



Do not connect your device (workstation, cellphone or iPad) to BellMTS Guest Wifi while at the hospital (other than at these locations: CCMB MacCharles or 700 Elgin); it will break your connection to MS Teams, Connection Dialer (Virtual Visit Provider Portal) and MyMBT Messaging (Cortext).

Visit our website for all of our Quick Reference Guides and videos <https://mbtelehealth.ca/training/>.

For Microsoft Teams video training by Microsoft [click here](#).

Sign In and Out

Sign in with your full network email address and network password.

Basic Menu Items

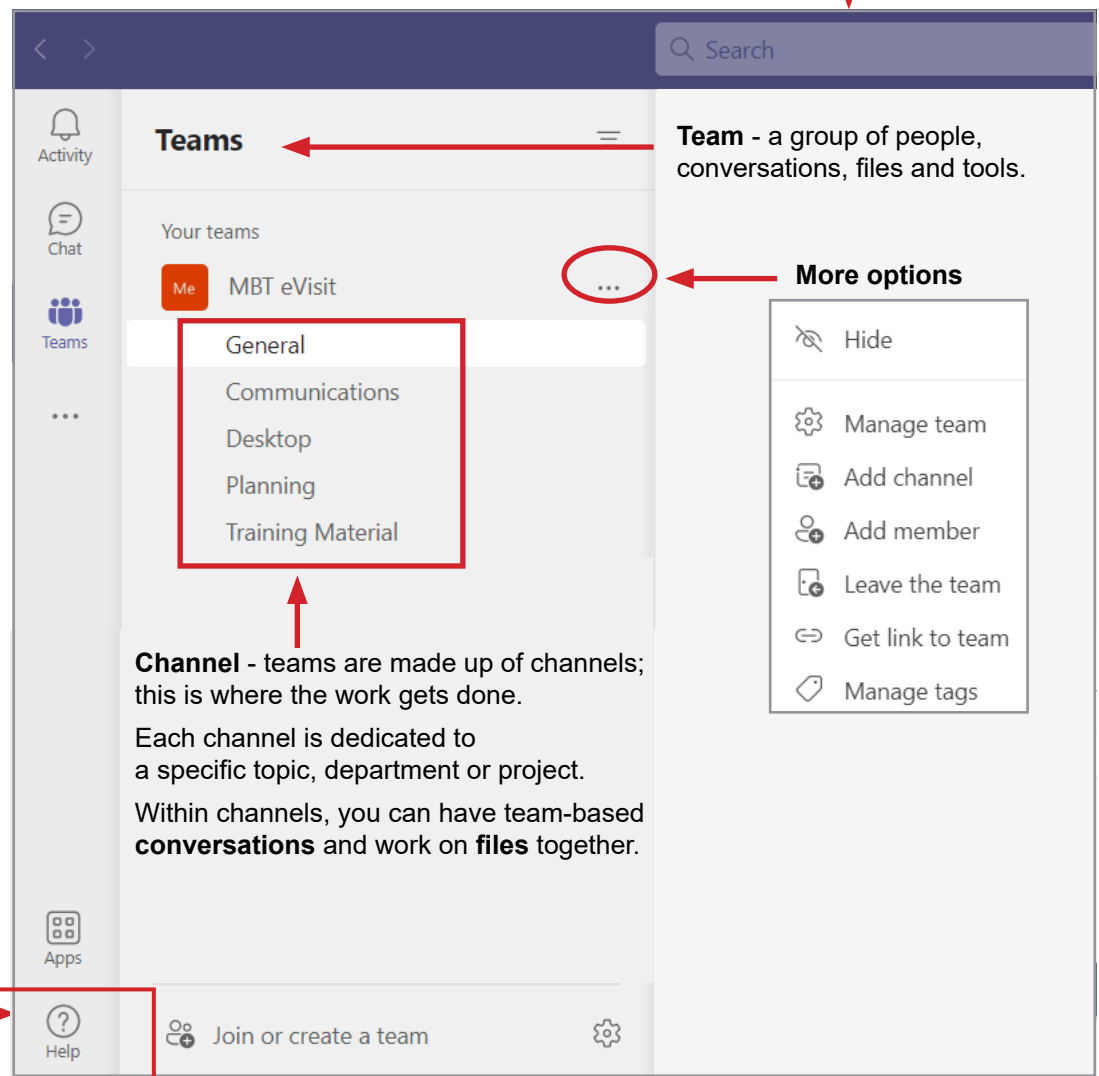
Activity - a continuous feed of everything happening on your Teams. Filter the information to make it more manageable and get quick access to what you need to know right now.

Chat - private instant messaging, video call, audio call, screen sharing, and group chats.

Teams - see info on right.

Apps - certain apps are allowed to be installed.

You can search by name or key words in this field; search results will appear on the left.



Top Teams Tip - Start a new conversation vs Reply to a conversation

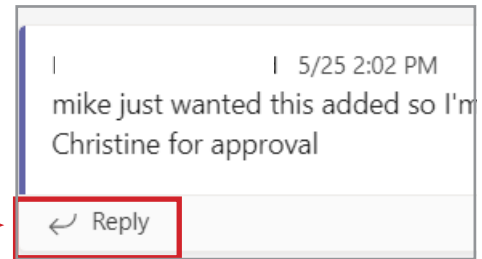
Channel conversations are organized by date and then threaded.
 The replies in threads are organized under the initial post so it's easier to follow multiple conversations.

To get started

Click on the **Teams** button, then pick a **Team** and a **Channel**.

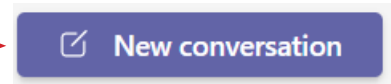
Reply to a conversation

Find the conversation thread you want to reply to, click **Reply**.
 Type your message, and click **Send** ➤.



Start a new conversation

Click the **New Conversation** button type your message and click **Send** ➤.
 Hover over the icons below the message for more options.



Chat - key features

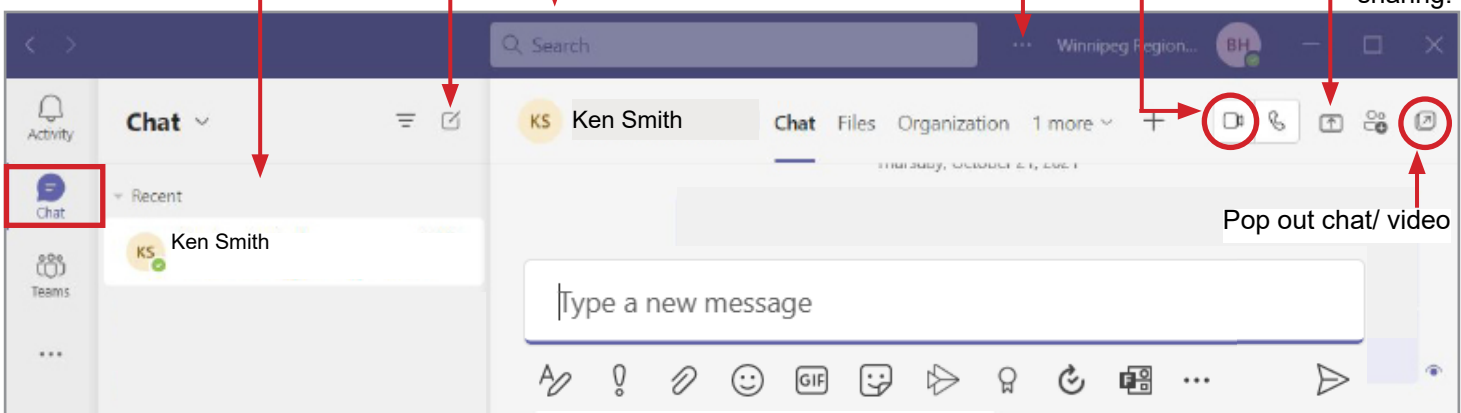
Your recent chats within the past 30 days.
 Click on a name to start a chat.

To start a chat with someone who is not under Recents, start typing their name in the search field and then select them (you can also use the New chat icon).

Change your settings including notification levels and devices (audio and camera).

You can make a video call to the person you're chatting with right from here (see page 3).

Screen sharing.



You will see this icon to the right of your message once people have read it.

Video Call - key features

Click the video icon to make a video call to the person you're chatting with.



Annotations for the video call interface:

- Show participants (opens on right)
- Show chat (opens on right)
- Raise/lower hand
- More actions
- Camera on/off
- Mute/unmute
- Share content (see below)
- Disconnect at the end of every call

(CC) Live Captions can be turned on during a meeting under **More actions ...**

You'll see the captions at the bottom of the screen along with the person's name. These are only available during the actual meeting (similar to TV Closed Captioning).

Share content allows you to share your desktop, a window or access the Whiteboard feature. When content is being shared you can **Give/Request Control** with other participants.

Best Practices and Etiquette

Notifications & Mentions

- mark a channel as a favourite to get notifications and stay up to date
- @mention someone to get their attention, but don't overuse it - it's like adding someone in the "To" or "CC" field on an email
- set up notifications to stay on top of things when someone mentions you or replies to a thread you started
- give a thumbs up as an equivalent for "got it", "sounds good" or "okay", this saves lots of unnecessary written responses to threads - the like button isn't for sentiments
- don't expect an immediate response if you mention someone, urgency in conversations is comparable to urgency in an email

Chats

- use subject lines when starting a new conversation so they're easier to find - you wouldn't send an email without a subject line; and keep messages short and concise
- use chat for high priority questions or when you need a direct answer from somebody
- use chat to share resources and information during a meeting, without causing a distraction

Settings

- only people with Teams admin access can create new teams (the access can be delegated to someone other than yourself)