

# Connect+Learn: Teams (Meetings and Messaging)

## Outline

- This session introduces users to the meeting and messaging functions on Microsoft Teams.
- Teams is a powerful and flexible communications tool and it has many excellent features.
- Today's session will cover:
  - How to access Microsoft Teams
  - Navigating the Teams interface
  - Using Teams to communicate with colleagues
  - Creating Teams meetings
  - Running successful Teams meetings

## How to access Teams

You have three options for accessing Teams.

- **Use the web application**
  - Access Teams online via [teams.microsoft.com](https://teams.microsoft.com).
  - You can also access it by using the waffle icon at [mail.utoronto.ca](mailto:mail.utoronto.ca) and clicking Teams.
- **Use the desktop application**
  - Many of you will already have this installed.
  - If you are on a Windows machine, you can find it by searching for Teams in your taskbar.
  - If you don't have the application installed and you would like it, you can download Teams from the online version. It's in the bottom left hand corner here:  
<https://teams.microsoft.com/>
  - You can also access a download of the Teams application via [mail.utoronto.ca](mailto:mail.utoronto.ca) --> waffle icon --> Office 365 --> Install Office.
- **Use the mobile web application**
  - In addition to the above desktop options, you can also install the mobile app. It's a great option because it integrates into the phone experience seamlessly. To get the mobile app, search for Teams in your mobile app store.

## The Teams interface

- There are a few key features on the Teams app interface to note. Highlights of these include:
- **User icon**
  - **Status:** Your status syncs with your Outlook calendar to indicate your availability to your colleagues.
    - Green: This indicator means that you are not in a meeting and are actively using Outlook or Teams.
    - Red: Teams will mark you as red when you are attending a meeting that is on your Outlook calendar or are in a Teams call.
    - Yellow: Teams marks you as away when you are not in a call or meeting and haven't been active on Teams or Outlook in some time.
    - You can also set up a custom message using the Status tool.

- Status is an excellent tool for gaging how available a colleague is when you need to get in touch with them. Find out more here: <https://docs.microsoft.com/en-us/microsoftteams/presence-admins>.
- **Settings: Teams features a number of settings that enable you to customize your experience.**
  - General: You can choose the layout and opt to keep Teams running in the background.
  - Privacy: Manage priority access and blocked contacts.
  - Notifications: Customize how and when you would like to receive messages and meeting alerts.
  - Devices: This is a great place to check when you're using Teams for the first time: you can make a test call to make sure your audio and video settings are working as expected.
  - Permissions: Choose the information that you are sharing when using Teams.
  - Call Settings: Explore options such as voicemail set-up.
- **Side Tabs**
  - Activity: This shows recent activity in your Teams channels and chats such as reactions, announcements and mentions.
  - Chat: A tool to communicate with colleagues via text, audio and video.
  - Teams: Teams channels are spaces for your division. We will go over channels in a subsequent session.
  - Assignments: These do not apply to staff at this time, they are for teaching.
  - Calendar: The Teams calendar is synced with your Outlook calendar. From this calendar you can create an ad-hoc meetings or create events.
  - Calls: This section is similar to chat, but specifically geared towards calls. You might find that you use the call function in Chat more.

### Using Teams' Chat feature to communicate with colleagues

- Teams can be used as a great tool for communicating with colleagues.
- You can have any combination of people and communicate instantly through the Chat feature.
- **To start a new chat**
  - You can right click on the chat icon OR you can type the name of someone you would like to add to the chat and initiate it that way.
  - From there, you can also add additional people to the chat or remove them.
  - You can also leave!
  - Find out more about basic chat set-up here: <https://support.office.com/en-us/article/start-a-chat-in-teams-0c71b32b-c050-4930-a887-5afbe742b3d8>.
- **Options for conversation**
  - When you right click on a conversation, you'll notice the following options:
    - Mark as unread: Similar to email, this option will mark the message in the side menu as unread.
    - Pin: This works the same way as it does in Outlook. It's a good option for conversations about projects that you don't want to get lost.
    - Add to favorite contacts: Pin a contact to the top of the Contacts menu.

- Mute: When you mute a conversation you will not receive notifications for it.
    - Hide: Hide the conversation from your conversation menu. Note: this does NOT delete the message thread. The thread will reappear the next time someone adds to the chat.
  - Naming a conversation
    - There can be a lot of subtle overlap between group members, and you want to make sure that information is being shared with the correct people.
    - Naming a conversation is a great way to ensure this. To name a conversation, click on the pen icon to the right of the conversation name and add your title.
- **Conversation options**
  - Video call: Instantly video call everyone in the chat.
  - Audio call: Instantly audio call everyone in the chat.
  - Screen share: Share your screen with everyone in the chat.
  - View and add participants: View, add or remove participants from the chat.
- **Additional tabs**
  - Files: You can see all of the files that have been shared with the group over the course of a group chat.
- **Chat provides framework for group work, but in a less formal way than a Teams channel would.**
  - A great example is a mini project. The project isn't big enough to warrant an entire Team, but the chat gives us great communications options. I can call anyone in the group with a click of a button and screenshare etc.; it can be useful when everyone needs to touch base.
- **Good practices**
  - An important item to note is that if you add a new person to a chat, you can share previous chat content with that person.
  - Be careful about sharing confidential information with the wrong people.

## Scheduling Teams meetings

- Teams meetings are an excellent option for teleconferencing, and there are many routes you can take to make a meeting.
- **1. The first is to make an ad-hoc meeting directly from the calendar inside the Teams application by clicking 'Meet Now'.**
  - Good if you need to have a very short notice meeting such as when an in-person meeting is already in session and others need to join remotely.
  - You can invite people directly, or you can copy and paste the link --> the link can be shared with external people.
- **2. You can make a meeting on the Teams calendar as well by simply clicking 'New meeting' and filling in the details.**
  - This option is useful if you need to invite people from particular Teams channels.
  - Any meetings you make here will be synced with your Outlook calendar.
  - Review this article for more information: <https://support.office.com/en-us/article/schedule-a-meeting-in-teams-943507a9-8583-4c58-b5d2-8ec8265e04e5>.
- **3. What most of us will be doing is creating a Teams meeting from Outlook**

- To create a Teams meeting in Outlook, simply create a meeting as you usually would. Beside **Search for a room or location**, select **Teams meeting** from **Add online meeting** instead.
- You can access the meeting invitation on your Outlook calendar when it's time to join.
- The dial-in information will also be visible on Outlook. Learn more about dial-in audio conferencing here: <https://easi.its.utoronto.ca/shared-services/office365/teams/microsoft-teams-audio-conferencing/>.

### Meeting options

- When you create a meeting you can also set meeting options.
- To access these options, go to your meeting information and select **Meeting options**.
- These options let you control certain settings such as:
  - Who can bypass the lobby
  - Who can record meetings
  - Who can share slides and admit participants
  - Everyone in the meeting can use chat and video regardless
- More information about meeting settings can be found here: <https://docs.microsoft.com/en-us/microsoftteams/meeting-settings-in-teams>.
- The roles in Teams meetings are organizer, presenter and attendee. Organizers and presenters have the same permissions, attendees have limited permissions. A full outline of the different permissions can be seen here: <https://support.microsoft.com/en-gb/office/roles-in-a-teams-meeting-c16fa7d0-1666-4dde-8686-0a0bfe16e019>.

### Resources

- [Good Practices for Using Teams from Home \[PDF\]](#)
- [Teams Demo \[Microsoft\]](#)
- [How to use Microsoft Teams \(a demo tutorial\) \[YouTube\]](#)
- [Microsoft Teams video tutorial \[YouTube\]](#)