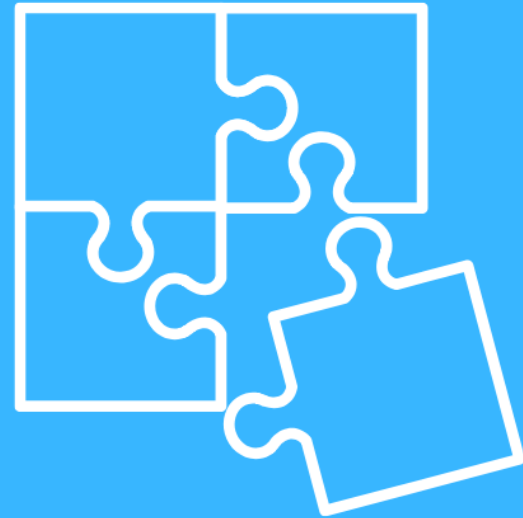


ENTERPRISE APPLICATIONS & SOLUTIONS INTEGRATION

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# CONNECT+LEARN

## Teams Best Practices

### **Today's session will cover:**

- Internet connectivity
- Testing and troubleshooting audio and video
- The differences between Teams online and the desktop application
- Good meeting practices
- Managing confidential conversations in Teams
- Good governance practices for maintaining team/channel confidentiality



# Best Practices: Internet Connection

- A high-speed Internet connection is required.
- If using Wi-Fi, make sure you are close enough to your router to get the best signal possible.
- Connecting to Teams calls while you are connected to a VPN or using remote desktop will result in a suboptimal experience!



# Best Practices: Audio and Video

- Most laptops will have a built-in **camera, microphone** and **speakers**.
- If using a desktop computer, a camera/mic add-on or a headset may be used.
- Mobile devices (smartphone, tablet) will have built-in camera, speaker, microphone and can be used for Teams meetings, you just need to have the Teams app installed.



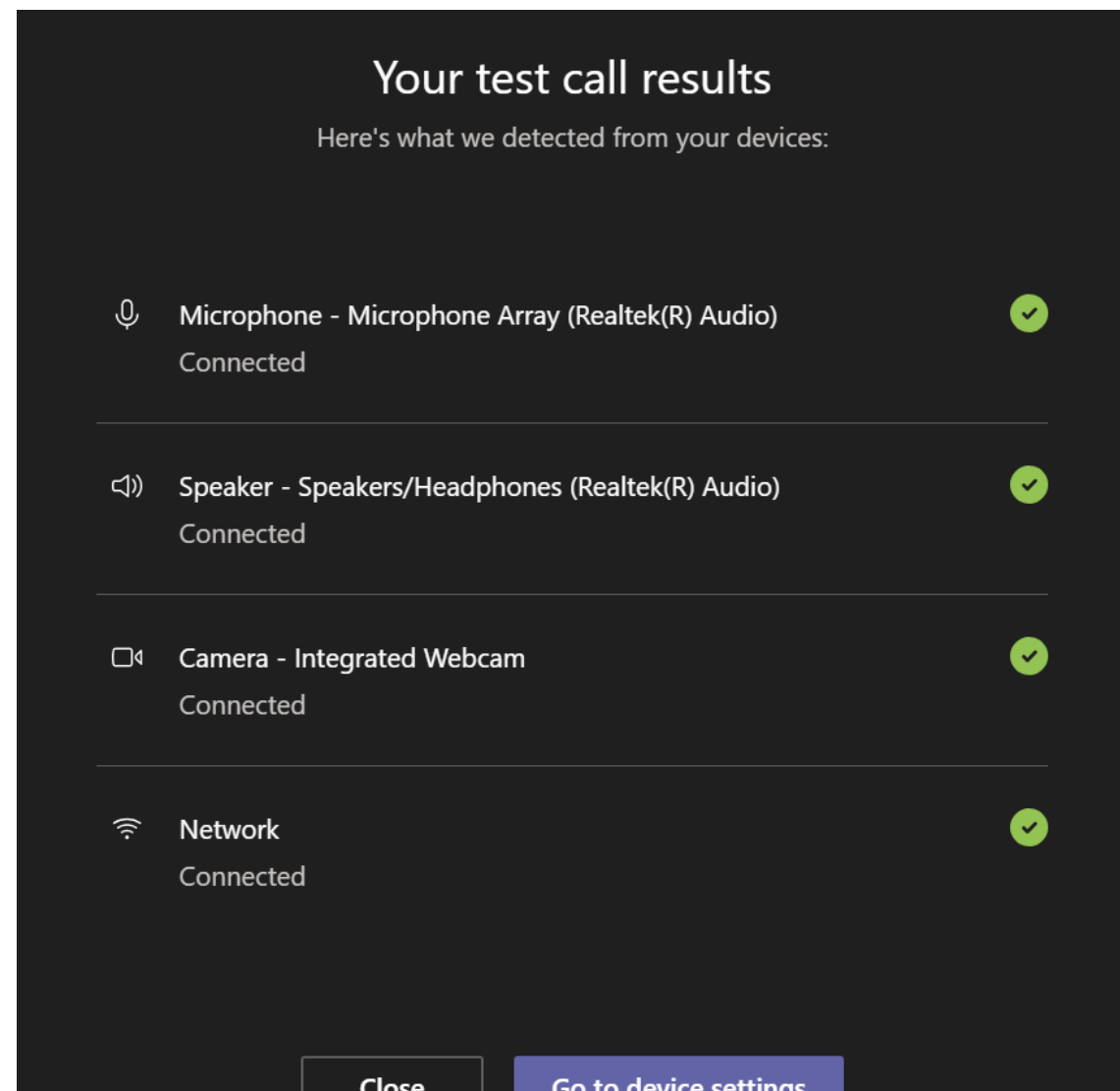
# Best Practices: Testing Audio and Video

- If you are uncertain about your audio and video configuration a good practice is to test it.
- You can do this by going to your settings in Teams and clicking **Devices** then **Make a test call**.
- **Demo.**



# Best Practices: Testing Audio and Video

- You can leave a voice message to test your audio.
- When the call is complete you will get a report on your microphone, speaker, camera and network settings.
- If an item is not connected, you can go to your Teams settings again to adjust.



# Best Practices: Troubleshooting Audio and Video

- You can check your computer's sound settings if you are still having trouble.
- First, make sure your device's microphone or speakers are not muted.
  - On a Mac:
    - Navigate to **System Preferences** -> **Sound**
    - Use the **Output** tab to set volume
    - Use the **Input** tab to set microphone gain
  - On a Windows PC:
    - Navigate to **Control Panel** – **Sound**
    - Adjust **Input** (microphone) and **output** (speakers) as needed



# Best Practices: Troubleshooting Audio and Video

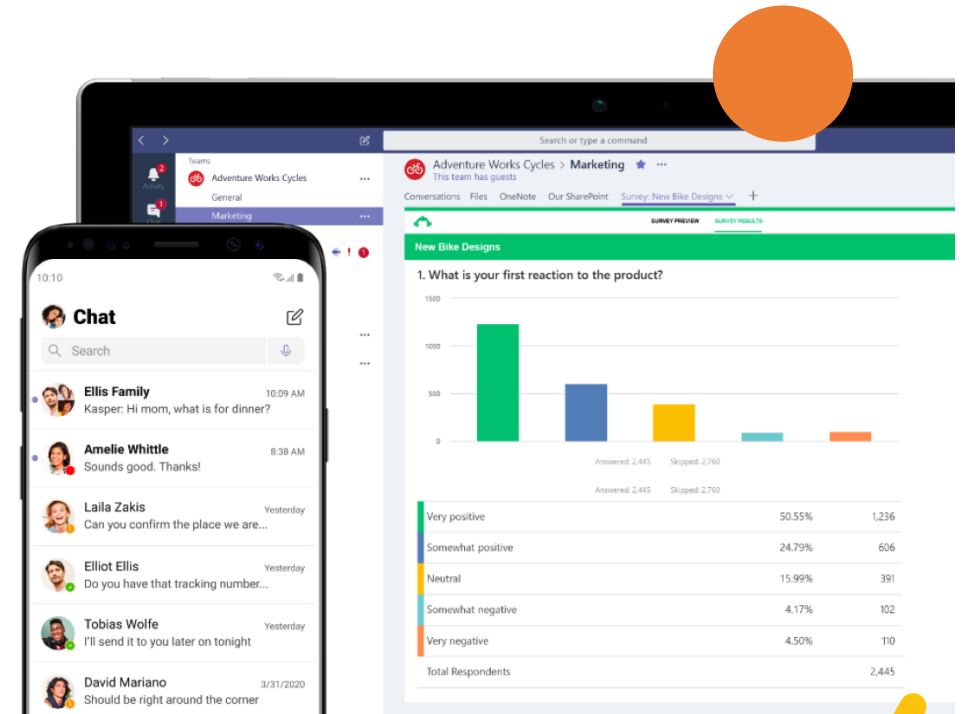
- If your audio and video connection is choppy during calls
  1. **Turn off video**
  2. Ensure you are **not connected to a VPN or remote desktop gateway** (unless it is necessary, look into alternate options like OneDrive)
  3. **Check that you have enough bandwidth** (if you have a high-speed connection, could someone be watching Netflix or downloading a large file?)
  4. If your audio is still choppy, you can use the call me tool. **Demo.**





# Best Practices When Using Teams

- The desktop version has the greatest functionality. Web does not have:
  - Background effects
  - Options to collaborate on a PowerPoint presentation
- Web is only fully supported by Microsoft Edge and Chrome browsers.
- If you cannot access the desktop version, you can access Teams via the web by going to [mail.utoronto.ca](mailto:mail.utoronto.ca).
- We also only recommend using dial-in if you absolutely cannot connect through the web, desktop or mobile apps.



# Best Practices: Meeting Etiquette

- Unless you are in a very small meeting, it's generally best to mute your mic if you are not the one speaking – if there is a lot of background noise the organizer can mute all! Demo.
- Set meeting roles when necessary.
- If you are going to record the meeting it is best to announce it first.
- Send links rather than documents!
- Use the meeting chat for ad-hoc questions.



# Best Practices: Managing Confidential Information



- **Keep confidential information to private Teams!** Only use the general chat for 'virtual water cooler' conversations and impromptu communications.
- A Team, unlike a Private Chat, has more management functionality, including:
  - The Team Owner can add or remove participants, create sub-conversations ("channels") including private channels available to a subset of participants, and can curate and delete entire channel conversations (also sometimes called "channel chats") as appropriate.
- You can also better manage files that have been shared within a Team.



## Best Practices: Managing Confidential Information

- You should also be careful when using the meeting chat during a confidential meeting because the meeting chat will be viewable to all participants after the call.
- **We recommend that sensitive live meetings be scheduled/initiated from within a Team.**
- The meeting chat will become part of the Team record and the information can be better managed.

# Best Practices: Privacy and Team Governance

- Individuals invited to participate in a Team should use a University of Toronto issued computer or cell phone wherever possible.
- Individuals leaving their unit or leaving the University should be immediately removed from the Team by the Owner.
- For sensitive Teams, Owners should establish a set of protocols and terms of use that should be shared with participants.

