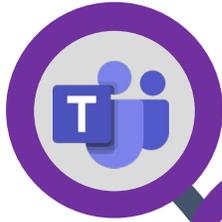


# MICROSOFT TEAMS

## THE BASICS - USER GUIDE

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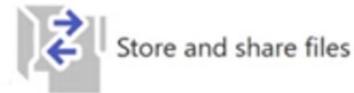


## 06 – CHAT USING MS TEAMS

- One-on-one chats
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# About MS Teams

Microsoft Teams (MS Teams) is part of Office 365 services, that allows teams to collaborate better by providing functionality for the following services all from one place:



As part of the Office 365 package, MS Teams brings together all the functionalities of other Office 365 features, including Microsoft Office, Outlook, SharePoint Online, OneNote, OneDrive, Planner etc.

MS Teams is your hub for teamwork

# MS Teams home page navigation

## Chat

Create or follow up on a one-on-one or small group chat

## Calendar

Host or join a meeting

## Make a video or audio call

Make a video or audio call at any time

## Start a new Chat

Launch a one-on-one  
Or small group conversation

This image of the MS Teams home page provides an overview of some of the applications functionality.

This **Basics - User Guide** will cover the topics highlighted on this page.

More features will be covered in the **Fundamentals User Guide**.

The screenshot shows the MS Teams home page interface. At the top, there is a search bar with the text "Search or type a command". Below the search bar, the page is divided into several sections:

- Activity**: A vertical sidebar on the left containing icons for Activity, Chat, Teams, Calendar, Calls, and Files.
- Calls**: A section on the left with a "Speed dial" list, "Contacts", and "History".
- Speed dial**: A central section with a "Speed dial" list, "Other Contacts", and "Suggested contacts".
- Make a call**: A section on the left with a "Type a name" input field and a "Suggested" list of contacts.

Navigation callouts are shown as purple lines connecting text boxes to specific features in the interface:

- The "Chat" callout points to the "Chat" icon in the Activity sidebar.
- The "Calendar" callout points to the "Calendar" icon in the Activity sidebar.
- The "Make a video or audio call" callout points to the "Calls" icon in the Activity sidebar.
- The "Start a new Chat" callout points to the search bar at the top.

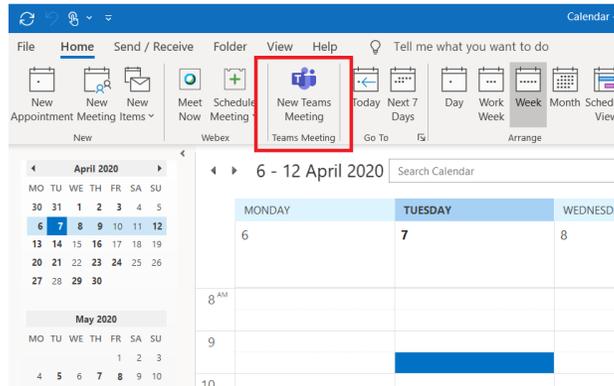
The "Suggested contacts" section includes the following entries:

Name	Role	Status
Losanno, Marisa	Business Change Manager	Away
Aquilina, Christopher	Senior Director / Chief Inte...	In a call
Benedictos, Rosa	Data Analyst	Available
Biden, Patrick	Office365 Productivity Imp...	Away
Carroll, Camille	Director, Legal	In a meeting
Cox, Trevor	Assistant Director	Offline
Gordon, Ken	Director	Available
Hartley, Isabel	Project Officer	Available
Hucker, Penelope	Director Operations and P...	Away
Hunter, Kate	Change Manager	Available
Meere, Catriona	Senior Director	Available
Murray, Paula	Director	Available
Nott, Georgia	Business Support Officer	Offline
Page, Sarah	Senior Project Officer	Available
Patel, Pal	Director	Away
Prabhakar, Nikhil	Senior Project Manager	Busy

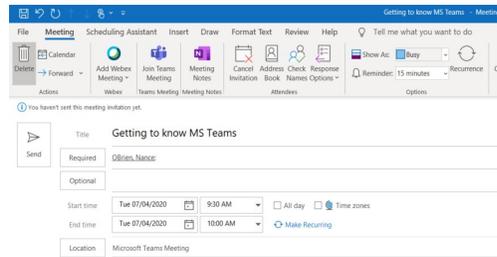
# Host and Join meetings using Outlook

## Scheduling a meeting through Outlook

1. In Outlook, open your **Calendar**.
2. Select the date and time of your meeting and click on **New Teams Meeting** in the tool bar menu.



3. A new meeting request will be created with a link **Join Microsoft Teams Meeting** in the body of the email. Add the meeting title, details of the meeting and invite the attendees. You can invite anyone that has a valid email address and 'click' **send**.



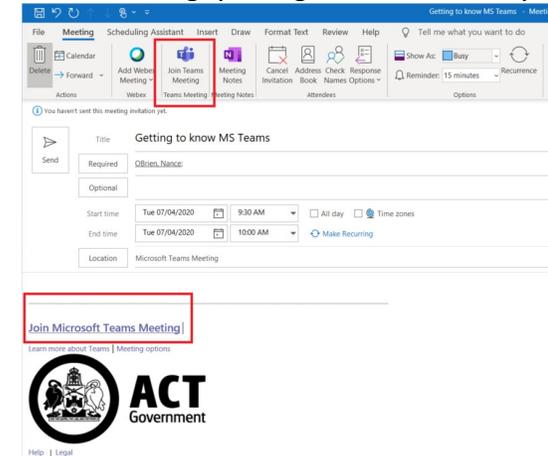
Tip: If your meeting is for a distribution list it can only be scheduled using Outlook.



## Joining a meeting through your invite

### Join by calendar:

1. All you need to join a **Teams meeting** is to open the meeting invite in Outlook and 'click' **Join Team Meeting** in the top tool bar;
2. 'Click' the **Join Microsoft Teams Meeting** link in the body of the email or if someone starts the meeting, you'll get a notification you can use to join.



### Join by link:

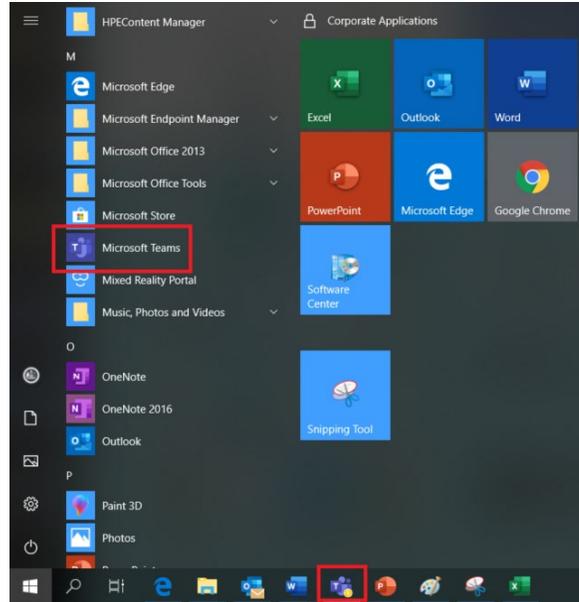
1. You don't have a **Teams** account, you can still join a **Teams meeting**. Open the meeting invite and 'click' **Join Team Meeting** link. It will re-direct you to a page where you can either join on the web or download the desktop/mobile application. If you already have the **Teams** application, the meeting will open there automatically.
2. If you don't have a **Teams** account you will have the option to enter your name to join the meeting as a guest and go into the lobby where the host of the meeting can admit you.

Note: You don't need to download the MS Teams application on your desktop or device to utilise many of the features covered in this user guide.

# Signing up in MS Teams

## Sign up for Teams on your computer

1. For **Windows**, 'click'  > Microsoft Teams from the application list or your start bar.



2. For **Mac**, go to the **Applications** folder and 'click' **Microsoft Teams**
3. For the **web**, go to <https://teams.microsoft.com>.
4. Sign in using your ACT Government email and password.

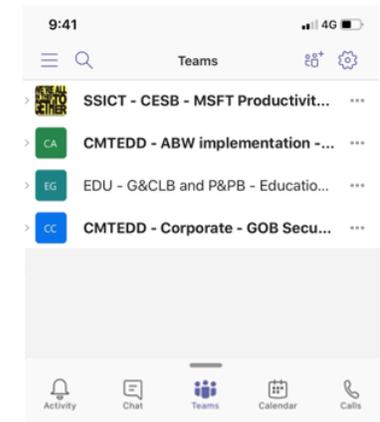
Tip: You can pin MS Teams to your start bar by right clicking it in the application list and selecting 'pin to start'.

## Sign up for Teams on your mobile

1. On your **mobile phone** open the **Applications Store** and search for **MS Teams**. 'Click' the cloud icon to download the application.



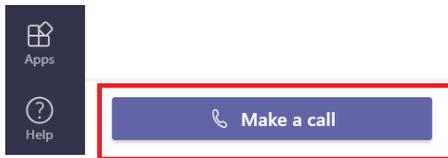
2. Once it has downloaded 'click' **Open** and enter in your ACT Government email and password. You will have access to the same functionality as on your computer, including linking to your Outlook calendar.



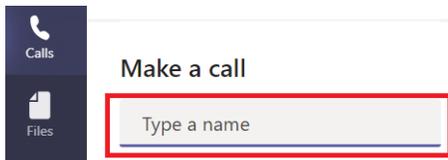
# Making an audio or video call using MS Teams

## Making a call using the **Calls** icon

1. You can make an unscheduled audio or video call, without having to arrange a meeting beforehand through Outlook.
2. On the Teams home page, select **Calls**  on the left hand side tool bar.
3. 'Click' **Make a Call** on the bottom of the Calls Window

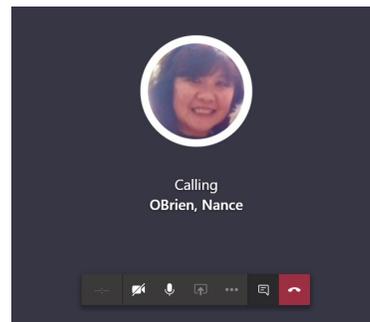
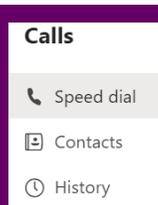


4. Enter the name of the person you want to call in the **Type a name** field. Their contact details will appear.



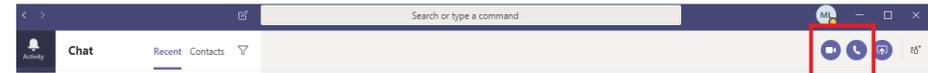
5. 'Click' enter to place your call. Details of the person you are calling will appear in the centre of the window. If you select video call your camera will turn on so the person you are calling can see you.

Tip: You can add people to a speed dial list, look up contacts and view your call history by using these call icons.

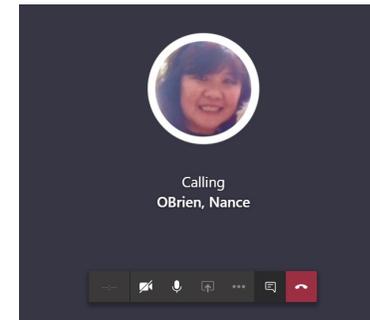


## Making a call using the **Chat** icon

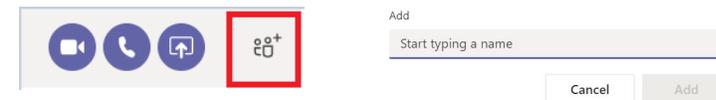
1. On the Teams home page, select **Chat**  on the left hand side tool bar.
2. Go to the upper right corner of your screen and 'click' on the type of call you want to make – video or audio.



3. Details of the person you are calling will appear in the centre of the window. If you select video call your camera will turn on so the person you are calling can see you.



4. You can add participants to your call by 'clicking' the **add person** icon next to the video and audio icons. Enter in their details in the pop up box.

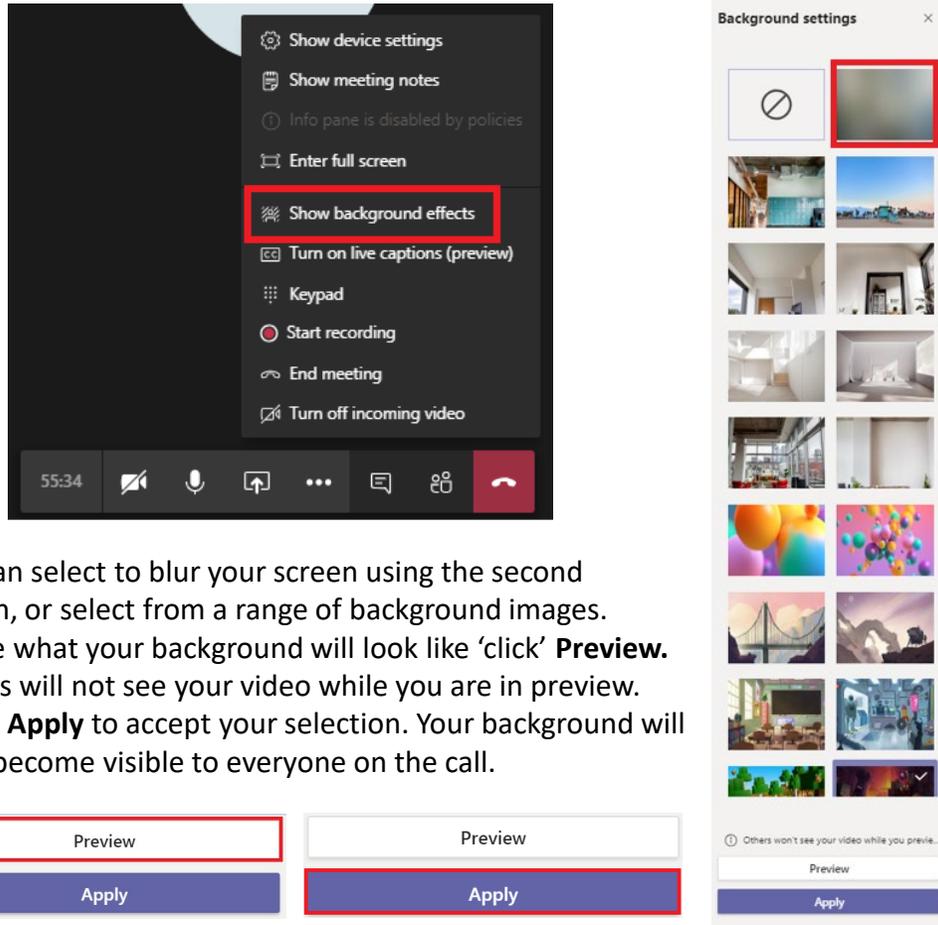


Tip: You can check a person's availability by looking at their status icon. This information is linked to Outlook Calendars.

# Making an audio or video call using MS Teams

## Changing your background

1. 'Click' the ellipsis  to show **More options**.
2. 'Click' **Show background effects**, a window will open in the right of the screen showing you the different background options you can select from.



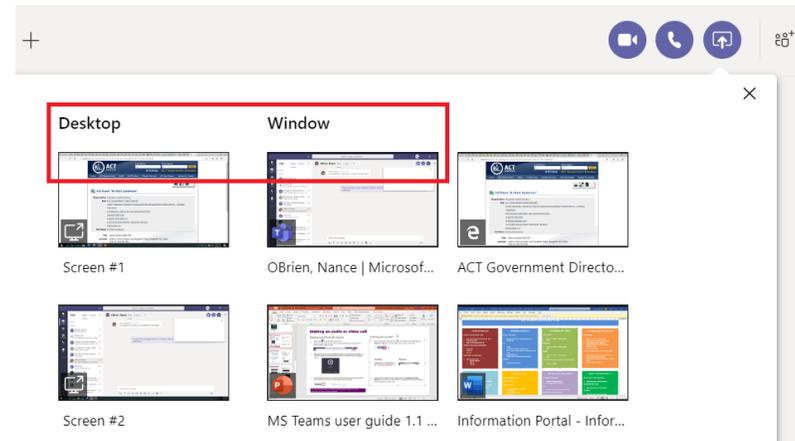
3. You can select to blur your screen using the second option, or select from a range of background images.
4. To see what your background will look like 'click' **Preview**. Others will not see your video while you are in preview. 'Click' **Apply** to accept your selection. Your background will then become visible to everyone on the call.

## Sharing your screen while on a call

1. You can share your screen or a document you have open with people you are talking to by 'clicking' the **Share** icon in the top right hand corner of your screen.



2. Select **Desktop** to share everything on your screen (including any notifications you may receive) or **Window** to share a specific document or screen.



3. The other participants in the chat will receive a notification asking them to accept your screen share. Once they do, they'll be able to see your screen and continue the call.
4. To stop sharing your screen 'click' **Stop presenting** at the top of the screen.



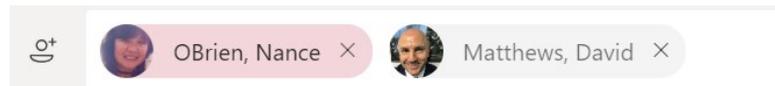
# Host and Join meetings using MS Teams

## Host and schedule a meeting through MS Teams

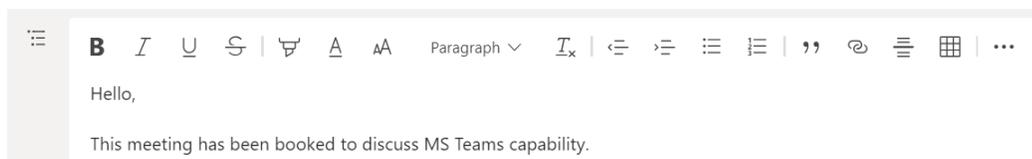
1. On the Teams home page, select **Calendar**  on the left hand side tool bar. This will open your calendar, which is linked to Outlook.
2. You have two options. **Meet now** allows you to start a meeting and then add your attendees.



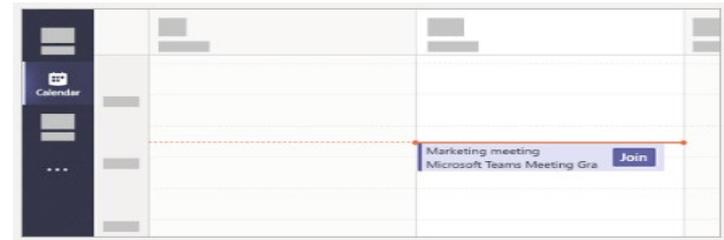
3. To schedule a future meeting 'click' **New meeting** and add your title.
4. Enter in your attendees next to the person  icon.
5. You can quickly tell if attendees are available at your selected meeting time. If the person's name is highlighted in red they are not available. You can check what times they are available by using the **Scheduling Assistant** in the top toolbar.



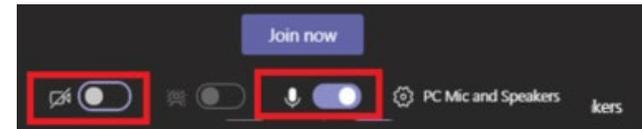
6. Enter in your meeting message and 'click' **Send** in the top right hand side of the window. The invitation will then appear in your Calendar.



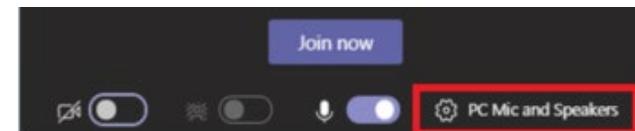
1. On the Teams home page, select **Calendar**  on the left hand side tool bar to see your meetings. Find the meeting you want, and then select **Join**. Or remember, if someone starts the meeting, you'll get a notification you can use to join.



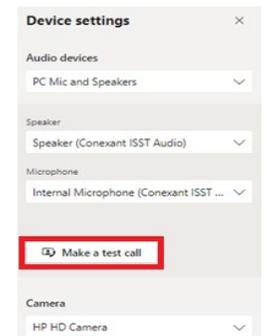
2. When joining a meeting you will have the option to toggle your camera and microphone on and off.



3. Select PC Mic and Speakers to check your device settings and adjust your speaker and microphone settings as required.



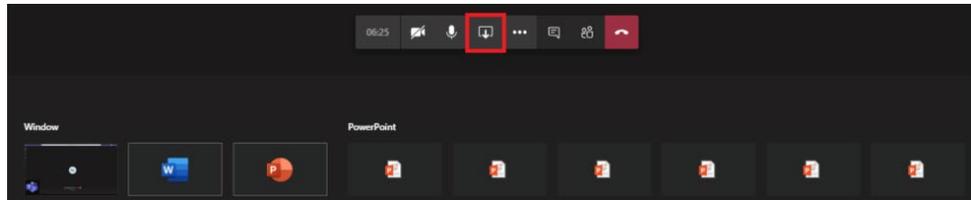
4. To test the selections, 'click' **Make a test call**. This will test your microphone to ensure it is working. Close the window using the **X** at the top right of the window.



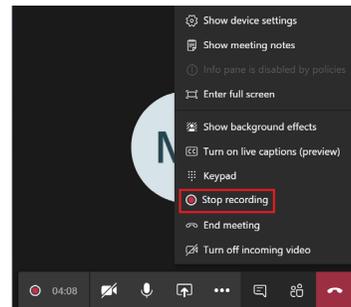
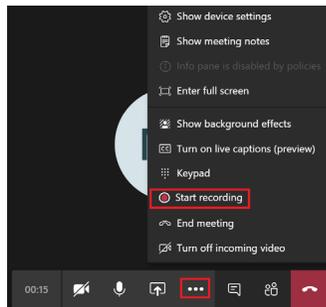
# Host and Join meetings using MS Teams

## Toolbar options during your meeting

1. Select the **Share** option to allow meeting participants to view documents on your computer.
2. A list of open documents on your computer will appear along the bottom of your screen. 'Click' the document you want to share.
3. To stop sharing 'click' the **Share** option again.



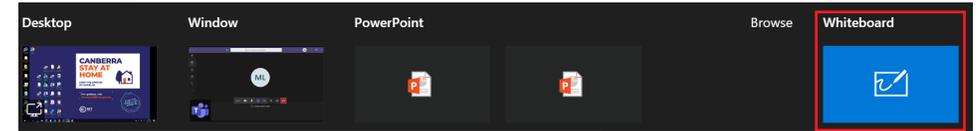
4. Select the **ellipsis**  to view your device settings, meeting details and switch to full screen mode.
5. To blur your background 'click' **Start video with blur**.
6. 'Click' **Turn on live captions (preview)** to view spoken words as text.
7. To record a conversation 'click' **Start recording** and click **Stop recording** when you are finished. Note: If you use the Whiteboard it won't show up as part of your recording.



Tip: You should advise all participants they are being recorded if using this function.

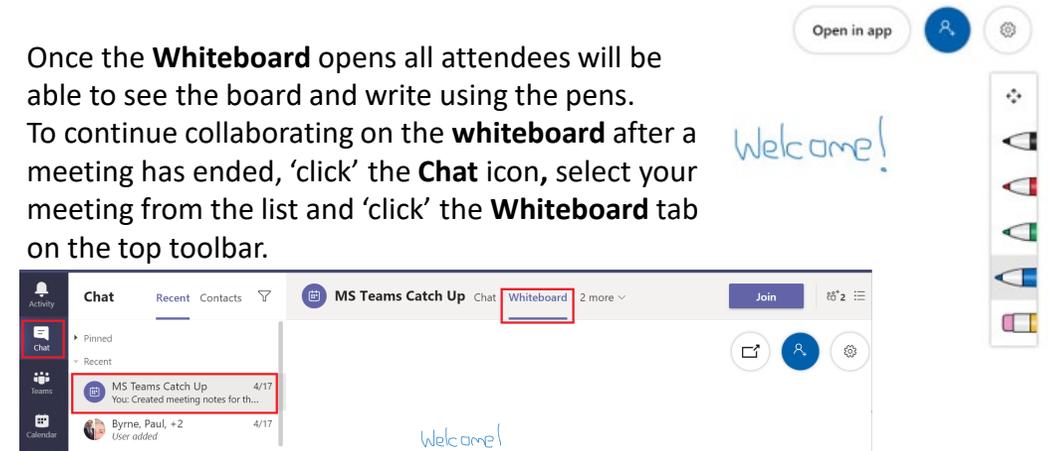
## Sharing a **Whiteboard**

1. Select the **Share** option to allow meeting participants to view documents on your computer.
2. Select **Whiteboard**. You will be alerted that your **Whiteboard** session is starting.



Hi! You're about to join this Whiteboard...

3. Once the **Whiteboard** opens all attendees will be able to see the board and write using the pens.
4. To continue collaborating on the **whiteboard** after a meeting has ended, 'click' the **Chat** icon, select your meeting from the list and 'click' the **Whiteboard** tab on the top toolbar.



Tip: If you have one, you can write on the Whiteboard using your stylus.

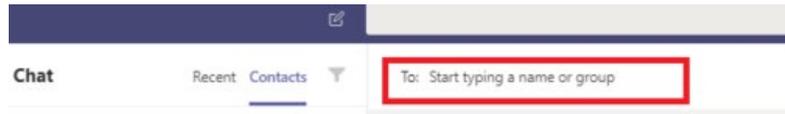
# Chat using MS Teams

## One-on-one Chats

1. At the top left of the Teams home page, 'click' the **new chat**  icon.



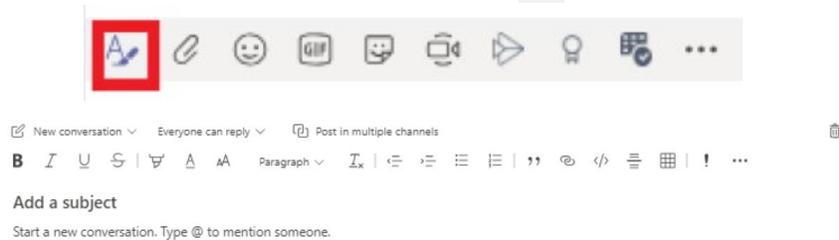
2. In the **To** field, type the name of the person you want to chat with.



3. Compose your message in the box at the bottom of the **Chat**. When you're ready, select **Send**  this starts the chat.



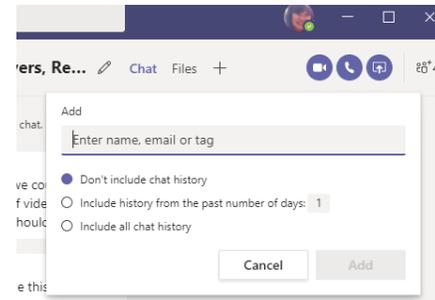
4. To open your formatting options, 'click' the **A**  icon to expand your text options.



Tip: You can use the paperclip to attach documents for sharing and add character to your message by using emojis and GIFs.

## Group Chats

1. Start the same way you start a one-on-one chat, and select **new chat**  at the top of the Home page. Select the down arrow to the far right of the **To** field and type a name for the chat in the **Group name** field.
2. Enter the names of the people you'd like to chat with in the **To** field. To get someone's attention in a chat, type **@** and the person's name and to get everyone on a team's attention, type **@** and the team name.
3. Everyone who has access to the group **Chat** can send messages. You can include up to 100 people in a group chat.
4. To loop more people into the conversation at any time, just **Add people**  in the top right corner of Teams. Then type the names of the people you'd like to add, select how much of the chat history to include and 'click' **Add**.



Tip: You can only include the chat history in Chats that have at least 3 people not in one-on-one chats.

5. The entire chat history will be saved in Teams, from the first message. If someone leaves the group, their chat responses will remain part of the chat history.

Tip: All **Chat** messages, similar to emails, are subject to the *Freedom Of Information Act* which gives individuals the right to seek access to information held by the Directorate.