

Teams

TEAMS PROVIDES A MODERN CONVERSATION EXPERIENCE FOR TODAY'S TEAMS.

Microsoft Teams is the hub for collaboration in Office 365 that integrates the people, content, and tools your team/project/group/department etc. needs to be more engaged and effective. The app is a workspace for real-time collaboration and communication, meetings, file and app sharing, and even the occasional emoji! All in one place, all in the open, all accessible to everyone.

Why should we adopt Microsoft Teams?

Chat and conversations

The app provides you with the capacity to have conversations in threads, so you can have all the information stored in one location, which can be found easily. You can carry out private one-to-one or group conversations with your team.

Team files are in one place and it makes sense

To provide a smooth working experience, Microsoft Teams brings together OneNote, OneDrive, PowerPoint, Planner, Excel, Word, etc. Further, everyone can work on the same file at the same time: you will not need to manage multiple version of the same file anymore.

By-pass emails

Microsoft Teams lets you converse in real time instead of passing e-mails that may take a while to get replies. You and your team can plan work and complete it in the same amount of time that an e-mail is still being sent back and forth. The instant message and Teams conversation allow work to move fluidly and encourages business productivity.

Enhanced Security

Microsoft Teams provides you with innovative and high-end security. Chats are always encrypted, and this ensures your business information is always secure.

SUMMARY

1. TEAMS & CHANNELS

- How to access Teams
- How to create or join a team
- What happens in Office 365 when you create a team?
- How to customize and manage your team
- How to change Team settings
- How to change team name, description, and privacy setting
- How to add people
 - Mobile (iOS)
 - Mobile (Android)
- How to add guests
- How check Team progress
- How to leave the team
- How to create a channel
- How to send/forward an Email to a Teams channel
 - Step 1
 - Find out the Email address of your Microsoft Teams Channel
 - Step 2
 - Make a copy of your Email address
 - Step 3
 - Visualize the Email within Teams and find Email attachments in the "Files" tab
- How to delete a channel

2. COLLABORATE IN TEAMS

- How to start a new conversation
- How to Format a message
- How to reply to a conversation
- How to link a conversation
- How to create an Announcement in Teams
- How to add an emoji reaction to a message
- How to share a file
- How to add contents in a channel
- How to organize the files in a channel
- How to edit a file
- How to move or copy a file from one team to another
- How to collaborate with real-time co-authoring
- How to @mention someone
- How to stay on top of things



- How to manage Notifications
- How to search for messages, people, or files
- How to show a Channel
- Reorder the teams list
- How to moderate a channel
- How to set up and manage channel moderation

3. CHAT

- How to add people to a private chat (start a group chat)
 - Mute a Chat
 - Leave a chat
- Decide the urgency of your message

4. MEETINGS

- How to start an instant meeting inside Microsoft Teams
- How to schedule a Team Meeting from Outlook
- How to schedule a Teams meeting from Teams
- How to share your Desktop
 - Share PowerPoint slides in a meeting
- How to record a meeting
 - Who can start or stop a recording?

5. APPS

- Share content on a tab
 - Link video:
 - What is Teams and what are its functions:
 - Customize team:
 - How conversations work in channels:
 - Command Box tutorial:
 - Meeting tutorial:
 - TABS tutorial:



1. TEAMS & CHANNELS

Let's consider a **Team** as a group of people gathered to get something done in your organization. Teams are made up of **channels**. Each of them is dedicated to a specific topic, project, activity, depending on the aim of the specific team.

Channels are where the work actually gets done—where text, audio, and video conversations open to the whole team happen, where files are shared, and where apps are added.

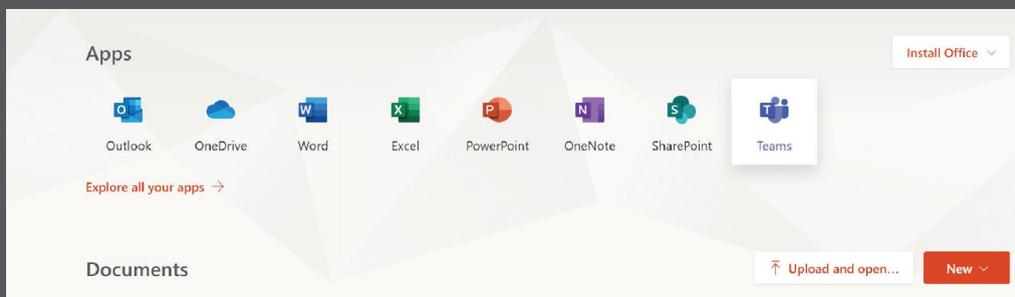
Who creates a new channel (both members and/or owners) decide who can be part of a specific channel.

How to access Teams

As part of Office 365 suite, Teams will be accessible on your workstation, tablets, or mobile phones.

On PCs just click on the pre-installed Teams icon accessible from the Start menu.

You can also access Teams from your browser. Otherwise, you can always access Teams from: <http://portal.office.com/>



To sign-in, use your individual company e-mail address, which is valid for all the Office 365 package. Remember that the password is the one of your pc.

How to create or join a team

1. Select **Join or create a team**. This is where you create your own team or discover existing ones.
2. Select **Create team** to create a new team. Give the team a name and add a short description if you like.^{*1}
3. By default, your team is **Private**, meaning you'll have to add the people or groups you want on the Team.
4. Add members.
5. Every time you create a team, remember to have at least two administrators. This way, when it comes to adding new members, and one admin is off or currently unavailable, the other admin can easily take care of the problem.
6. When you're done adding members, select **Add** and then **Close**.

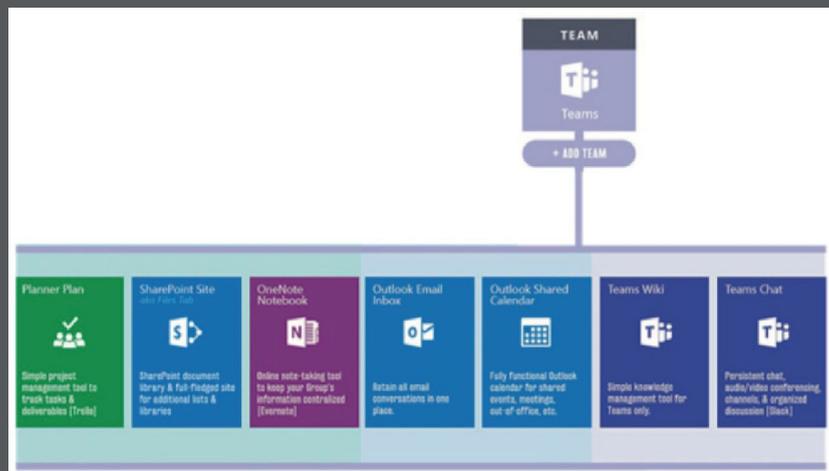
*1

When naming a new group, please start with the first two letters of the country (ex.IT_Recruiting). A local naming convention can be applied by each country: please take care of it. You can modify the name of the team whenever you want. Yet, the url and the email associated to your team will remain the same.

What happens in Office 365 when you create a team?

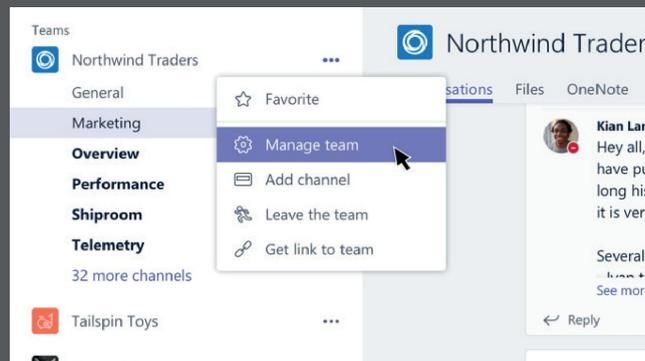
Every time you create a Team, Office 365 automatically generates an Office365 group which consists of a:

- SharePoint Site where you can share, store and collaborate on your contents;
- Dedicated e-mail address that you can use to communicate with the whole team through Outlook;
- OneNote notebook to share your notes with all your teammates;
- Shared Calendar you can use to have an overview of the team members' availability for easily setting up your meetings.



How to customize and manage your team

1. Select **More options** next to the team name.
2. Select **Manage team** to find **Members, Channels, Settings,** and **Apps** for your team all in one place.
3. Select **Settings > Team picture** to add a team picture.



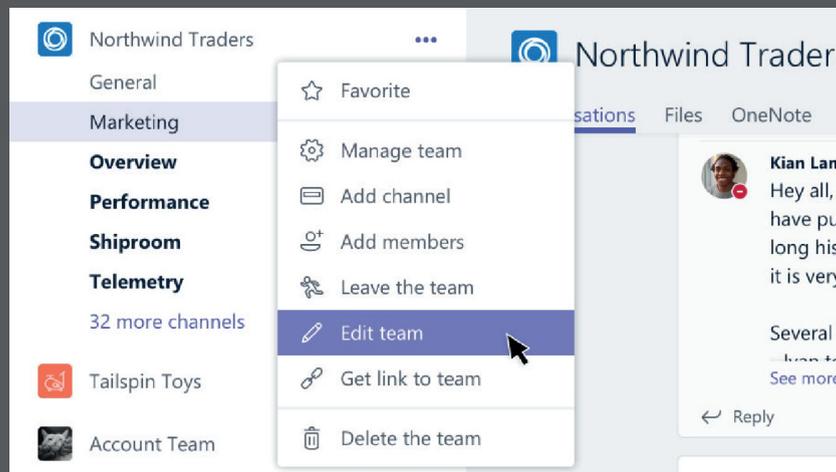
How to change Team settings

From there, you can access your team **Settings** tab, which lets you:

- Enable @team or @[team name] mentions in a channel. By doing this you can ensure that everyone on the team, or specific channel is notified about your message/post. The notification will be displayed on all your devices.
- Enable team members to send GIFs, emoji, and stickers.

How to change team name, description, and privacy setting

Go to the team name and click **More options** > **Edit team**. From there, you can set the team name, description, and privacy settings.



How to add people

If you're a team owner, go to the team name in the teams list and click **More options**  > **Add members**.

FYI any team can hold up to 5000 people.

Mobile (iOS)

If you're a team owner, tap **Teams**  and go to the team name.

Tap **More options**  > **Add members**.

Then type the person's name. If you want to add multiple people to an existing team, go to the desktop or web app.

Mobile (Android)

If you're a team owner, tap **Teams**  and go to the team name.

Tap **More options**  > **Manage members**.

Choose Add member and type the person's name.

How to add guests

To add external guests to your Teams make sure to...

1. Right-click the name of the team you want to add a guest to. In the menu that pops up, select **Add Members**.
2. Type the email address of the person you wish to add. If outside your organization, Teams will automatically add them as a guest.
3. Wait for the user to accept the access request*, and they'll be able to log in and use Teams just like a standard user.

***Remember:** in order to access your Team, the external guest must open Teams via the email invitation, otherwise she/he won't visualize the Team they've been invited to.

Anyone with a corporate or personal email account, such as Outlook, Gmail or others, can participate as a guest in Teams and have full access to chats, meetings and team files.

If the external guest does not have Microsoft Teams, she/he can click the email invitation "Open Microsoft Teams" to get redirected to Microsoft Teams Web Client.

No need for an Office 365 license on guests side to do this.

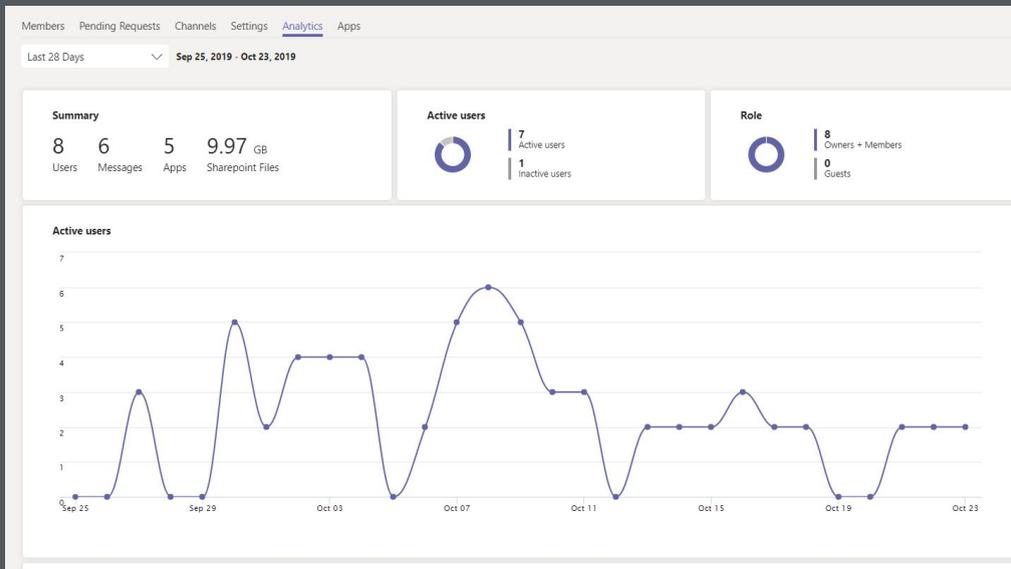
How check Team progress

From the tab **Analytics** you can check the progress of your Team.

To find this feature, click on the three dots next to the Team name and choose **Manage Team**, then choose the tab **Analytics**.

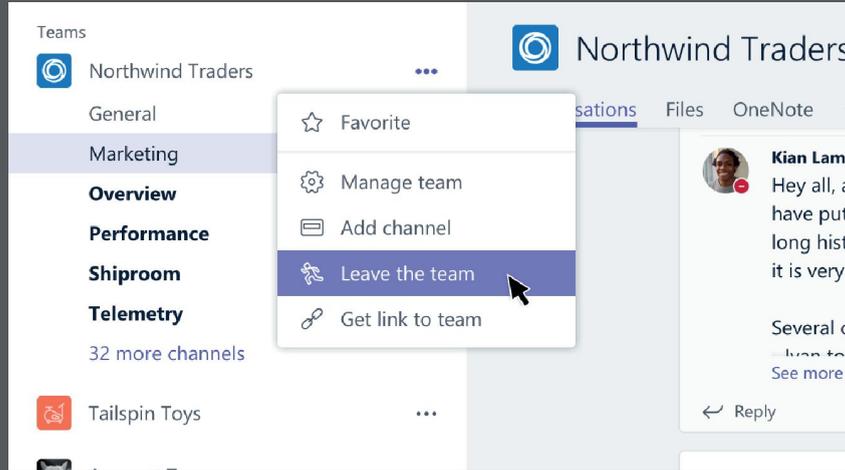
Analytics allows you to display:

- how many team members are within the team, their role (owners, members and guests), the number of active users and the number of messages sent on that team.
- You can choose to display the charts **Active Users** and **Messages** in two periods of time: in the last 28 days or in the last 7 days.



How to leave the team

You can leave a team at any time by going to the team name and clicking **More options** **⋮** > **Leave the team**.



How to create a channel

By default, every team gets a General channel, which is a good channel to use for announcements and information the whole team needs. To add more channels:

1. Select **More options**  next to the team name.
2. Select **Add channel**.
3. Enter a name and description for your channel. You can build a channel around a topic, project, department name, or whatever you like and need.
4. Choose whether the channel will be **Standard** (accessible to everyone on the team) or **Private** (Accessible only to a specific group of people within the team)
5. Select **Automatically show this channel for the whole team** if you want this channel to be automatically visible in everyone's channel list.
6. Select **Add**.

Create a channel for "Sample Team" team

Channel name

Letters, numbers, and spaces are allowed

Description (optional)

Help others find the right channel by providing a description

Privacy

Standard - Accessible to everyone on the team ▼ ⓘ

Standard - Accessible to everyone on the team ✓

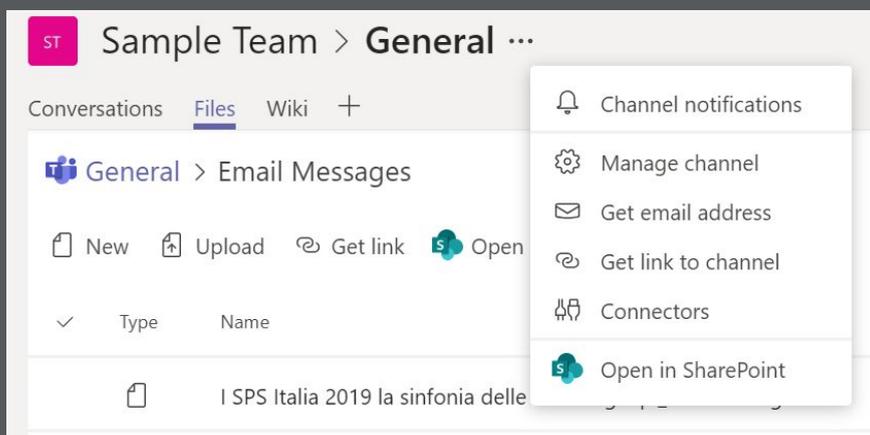
Private - Accessible only to a specific group of people within the team

Please, use the "General" channel only to share high level information within the team and create specific channels for the different topics.

How to send/forward an Email to a Teams channel

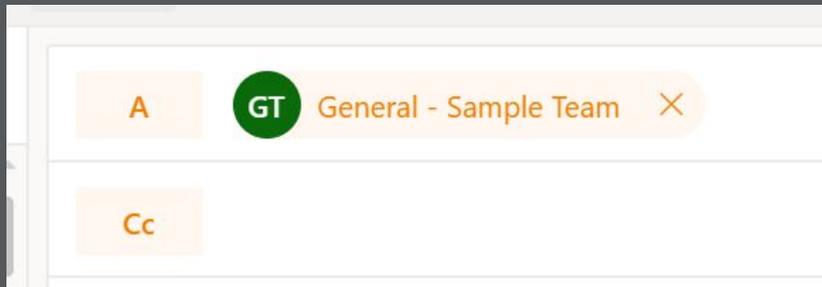
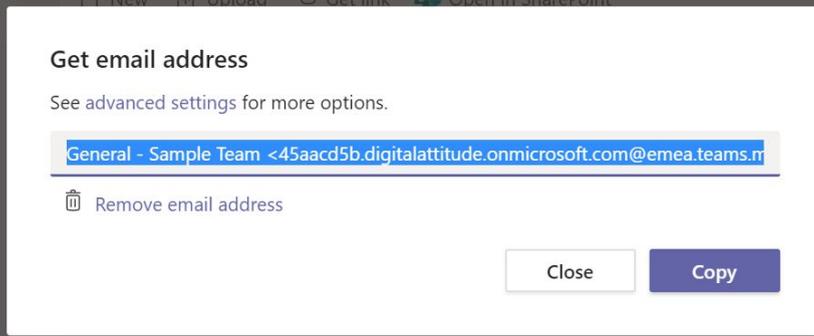
Step 1 Find out the Email address of your Microsoft Teams Channel

In order to forward/send an Email to Teams Channel, you need to know what the Email address is. Find the channel that you'd like to Email, find the ellipsis and then select **"Get Email address"**.



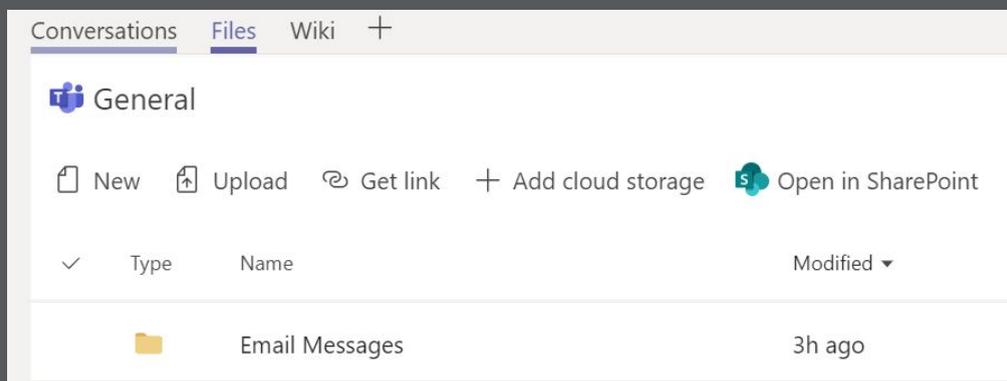
Step 2 Make a copy of your Email address

Once you've clicked **"Get Email address"**, just make a copy of it and paste it in the Outlook recipient box (To:____) both whether if you want to send or forward an Email.



Step 3 Visualize the Email within Teams and find Email attachments in the “Files” tab

Go back to the channel to visualize the Email (if you can't see it immediately, refresh the page).
If present, you find Email attachments by clicking on the tab “Files” inside a folder named “Email Messages” automatically generated



How to delete a channel

To delete a channel, go to the channel name and click

More options  > **Delete this channel.**

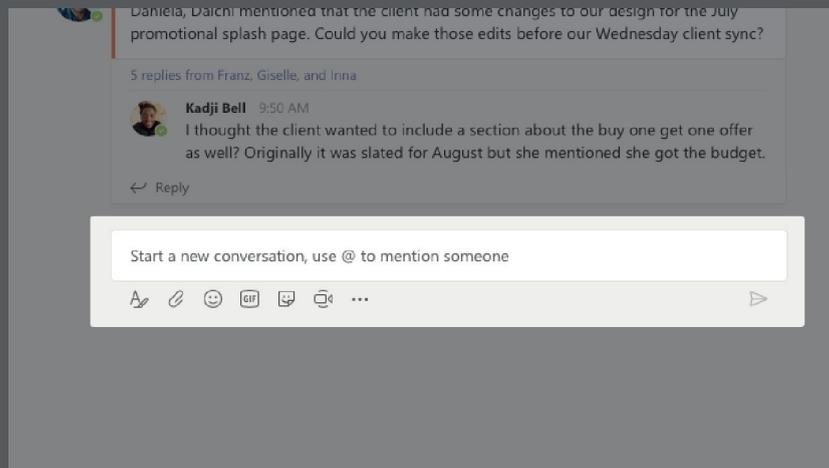
Note: Team owners get to decide which team members can delete and restore channels. Keep in mind that once you delete a channel, you also lose its entire conversation history. However, the OneNote sections associated with that channel will still show up on your team's SharePoint site.

Please note that by deleting a channel you are not automatically removing the associated documents from Sharepoint. Your shared files will still be retained in SharePoint site for 30 days.

2. COLLABORATE IN TEAMS

How to start a new conversation

- Click **Teams**  , then pick a team and a channel.
- In the compose box, say what's on your mind and click **Send**



How to Format a message

Feel like doing some formatting? Click **Expand**  beneath your compose box to expand it and open more formatting options:

- **Bold**, *italicize*, underline, and **highlight text**.
- Change your font color and size (small, medium, or large).
- Create bulleted or numbered lists.
- Add a link.
- Mark a message as important.

In the expanded compose box, you can create a new paragraph without accidentally sending your message. You can even add a subject line.

How to reply to a conversation

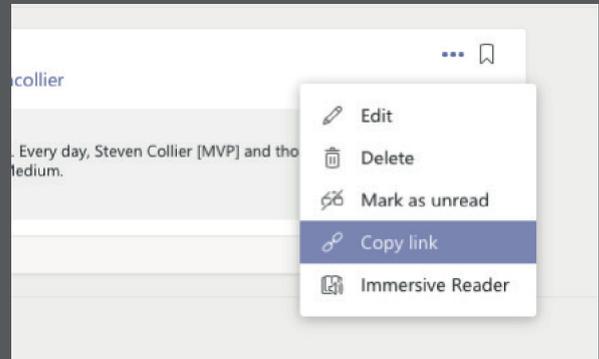
Conversations into the different channels are organized by date and then thread. The replies in threads are organized under the initial post so it's easier to follow multiple conversations.

1. Find the conversation thread you want to reply to.
2. Click **Reply**, add your message, and click **Send**

How to link a conversation

To link a specific conversation and share it with your teammates, you simply need to click **More options > Copy Link**.

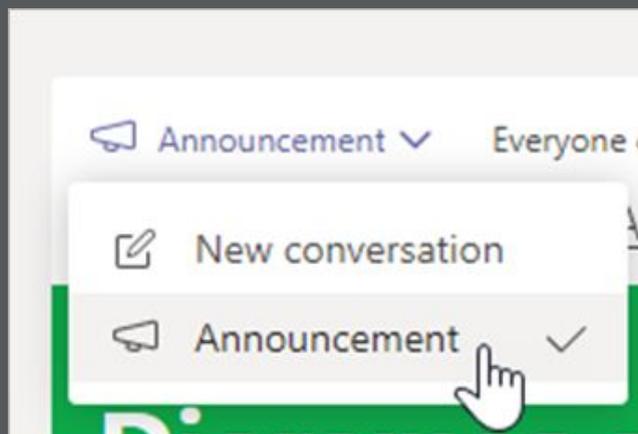
Then, you can simply paste the link within one of your messages.



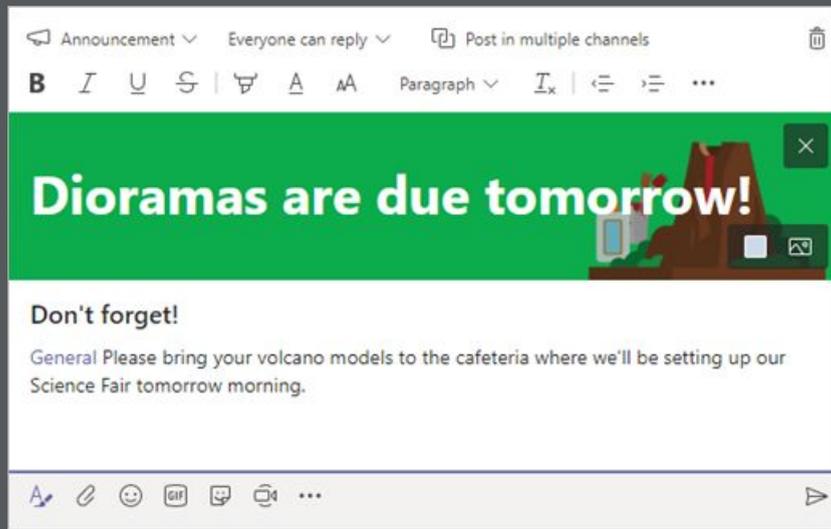
How to create an Announcement in Teams

Microsoft recently added the ability to create “announcements” in channels. Announcements look sharp and will catch users’ attention—especially if you mark it “important. You can also post an announcement with a background illustration.

1. Choose **Announcement** as your post type.



2. **Choose an illustration** or **Upload an image** to decorate your post.



How to add an emoji reaction to a message

Users of Microsoft Teams can react with more emotion to messages. Microsoft Teams now supports six emoji reactions to messages. Reactions allow users to add emotional reactions to a specific message, rather than just sending an emoji in the chat.

The new emojis include a heart, a happy face, an angst face, and a sad face



How to share a file

Sometimes words aren't enough, and you need to attach a file in a channel conversation.

Tip: Teams works particularly well with Microsoft Office documents.

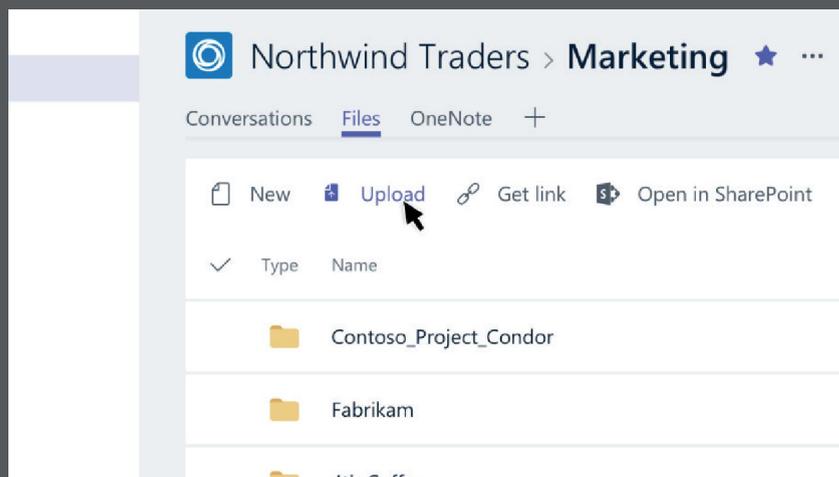
1. In your channel conversation, click **Choose File** beneath your compose box.
2. Select a file, click **Open**, and then **Send**.

You can always see all the files you post to a channel by going to the **Files** tab.

To send a file in a one-on-one or group chat, click **Choose file** beneath the compose box, select the file you want to share, and then send. You can also upload a file by going to the **Files** tab and clicking **Share**.

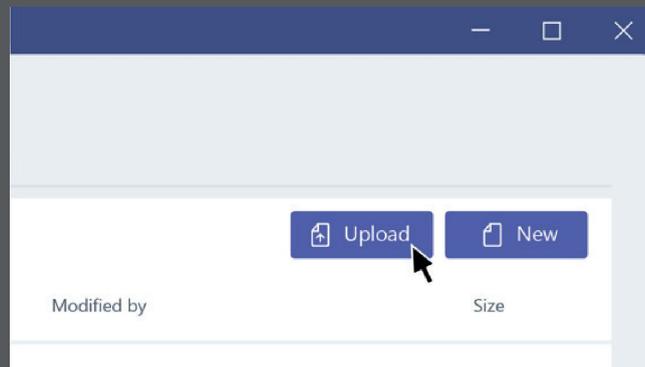
You can select a file from your computer or OneDrive for Business account.

To share a file with your team in a channel, not starting from a post, click **Choose file** beneath the compose box or head to the **Files** tab and click **Upload**.



How to add contents in a channel

You can upload **files** directly to the Files tab in any channel. Just click **Files** at the top, then click **Upload**. To create a new file, click **New**.

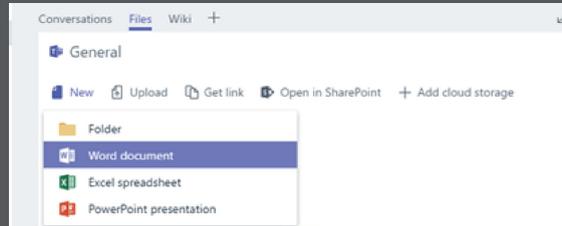


Please note that you cannot upload more than 10 files at a time.

How to organize the files in a channel

Each channel has its own file folder where you can share files with that channel. To access that

folder go to the channel and click **Files** on the tabs above the conversation window

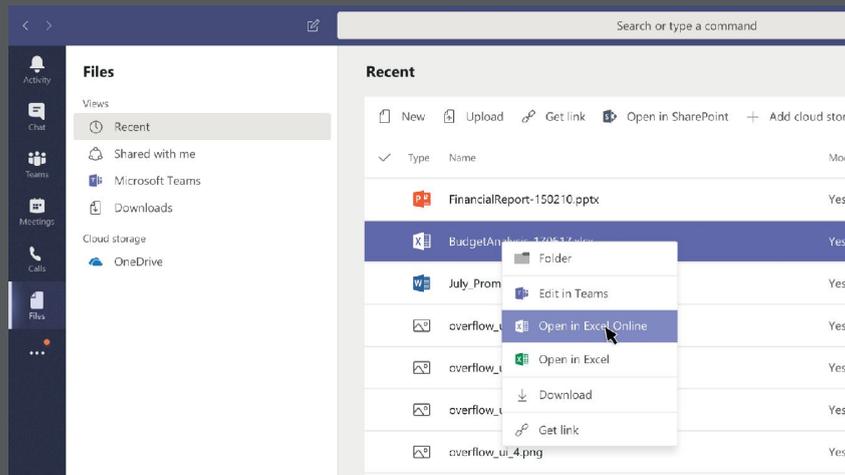


From here you can click:

- **New** to directly open a new file in Word, Excel or PowerPoint online or to add a folder
- **Upload** to upload a file
- **Share link** to share the link of your files referring to both Teams and Sharepoint
- **Open in Sharepoint** to directly open your file in Sharepoint

How to edit a file

To make changes to Office files, open them in their respective Office or Office Online apps. Click **More options** next to the file name and select the app.



This means that you can edit a file:

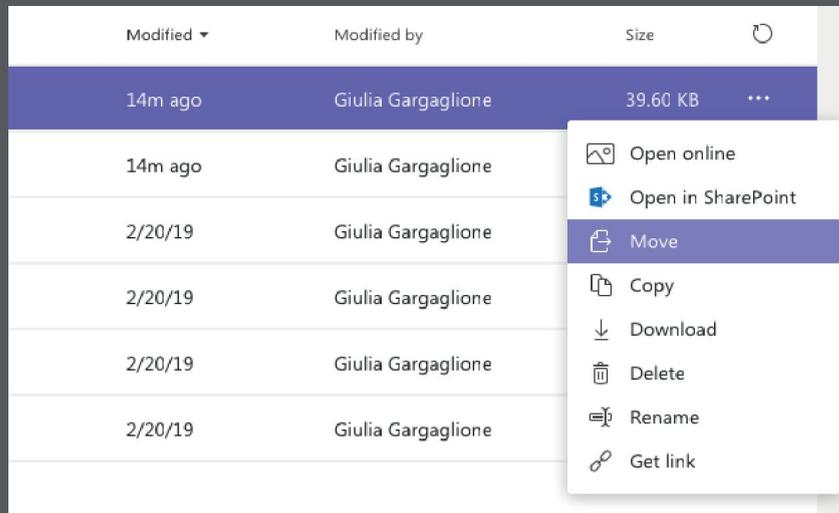
- directly from your pc (if the client is present and you are logged in)
- leveraging the online version of the application you are using. Please consider that some functionalities available on your client app are not yet available online.

WATCH OUT: currently it is not possible to edit and change an Excel file containing macros in the Excel for Web version. You should open it in the Excel client version (desktop app).

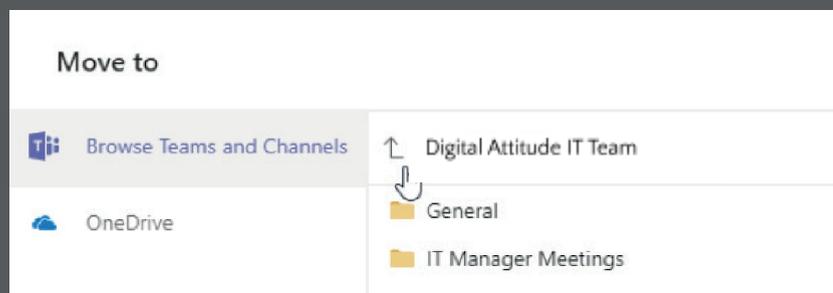
How to move or copy a file from one team to another

To move a file from one channel to another one or to a different team altogether

- go to the channel and then select the **Files tab** on the top.
- locate the file you'd like to move and click on the three dots icon next to it
- select **Move**.



To move your file to another Team in Teams, you can browse all the teams and channels by using the arrow you find in the upper part of the window.

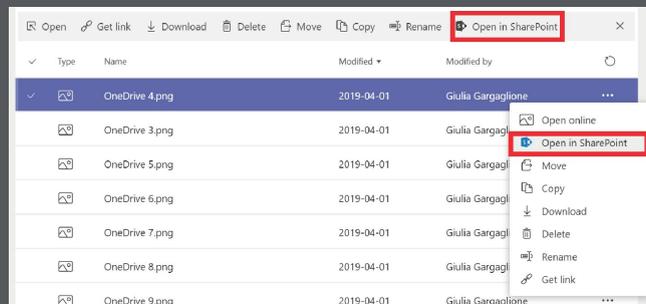


Following the same process you used to move a file, you may choose to copy a file to another location: after clicking the three dots icon next to the selected file, just select the Copy option.

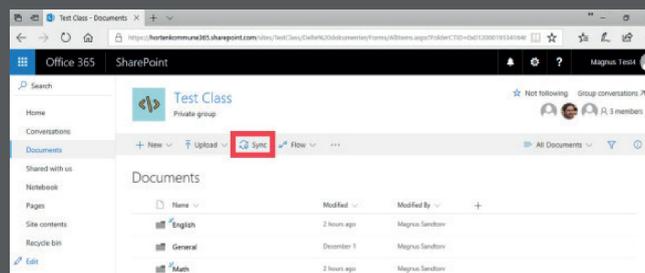
Please note that you are only allowed to copy files from one Team to another, but not folders.

Please, use the “General” channel only to share high level information with the team and create specific channels for the different topics.

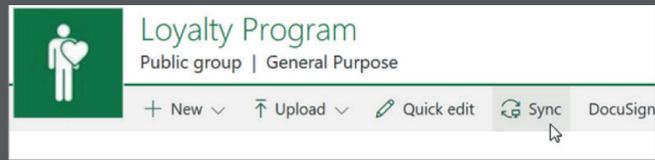
1. Go on the Teams you’d like to sync
2. Open its files and select **Open in SharePoint**



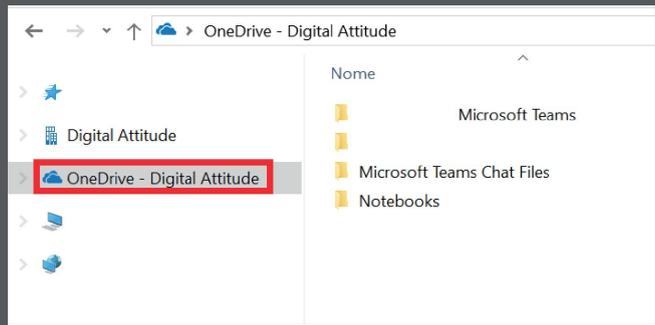
3. If you only want to sync files from the current channel, feel free to hit the Sync button. To choose from the entire team (all channels), click **Documents**. Click the **Sync** button and OneDrive will open. Windows 10 will provide you a toast message confirming the sync, and open the local folder.



4. By opening the SharePoint website, you can sync the folder corresponding to your channel by clicking **Sync**.



- From now on, you'll see a folder on your PC named as your company, and within it a folder that is now fully synchronized and saved locally, with the name of the channel and all the shared files.



If you'd like to synchronize a full team, just go to its SharePoint folder and sync from there. Now, all the channels of the team will have a corresponding folder.

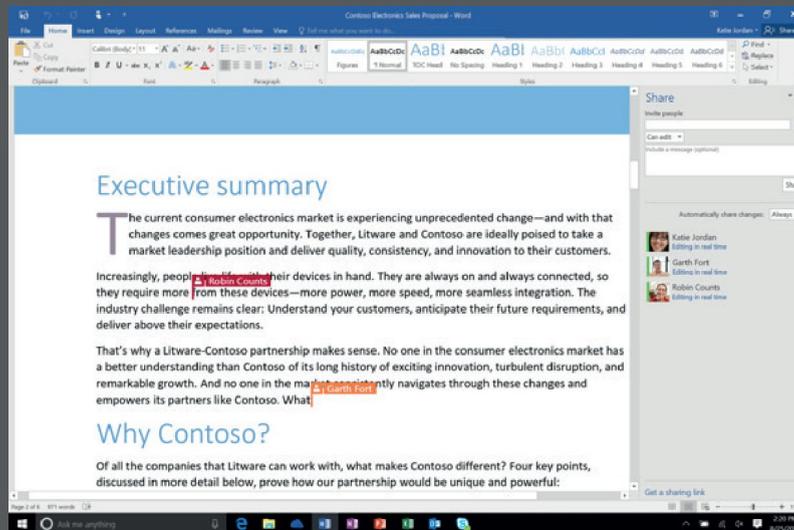
Please notice that you can not create a new channel locally. The only way is to do it from Teams. If you create a local new folder inside a channel, you'll create a folder that will also be visible online!

How to collaborate with real-time co-authoring

If anyone else is working on the document, you'll see their presence and the changes they're making. We call this co-authoring, or real-time collaboration.

If you'd rather work in your Word app, select **Edit in Desktop App**, near the top of the window.

If anyone else is working on the document, you'll see their presence and the changes they're making.



You will not need to save your work while real-time co-authoring a document. The application you are using will automatically save it for you.

How to @mention someone

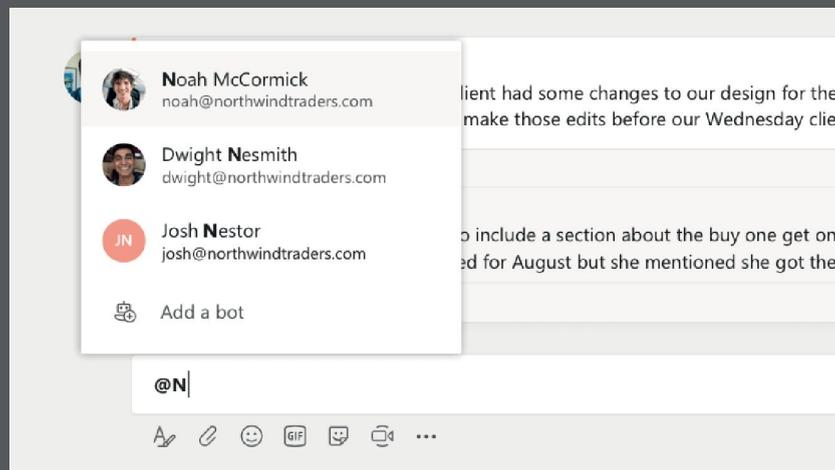
A **@mention** is like a tap on the shoulder—a way to get someone's attention in a channel conversation or a chat.

1. In the compose box, type @, then type the first few letters of the person's name. You can also @mention entire teams and channels.
2. Select the person. Repeat for as many people as you want to @mention.

Each person you @mention gets a notification in their **Activity** feed on all their devices.

If you @mention the whole team by using **@[team name]**, you can ensure that everyone on the team, or specific channel is notified about your message/post.

Check for a red circle next to **Activity** right now to see if someone has @mentioned you!



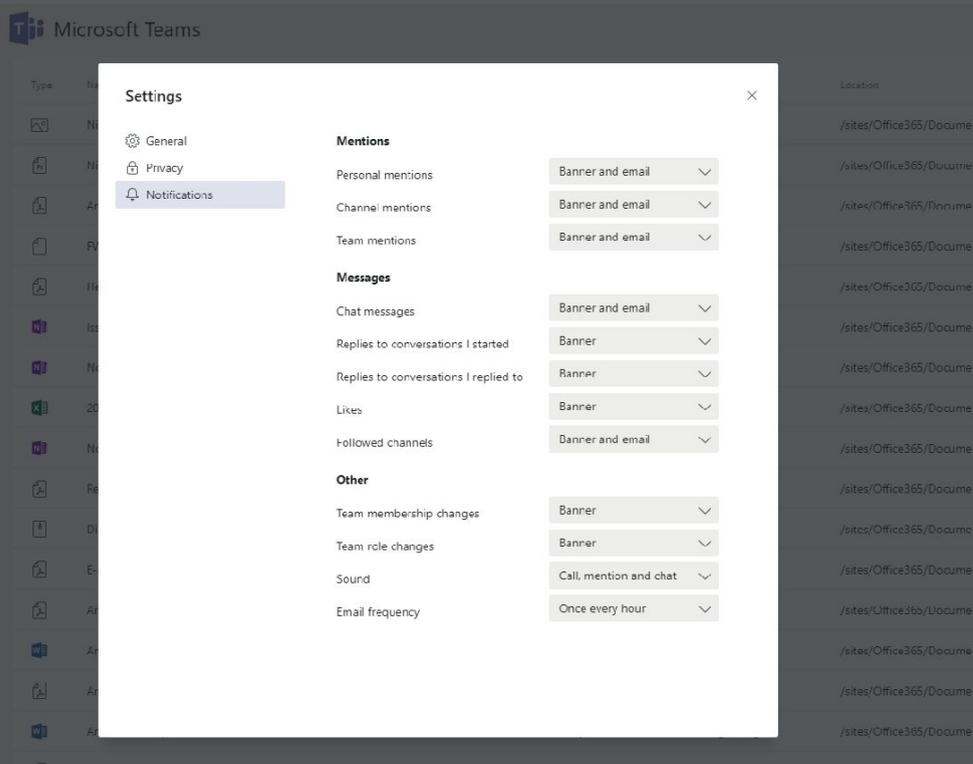
How to stay on top of things

Notifications let you know when someone @mentions you, likes something you've posted, or replies to a thread you started. The Activity feed helps you stay on top of all your notifications.

1. Click **Activity**
2. **Feed** shows you a summary of everything that's happened in the channels you follow.
 - Click **Filter** to show only certain types of notifications such as @mentions or likes.
 - Select **Feed > My Activity** to see a list of everything you've been up to lately in Teams.

How to manage Notifications

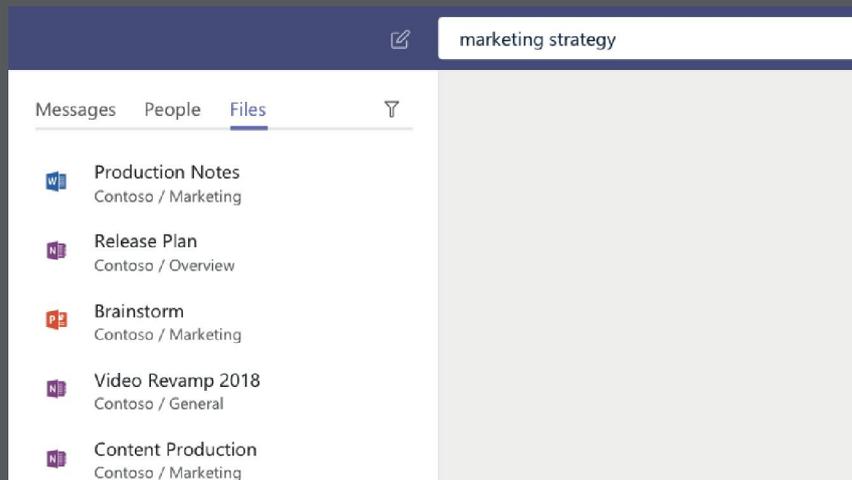
To further customize your notification settings, click your profile picture at the top of the app and then click **Settings > Notifications**. Here you can adjust what notifications you receive and how they appear.



How to search for messages, people, or files

Searches cover your entire organization—all the teams and channels that you are part of.

1. Type a phrase in the command box at the top of the app and press Enter.
2. Select the **Messages**, **People**, or **Files** tab.
3. Select an item in the search results. Alternatively, you can click Filter to further refine your search results.

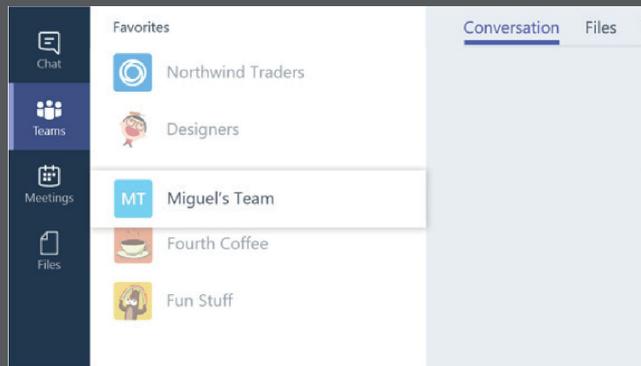


How to show a Channel

From within a channel, click **Manage the team**, then click **hide** if you want to put the channel in the list of hidden channels, or click **show** if you want the channel to be visible.

Reorder the teams list

To reorder your teams, click Teams, then click and drag the team name anywhere in your teams list.



How to moderate a channel

In Microsoft Teams, team owners can turn on moderation for a channel to control who can start new posts and reply to posts in that channel.

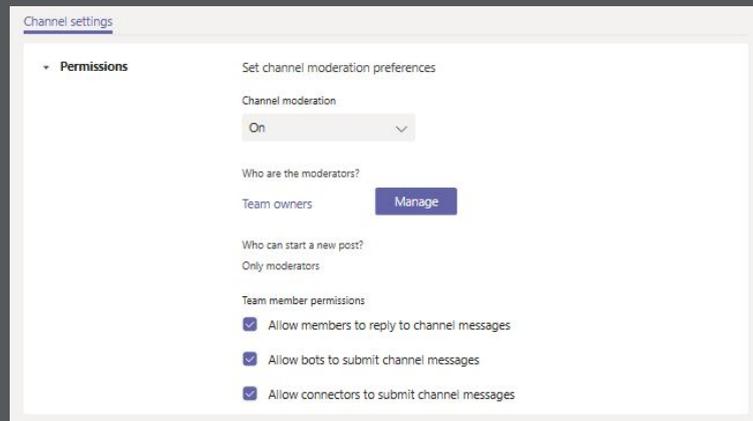
Team owners can also add team members as moderators. A team owner might not have the subject matter expertise at the channel level to best support channel moderation. By allowing specific team members to moderate a channel, the responsibility of managing content and context within a channel is shared between team owners and channel moderators.

Channel moderators can:

- Start new posts in the channel. When moderation is turned on for a channel, only moderators can start new posts in that channel.
- Add and remove team members as moderators to a channel. Keep in mind that by default, team owners are channel moderators and can't be removed.
- Control whether team members can reply to existing channel messages and whether bots and connectors can submit channel messages.

How to set up and manage channel moderation

In Teams, go to the channel, click **More options**  > **Manage channel**. From here you can turn on and turn off moderation, add team members as moderators, and set preferences. Channel moderation is a per-channel setting. There's no tenant-level setting for channel moderation



3. CHAT

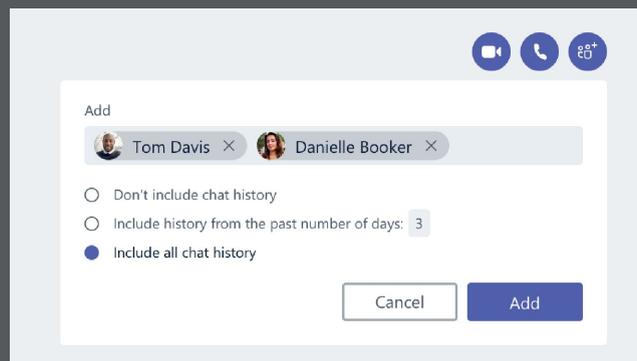
Channel conversations can be seen by everyone on the team. Think of them like Facebook or other social media posts. They're all about working in the open!

In **private and group chats**, only people in the chat can see your messages: think of them like texts or instant messages.

To send a private message, first click **New chat** at the top of the Teams app to start a new conversation. Type the name of the person or people you want to chat with. Then, compose your message and click **Send**.

How to add people to a private chat (start a group chat)

To loop more people into a private conversation, just click **Add people** in the top right corner of your screen. Then, type the names of the people you'd like to add, select how much of the chat history to include, and click **Add**.



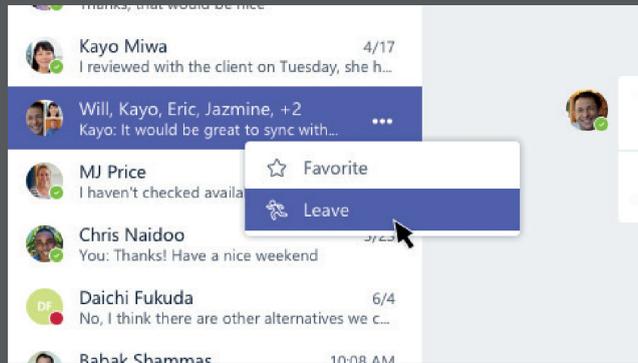
A maximum of 100 people can be invited to contribute to a chat.

Mute a Chat

To stop getting notifications for one of your chats, find the name of the chat and click **More options > Mute**. Only the notifications are turned off, so you still receive messages and an icon appears next to the names of the participants to remind you that the chat has been muted. If you change your mind, just click **More options** again and unmute it.

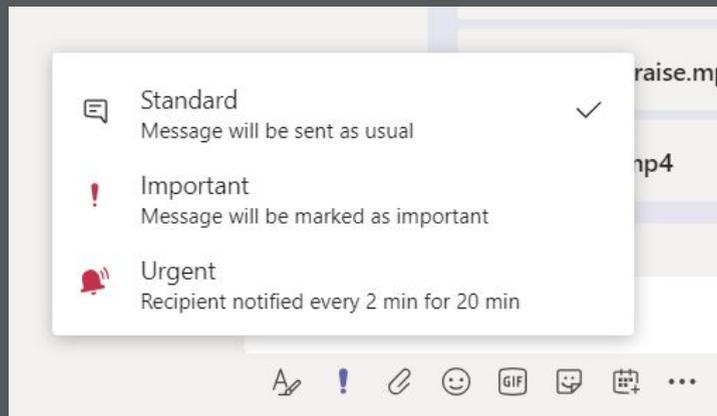
Leave a chat

To leave a group chat, go to your chat list and find the chat you want to leave. Click **More options > Leave**



Decide the urgency of your message

In chat you can set delivery options by clicking on ! The options are these:



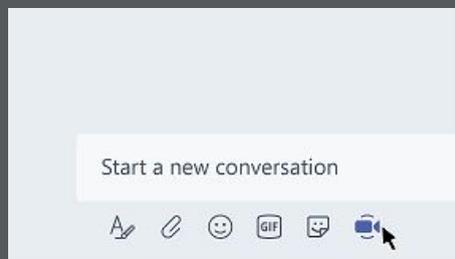
To create an urgent message, open the **Chat window**, select the recipient, create a new message and click the exclamation icon to reveal the option to mark the message as urgent. Compose and send the message as normal.

4. MEETINGS

A team meeting is held online in a channel, so you can go from a conversation to a meeting with the click of a button. Team meetings are open meetings, so anyone in the team can join.

Team meetings include audio, video, and desktop sharing. And because they're online, you'll always have a meeting space and never need a room or projector.

To start a team meeting, click **Meet now**  beneath the compose box in a new conversation:



Or keep the context of the conversation and bring in the people you're already talking to by clicking **Meet now**  beneath the compose box in an existing conversation:



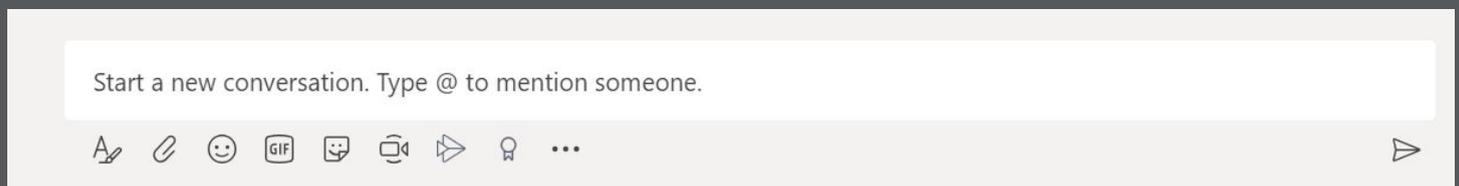
When you start a meeting in a particular channel, the whole team can see that a meeting is happening and join from that channel.

How to start an instant meeting inside Microsoft Teams

1. You can start a meeting from the **private chat, with specific people** by clicking the camera icon (videocall) or the telephone icon (audiocall)



2. You can start a meeting from the conversation box, with every member of the team by clicking the camera icon underneath the text box



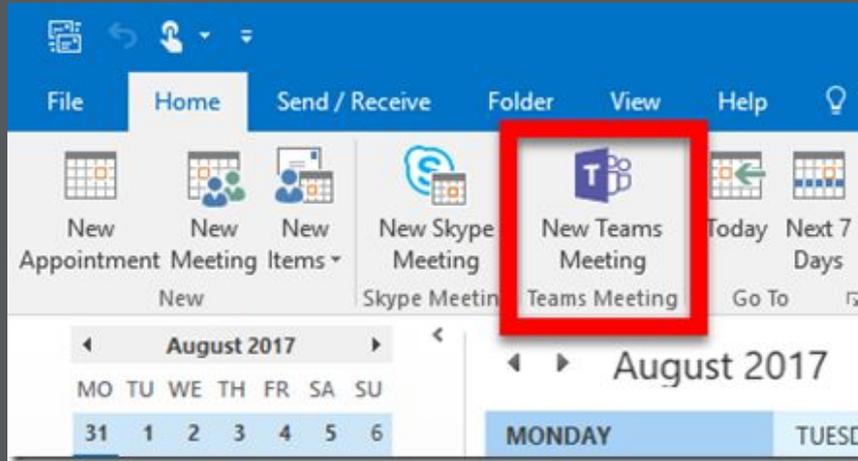
When you're in a meeting, select **Show participants** in your meeting controls to see the people who were invited but haven't joined yet. To ask someone who was invited to join the meeting, **select their name > More options > Ask to join**.

How to schedule a Team Meeting from Outlook

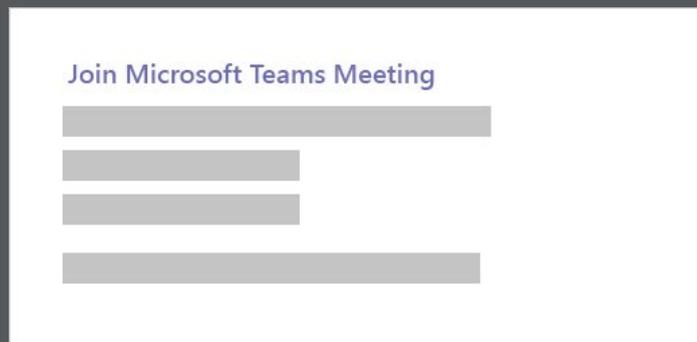
The best way to schedule a meeting with Microsoft Teams is by using the calendar in Outlook.

In order to do that, you should:

1. Open Outlook and select the **calendar** feature;
2. From the top menu, click "**New Teams Meeting**":



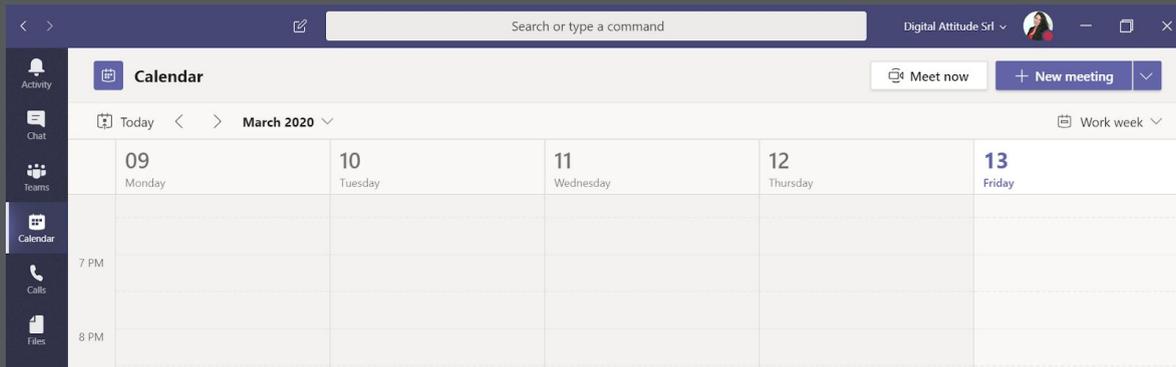
3. Add your invitees to the **To field**—you can even invite entire contact groups (formerly known as distribution lists).
4. Add your meeting **subject**, location (useful if you need to book a meeting room), start time, and end time. Then click **Send**.
5. The recipient will receive an email with a hyperlink in the footer. By clicking "**Join Teams Meeting**" from Outlook or from the invitation mail footer, the recipient will be redirected to the meeting on Microsoft Teams.



How to schedule a Teams meeting from Teams

To schedule a meeting a meeting from Teams:

1. Go to **Calendar**
2. Click **New Meeting**
3. Set all the meeting details: set the **room, day, time, and participants**.



One of the most useful feature of Microsoft Teams is that **anyone with an email address (even if external to the organization) can join a meeting**.

Guests can join Teams web client anytime by clicking the hypelink "Join Teams Meeting" in the e-mail footer.

How to share your Desktop

Desktop sharing lets you present your screen or the app you're using during a meeting. To share your screen in a meeting, click **Share**  in your meeting settings.

You can choose to present your entire desktop, a specific app, or a file.

Share PowerPoint slides in a meeting

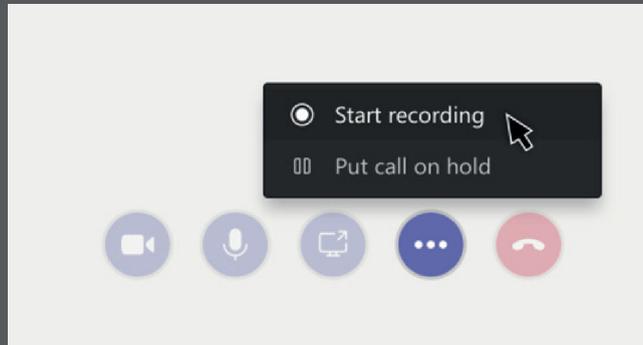
If you choose to share a PowerPoint file in a meeting, rather than your desktop, meeting participants will get some special capabilities:

1. They'll be able to move around to different slides without interrupting the main presentation.
2. They can sync their view back to the presenter's view with one click.
 - Click **Share**  in your meeting settings.
 - In the PowerPoint section, click the file you want. Click **Browse** to look for a different file.



How to record a meeting

- Start or join the meeting.
- To start recording, go to the meeting settings and click **More options**  > **Start recording**.



Everyone in the meeting is notified that recording has started.



To stop recording, go to the meeting settings and click **More options**  > **Stop recording**.

Who can start or stop a recording?

Anyone who meets the following criteria can start or stop a recording, even if the meeting organizer isn't present.

- Has a recording license from an IT admin.
- Isn't a guest or from another company.
- Has Microsoft Stream upload video permissions.

Type of user	Can start recording?	Can stop recording?
Meeting organizer	Yes	Yes
Person from same org	Yes	Yes
Person from another org or company	No	No
Guest	No	No
Anonymous	No	No

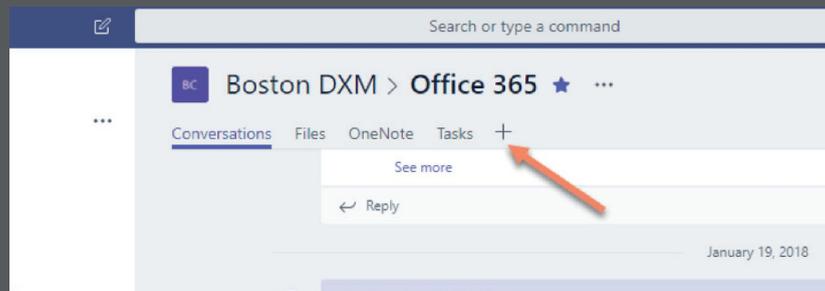
5. APPS

Apps let you find content from your favorite services and share it right in Teams. They help you do things like pin services at the top of a channel, chat with bots, or share and assign tasks. Here's a rundown of the different ways you can interact with apps and services in Teams.

Share content on a tab

They can connect you to Microsoft services (like Excel, OneNote, or Planner), external services, or a website of your choice.

Please notice that any third-party application that is not included in the Office 365 suite needs to be approved for usage. To add a tab outside click **Add a tab (Plus symbol)** at the top of your channel or chat. Select the tab you want from the tab gallery.



Link video:

What is Teams and what are its functions:

<https://support.office.com/en-us/article/video-welcome-to-microsoft-teams-b98d533f-118e-4bae-bf44-3df2470c2b12?ui=en-US&rs=en-US&ad=US>

Customize team:

<https://support.office.com/en-us/article/go-to-guide-for-team-owners-92d238e6-0ae2-447e-af90-40b1052c4547?ui=en-US&rs=en-US&ad=US>

How conversations work in channels:

<https://support.office.com/en-us/article/video-work-in-channels-99d33aaa-0743-47c6-a476-eb0a24abcb7e?ui=en-US&rs=en-US&ad=US>

Command Box tutorial:

<https://support.office.com/en-us/article/how-to-use-the-command-box-13c4e429-7324-4886-b377-5dbed539193b?ui=en-US&rs=en-US&ad=US>

Meeting tutorial:

<https://support.office.com/en-us/article/video-manage-meetings-ba44d0fd-da3c-4541-a3eb-a868f5e2b137?ui=en-US&rs=en-US&ad=US>

TABS tutorial:

https://support.office.com/en-us/article/video-add-tools-with-tabs-7350a03e-017a-4a00-a6ae-1c9fe8c497b3?wt.mc_id=otc_microsoft_teams



Teams