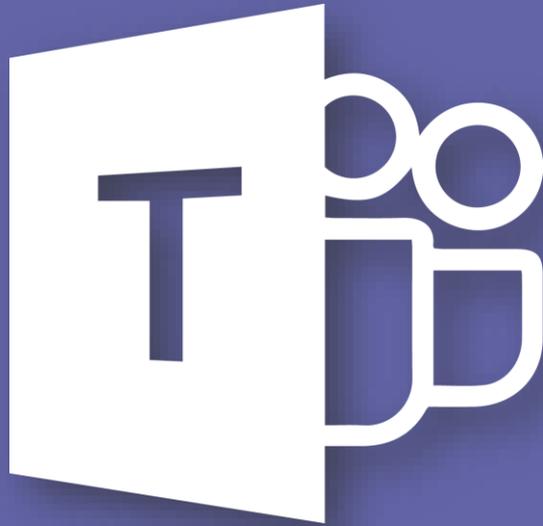


# Microsoft Teams

A Basic Guide



Microsoft Teams Working Group

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# Section 1: General Guidance

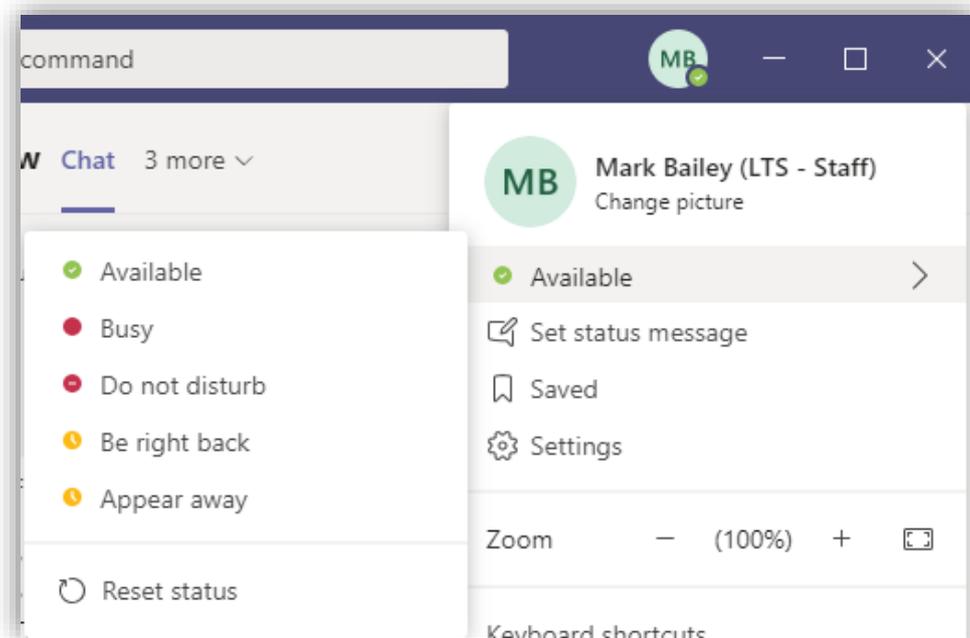
## Versions of Microsoft Teams

The current version of Microsoft Teams allows LTS staff to make use of basic functions only i.e. private chats and virtual meetings. More features will be rolled out to staff in due course and further guidance on features will be provided once they become available.

Microsoft Teams is available as a desktop version, a web-based client, or as a smartphone app. These can all be used, but the desktop application is the most feature-rich and reliable option, so we advise using this version where possible.

## Profile Status

Your profile status is used to indicate to other users if you are available to contact. To change your status, click the profile icon at the top right of the screen and hover over your current status. In the case below, it is set to **Available**. Select an alternative status appropriate to your situation i.e. 'Be right back' if you're just off to make a coffee.



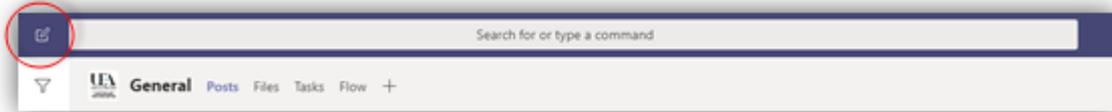
We recommend that you try to keep your status up to date as far as possible. Also, try to observe colleague's status, if they have a **Do not disturb** status, could your query be answered by someone else?

Outlook calendar events, meetings, and tasks will all automatically update your status to **busy**.

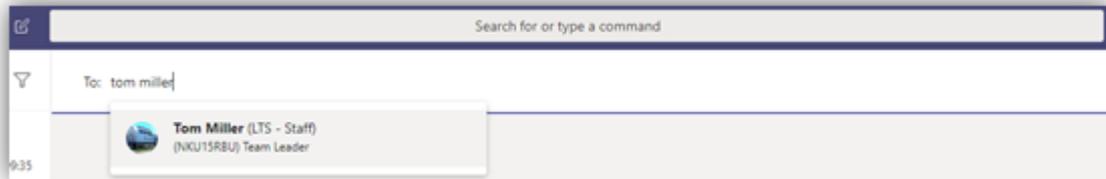
## Section 2: Group Chats

### Starting a Group Chat

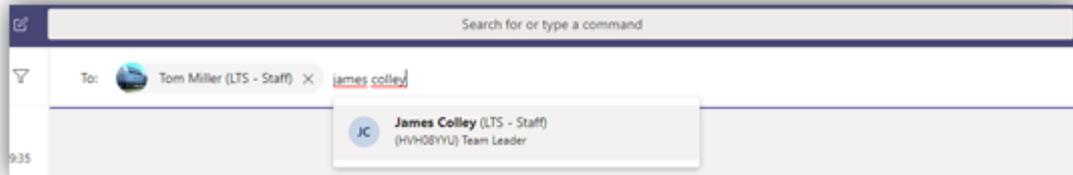
At the top of the screen, there is a **New Chat** icon:



Type the name of the first person that you would like to join the chat. A drop-down list of names will appear, so select the appropriate name from the list:



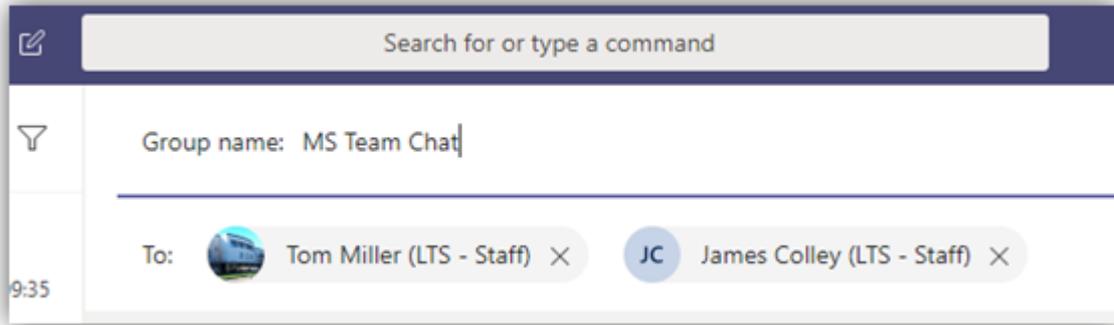
Add other users as required:



For teams of three or more, you are able to rename the group to something appropriate i.e. 'MS Team Chat'. To do this, click the down arrow on the right of the screen:

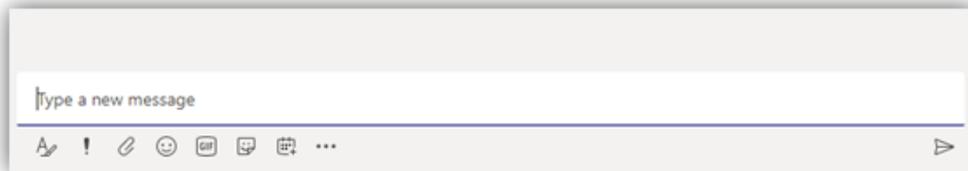


Type the name of the team in the 'Group name' field:



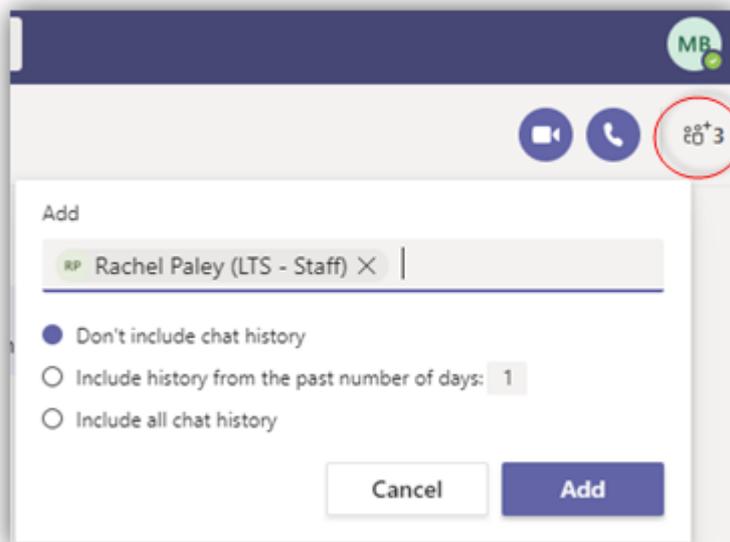
Clicking on the **Type a new message** box at the end of the screen will name the chat and allow you to type messages to anyone included in the group chat.

Just type the message and press enter to send.



## Adding Colleagues to a Group

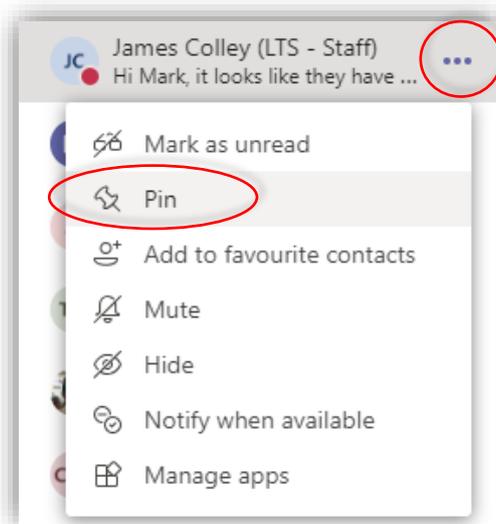
If you need to add more team members to the chat, select the **Add people** button at the top right of the screen. Type their names and click **Add**:



You are given options on how much of the previous chat you wish to allow to the new member of the team. By default, new users will not see any of the previous messages.

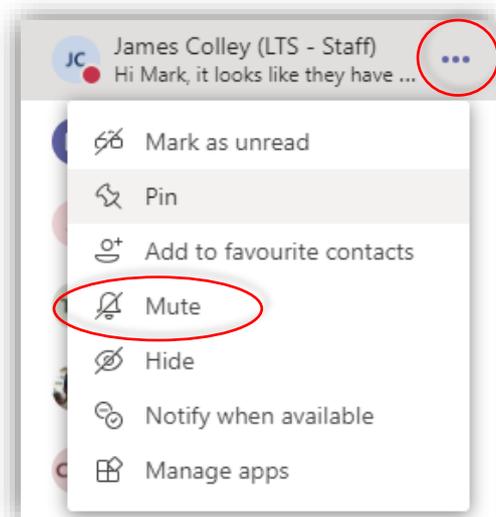
## Pinning Chats

You can pin chat groups that you will use often by clicking the ellipses next to the group chat or person and selecting **Pin**. Chats can be 'unpinned' using the same method.



## Muting Chats

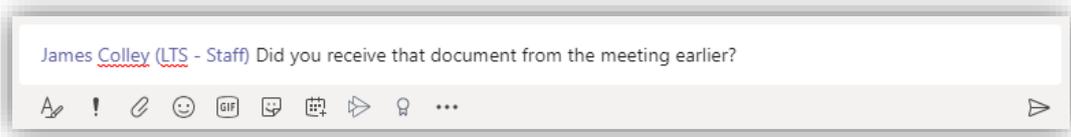
If you are involved in many different chats, you will receive a lot of notification pop-ups which can be distracting. To reduce these, click the ellipses next to a group chat or private chat and select **Mute**.



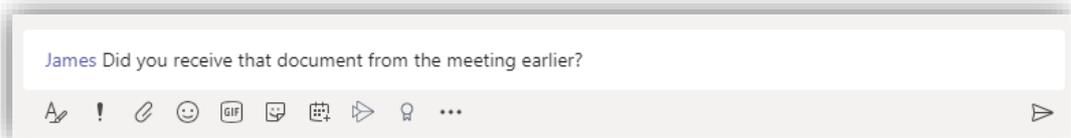
You will now no longer receive all pop-ups from this group/person. You will however receive an alert if you are contacted directly with an @tag (see below)

## Alerting Someone Directly in a Group Chat

To ensure that someone receives an alert in a group chat, in the normal textbox, write their name preceded by an @ symbol. Suggested staff members will display and you can click on their name to ensure they receive an alert:



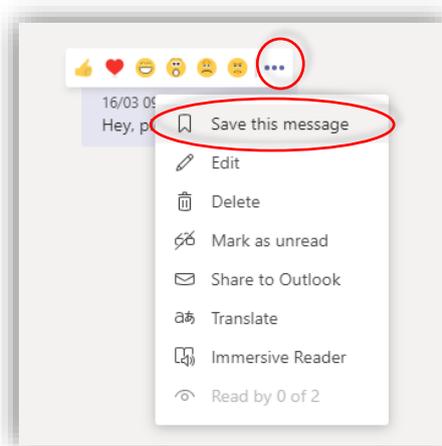
You can use the backspace key after you have selected the person you wish to alert to use a shortened name:



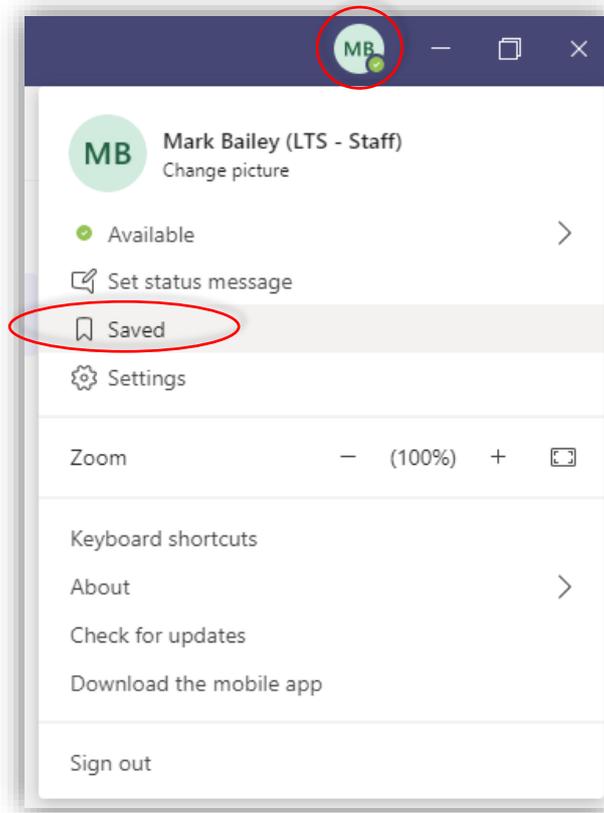
If the name is coloured then that person will receive an alert despite muting the chat group.

## Save Important Chat Messages

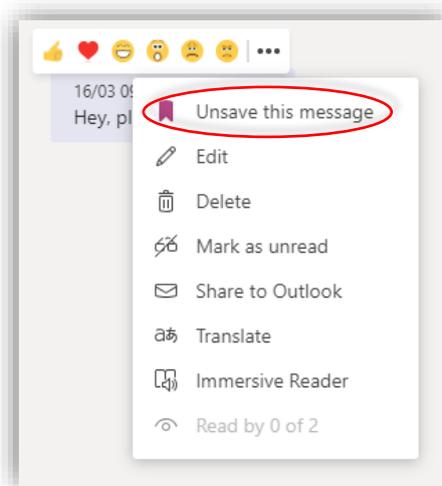
You could be involved in many different chat groups which means that remembering where key information was mentioned can be tricky. To save an important message, click the ellipses at the top right of the message box and select **Save this message**.



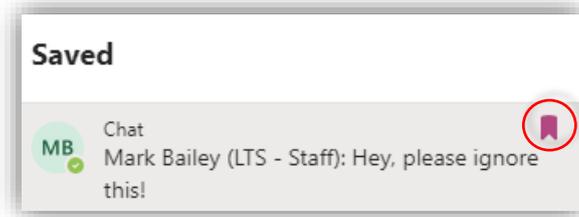
This will now show in your list of **Saved** messages. To access these, click the user icon at the top right of the application and select **Saved**.



You can un-save messages by clicking the ellipses at the top right of the message and selecting **Unsave this message**.



Alternatively, simply click the bookmark icon next to the message, on the left side of the **Saved** page:

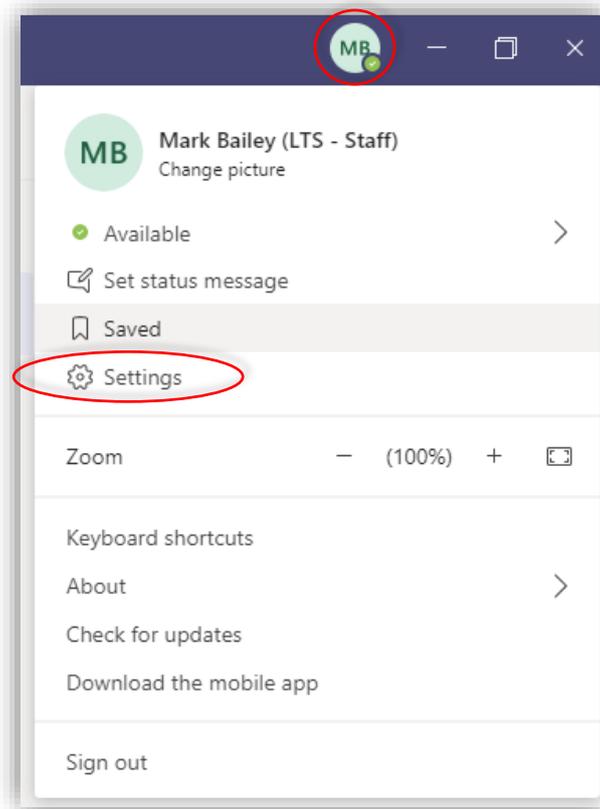


We advise not to keep too many messages saved at one time and to visit your saved messages frequently to keep everything up to date.

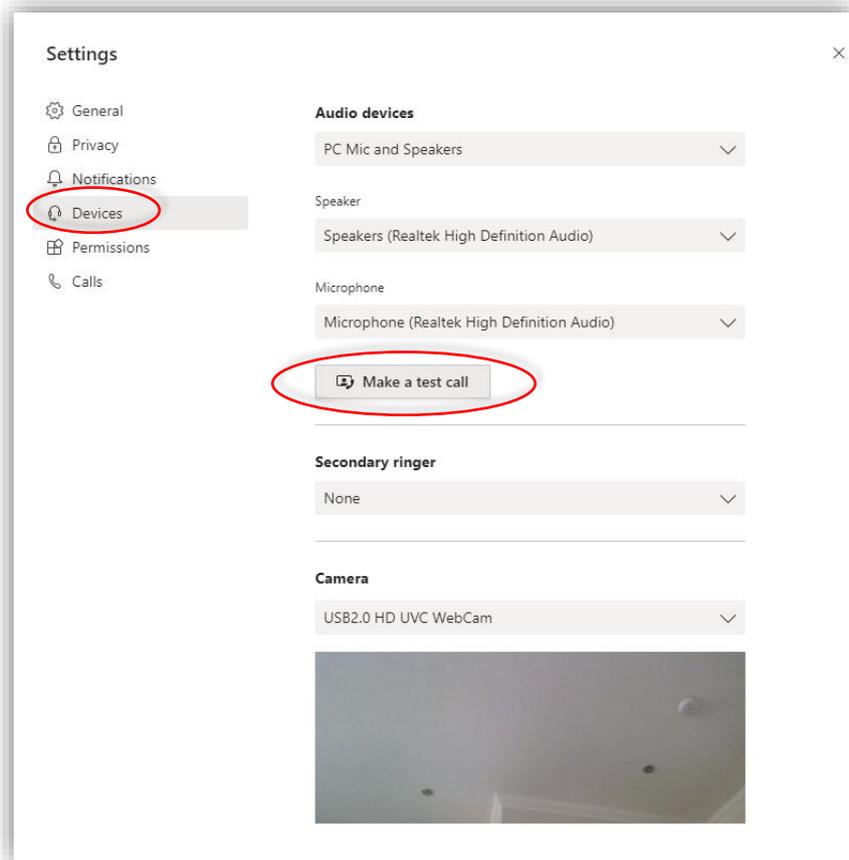
## Section 3: Virtual Meetings

### Check Devices are Working with a Test Call

It's a good idea to ensure your microphone, speakers, volume, and camera (if being used) are enabled well in advance of starting a meeting. To test this, click on your user icon at the top of the page and select, settings:

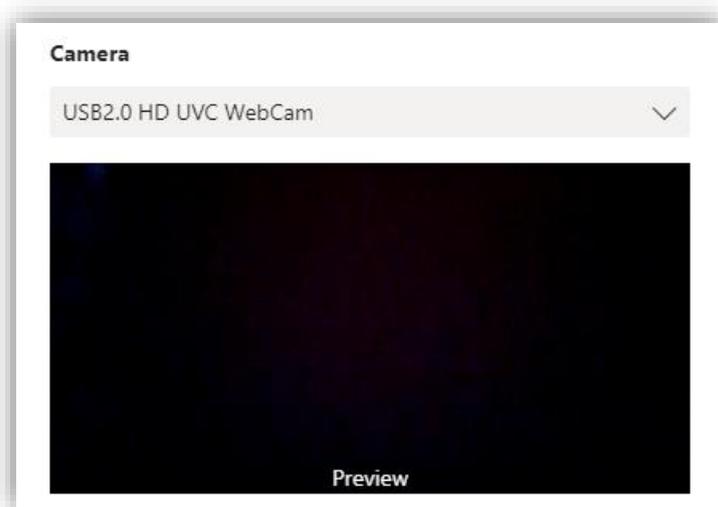


Then select **Devices** and click **Make a Test Call**:



You will then be asked to record a short message which will test if the microphone/speakers are working correctly.

Your camera feed will display at the end of the Devices menu, so if the preview is black, your camera is not working correctly.



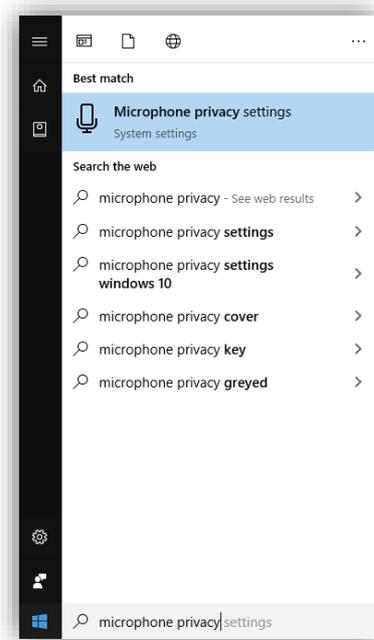
## Troubleshooting Audio and Video Devices

If you cannot hear or see yourself after running the test above, then some advice is given below. Please note this is by no means an exhaustive checklist, but it is a good start. If you still have issues with your devices, then please contact the IT Service Helpdesk for assistance.

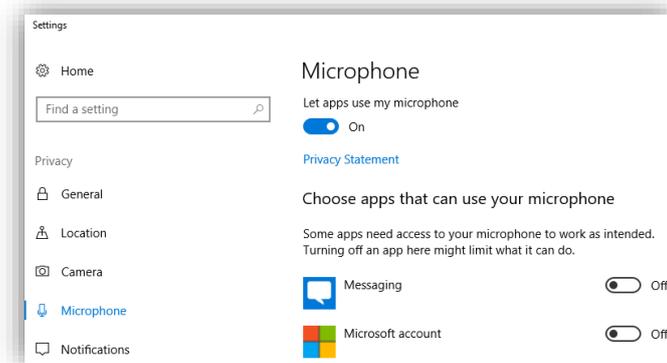
### Microphone

Click the Windows icon at the bottom left of the screen, and type **microphone privacy**.

Select **Microphone privacy settings**.



Ensure that **Let apps use my microphone** is switched on.

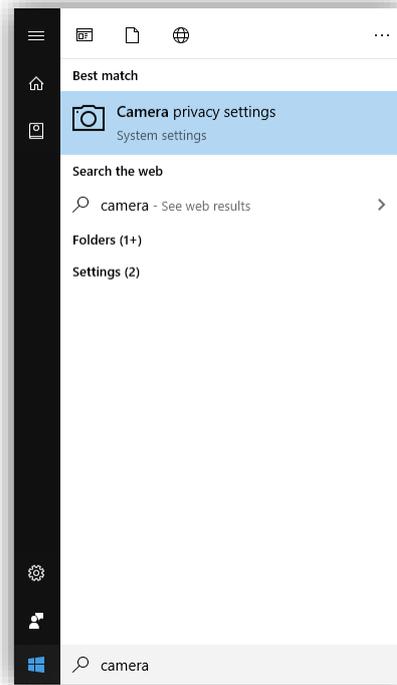


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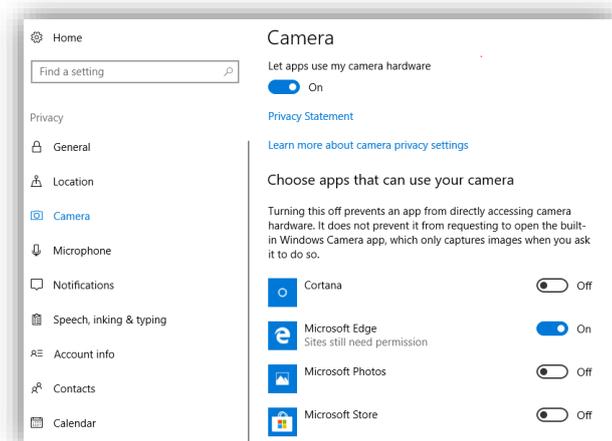
## Camera

Click the Windows icon at the bottom left of the screen, and type **camera privacy**.

Select **Camera privacy settings**.



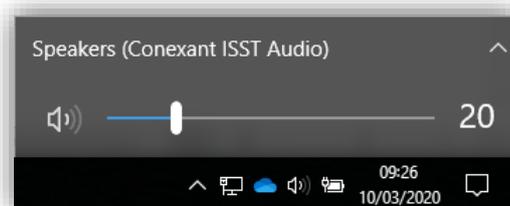
Ensure **Let apps use my camera hardware** is switched on.



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## Volume

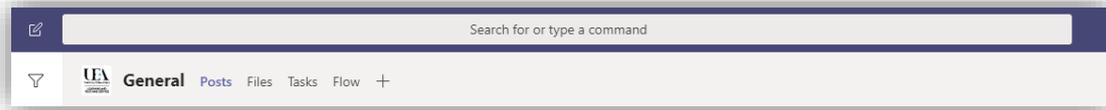
Make sure the volume is at an appropriate level. It's best to plug in your headset and then increase/decrease as necessary using the icon at the bottom right of the screen.



## Starting a Meeting

There are multiple methods for holding video calls/virtual meetings with colleagues. This is just one method that can be used to quickly start a virtual meeting between staff members.

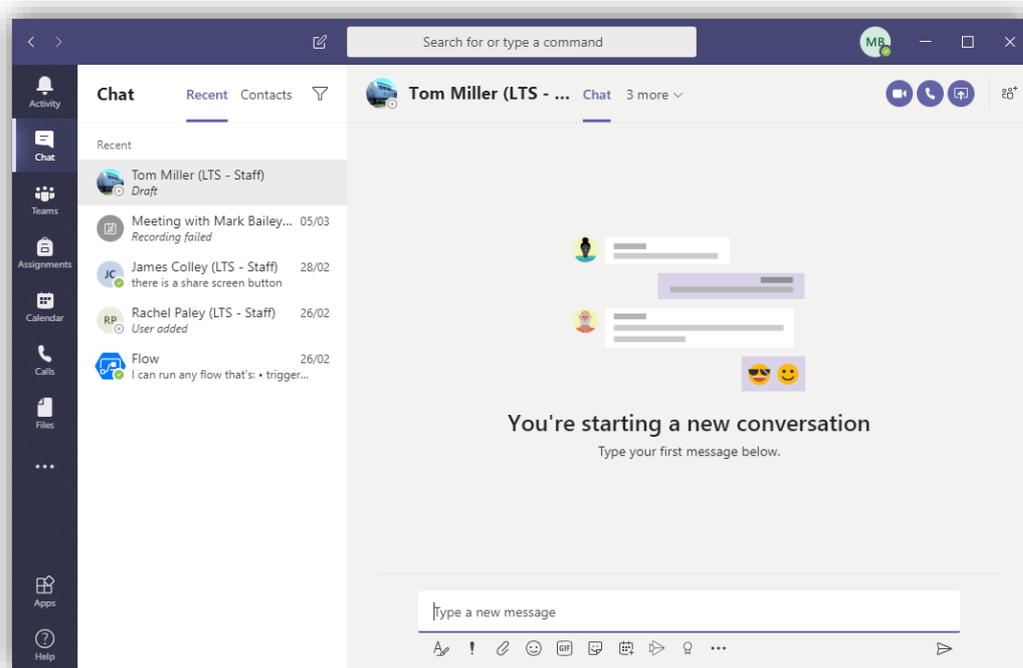
At the top of the screen, there is a search bar. Type the name of the person that you would like to join the meeting.



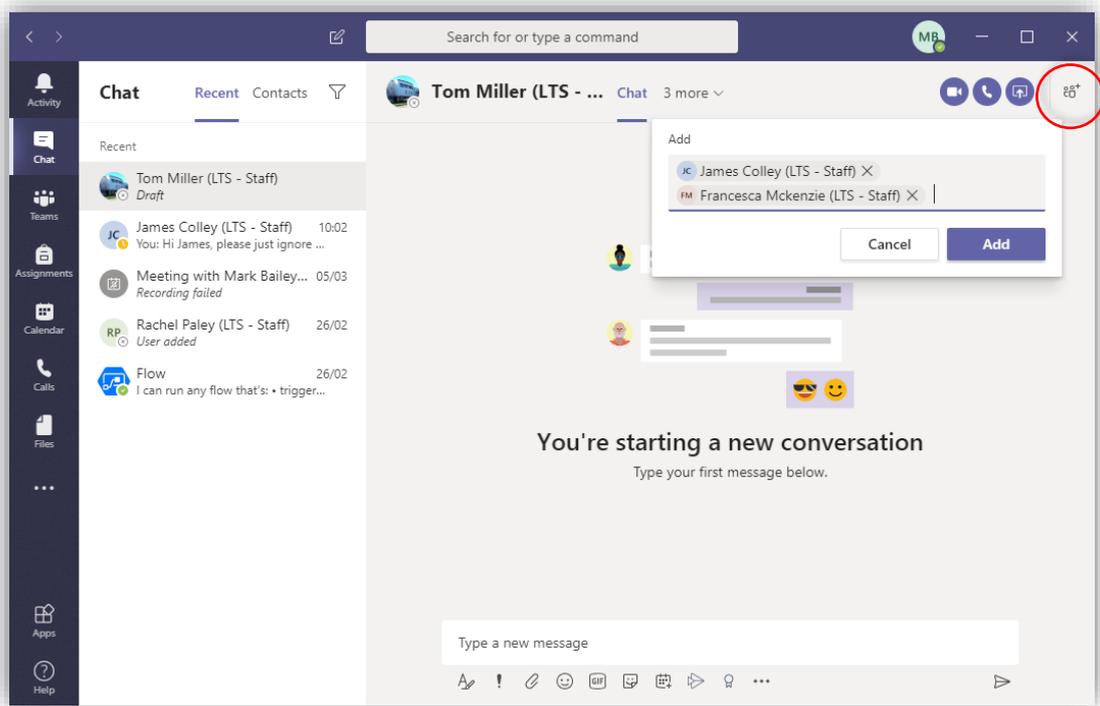
A drop-down list of names will appear, so select the appropriate name from the list:



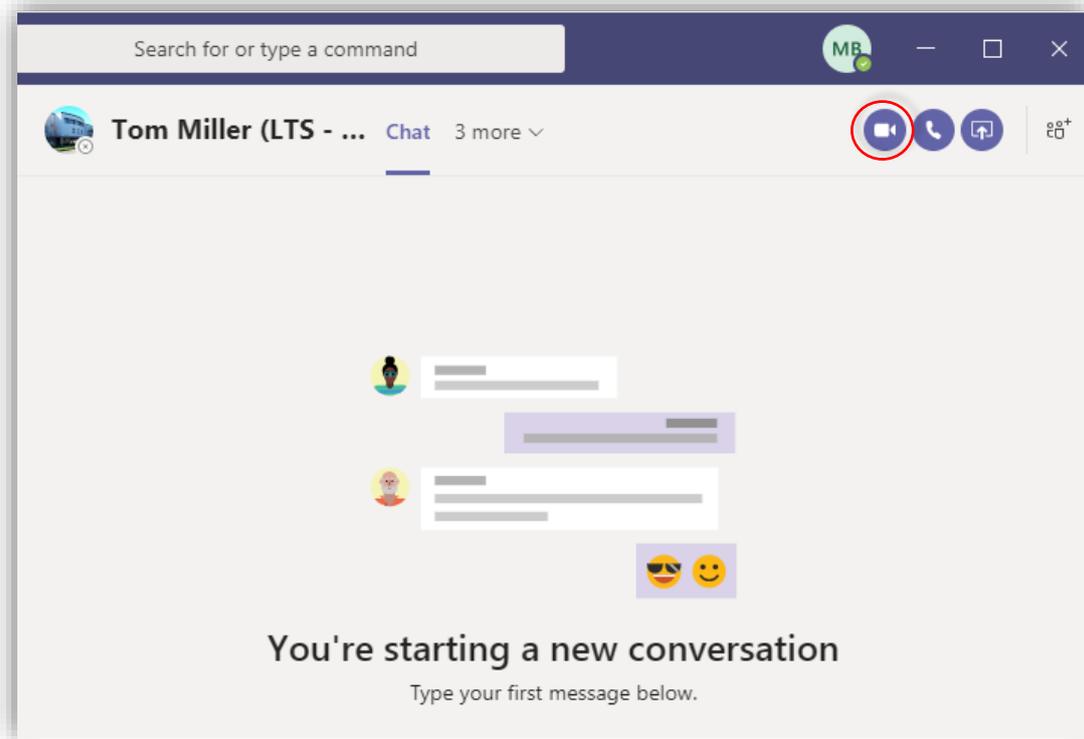
A chat box with that member of staff will appear:



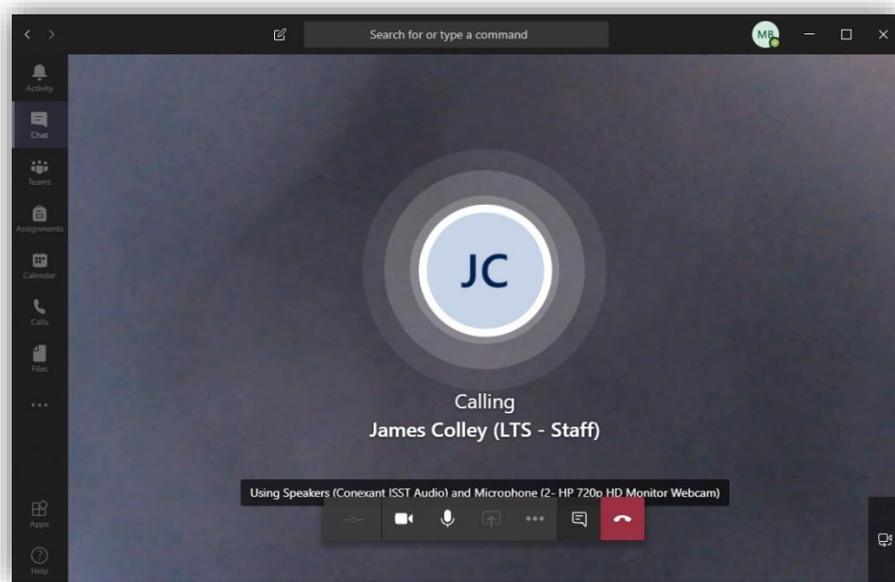
If you need to add more team members to the video call, select the **Add people** button at the top right of the screen. Type their names and click **Add**:



If you are ready to meet immediately, click the **Video call** button at the top right of the chat:



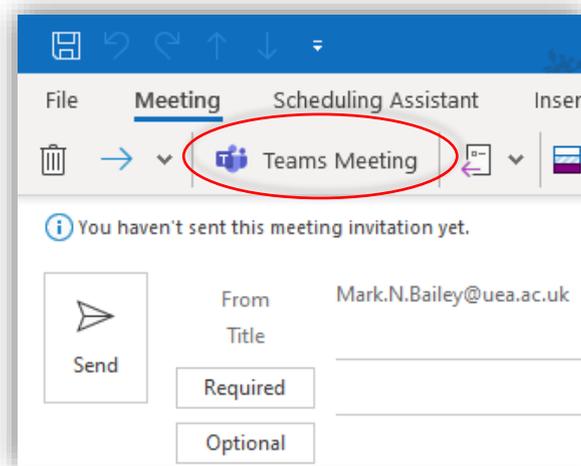
The video call will begin:



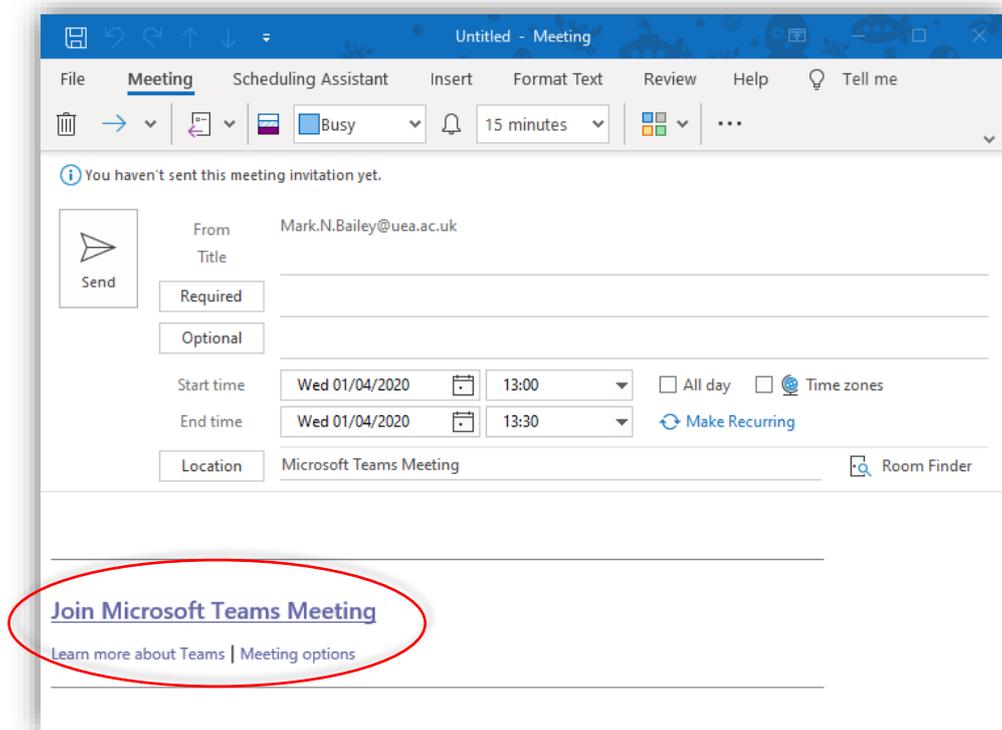
## Organise a Meeting Through Outlook Calendar

If you organise a meeting through Microsoft Outlook then the recipients will receive a link that they can simply click to join the meeting at the given time.

To do this, open Outlook Calendar and set up the meeting date, time, and recipients as normal. Click the **Teams Meeting** button at the top of the window to convert the meeting to a Teams based one.

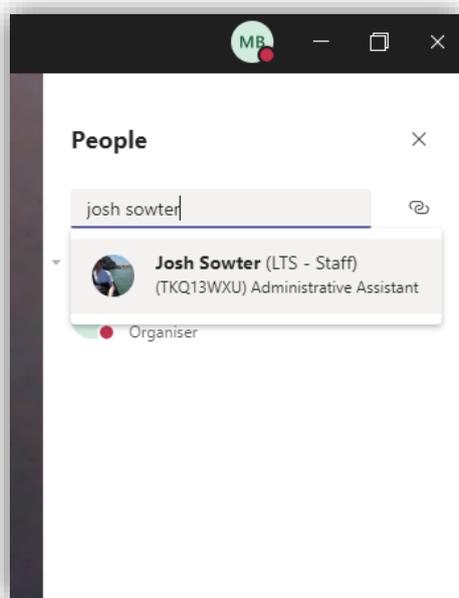


The link to the meeting will then show in the body of the meeting invite. Attendees can click this at the appropriate time to join.

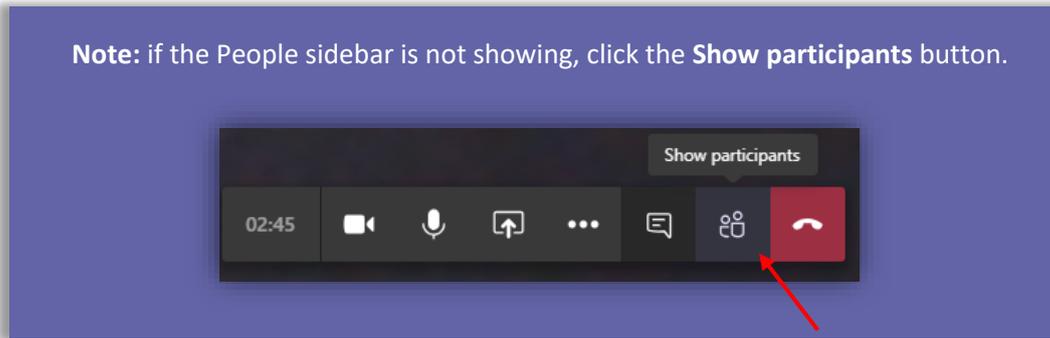


## Inviting Additional People

During the meeting, you may feel it would be beneficial to invite another member of staff to answer a query. In this case, type their name in the **Invite someone** field at the right-hand side of the screen:



**Note:** if the People sidebar is not showing, click the **Show participants** button.



Click on the user's name to add them to the meeting.

## Disabling the Camera

If you want to turn off your video camera to communicate only through voice, click the camera icon on the interface:



## Muting the Microphone

If you want to disable your own microphone (say if you are in a noisy environment) just click the microphone icon on the interface:



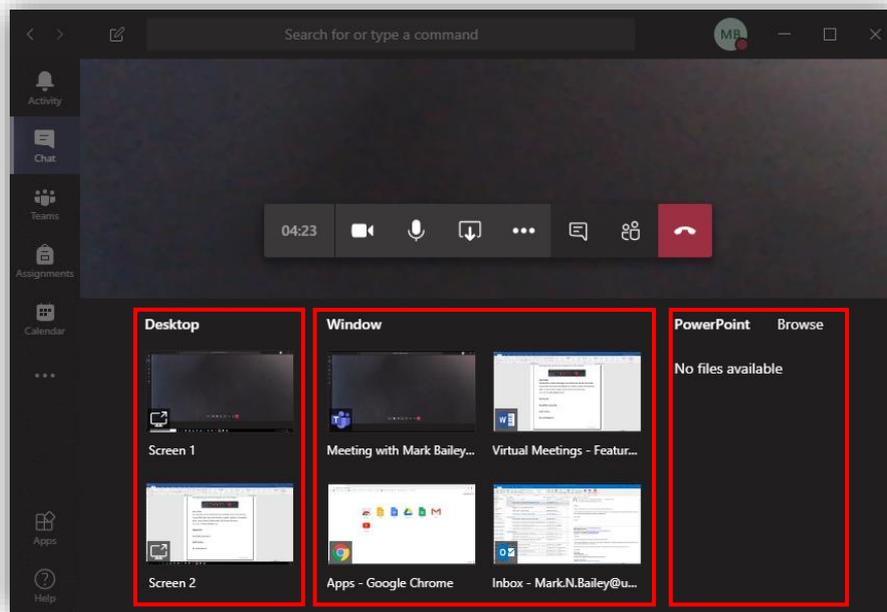
## Sharing the Screen

You may want to share something on your desktop with the rest of the team. You can either share your entire desktop, a specific window, or a PowerPoint slideshow. In the example below, I want to share a Tableau report with the rest of the team.

First, click the **Share** icon in the interface:

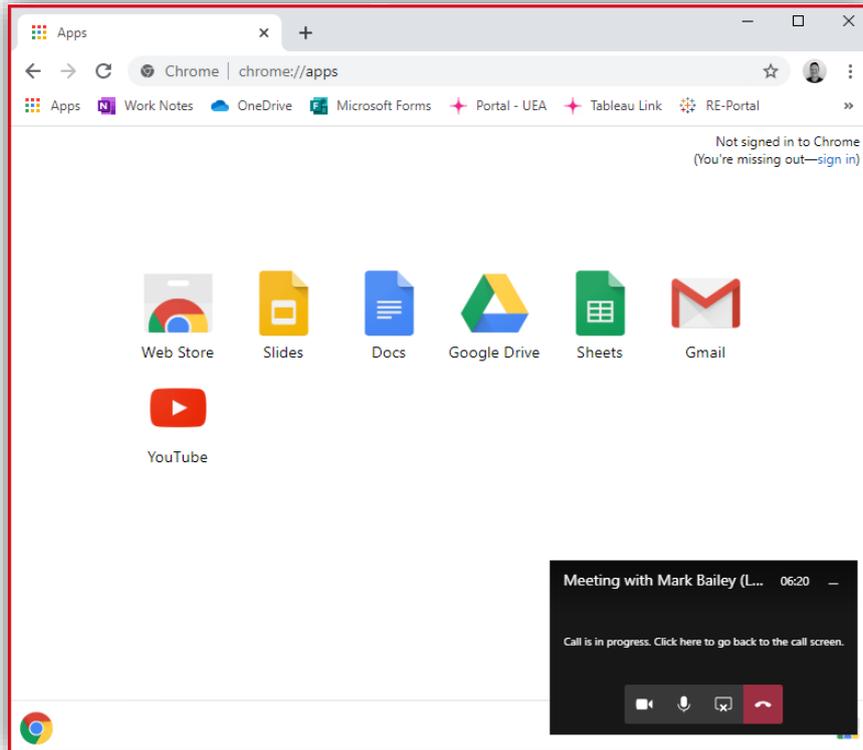


You will be provided with the following options:

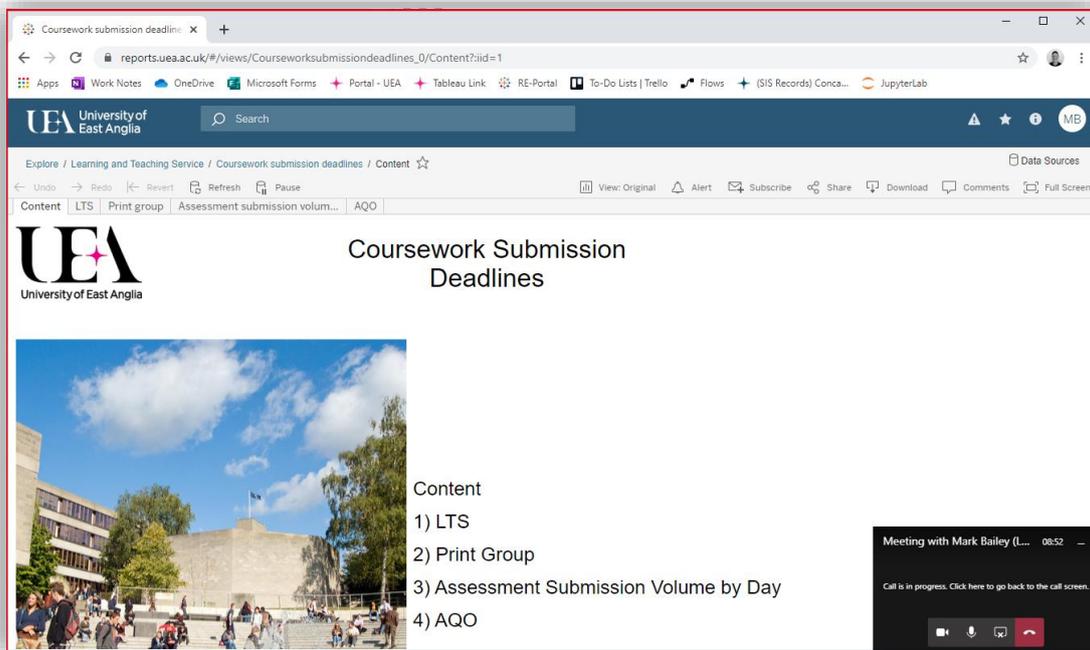


The Tableau report will run through my Internet browser, so I will select **Apps - Google Chrome** under the **Window** header.

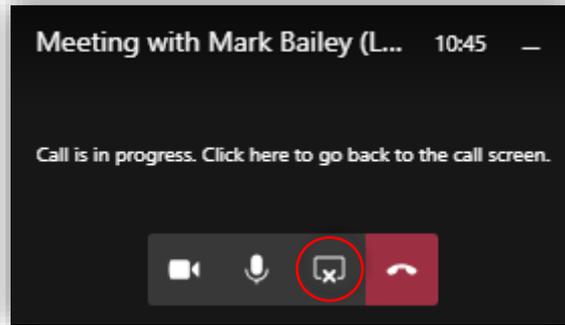
Google Chrome opens with a red border, which indicates that everything I do within the red lines is being transmitted to the rest of the team:



I can now navigate to the necessary Tableau report and everyone in the meeting will be able to view it too:

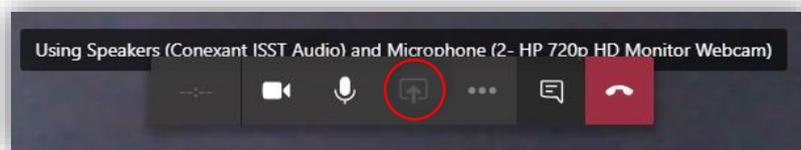


Click the **Stop sharing** icon to stop sharing your screen with the team.

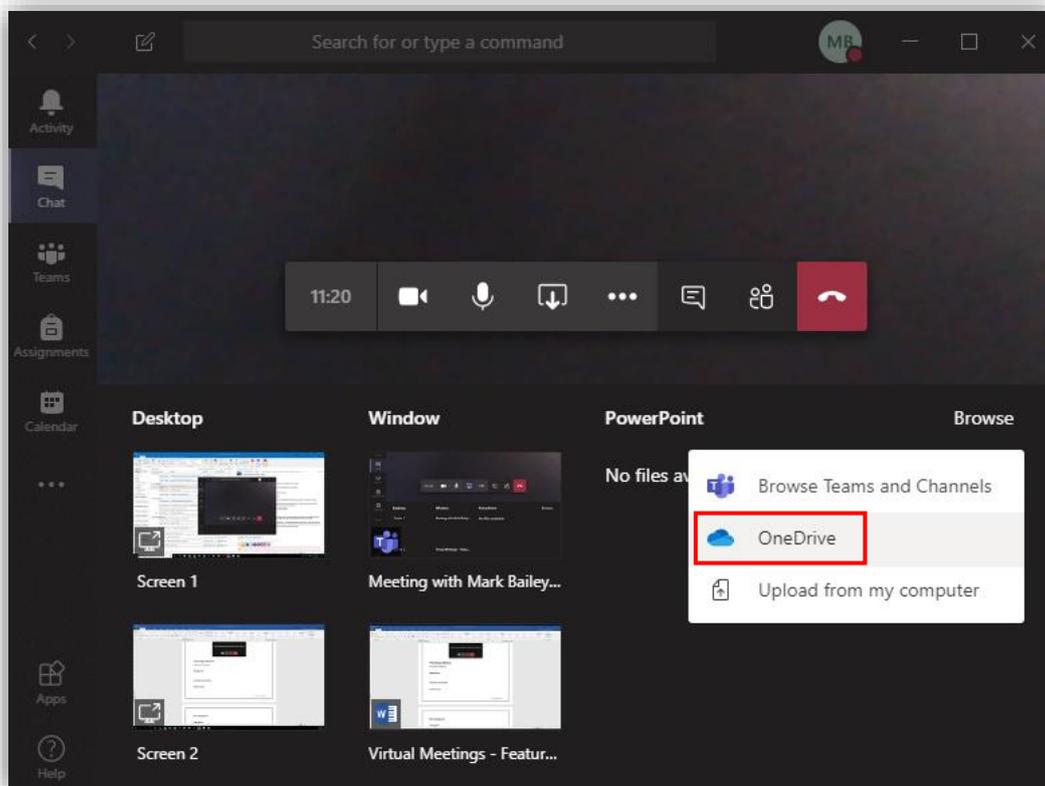


## Presenting a Slideshow with PowerPoint

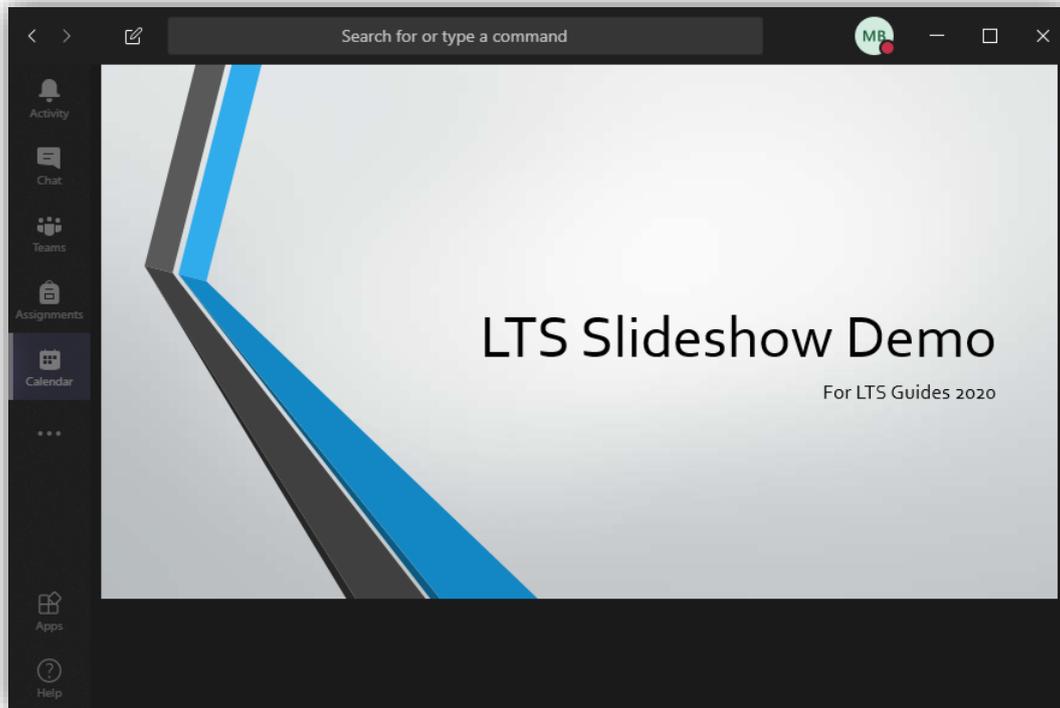
To present a slideshow in the meeting, click the **Share** button as before:



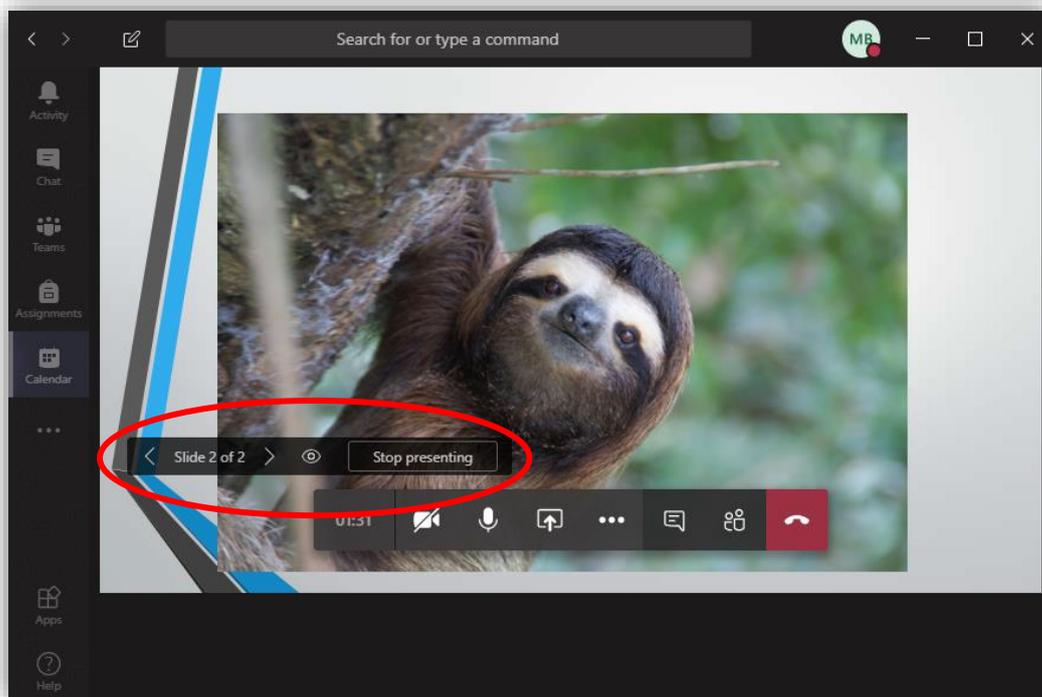
Then select the location of the PowerPoint file. In my example, the slideshow is found in my OneDrive.



Click through your folders until you find the presentation file and then click the **Share** button. Your slideshow will then be visible to your colleagues:



As the host of the meeting, you can move the slides backwards and forwards with the pop-up arrow keys shown below.

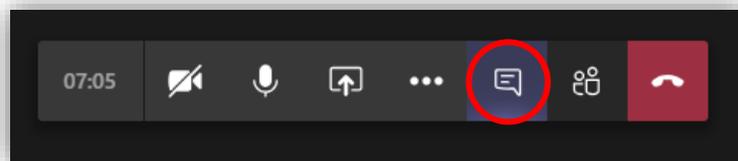


Participants will be able to move backwards and forwards through the presentation slides if they wish. To disable this, click the eye icon in the pop-up menu.



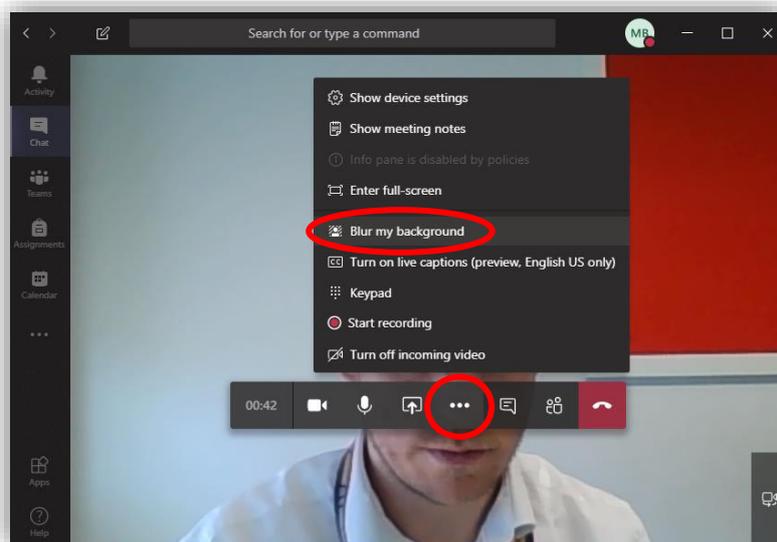
## Chat During a Meeting

During the meeting you may want to engage in text chat at the same time. For example, you may wish to type out action points as they develop in the meeting for reference afterwards. There will be a chat window at the right of the screen where you can type messages or attach files for anyone in the meeting room to view. If you are unable to see this chat window, click the 'Show/Hide Conversation' button.



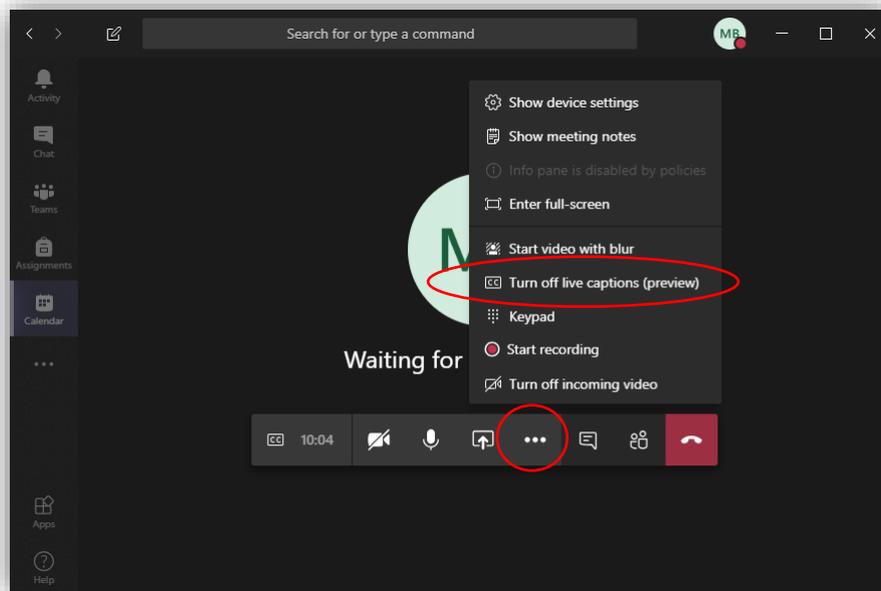
## Blurring the Background

This is a handy feature if you are in a public place and want to protect the privacy of those around you. To enable this feature, click on the ellipses and then **Blur my background**. Click it again to turn off the feature.



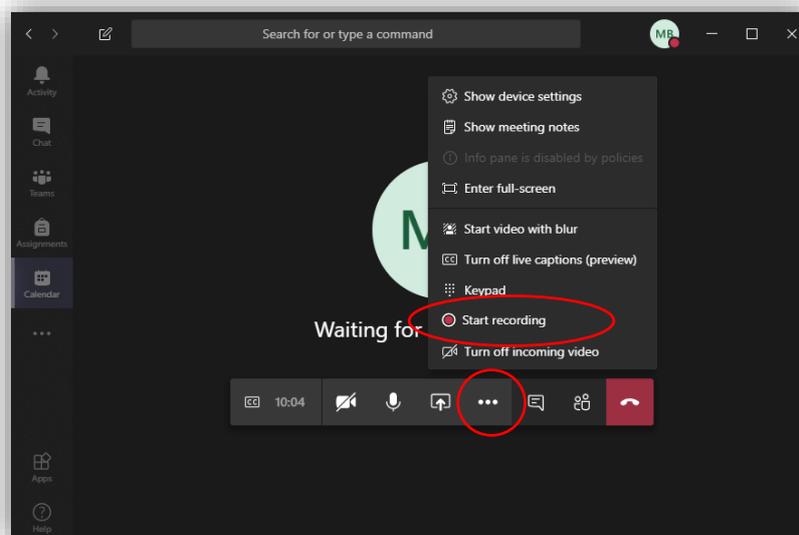
## Enabling Live Captions

One feature of Teams is for live captions to be automatically generated. There will undoubtedly be errors in the captions generated, especially when it comes to some of the acronyms used at the university, so this should not be wholly relied upon. To toggle live captions on and off, click the ellipses menu icon and then **Turn on/off live captions (preview)**.



## Recording Meetings

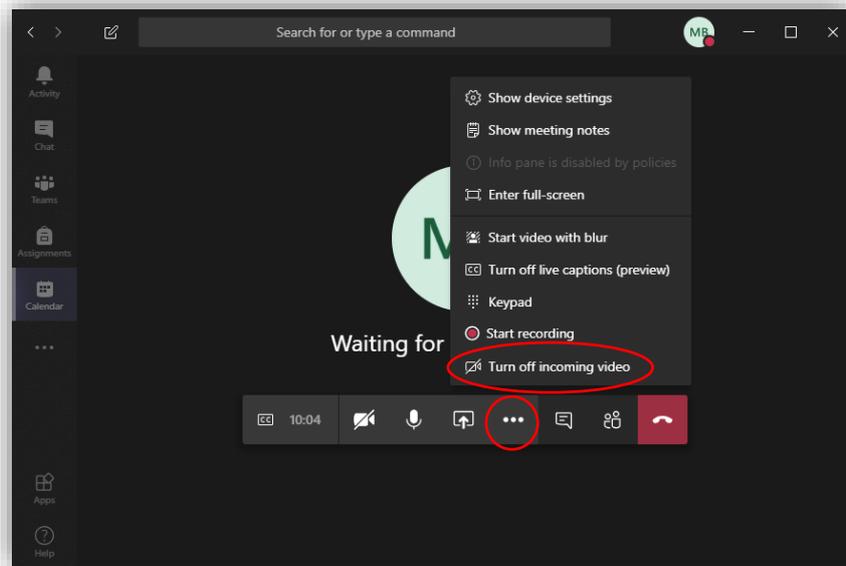
Meetings can be recorded for later review. This means that people on annual leave, off-sick, or otherwise engaged can review the meeting in full should they need to. To toggle on/off this feature, click the ellipses menu button and then **Start/Stop recording**.



**Please be aware:** Other team members will receive a notification alerting them that the meeting is being recorded.

## Turning off Incoming Video

If you are presenting something and would prefer not to see people looking back at you through the computer screen, you can turn off the incoming video feeds. To toggle this feature on and off, click the ellipses and then select **Turn off incoming video**.



**Note:** If you have a slow internet connection, you may wish to disable incoming video and participate solely through voice chat.

**We hope you have found this guide useful.**

**If you have any MS Teams specific queries or would like to suggest features to cover in future guides, please contact your local hub rep:**

## **ARTS**

Pamela Manning

Lexie Rogers

Josh Sowter

## **EFRY**

James Colley

Mark Bailey

## **ZICER**

Tim Greene

Liam Parker