

Microsoft Teams is a workspace app that's meant to facilitate ongoing collaboration and communication occurring among any team, project, organization or group of people. Teams provides single-point access to conversations, files, notes and tasks. Teams comes with a lot of stuff - you don't have to use everything - use what works for your team.

**Download and Install**

In order to use Microsoft Teams you will need to download Office 2019 (which also installs Microsoft Teams) from the Software Center. Refer to the Microsoft Teams Install Instructions Quick Reference Guide on our website.

**Sign In and Out**

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

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

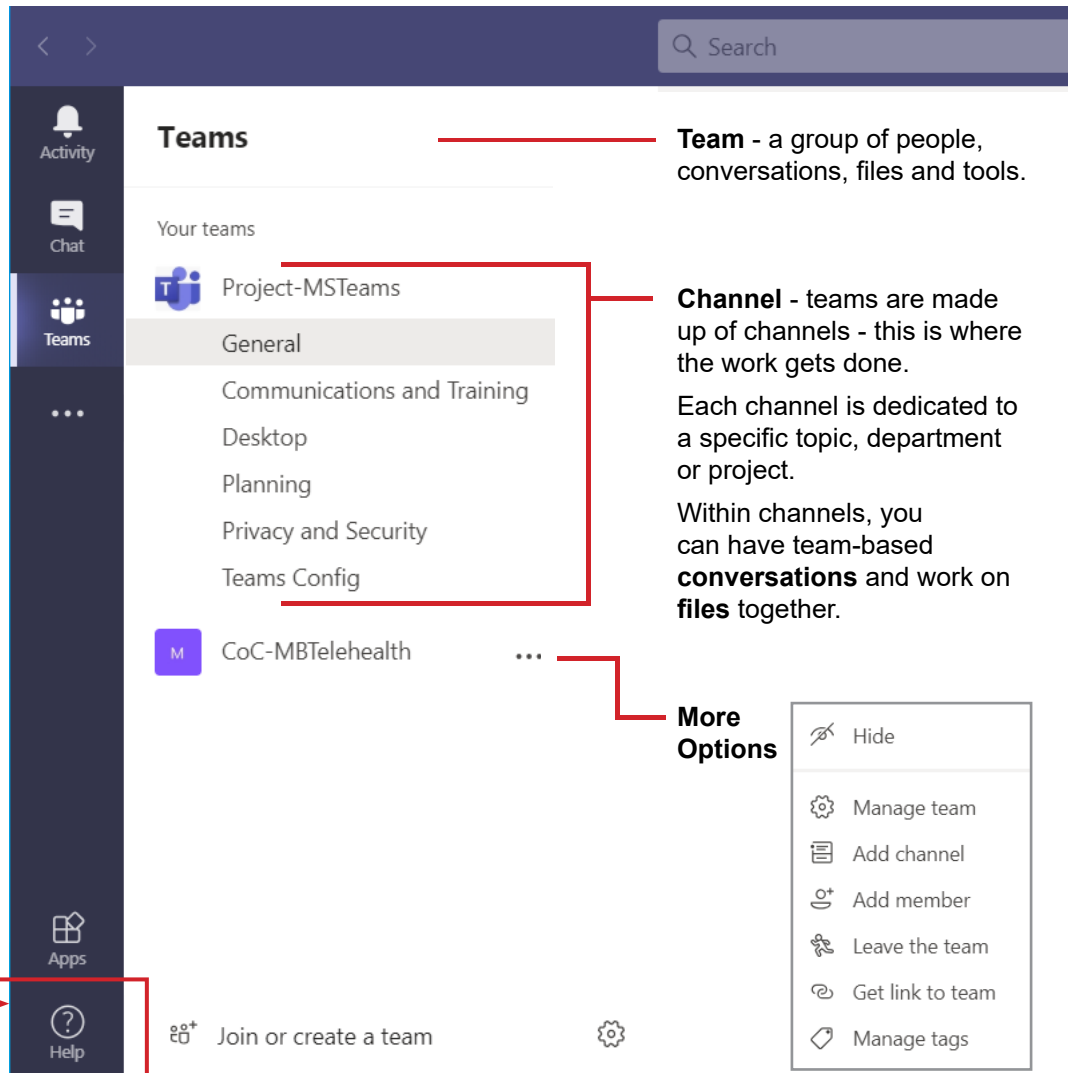
**Basic Menu Items**

**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.

**More Added Apps ...** certain apps are allowed to be installed.



**Help>Training**  
 Quick video tutorials, click here when you're ready to learn something new.

Review this QRG for a quick overview on the basic features of using Microsoft Teams; if you'd like more detail [click here](#) for quick video tutorials.

Visit our website for QRGs on Creating, Hosting or Attending Meetings and Virtual Visits.

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

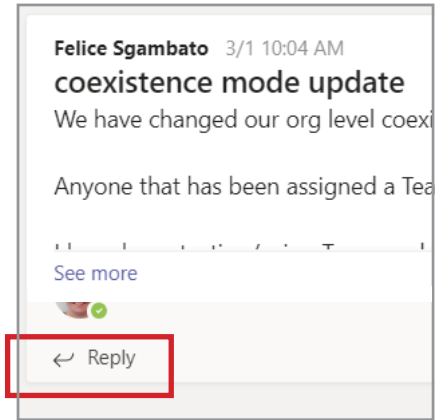
Channel conversations are organized by date and then threaded. The replies in threads are organized under the initial post so it's easier to follow multiple conversations.

**To get started**

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

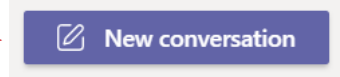
**Reply to a conversation**

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.

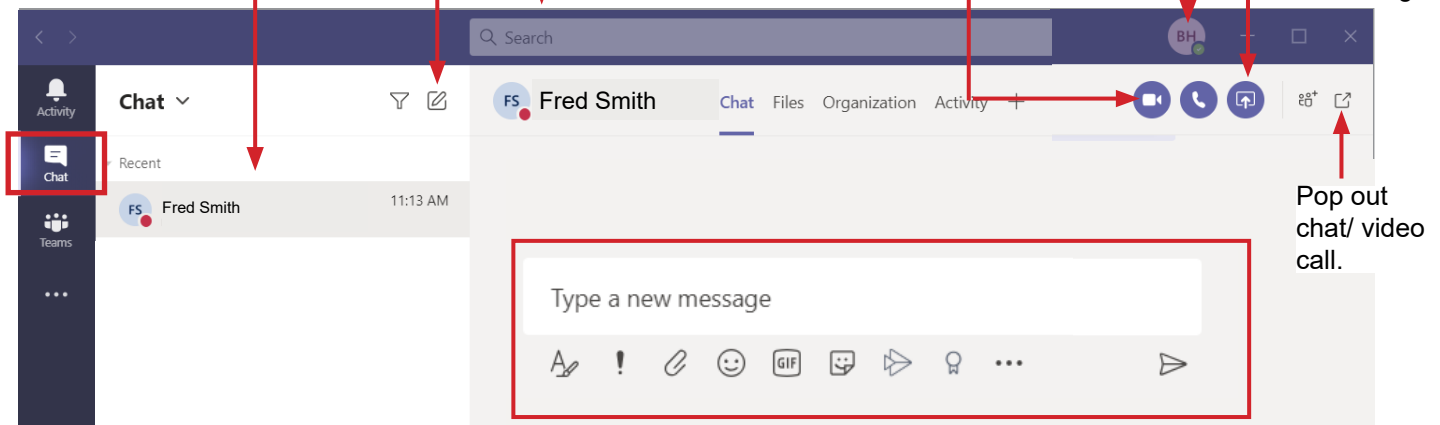
Click on a name to start a chat.

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).

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

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

Screen sharing.



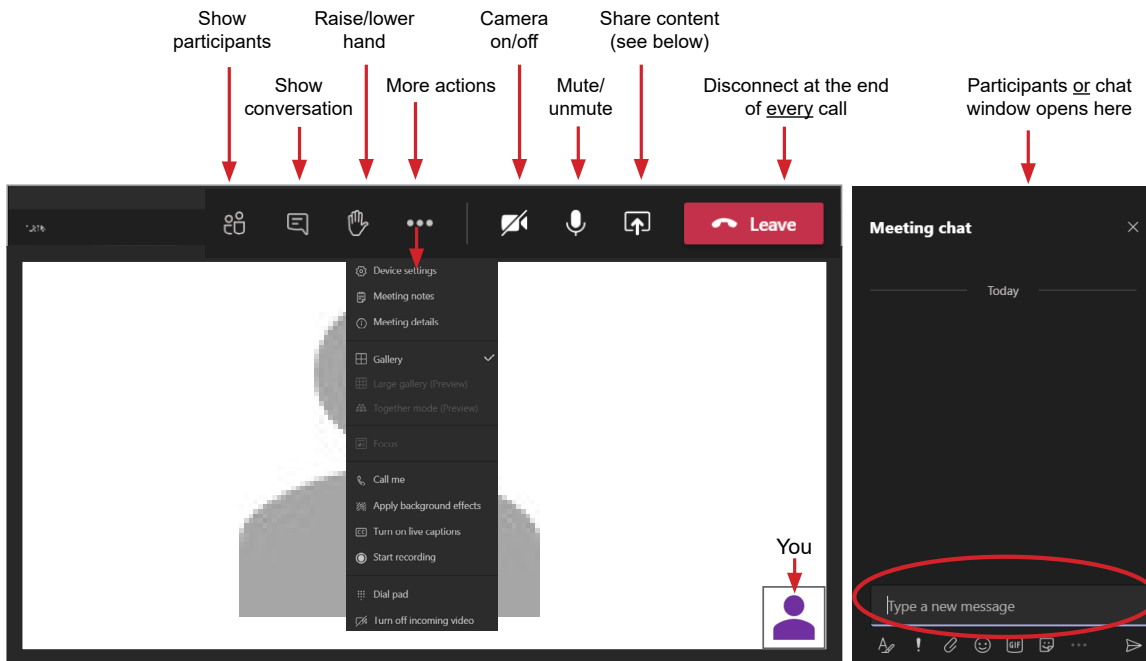
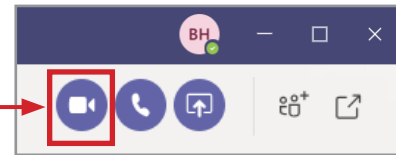
Pop out chat/ video call.




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.



**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)