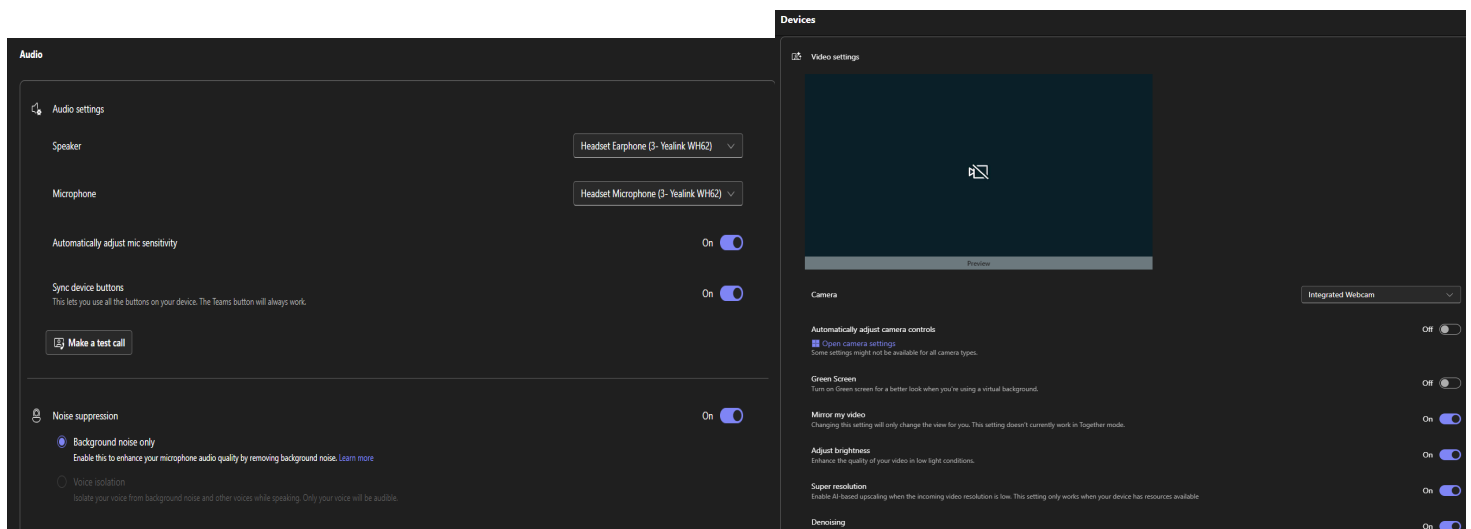
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17. Teams Settings Cont. 2

Accessibility



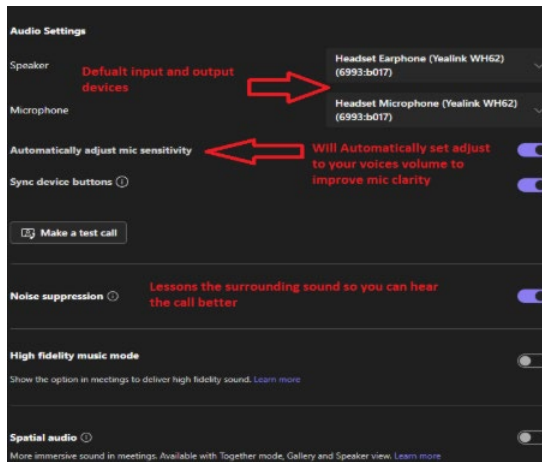
- Devices
 - Audio Settings (This is where your Headset and Microphone connection to Teams is Set)
 - Noise Suppression
 - Video



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18. Teams Settings Cont. 3

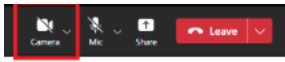
- Calls
 - Call handling and Forwarding
 - Manage Voicemail
 - Manage out of office voicemail
 - Manage Delegates
 - **Devices**
 - Audio Settings



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19. IT FAQ

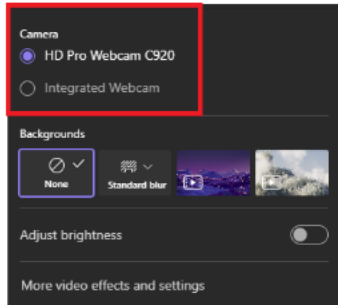
My Camera isn't showing while in a meeting?



At the top of the meeting screen select Camera

Select the current connected webcam

In this setting you can also blur out your background by selecting Standard blur



While in a meeting when I talk there is no sound?

At the top of the meeting screen select Mic



Select the Microphone you are currently using

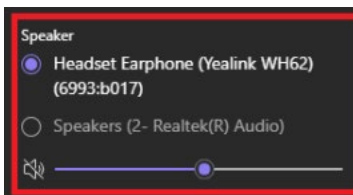


Why can't I hear any sound in the meeting?



At the top of the meeting screen select Mic

Select the speaker device you are currently using



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20. How to request a Teams Channel?

It is preferred that the Department Administrator open a FMX Work Order to request a Teams Channel.

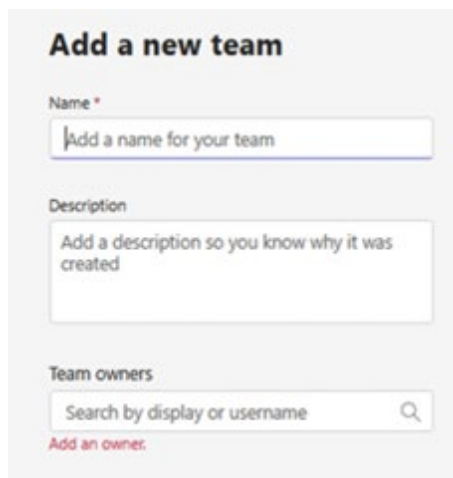
As Teams have made some major changes that gave channels more flexibility and functionality, we are limiting the number of Teams that are created and moving to creating shared channels that can be shared across departments and team members. These Channels will be created under a General Teams call “MCCC Projects /Misc”

The following information should be in the FMX Request:

Name

Description

Team Owner/s

A screenshot of the 'Add a new team' form in Microsoft Teams. The form has a light gray background and a white border. At the top, the title 'Add a new team' is in bold black text. Below the title, there are three sections: 'Name *' with a text input field containing the placeholder 'Add a name for your team'; 'Description' with a text area containing the placeholder 'Add a description so you know why it was created'; and 'Team owners' with a search input field containing the placeholder 'Search by display or username' and a magnifying glass icon. Below the search field, there is a red link that says 'Add an owner.'.

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21. References

Microsoft Teams YouTube Channel - <https://www.youtube.com/watch?v=PBfexfb2ULo> – Page

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