

Microsoft Teams

User 101

Reference Guide



Welcome to Microsoft Teams!

We know you want to know everything, and this quick reference guide will get you started. It offers the very first things to know about the essential Microsoft Teams features most organizations make available to their users...

But we can start with Teams is fun and easy to use. And that goes for everything you see when you log into your Teams application. Read on for the basics to help you get started.

[You can find the complete Microsoft Teams Help & Learning site for users by clicking here](#)

[Or click here to review some official Getting Started with Microsoft Teams Video Trainings in your browser](#)

Chat 101

Chat is at the center of everything you do in Microsoft Teams. From individual chats with just one other person, to group chats, to conversations in channels or Meetings — the Chat feature is everywhere in Teams, and it is easy to use.


[Click here to view some official Microsoft Teams video trainings in your browser.](#)

The following are the first things to know to get started:

1:1 and Group Chat

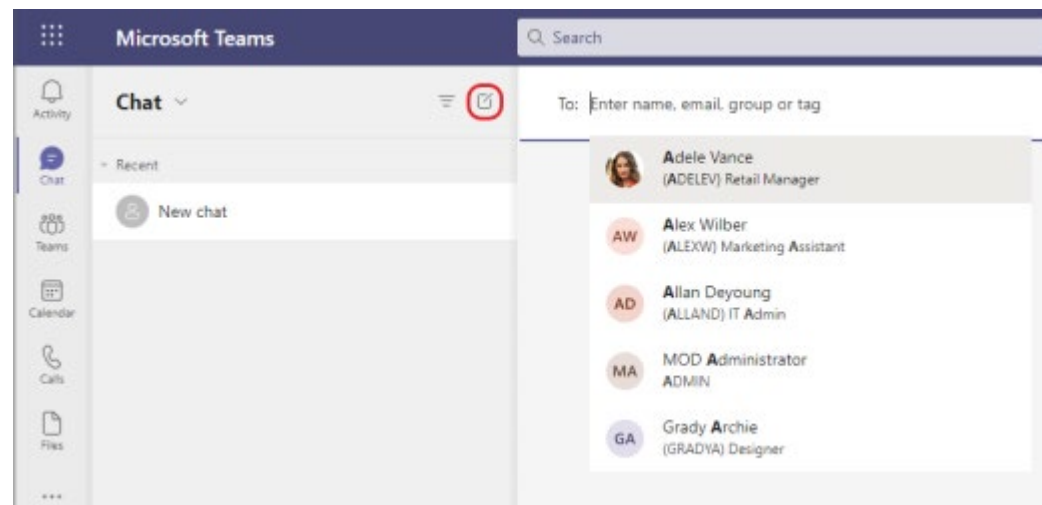
Sometimes, you'll want to talk with just one person. Other times, you'll want to have a small group chat.

In Chat, you can do both - - and you start 1:1 and group chats the same way:



Simply select **New chat**  at the top of your chat list to get started.

Once in a chat, you'll be able to send messages that include files, links, emoji, stickers, and GIFs— whatever you need to get your point across.

The following sections offer some more details about each kind of chat you can perform.




1:1 Chats

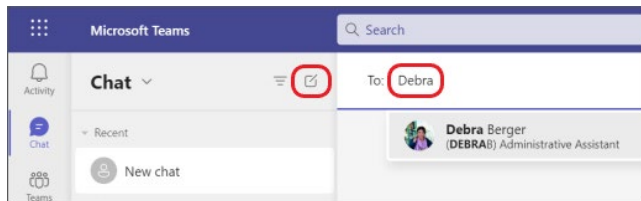
Once you've selected **New chat**  and entered a person's name, compose your message in the text box, and then select **Send**  or press **Enter**. This starts the chat thread with the person you selected.



Chat with Yourself


For times when you want to draft messages, send files from one device to another, or get to know features a little better, you can start a chat with yourself. Everything you do in a regular chat with others you can also do in a chat with yourself. You'll see your own chat for yourself pinned to the top of your chat list by default to make it easy to find when you need it. And sending stuff to yourself via chat means everything you wrote or sent is kept in the Chat history too, so you can always find it.

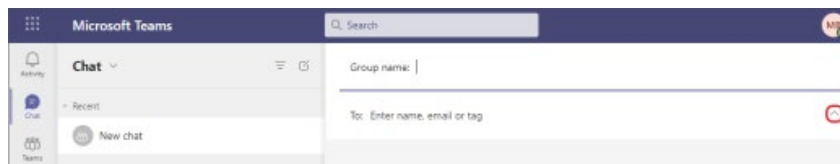
If you happen to unpin the chat with yourself and want to find it again, just select **New chat**  and enter your name into the **To** field and your personal chat displays. You can pin it again if you like.



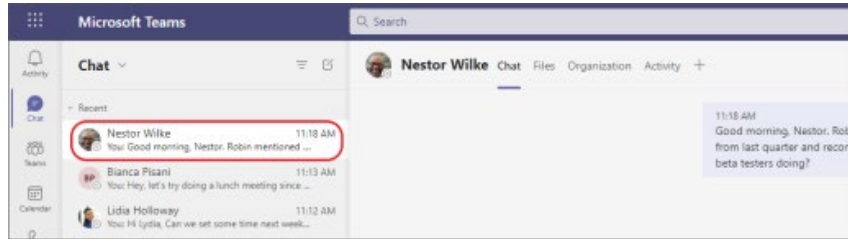
Group Chats

Use a group chat when you want to talk to a small group of people – not just one at a time. You can start a group chat the same way you start a one-on-one chat:

1. Select **New chat**  at the top of your chat list.
2. Select the down arrow to the far right of the **To** field and type a name for the chat in the **Group name** field.
3. Next, type the names of the people you'd like to add in the **To** field.



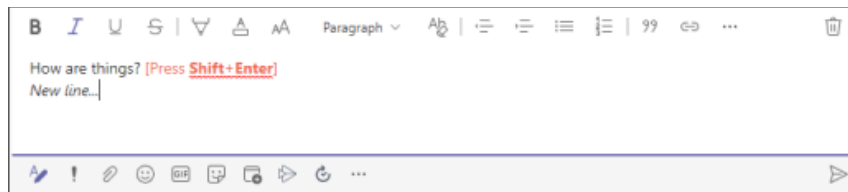
- Once the chat has begun (whether group or one-on-one), just choose it in the Chat list to resume the conversation and send more messages to the people in your group.



Start a New Line in Your Chat

Please note, that the Enter key (by itself) sends your message when you aren't using text formatting tools, so if you aren't careful and just press **Enter** thinking it'll be a carriage return before you're ready to send... you'll be editing that message (click the Ellipses (more) icon to find the Edit option), or you'll just laugh about it with the recipient and send another chat message. You can also try the following:

- To start a new paragraph or create a line return, press **Shift+Enter**. This inserts the line break you want without sending the message yet so you can type on a new line.



Chat Format Options

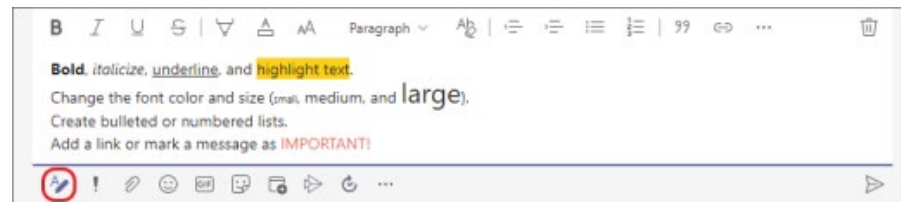
There are many text formatting options for the messages you send in Teams.

To open your formatting options, select **Format** beneath the box where you type your message. In this expanded view, select the text that you want to format, then choose an option like **B**, **I**, or **U** to bold, italicize, or underline the text.


There are also options for highlighting, font size, font color, lists, and more.

Beneath the text field you'll also find tools for delivery options, attaching files, emojis, gifs, stickers, schedule meeting, etc.

Select the **More** icon to find additional tools and apps.

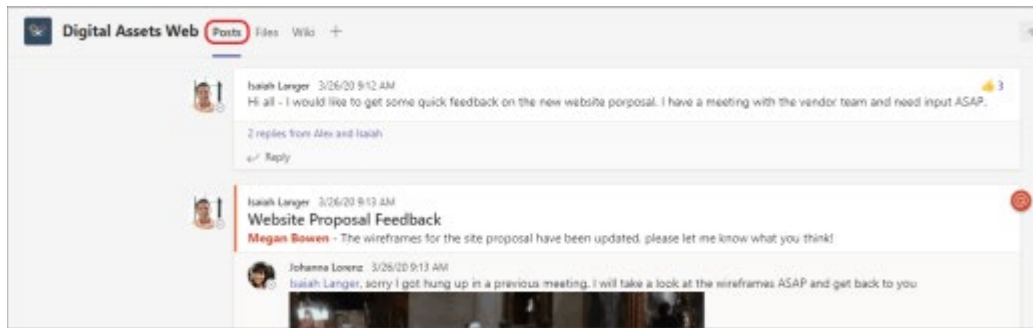


Note: When the formatting options are opened in your chat, the rules for using the *Enter* key change.

When you are viewing/using the text Formatting tools, you can press **Enter** to start a new line of text, and then you'll need to select the **Send**  icon to send the message when you're ready.

Channel Chats

When you go to any channel in Teams the very first tab you see is **Posts**. Think of this as one big group chat where everyone who has access to the channel you're in can send and see messages sent in **Posts**.

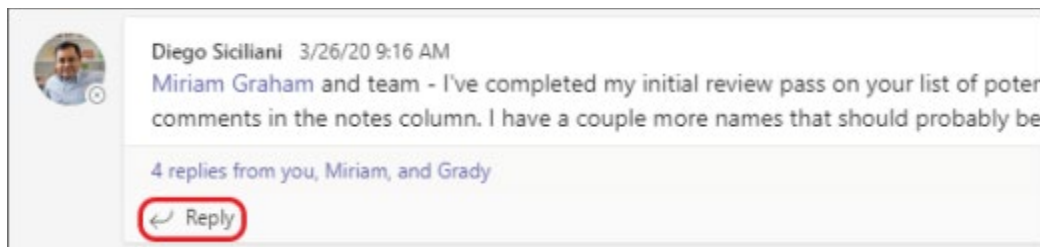


Based on your organization and culture, you'll need to decide which messages are suitable for the **Posts** tab in a particular channel.

Another important thing to know is that **replies to a channel message stay attached to the original message**.

This way, the whole *thread* of the conversation can be easily followed by anyone reading it. This is what's great about threaded conversations.

To reply to a channel message, be sure to use the **Reply** link located underneath the message text.

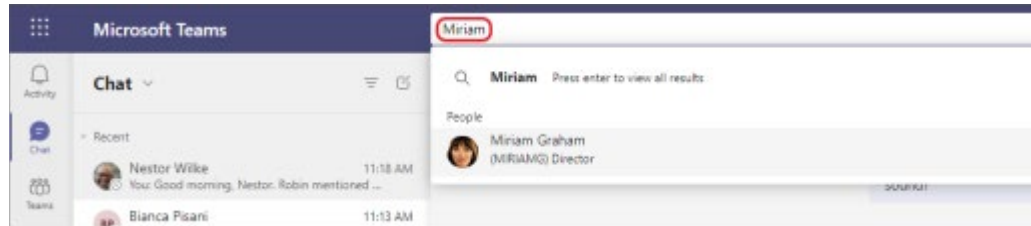


Search For Messages

Depending on what you remember about the sender of the message or the characteristics of the message, a different way of searching might make more sense.

Find a Chat Using a Name

Enter the person's name in the Search/Command box at the top of Teams. You'll see their name and any group or 1:1 chats they're a part of with you listed. Select their name to go to your one-on-one chat with them or select a group chat to resume that one.



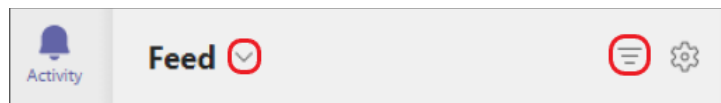
Find Text in a Chat

Start typing a keyword (like a bit of text you remember) into the command box at the top of Teams and press **Enter**. Teams will display a list of results that include the text you told it to look for.

Filter the Chats

In the Activity feed, you can select **Filter**  and then **More options**  to show certain types of messages including unread messages, @mentions, replies, and reactions.

For a more specific search, go to the **Feed** menu, select the **drop-down arrow**, and then choose **My Activity**.



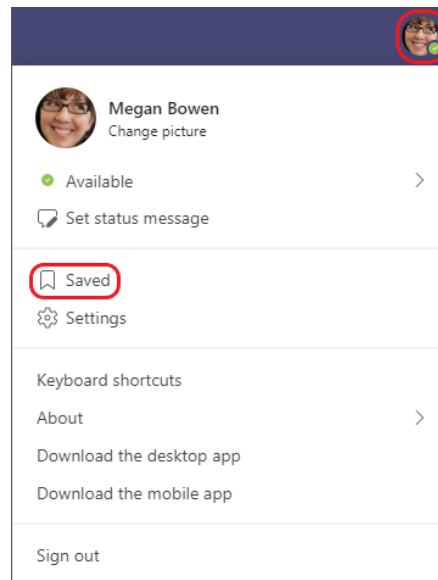
Save Messages

To save a message, hover over it, select the **Ellipsis** **More options** icon, and then select **Save message** .



To see a list of your saved messages, select your profile picture at the top of Teams, then choose **Saved**.

Or, type **/saved** in the command box at the top of Teams and you can review your saved messages.



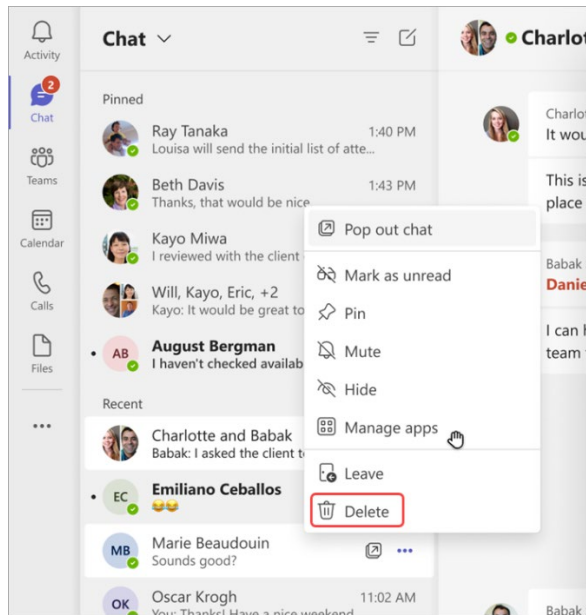
Manage Your Chats

You have management tools for your chats and with those you can delete an entire chat conversation, hide the chat from the chat list, Pin your chat so it's at the top of the list and easier to find, or mute it so you stop getting notifications about what's going on in it – until you're ready to check on it.

[Click here for a short video from Microsoft Teams.](#)

Delete a Chat Thread in Teams

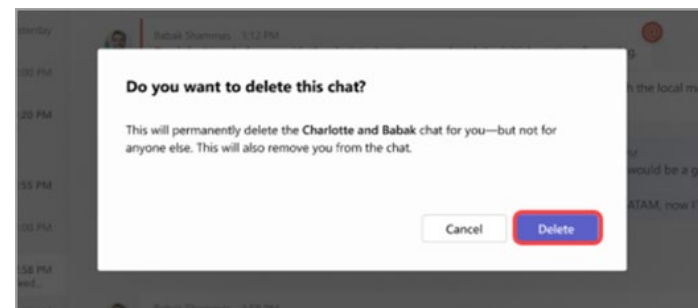
1. From **Chat** on the left side of Teams, go to the chat you want to delete and select **More options** ******* > **Delete Chat**.




2. Select **Delete**.

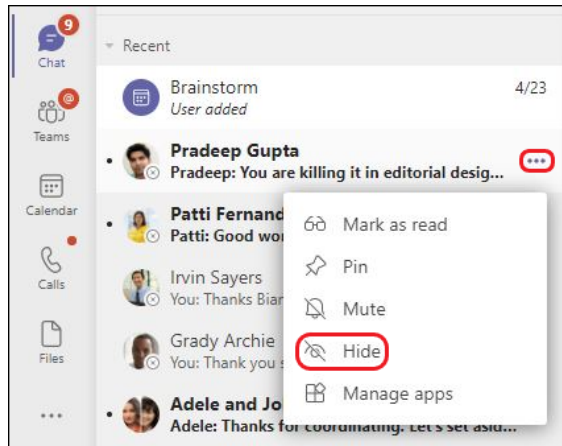
Once you've selected **Delete**, the chat will be permanently removed from your chat list and conversation history will be deleted. When this happens, you won't be able to search for messages that were part of the deleted chat thread.

Note: If you are a meeting owner, you cannot delete the meeting chat. However, if you are a participant in the meeting chat, you can delete it.



Hide a Chat


1. Select **Chat**  to open the chat list.
2. Next to the conversation you want to hide, select **More options** ******* > **Hide**.

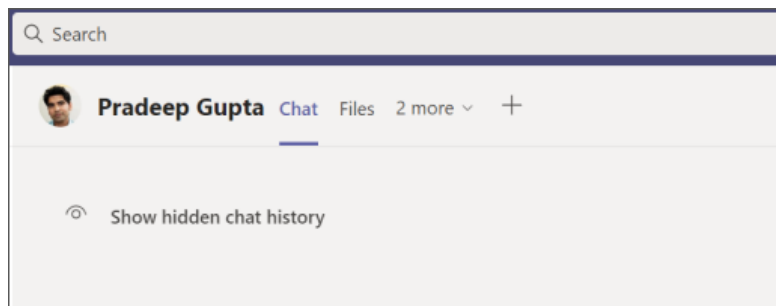



3. The chat and chat history will be hidden until someone posts a new message to it, and you can always resume any old conversation that you've hidden as well.

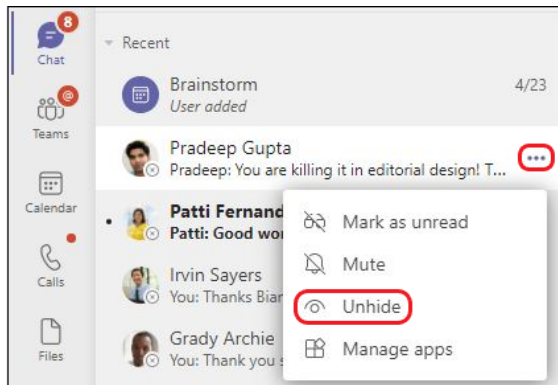
Unhide a Chat

Need to see a hidden chat again? Unhide a chat that you've hidden before by using search.

1. In the **Command box**  at the top of Teams, search for the name of the person you were chatting with and select them. You'll see that the chat history is hidden (which you can choose to show by selecting it).




- The conversation will now show in your chat list on the left, but if you don't see it right away you can select **Filter**  to search for it.
- Once you've located the conversation in the chat list, select **More options** ******* > **Unhide**.

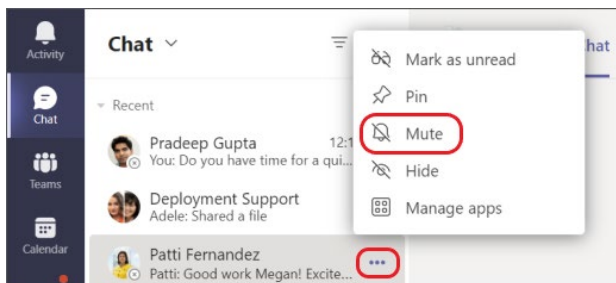


- Select **Show hidden chat history** to see the conversation.

Mute a Chat

When you mute a chat, you'll still be included in the conversation, but you won't get notifications from it.

- Select **Chat**  to open the chat list.
- Next to the conversation you want to mute, select **More options** ******* > **Mute**.




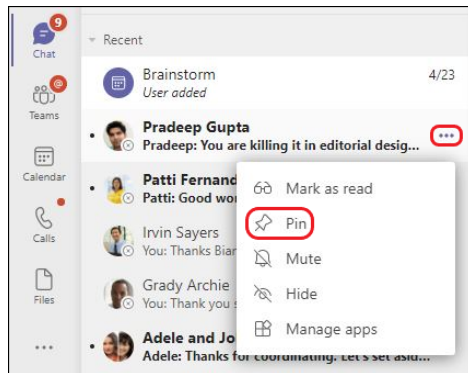
- If you change your mind, just select it again and unmute it.

Note: An icon appears next to the names of the participants to remind you that the chat has been muted.

Pin a Chat

For quick access, you can pin frequent conversations to the top of your chat list.


1. Select **Chat**  to open the chat list.
2. Next to the conversation you want to pin, select **More options** ******* > **Pin**. This ensures that the chat stays at the top of your list.



3. If you change your mind, just select it again and unpin it.

Mark a Message as Unread

If you want to save a message for later, mark it as unread.

1. Select **Chat**  to open the chat list.
2. Next to the conversation you'd like to mark as unread, select **More options** ******* > **Mark as unread**.
Next time you open the chat, it will appear as read.

Notifications 101

This is the who, what, where, and *shh!* of notification settings in Microsoft Teams.

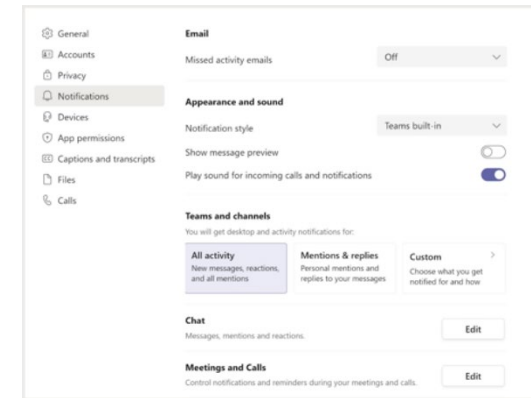
Visit [Manage notifications in Teams](#) for more details about how to adjust your notification settings.

Settings

Access notification settings by selecting **Settings and More** *** in the top right corner of Teams, then **Settings > Notifications**.

Sounds

To choose if a sound plays with new notifications and calls, select your profile picture at the top-right corner of Teams, then **Settings > Notifications > Play sounds for incoming calls and notifications**. This setting is on by default.



Note: Currently, only Android mobile devices are able to choose what type of sound plays for notifications.

Defaults

If you change nothing about your Teams notifications, you'll receive both desktop notifications and activity feed alerts for @mentions, direct messages (chat), and all new conversations and @mentions in the channels and teams that show in your teams list.

All of these defaults can be changed. You may change settings to suit your preferences.

Ways to Get Notified

Activity Feed

You'll find this in the top left corner of Teams. This is where we'll let you know what's happening across your teams and channels.



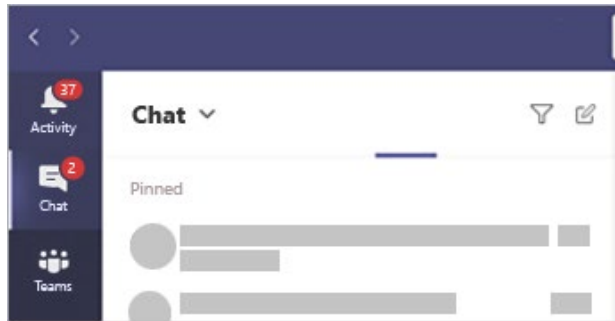
Activity Feed symbols

We attached unique symbols to different types of notifications in your feed. That way, you can look through your feed and prioritize based on the following:

@	@mentions of you specifically.
👥	@team mentions for teams you're on.
📁	@channel mentions in teams you're on.
↩	Replies to your posts.
👍	Posts you liked.
👥+	You were added to a team.
👑	You were made a team owner.
📈	Trending posts.
💡	Suggested posts.

Chat Notifications

This is where your group and one-on-one conversations happen. As you receive multiple messages, we'll keep a count of them for you.



Banner Notifications

On Windows, these will show in the bottom right corner of your screen, then move to the Action Center.

On Mac OS, these show up in the top right corner of your screen, then move to the Control Center.

Note: If using Teams on the web, some browsers will only show notifications in the browser tab where you're running Teams.

You can also decide whether your desktop notifications show a preview of the message or not. Go to **Settings > Notifications > Show message preview**.

Channel Notifications

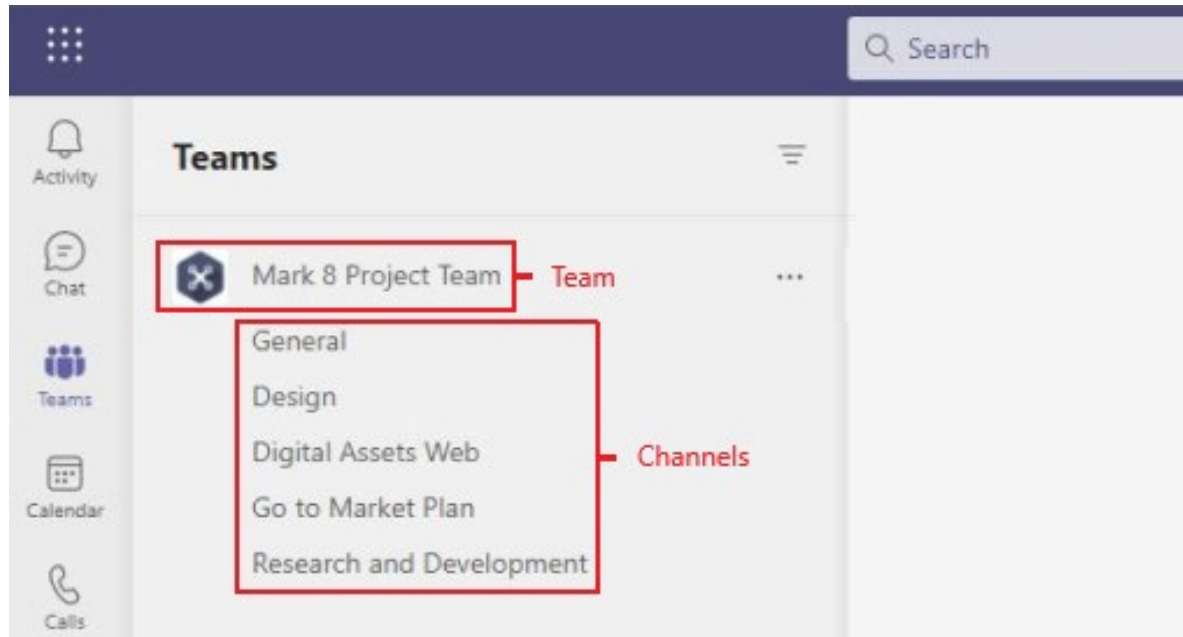
When you get added to a team, we'll automatically show the three most active channels in that team. These channels will send you notifications when someone @mentions the channel. To also get notified for all new conversations and replies, select **More options ... > Channel notifications**, or go to notification settings, and under **Shown channels** select **Edit**.

Teams and Channels 101

A **team** is a group of people gathered to get something big done in your organization. Sometimes it's your *whole* organization.

[Click here to view some Microsoft Teams official video trainings for Teams and Channels in your browser.](#)

Teams are made up of **channels**, which are the conversations you have with your teammates. Each channel is dedicated to a specific topic, department, or project.



In the example above, the **Mark 8 Project Team** has General, Design, Digital Assets Web, Go to Market Plan, and Research and Development *channels*.

All the conversations, meetings, files, and apps in the Design channel have to do with design, and everything in this channel is visible to everyone on the **Mark 8 Project Team**.

Channels are where the collaborative online work actually gets done—where text, audio, and video conversations that are open to the **whole team** happen, where files are shared, and where apps for the team's use are added.

While channel conversations are public for all members, **chats** are just between you and someone else (or a group of people). Think of them like the instant messages you'd use in other messaging apps.

If you're working in Teams offline, or on a low-bandwidth network, you'll be able to switch between chats and channels and keep working. You'll see everything from the last time we were able to sync to your network, and we'll trickle messages in as bandwidth allows.

Channels

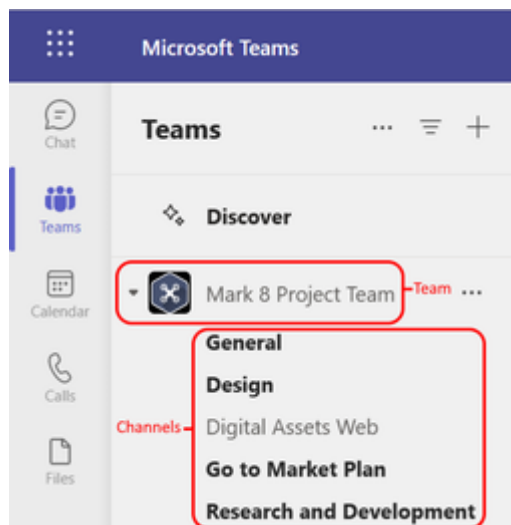
In Teams, teamwork and collaborative communication for groups happen in **channels**. A channel is a single place for a team to share messages, tools, and files.

- Channels can be organized by group, project, feature, or whatever else is relevant to you.
- Team members can adjust or limit the notifications they're getting from a channel.
- Threads allow for focused and organized side conversations within channels.

Channels Live Inside of Your Teams

Teams are made up of channels, which are the conversations you have with your teammates. Channels sit inside of teams, similar to how files sit inside folders. Each channel is dedicated to a specific topic, department, or project.

For example, the team called **Mark 8 Project Team** has **General**, **Design**, **Digital Assets Web**, and two more channels. All the conversations, meetings, files, and apps in the **Design** channel have to do with design, and everything in this channel is visible to everyone else who is on the **Mark 8 Project Team** *team*.



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

While channel conversations are public, **chats** are just between you and someone else (or a group of people). Think of them as instant messages in other messaging apps.

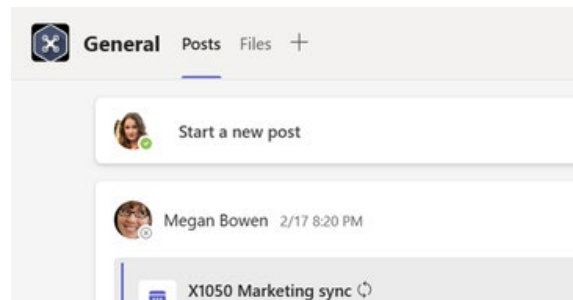
Channels can be organized around anything. When you're naming a channel, try to use names that clearly describe the topic. Simple, intuitive names are best.

Note: If you're working in Teams offline, or on a low-bandwidth network, you'll be able to switch between chats and channels and keep working. You'll see everything from the last time we were able to sync to your network, and we'll trickle messages in as bandwidth allows.

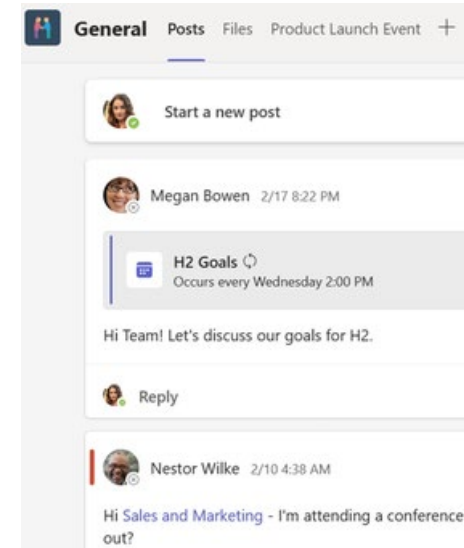
Every Team Has a *General* Channel

Every team comes with a **General** channel. It's always created first and you can't delete it. Here are some examples of how to use this channel:

In larger teams with many employees, the General channel might function as a log of who's joined and left the team's org. Most of the subject-specific conversations are happening in the other channels in that team.



In smaller teams with fewer channels and a more specific focus, the General channel might be the main place where conversations and announcements happen. It's really up to you and how your team works best.



Teams Can have Standard, Private, or Shared Channels

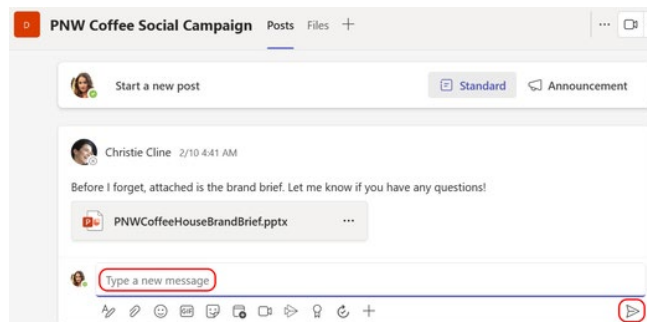
- Standard channels are open for all team members, and anything posted is searchable by others.
- Private channels are for discussions that shouldn't be open to all team members.
- Shared channels are for collaborating with people inside and outside your team or organization.

Channels Have Tabs

When you go to any channel in Teams, you'll see certain tabs by default. The first tab is **Posts**. Everyone who has access to the channel can see the messages on the **Posts** tab. Think of this as one big group chat. The other important thing to know is that replies to a channel message stay attached to the original message. This way, the whole thread of the conversation can be easily followed by anyone reading it. This is the beauty of threaded conversations.

To reply to a channel message: Select the little **Reply** link underneath the message.


To start a channel conversation: Type your message in the box and at the bottom of the conversation and select **Send** .



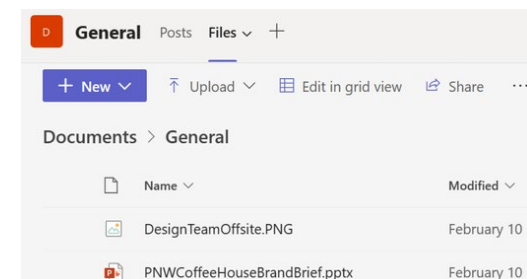
The **Posts** tab shows all the conversations (messages and replies) in a channel.

Next is the **Files** tab—where all the files that have been shared in the channel get stored.

Here are two ways to share files in a channel:

- Go to a channel and select the **Files** tab.
- Highlight the file and choose **More options** ******* > **Copy link**, then paste the link directly into a message.
- In the toolbar under your message, select **Attach**  and upload your document.

The **Files** tab in your conversation shows all the files you've shared.



You Can Add More Tabs

To put apps and files in tabs at the top of a channel, select **Add a tab**  next to a tab name.

You'll see a list of things to add (favorite apps and files). You can also search for a specific item you want to add.

Tip: A great addition to your team channel is the Wiki tab. This is a smart-text editor that doubles as a communication machine where you draft, edit, and chat all in one place.

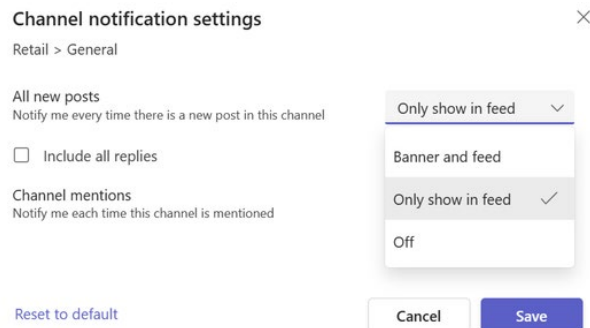
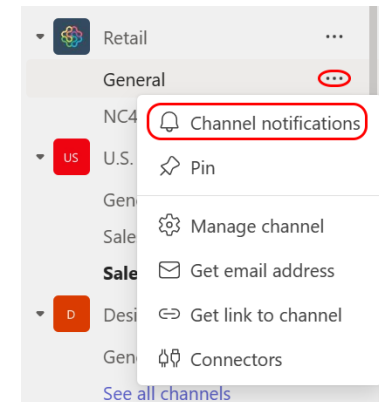
You Can Customize Your Notifications Per Channel

To adjust or fine-tune the notifications you're getting from a channel:

Go to the channel name and select **More options**  > **Channel notifications**. This allows you to be notified of channel activity.

From there, you can choose where and what notifications you want to get.


Choosing **Custom** > **Banner and feed** will send notifications to your device and to **Activity** at the top left of the Teams app. Feed will skip sending notifications to your desktop and will only show up in your activity feed.



You Can Show and Hide Teams to Stay Organized

After the General tab, your Channels are organized alphabetically. You can't change the order, but you can show or hide them as desired.

Select **More options**  next to a Channel, then **Show** or **Hide**.

Want to get a team back in your list? Scroll to the bottom. Under **Hidden teams**, find the team you want back and select **More options**  > **Show**.

Calls 101

Calls are a quick way to connect in Teams. You can have one-on-one calls or calls with several people. You can set them up ahead of time, like in a meeting, or you can start them on the fly while in a chat.

While meetings are a great way to collaborate in Teams, calls can be a more direct way of connecting for completing specific tasks or for getting questions answered quickly.



[Click here to check out some official Microsoft Teams Getting Started with Calls video trainings in your browser.](#)



Here are the first things to remember about making and managing calls in Teams:

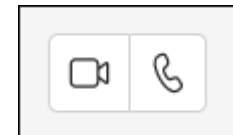
There Are Many Ways to Make a Call in Teams

Wherever you are in Teams, you can start a call with someone (or a group of people). Here are some of the ways:



Make or Answer a Call from Anywhere

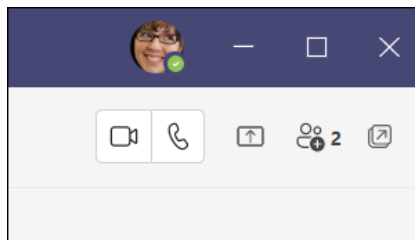
Select either **Video call**  or **Audio call** . Any call from Teams can be a video call or an audio-only call. It's always up to you.

Answering a call is simple, too. Just select **Video call**  or **Audio call**  when prompted. When someone calls you, you'll get a notification that lets you accept or decline the call.










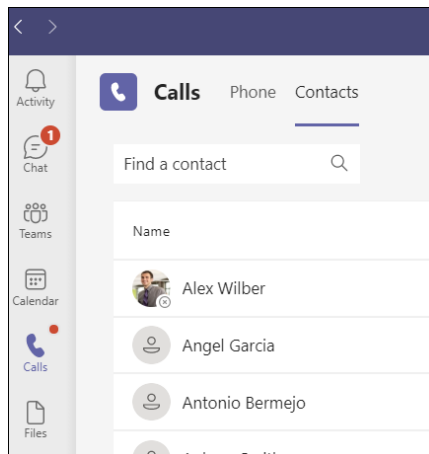
You Can Turn a Chat Into a Call

With one click, you can turn any chat into a call in Teams. When you're in a chat, select **Video call**  or **Audio call**  in the upper-right corner of Teams. The person you are chatting with (or the people, if it's a group chat) will receive a call from you.




Other Areas You Can Make Calls From

- Access your **Call History** and quickly call anyone back from the list. Go to **Calls**  and review the *History* section in the center of the screen.
Select any item from the list and then choose **Call**  in the **Details** section on the right side of Teams.
- From your **Speed Dial**, you can quickly call people that you previously saved to this list.
To access your speed dial, go to **Calls**  and then find the **Speed dial** section on the right side of Teams.
- From your **Voicemail**, you can quickly call back anyone who left a message. To access your voicemail, go to **History** and select the **Voicemail** button in the upper-right corner. You can call someone back from your voicemail by selecting **More actions** ******* next to their name > **Call back**  from the call history list, or by clicking **Call**  under the contact details.
- In Contacts, click **Calls**  > **Contacts** in the upper left of Teams. From here, you can call anyone by selecting **Call**  to the right of their name.

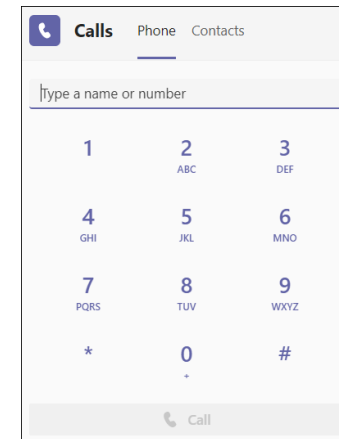


Use the Dial Pad

If you have a calling plan enabled, you can call anyone from Teams.

To dial a number from Teams, go to **Calls** , and then enter the number of the person you want to reach by using the dial pad located on the left. Then click **Call** .

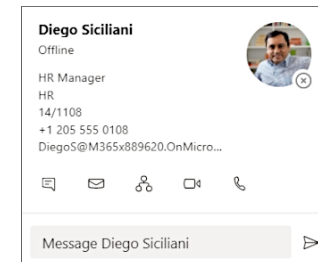
You can also type the name of a person or group and call them from the dial pad.



Hover Over Someone's Profile Picture

Throughout the Teams app, you'll find profile pictures of people you're connected with. (Sometimes people choose avatars, or you might just see their initials.)

At any time, you can mouse over a profile picture and see options to make a video or an audio-only call to that person. Choose one of those options and your call will begin.

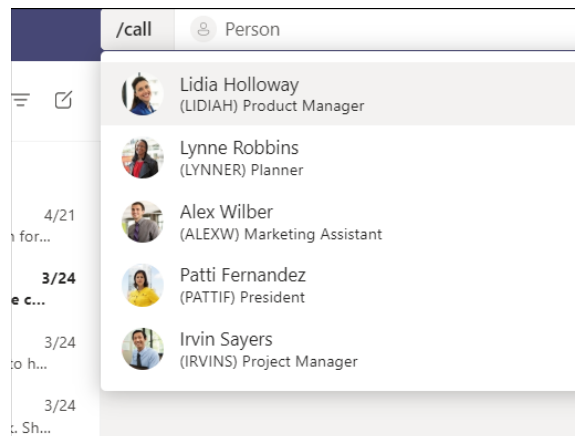


Enter Commands in the Search Box

At the top of Teams, type "/call" in the Search box and then enter a name or number.

When you make your selection, the call will begin automatically.

In this way, you can quickly find people or groups and make a call to them.



Actions You Can Take During a Call in Teams

During a call, you can take many actions using the More ... menu. These are a few common actions you might take:

Place a Call on Hold

Select **More actions** ... in your call window and choose **Hold**.

Everyone on the call will be notified that they've been put on hold, and you can continue your call by clicking **Resume**.

Transfer a Call

Select **More actions** ... > **Transfer** in your call controls.

Then, type the name of the person you want to transfer the call to and select them. To finish, select **Transfer**.

Consult Then Transfer

If you want to check in with someone before you transfer a call to them, select **More actions** ... > **Consult then transfer**.

Under **Choose a person to consult**, start typing the name of the person you want to reach and select them when they appear. You can call them or consult with them over chat. When you're ready, select **Transfer**.

Add a Delegate

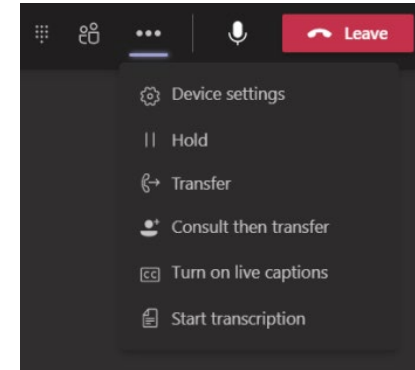
You can pick someone in Teams to be your delegate—to receive and make calls on your behalf. When you add a delegate, you're essentially sharing your phone line with them, so they can see and share all of your calls.

To designate a delegate, select **Settings and more** ... next to your profile picture at the top of Teams and choose **Settings** > **General**. Under **Delegation**, select **Manage delegates**. There you can see who you're a delegate for and add and remove your own delegates.

[Click here for a short video from Microsoft Teams.](#)



Share a Line With a Delegate

Select **Settings and more** ... next to your profile picture at the top of Teams and choose **Settings** > **General**. Under **Delegation**, select **Manage delegates**. Click Your delegates and type the person's name in the **Add a delegate** box.

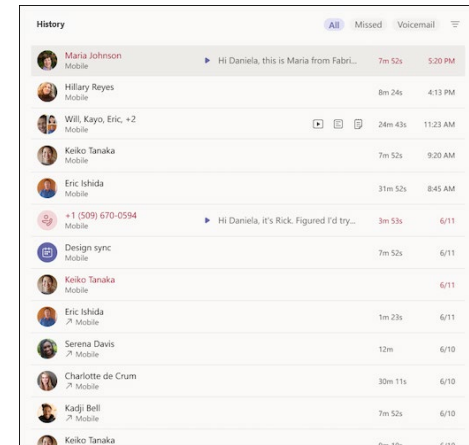


Review Your Call History

Your call history is located in the center of the calls experience and shows a list of past calls (including missed calls).

Go to **Calls**  > **History**. From any call in the list, select **More actions ...** > **Call back**  to begin a call automatically.

You can also chat with that contact, add them to speed dial, and add them to your contacts - all from the **More actions ...** menu.





Access your Voicemail

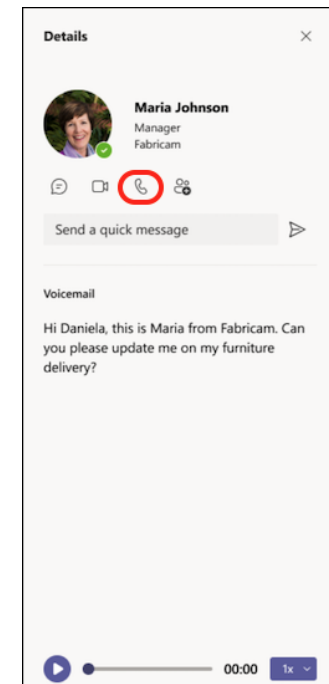
Your voicemail is another familiar tool for getting the most out of your calling experience in Teams.

Go to **Calls**  > **History** and then select **Voicemail** in the upper right. From here, you can:

- Review messages and transcripts from calls
- Customize call rules
- Record a greeting
- Call anyone who's left you a message

Call someone back from your voicemail by selecting **More actions ...** next to their name > **Call back**  from the call history list, or by clicking **Calls**  under the contact **Details** on the right side of Teams.

[Click here for a short video from Microsoft Teams.](#)

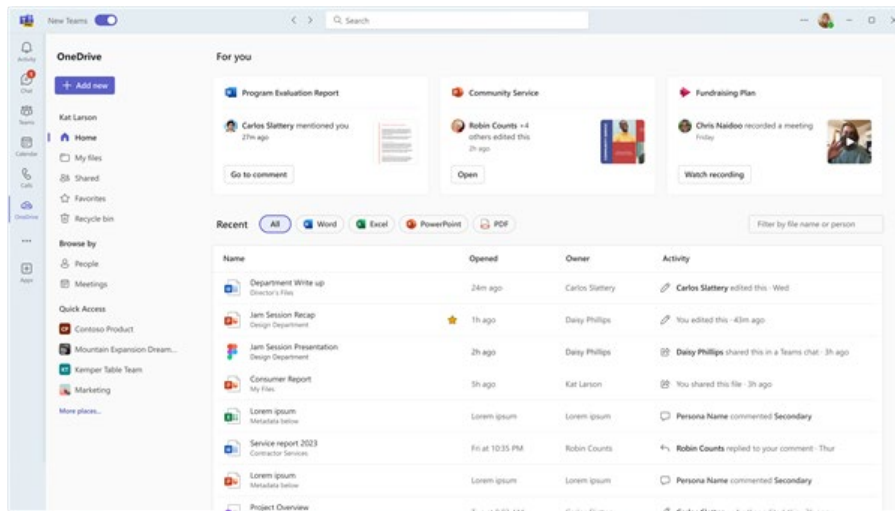


Files 101

OneDrive Has Your Files


New Teams works with your One Drive. Select **OneDrive**  on the left side of Teams for quick access to the files you need.

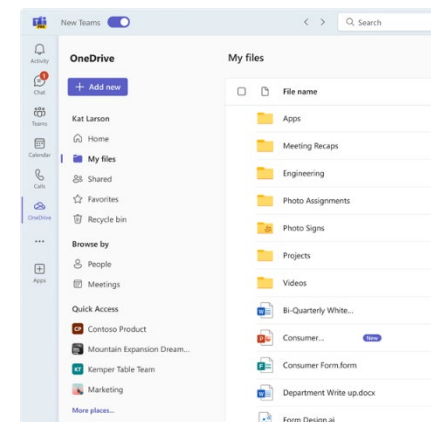
The OneDrive home screen allows you multiple ways to search, browse, and access your files.



OneDrive organizes files into a **Home** view, **My files**, **Shared** files, **Favorites**, and items in the **Recycle bin**.

Working in the My Files Section

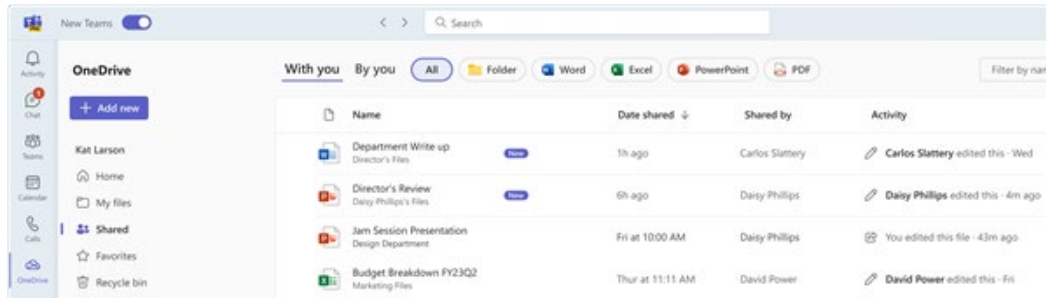
My files  is all of the folders and files you have access to. Folders and files can easily be opened, shared, deleted, and managed from this screen.



Working with Shared Files

The **Shared** files section collects all the files which have been shared with you and by you into one place.

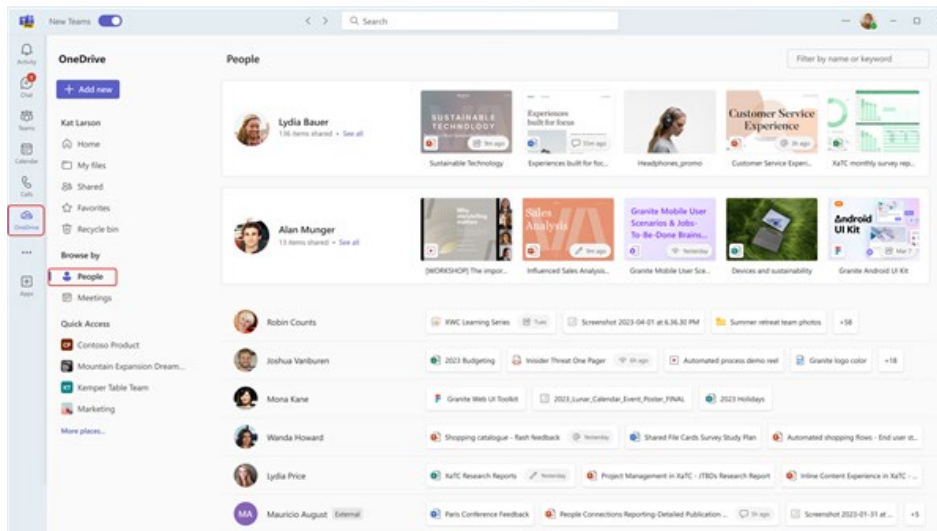
These files are sortable by **Folder** and **File type**, as well as by **Name**, **Date Shared**, and who it was **Shared by**. Additionally, you can filter by name or person, and you're able to see the most recent **Activity** on a file.



You can also browse files based on your contacts in **People**, and files from recent **Meetings**.

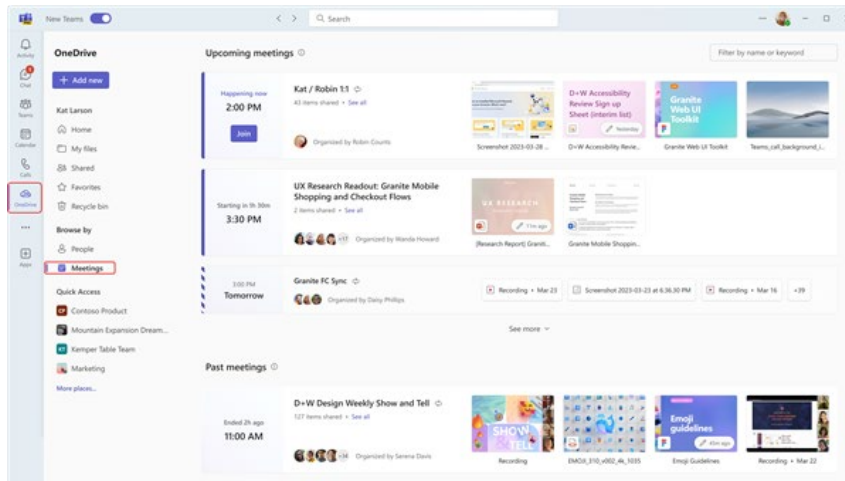
Browsing Files Using the People Feature

In the OneDrive app you can browse files by **People**, which allows you to find files shared with you and by you sorted by individuals you've interacted with in Teams. More recent people are at the top of the list.



Browsing Files Using the Meetings Feature

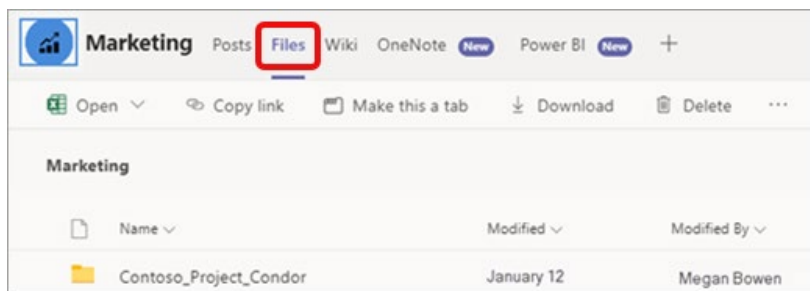
You are also able to browse files in OneDrive based on the **Meetings** in which they were shared. Meetings are shown in reverse-chronological order, separated into **Upcoming meetings** and **Past meetings**. You can attend meetings in progress by selecting **Join**.



Additionally, **Quick Access** shows the files you have used most recently across all channels and chats.

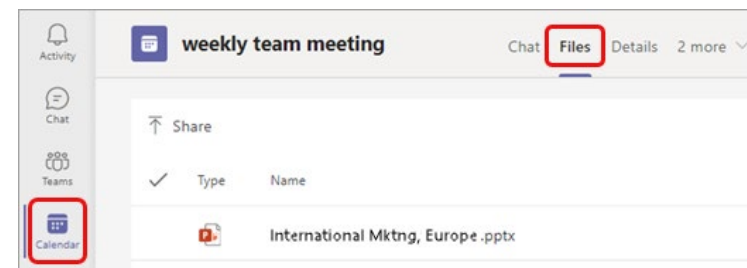
View the Files in a Single Chat, Channel, or Meeting

Every chat and channel includes a **Files** tab at the top of the page.



And once a meeting is over, the meeting event in the calendar has a **Files** tab too.



Double-click the meeting to access the all of the event's info.

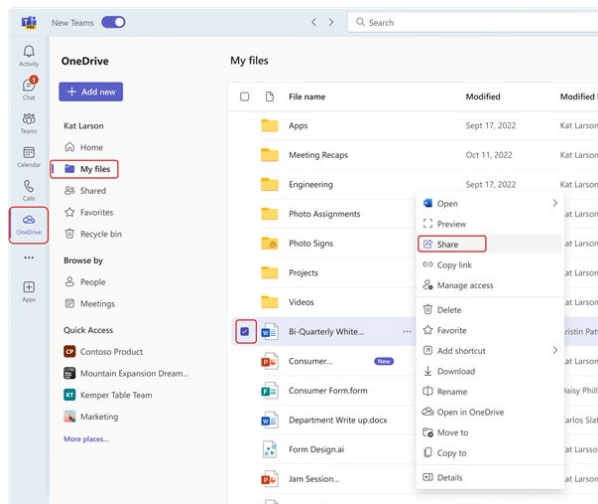


Share Files Throughout Teams

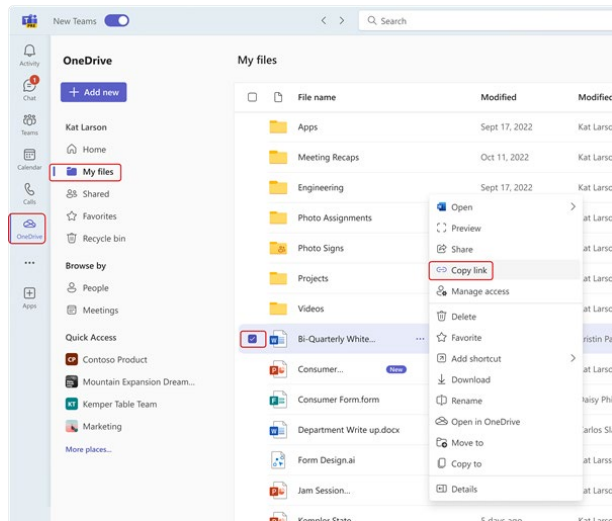
You can share files (of any type) with your teammates in chats, channels, and meetings. Everyone involved will be able to view the file, collaborate on it (if you set the file permissions for collaboration), and download it if they want to keep a personal copy.

Share a File From the OneDrive App

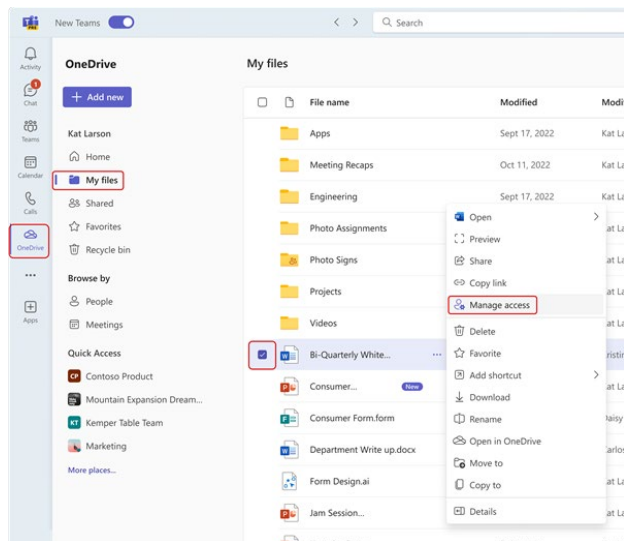
- Select the **OneDrive**  app on the left side of Teams and go to **My files** .
- Select the file you wish to share and then click on **More actions** **...**.
- You have several options to share the file:
 - Select **Share** to add people and a message when sharing the file.




- Select **Copy link** to get a link you can paste into chat or email.

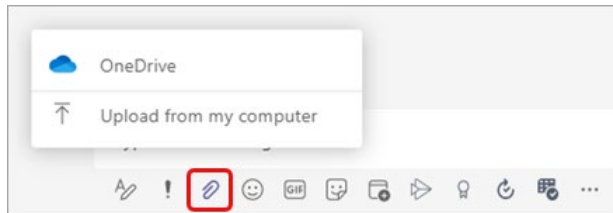


- Choose **Manage access** to specify people and their permissions with the file.



Attach a File to a Chat

In any chat, select **Attach**  beneath the box where you type your message and then follow the cues to locate and attach your file.

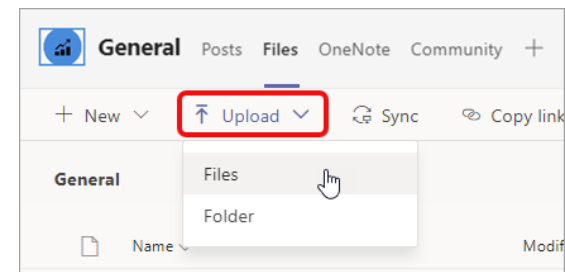


Or you can drag a file from your computer's file directory to the message.

Upload a File to a Files Tab in a Chat, Channel, or Meeting

Select **Upload** or **Share** (depending on the page), and then follow the cues.

You can also drag and drop a file or folder from your computer's file directory to the tab.



Send a Link to a File in a Chat

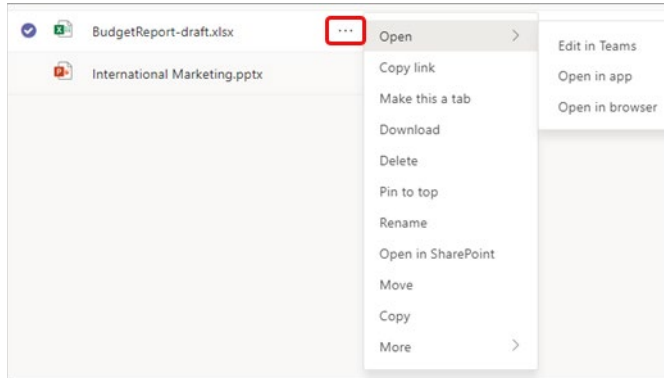
1. Locate the file in Teams.

Note: If the file you want to link to isn't in Teams, you can first upload it to your OneDrive cloud storage. Alternatively, you can get a link from a file in another app and share it in Teams without uploading it.

2. Next to the file select **More options**  and then **Get link**  or **Copy link** (depending on the page you're on).
3. Then paste the link into the chat.

Work with Files Directly in Teams

There's much you can do with your own files without leaving Teams, including moving, copying, and editing them. For the whole story, select **More options** **...**.



Depending on where you're accessing a file, who it belongs to, and how it's set up, you may see a different set of options when you select a file's **More options**.

Apps 101

Apps can help you do more in Teams. Think about the tools, files, and dashboards your org already uses. Many of those tools (or similar functionality) can be added right into Teams.

And you can find new ones by going to **Apps**  on the left of Teams.

Note:

- You organization's Teams Administrator may enable the use of one or more specific Apps. These will be listed in For Your Org.
- Apps purchased from the Service Provider and enabled by your org's Teams Admin have been tested for specific usage by the Service Provider and are supported.
- Apps from the other vendors (3rd Party) that you might find and install from your App section are 'use at your own risk' options that are not supported by the Service Provider. All Support requests or issues you encounter should be reported to the 3rd Party vendor/creator of that product rather than the Service Provider.

Use Apps in Tabs within Chats, Channels, and Meetings

When you work with different people, you want different information and different tools on hand.

You can add relevant files and apps to tabs at the top of any chat or channel. You can also add apps to meetings to help you collaborate better with attendees.


For example, your team might meet every morning to review a task board and you personally create new tasks throughout the day based on information you receive in chat. Or, you might want to co-create PowerPoint deck with others in a channel. Apps can help you stay organized and get all kinds of work done without leaving Teams.

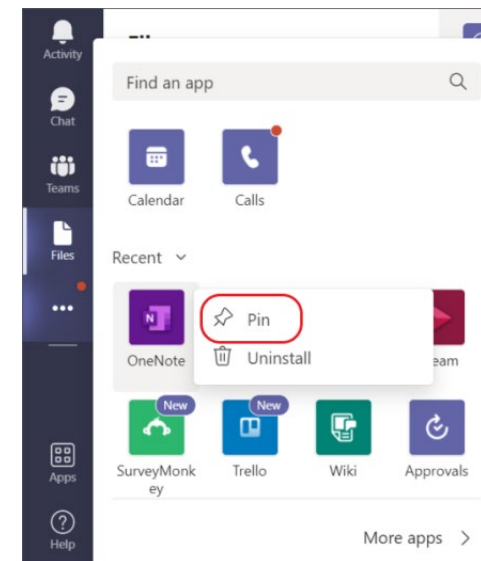
To get started, select **Add a tab**  at the top of a chat, channel, or calendar event then pick an app to add.

Pin Apps for Quick Access

Any app with a **personal view** will appear on the left side of Teams. From here you can get a bird's eye look at your tasks or just have a place to do your own thing!

Right click any app icon to **Pin**  it for easy access.

To unpin, right click again and select **Unpin** .



Meetings 101

Teams makes attending or hosting online meetings easy.

[Click here to view some official Microsoft Teams Getting Started with Meetings video trainings in your browser.](#)

Join a Meeting

You have several ways you can join a Teams meeting you've been invited to... you can:

Join by Link

All you need to join a Teams meeting is a link. Select **Join the meeting now** in your meeting calendar invite to be taken to a page where you can choose to either join on the web, download the desktop app, or simply call in. If you already have the Teams app, the meeting will open there automatically.

If you do have a Teams account, you can also select the Sign in link from a notification to join with access to the meeting chat and more. Then, depending on the organizer's settings, you may join the meeting right away or go to the lobby where people in the meeting can admit you.

And, even without a Teams account of your own, if you have the link, and the organizer has allowed it, you may have the option to enter your name to ask to join the meeting.

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID:

Passcode:

Dial in by phone

United States, Seattle

United States (Toll-free)

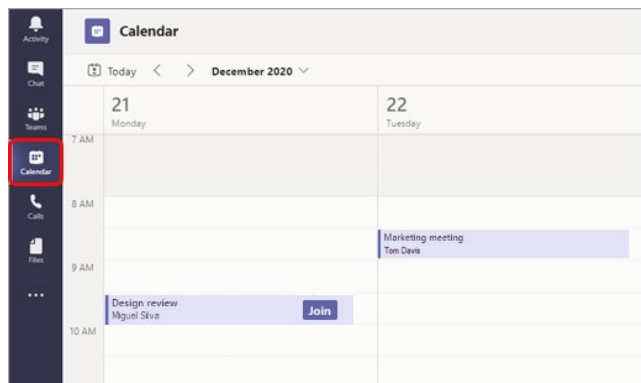
[Find a local number](#)

Phone conference ID:

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

Join from Calendar or ID#

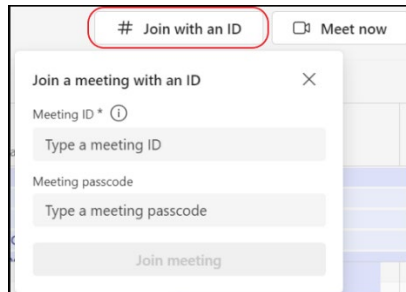
1. Select **Calendar** on the leftmost side of Teams to view your meetings.



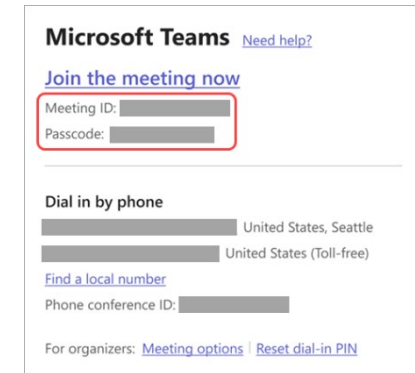
2. Find the meeting you want and select **Join**. Or, if someone starts the meeting, you'll get a notification you can use to join.

Join Using a Meeting ID from Your Teams App

1. From your Teams Calendar, select **Join with an ID**.



2. Enter a meeting ID and passcode.
3. To find both the meeting ID and passcode, go to your calendar in Outlook.
4. Open the meeting you want to join. In the meeting invite, you'll see the meeting ID and passcode.
5. Select **Join meeting** to join the meeting as a participant.



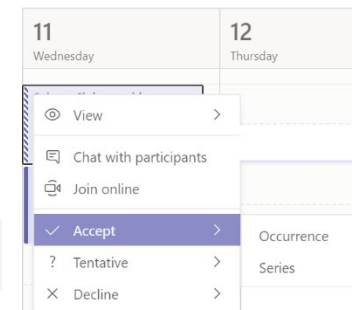
More Join Options

Right-click an event in your calendar to RSVP, remove it if it's canceled, or open the invitation to view the meeting details. If the event is a Teams meeting, you'll also get options to **Join online** and **Chat with participants**.

Teams meetings will show a join button on an event in your calendar five minutes before the start of a meeting. Once someone joins the meeting, the event will change colors to let you know they're online.


Select **Join** to open the meeting settings window to confirm your preferred camera and mic settings before joining the online meeting.

Note: If you have overlapping meetings in your calendar, the join button won't be available. But you can still right-click the event and select Join online.



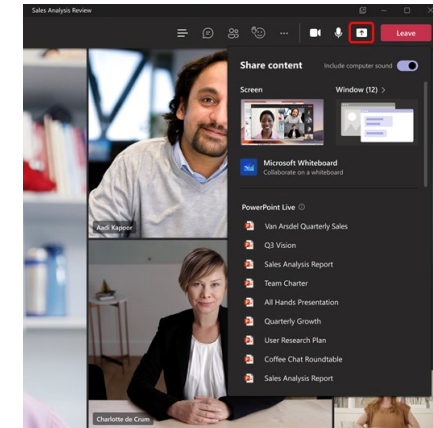
Participate in a Meeting

Share Content in Microsoft Teams Meetings

To share your screen in a meeting, select **Share content**  in your meeting controls. Then, you may choose to present your entire screen, a window, a PowerPoint file, or a Whiteboard.

When you're done sharing, go to your meeting controls and select **Stop sharing**.

Make sure screensharing turns off if your screen locks by going to Teams **Settings** > **Privacy** and turning on the **Turn off my camera and mic when my screen locks** toggle. Restart Teams to activate this setting.



Share Content on a Mac

If you're using a Mac, you'll need to grant permission to Teams to record your computer's screen before you can share.

1. You'll be prompted to grant permission the first time you try to share your screen. Select **Open System Preferences** from the prompt. If you miss the prompt, you can do this anytime by going to **Apple Menu** > **System Preferences** > **Security & Privacy**.
2. Under **Screen Recording**, make sure **Microsoft Teams** is selected.




3. Go back to your meeting and try sharing your screen again.

Note: If you're using Teams on the web, make sure you've also granted screen recording permission to your browser.

Include Computer Sound

Sharing computer sound lets you stream video AND audio from your computer to meeting participants through Teams. You can use it to play a video or audio clip as part of a presentation.

To share sound, select **Share content**  in your meeting controls and then **Include computer sound** (it's the switch on the top right of your sharing options). All sound from your computer, including notifications, will be audible in the meeting.

Give and Take Control of Shared Content

Give Control

If you want another meeting participant to change a file, help you present, or demonstrate something, you can give control to that person. You will both be in control of the sharing, and you can take back control anytime.

Note: When you're sharing an app, only give control to people you trust. People you give control to may send commands that could affect your system or other apps. We've taken steps to prevent this but haven't tested every possible system customization.

1. On the sharing toolbar, select **Give control**.

Note: As soon as you Share, the tool bar to Give Control will pop up.

2. Select the name of the person you want to give control to.

Teams sends a notification to that person to let them know you're sharing control. While you're sharing control, they can make selections, edits, and other modifications to the shared screen.

3. To take control back, select **Take back control**.

Take Control

To take control while another person is sharing, select **Request control**. The person sharing can then approve or deny your request.


While you have control, you can make selections, edits, and other modifications to the shared screen.

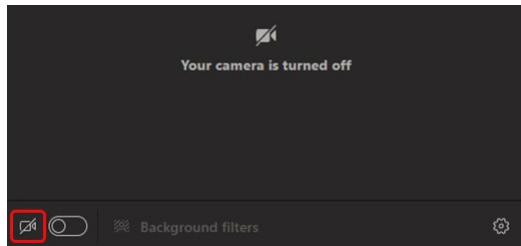
When you're done, select **Release control** to stop sharing control.

Use Video

There are a lot of ways to customize your video experience—and the video you share with others—when you join a Teams meeting or call.

Before a Meeting

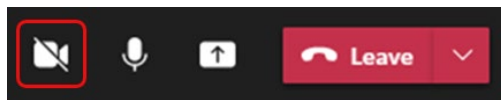
To turn on your video before a meeting, just select **Camera**  right before you join.



During a Meeting

You might want to turn your video on and off over the course of a meeting—if you'd prefer people only see you while you're talking, for example.

Go to the meeting controls anytime during the meeting and select **Camera** .



Note: Make sure your camera turns off if your screen locks during a meeting by going to Settings > Privacy and turning on the Turn off my camera and mic when my screen locks toggle. Restart Teams to activate this setting.

Change Your Background

If you want to change what appears behind you in your video, you can either blur your background, or replace it entirely with any image you want.

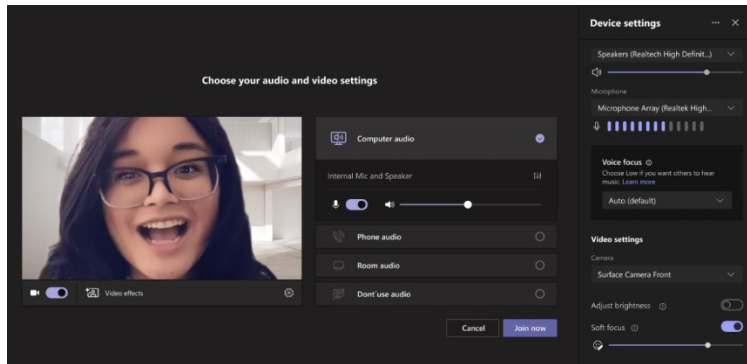
When you're setting up your audio and video before a meeting, select **Background filters**  (just below the video image). You'll see your background options on the right.

Note: If you don't see the option to turn on background effects, the feature might not be available on your device.

Use Video Filters

Customize your video feed with the video filters like **Soft focus** and **Adjust brightness**. **Soft focus** creates a smoothing effect for your face over video. **Adjust brightness** enhances the video quality when lighting is poor.

Filters are turned off by default. To apply video filters, go to the **Device Settings** panel > **Video Settings**, then turn on the toggle next to your desired filter.



She's using the Soft focus filter

Pin Someone Else's Video

To pin someone's video to your view regardless of who's talking, select **More options** ******* in their video feed (next to their name) and choose **Pin for me**.

Pin Your Own Video

To pin your own video, select **More options** ******* in your video feed (next to your name) and choose **Pin for me**. This will pin your video for your own view, others won't see you pinned. If you no longer want to be pinned, select **More options** ******* > **Unpin for me**.

Spotlight a Video

Spotlighting a video is like pinning it for everyone in the meeting. If you're an organizer or a presenter, you can choose anyone's video (including your own) to be the main video people see.

To spotlight someone else's video, right-click it and select **Spotlight**.


To spotlight your own video, first select **Show participants**. Then, under **Participants**, right-click your name and select **Spotlight**. You can spotlight anyone else's video this way, as well.

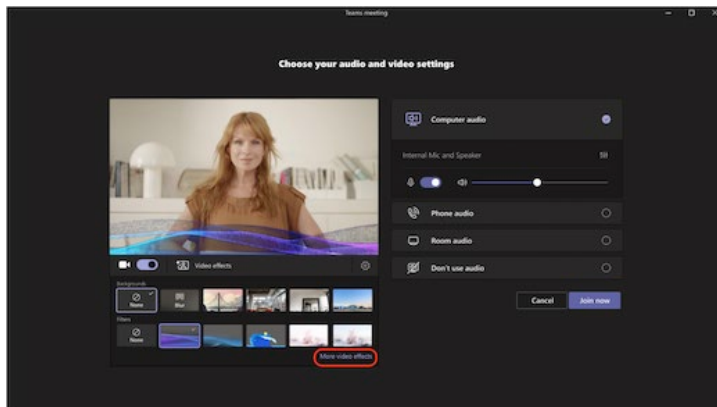
Apply Filters

Personalize your video feed during meetings with the custom filters app in Microsoft Teams. Choose from a variety of refined color-styled filters, event-based, and holiday-associated video frames.

Note: The custom filters app does not collect or process any biometric data or any data that identifies you. For information on how Microsoft handles your video and other personal information, see the [Microsoft Privacy Statement](#).

To apply a filter before entering your meeting:


1. Open Microsoft Teams and go to **Calendar**.
2. Choose your meeting and select **Join**.
3. Turn your camera on and select **Effects and avatars** .
4. Choose a filter. Select **More video effects** to browse other available effects.



Note: If you've never used your selected filter before, you will be prompted to add the app to the meeting and provide your consent. Please review the "Learn more" and Privacy Statement links for each app to understand how your data is being processed.

5. Select **Join now** to enter your meeting with the filter applied.

During a meeting, whether your camera is on or off, you can try on and change video filters until you find one you like.

1. At the top of your meeting screen, select **More actions** ******* > **Video effects and settings** .
2. Choose a filter to see how you look with it applied and select **Preview**.

3. **Note:** If your camera is on, this will temporarily turn your video off in the meeting.
4. Select **Apply and turn on video** to start sharing your video with your filter applied.



Schedule a Meeting

Your calendar in Teams is connected to your Exchange calendar. In other words, when you schedule a meeting in Outlook, it'll show up in Teams, and vice versa.

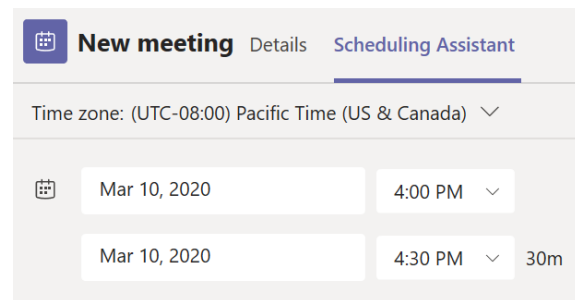
Every meeting scheduled in Teams is automatically made into an online meeting. Scheduling from Outlook?

Note: Up to 1,000 invitees can join a Teams meeting and interact by using chat, audio, and video. Invitees can also join a meeting that already has 1,000 participants (up to 10,000) as [view-only attendees](#).

There are several ways to schedule a meeting in Teams:

- From a one-on-one or group chat, select **Schedule a meeting**  below the message box to book a meeting with the people in the chat. You can't schedule a meeting from a meeting chat.
- From your **Calendar**  on the left side of Teams, select **New meeting** in the top right corner.

The scheduling form is where you'll give your meeting a title, invite people, and add meeting details. Use the **Scheduling Assistant** to find a time that works for everyone.



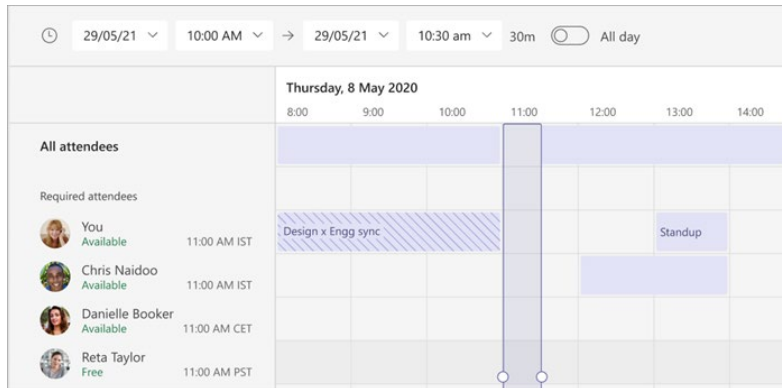
New meeting Details **Scheduling Assistant**

Time zone: (UTC-08:00) Pacific Time (US & Canada) ▾

Mar 10, 2020 4:00 PM ▾

Mar 10, 2020 4:30 PM ▾ 30m

In **Scheduling Assistant**, you can see attendees' time zones, schedules, and availability during different timeslots. The **Scheduling Assistant** grid will show each attendee's schedule. Shaded areas show when attendees are busy or have tentative meetings. Unshaded areas show when attendees are free.



Once you're done filling out the details, select **Save** to close the scheduling form and invite attendees to the meeting.


[Invite People Outside Your Organization](#)

Teams lets you invite people outside your organization, including those who don't have a Teams license. You'll need their full email address to invite them.

1. Go to where it says **Add required attendees**. If anyone is an optional attendee, select **Optional** instead.
2. Type the person's full email address (ex: Joe@example.com).
3. Select **Invite**. They'll receive an email with a link to the meeting.

[Invite People with a Link](#)

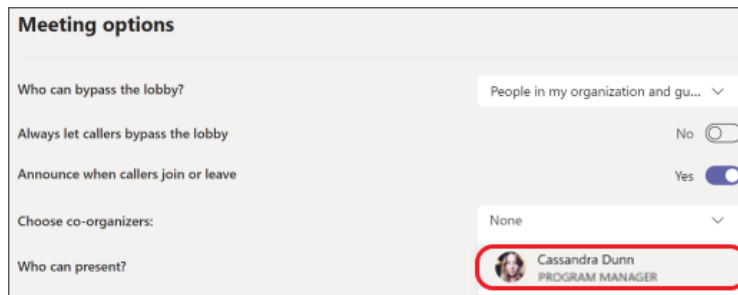
Teams lets you invite people to a meeting via a meeting link. To share this link:

1. Create the meeting in Teams.
2. Go to **Calendar**  on the left side of Teams and select the scheduled meeting.
3. The meeting link will appear as a URL. Select and copy it to your clipboard.

Add a Co-organizer

After you've invited people to your meeting, you can add up to 10 co-organizers to help manage your meeting. Before adding co-organizers, make sure the people you want to add are already added as required attendees and then follow the steps below:

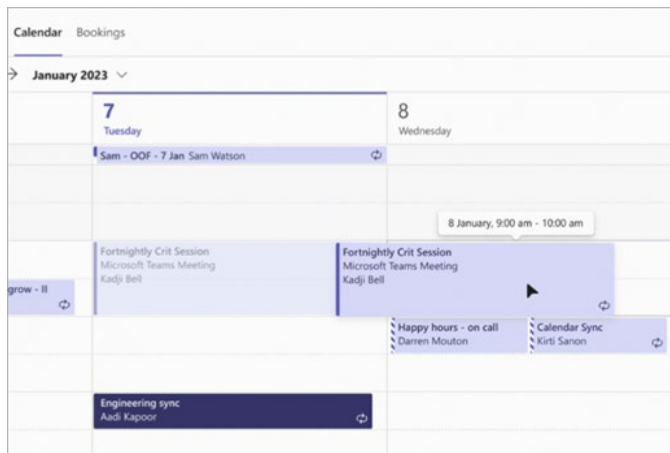
1. Select your meeting and then select **Edit**.
2. Select **More options** **...** > **Meeting options**.
3. On the meeting options page, next to **Choose co-organizers**, select the down arrow and choose the name of the co-organizer.



4. Select **Save** at the bottom of your screen.

Reschedule a Meeting

In your Teams calendar, you can reschedule meetings and events you organized. To quickly update a meeting time, select in in your Teams calendar, drag it into a new timeslot, and drop it.



You'll be notified of invitees' availability before you update the meeting time.

You can also change the meeting time by selecting the meeting in your Teams calendar, selecting **Edit**, choosing a new time, and selecting **Send update**. Attendees will automatically receive a notification with the updated time.

Record Your Meeting

Any Teams meeting or call can be recorded for future viewing. The recording captures audio, video, and screen sharing activity, and you can share it securely across your organization.

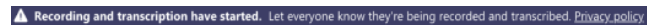
A recording will expire and be automatically deleted after a set period of time. The length of time it's available is set by your admin, but you can change the expiration date of any given recording.

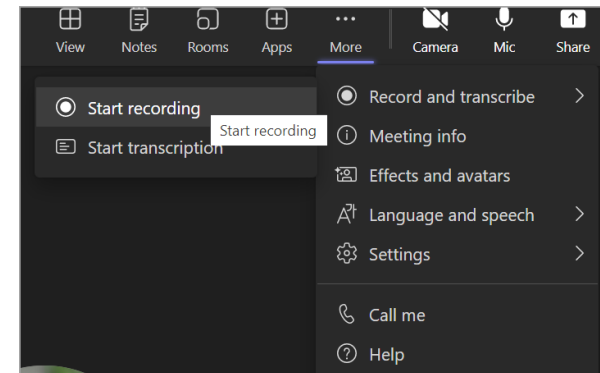
Start Recording

When you start recording a meeting, you also turn on live transcriptions (if your IT admin allows transcriptions).

1. Start or join the meeting.
2. Go to the meeting controls and select **More actions** > select **Record and transcribe**, then select **Start recording**.

Everyone in the meeting gets notified that recording and transcription have started.





Note: Only one recording at a time.

You can't make multiple recordings of the same meeting at the same time. If one person starts recording a meeting, that recording will be stored on the cloud and available to all participants.

Stop Recording

1. Go to the meeting controls and select **More actions** ******* and select **Record and transcribe**.
2. Choose one of the following:
3. **Stop recording:** Stops the recording and live transcription.
4. **Stop transcription:** Stops just the live transcription. The recording continues until you select **Stop recording**.

Note: For now, guests and external attendees can view the recording only if it's explicitly shared with them.