



Microsoft Teams

# *Sharing Session*

*by*

Integrated Information Technology Services

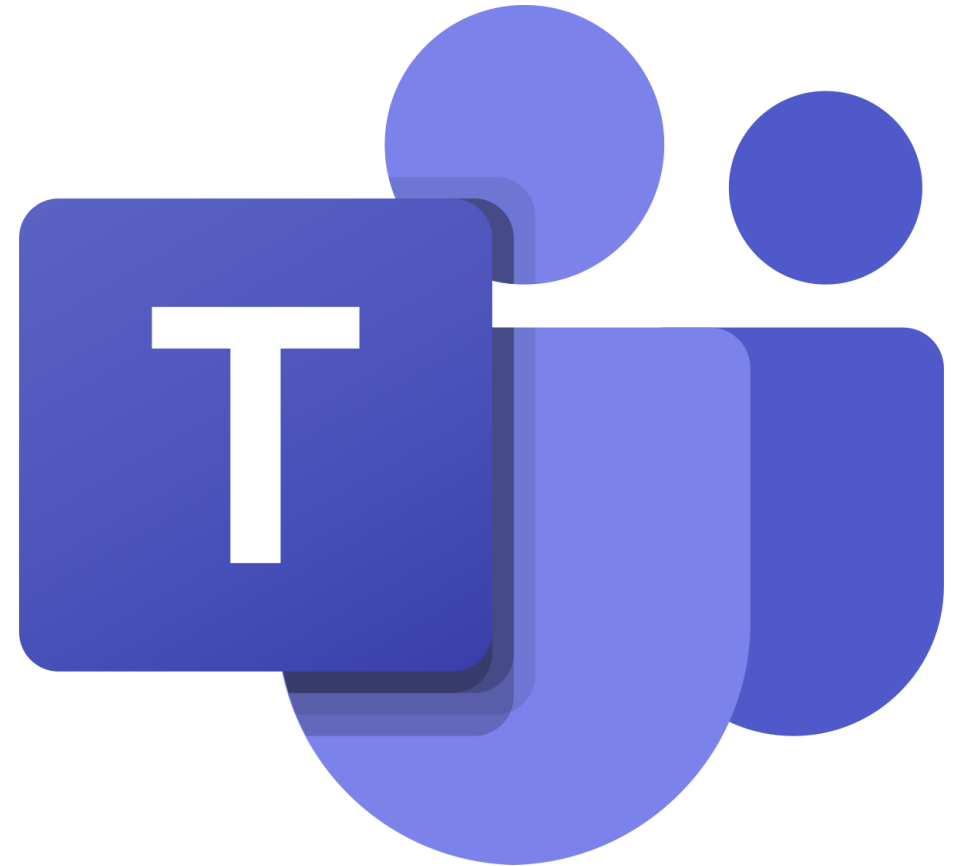
# What is Microsoft Teams?



Video URL: [https://youtu.be/jugBQqE\\_2sM](https://youtu.be/jugBQqE_2sM)

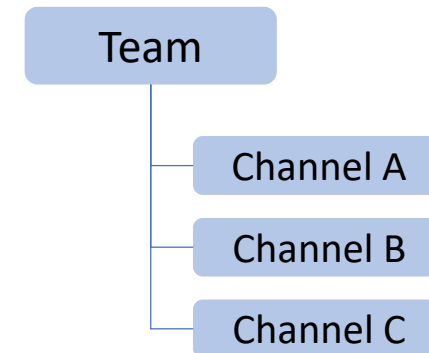
# What is Microsoft Teams and why?

- Is a chat-based workspace in Office 365.
- Brings conversations, content and apps in one place.
- Share ideas and make collaborate easier
- Has instant access anywhere
  - On your computer
  - On your mobile



# Jargon that you might need to know

- A **team (similar to a chatgroup)** is a collection of people, conversation, files and tools – all in one place.
- A **channel (similar to discussion topic)** can be created within a team. You may create multiple channels within a team and assigned different members for each channel.





## **How to ?**

- ✓ **Kick start**
- ✓ **Create Teams / Channel**
- ✓ **Chat, Make and Receive audio / video calls**
- ✓ **Share files**
- ✓ **Schedule Teams meeting and conduct online presentation**

# 👉 How to kick start?

## Get started with installation

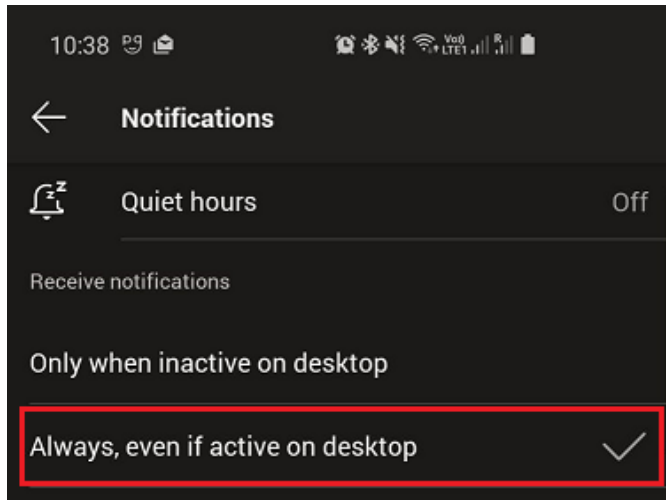
The screenshot shows the Microsoft Teams download page in a web browser. The address bar displays 'teams.microsoft.com/downloads'. The page content includes the Microsoft Teams logo, a 'Sign up for free' button, and the headline 'Teams on your desktop. It's just better.' Below the headline is a prominent blue button labeled 'Download Teams' with a downward arrow icon, and a link for 'More options'. At the bottom of the page, a Windows taskbar shows a file named 'Teams\_windows\_x...exe' with a size of 93.0/93.0 MB and 0 seconds left.

1. Browse to <https://teams.microsoft.com/download>
2. Click **Download Teams** to download the installation file
3. Once download completed, click the file to begin installation



# \*NOTE:

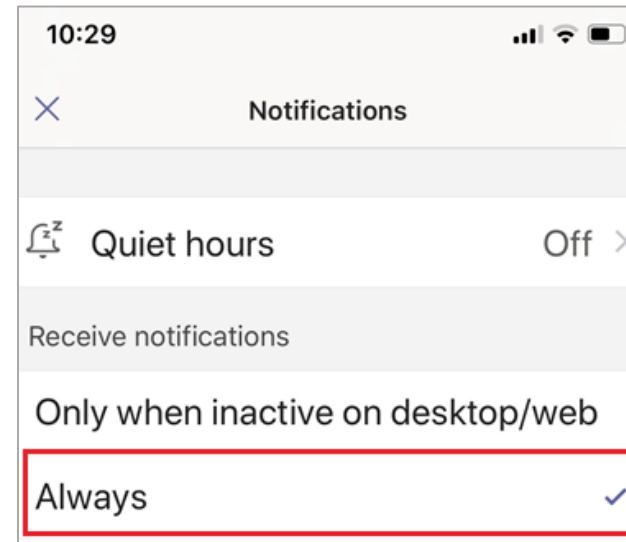
## Notifications : ~ For Android ~

- In the apps, go to **Settings** > Notifications and select **Always, even if active on desktop**



## Notifications: ~ For iOS ~

- In the apps, tap on  >  Notifications On and select **Always**



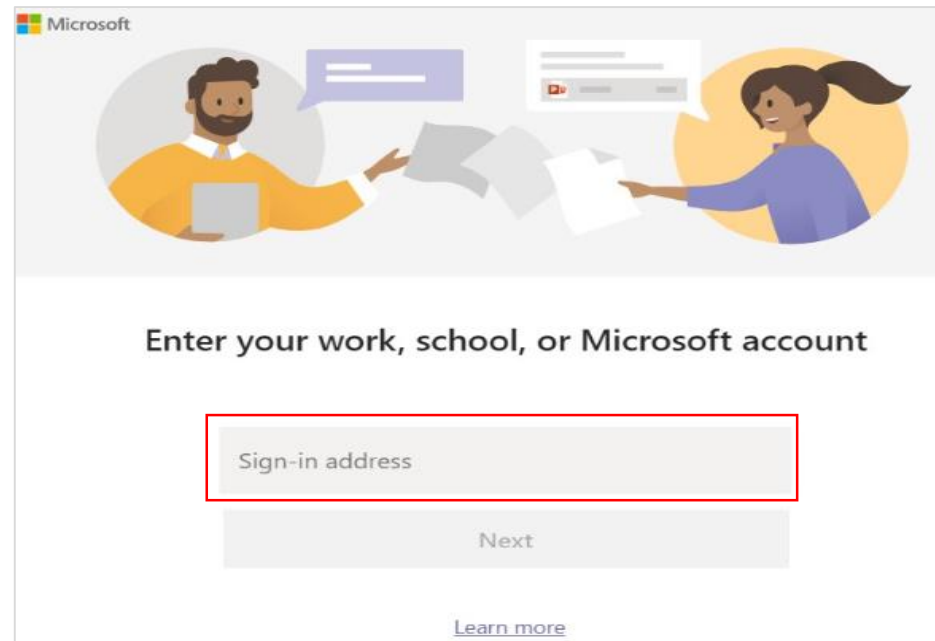
# 👉 How to kick start?

## How to launch Microsoft Teams?

- Start Teams

- For Windows, click **Start** > **Microsoft Teams**.
- For Mac, go to the **Applications** folder and click **Microsoft Teams**.
- For mobile devices, tap the **Teams** icon.

- Login with your SMU email address and password when prompted



Microsoft

Enter your work, school, or Microsoft account

Sign-in address

Next

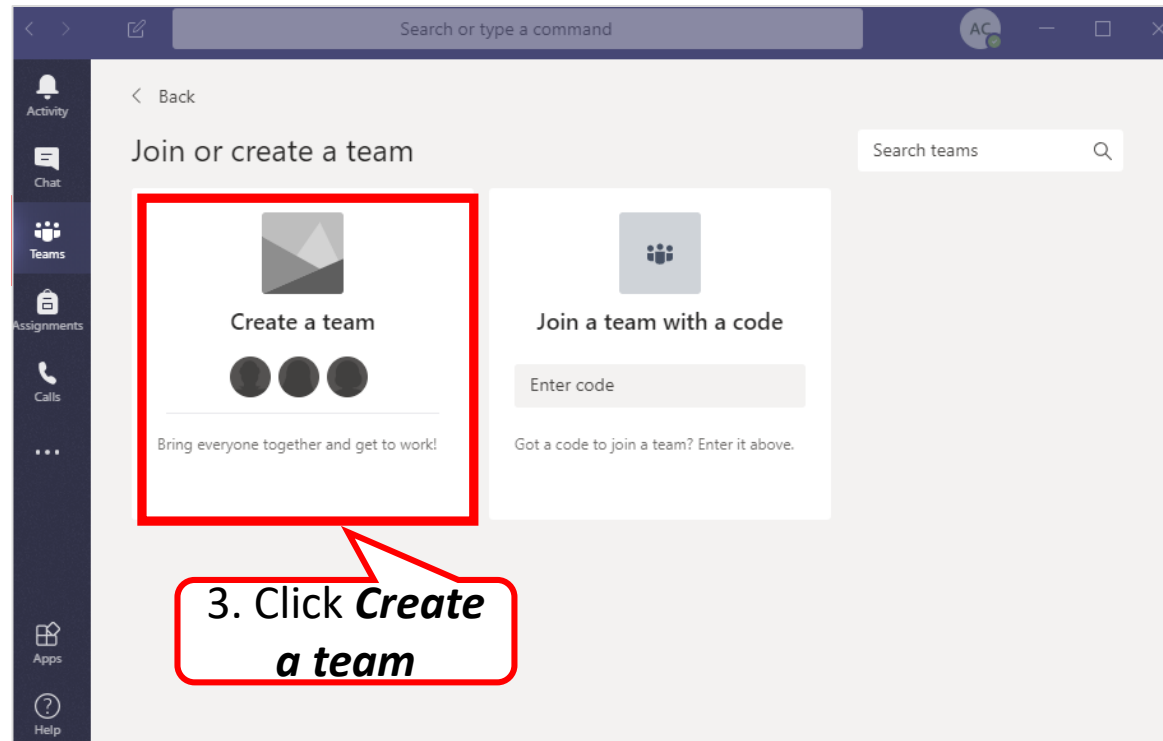
[Learn more](#)





# How to Create Team / Channel ?

- Step to create a Team



# 👉 How to Create Team / Channel ?

- Step to create a Team (cont.)

4. Select the *team type*

Select a team type

**Class**  
Discussions, group projects, assignments

**Professional Learning Community (PLC)**  
Educator working group

**Staff**  
School administration and development

**Other**  
Clubs, study groups, after school activities

Cancel

5. Give *Team name* and *Description*

6. Set Privacy to either *Private* or *Public*

Create your team

Educators or students can create teams to work together on any shared goal, project, or activity.

Team name  
Teams - Demo

Description  
Demo

Privacy  
Private - Only team owners can add members

Private - Only team owners can add members

Public - Anyone in your organization can join

Cancel Next



# How to Create Team / Channel ?

- Step to create a Team (cont.)

Add members to Teams - Demo

Start typing a name, distribution list, or security group to add to your team. You can also add people outside your organization as guests by typing their email addresses.

Start typing a name or group

7. Add members to the team

Add members to Team Name you typed

Start typing a name, distribution list, or mail enabled security group to add to your team.

Start typing a name or group

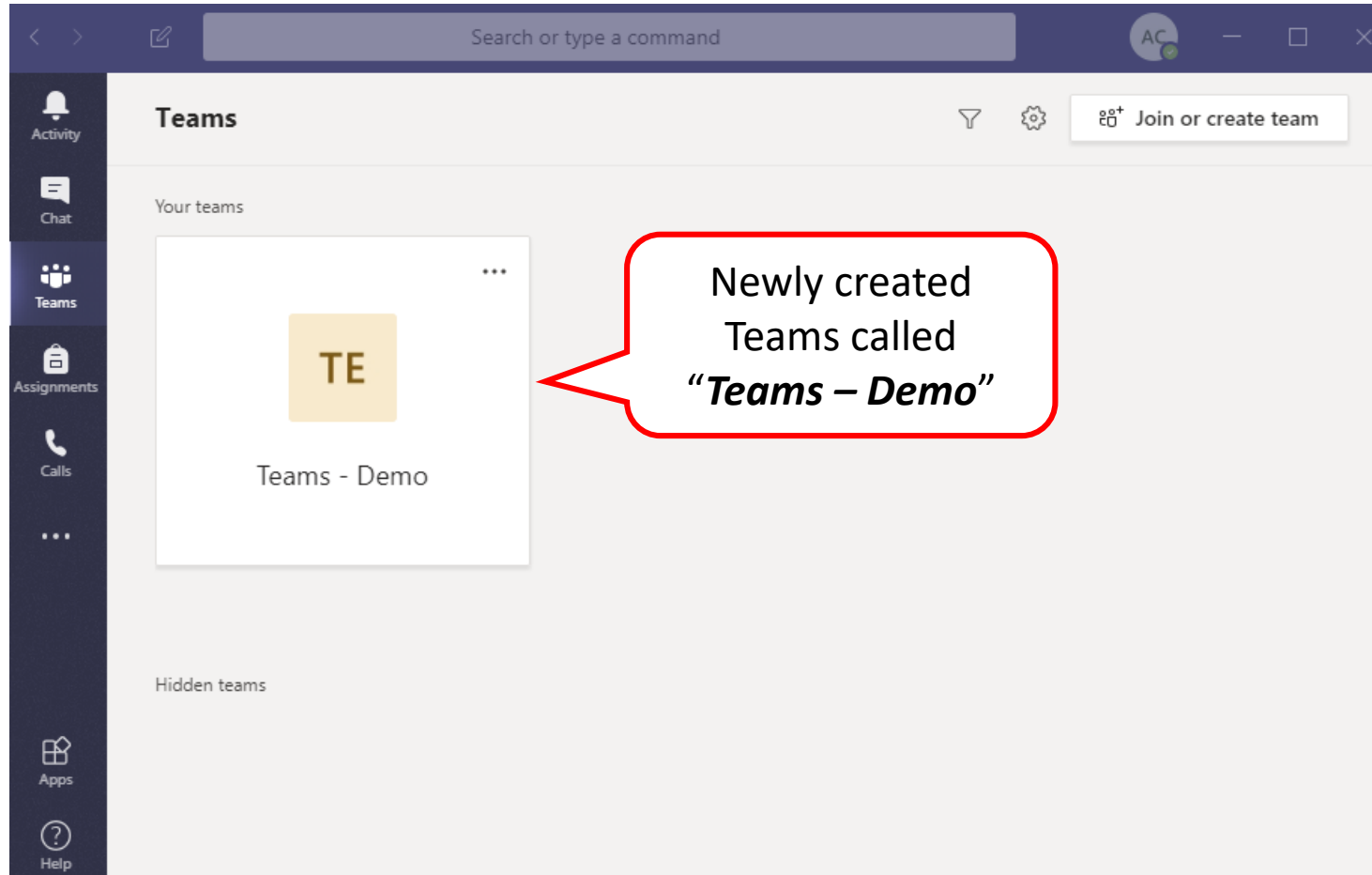
Team list will be listed here

8. Grant with either **Owner** / **Member**

Member   
Owner   
Member   
Member   
Member



# How to Create Team / Channel ?

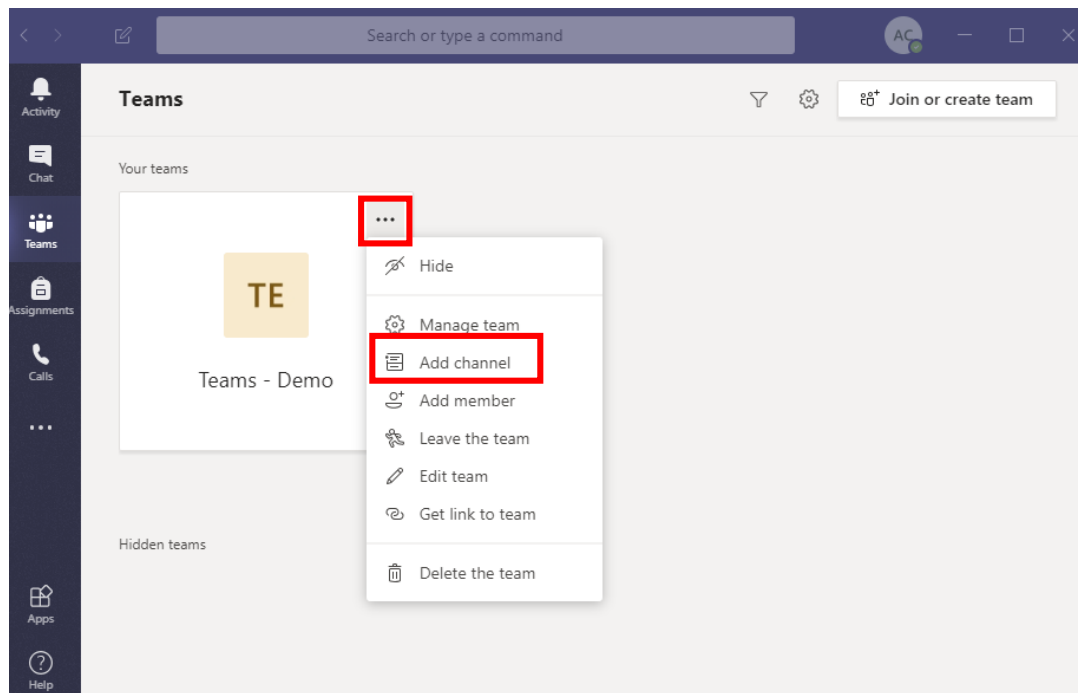




# How to Create Team / Channel ?

- **Step to create a Channel**

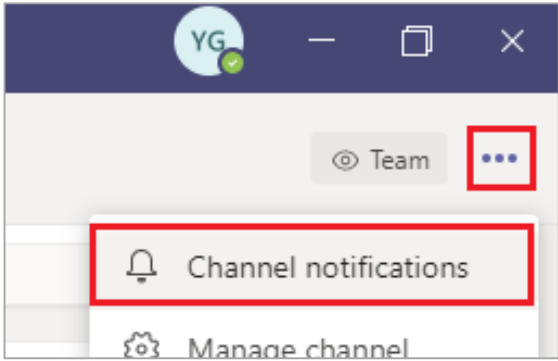
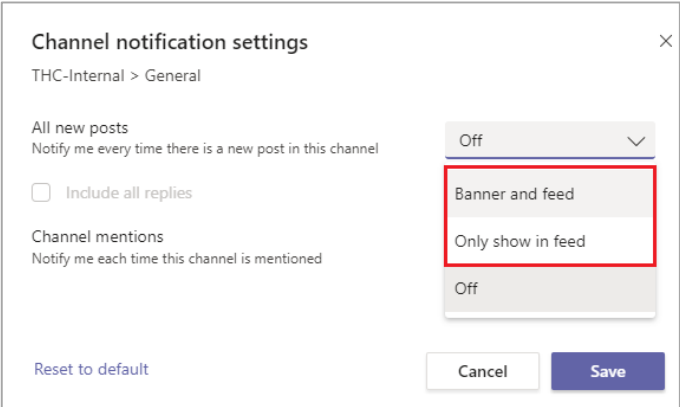
By default, every team gets a **General** channel, which is a good channel to use for announcements and information the whole team needs. By creating a channel, you can share specific topic or discussion with detail.



1. Select ... for more options
2. Select **Add channel**
3. Enter channel name, description and add members to the channel

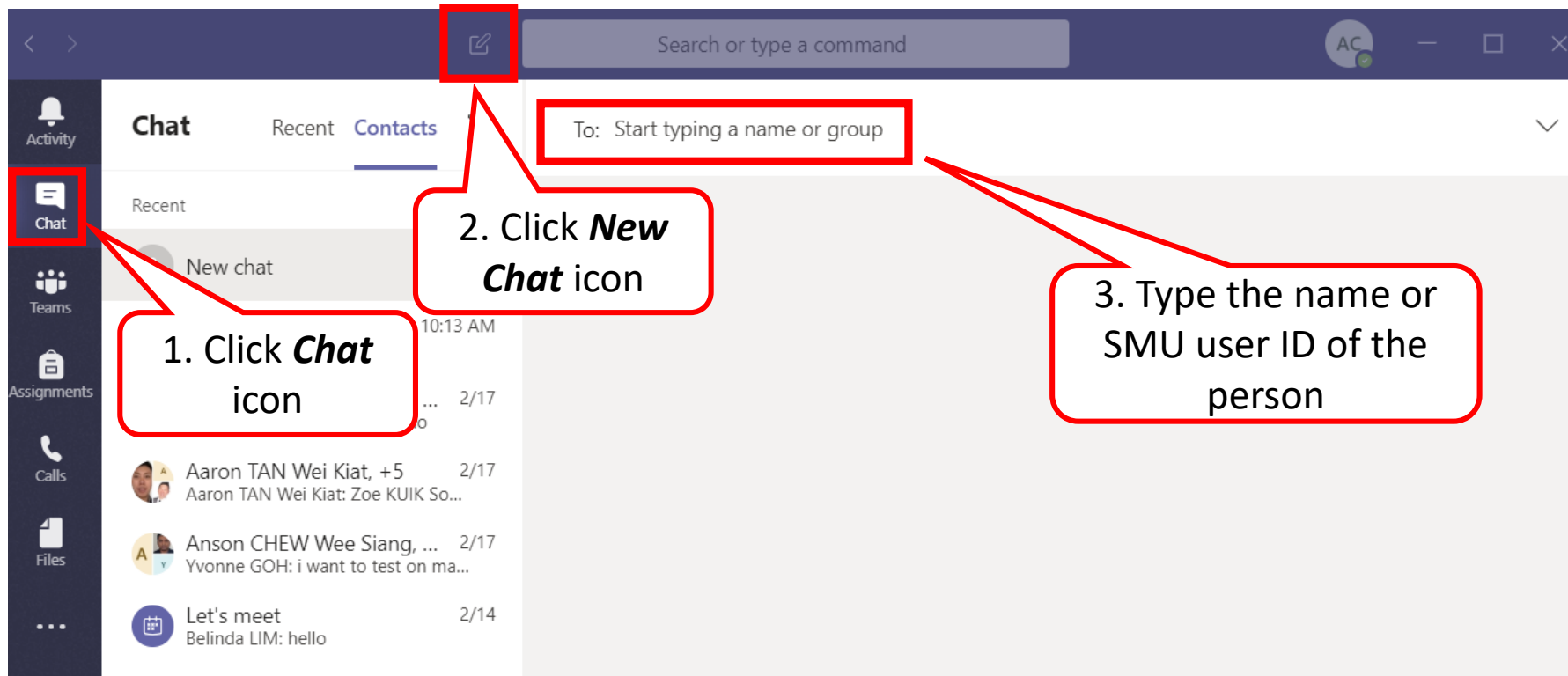
# \*NOTE:

## Notifications : ~ For Windows & Mac ~

	<ul style="list-style-type: none"><li>• Need to change the notification mode in every Teams in the workspace.</li></ul>
	<ul style="list-style-type: none"><li>• Default is set to “Off”. Set to either Banner and feed or Only show in feed.</li></ul>

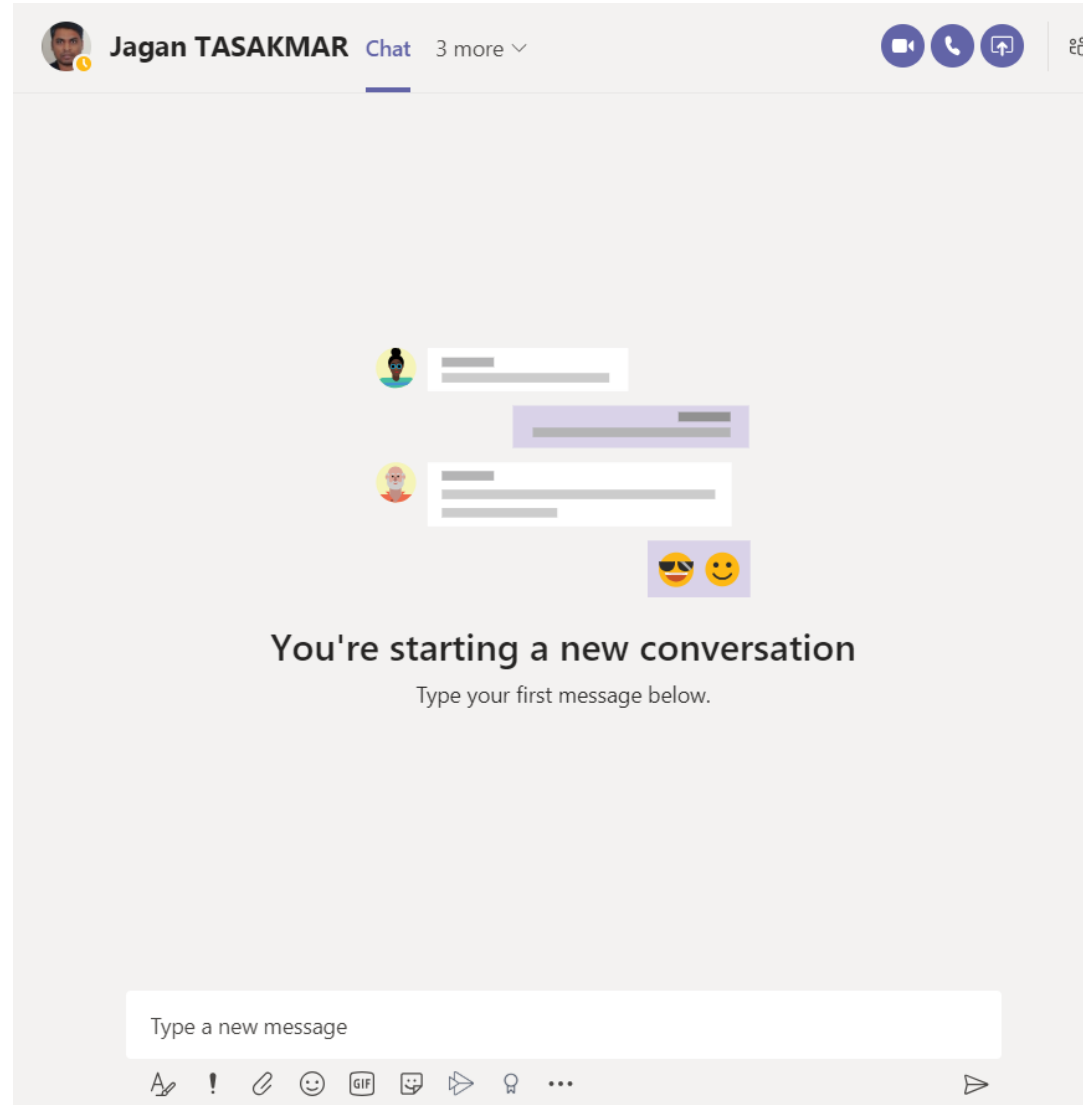
# 👉 How to Chat, Call (audio / video)?

- Step for one-to-one chat / call





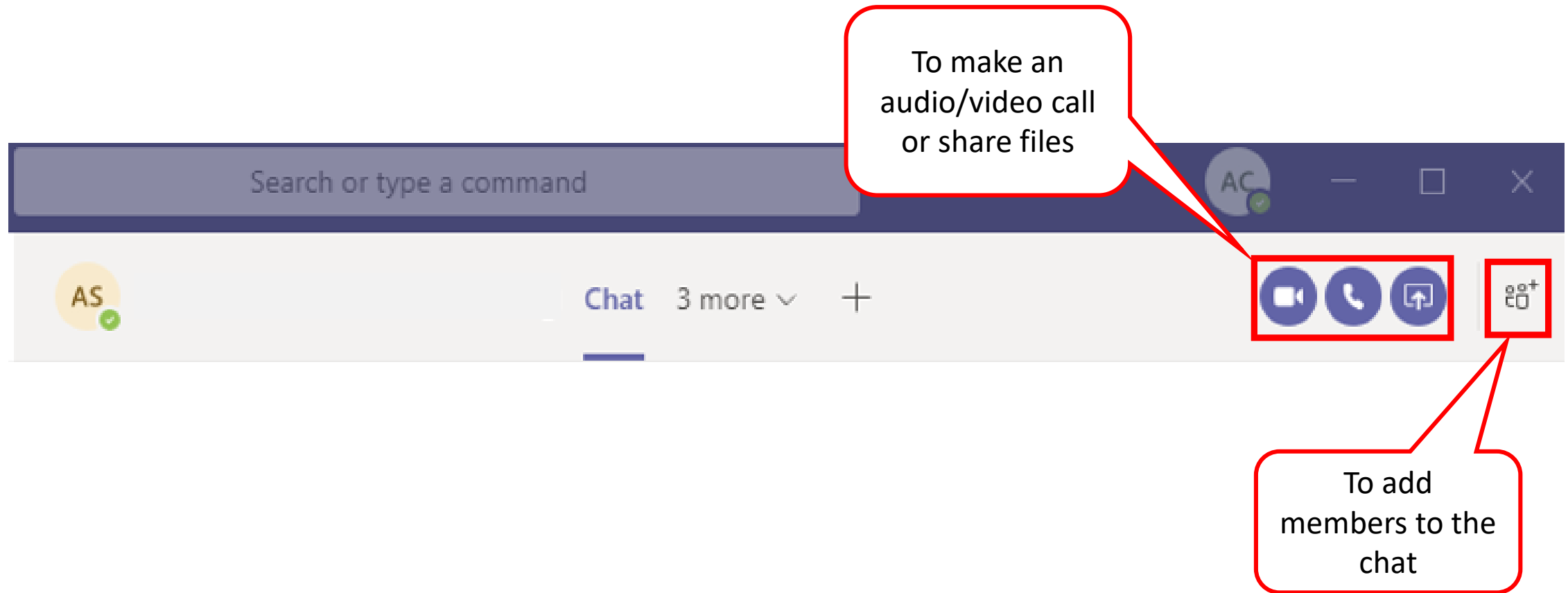
# How to Chat, Call (audio / video)?





# 👉 How to Chat, Call (audio / video)?

- Step for chat / call with multiple parties

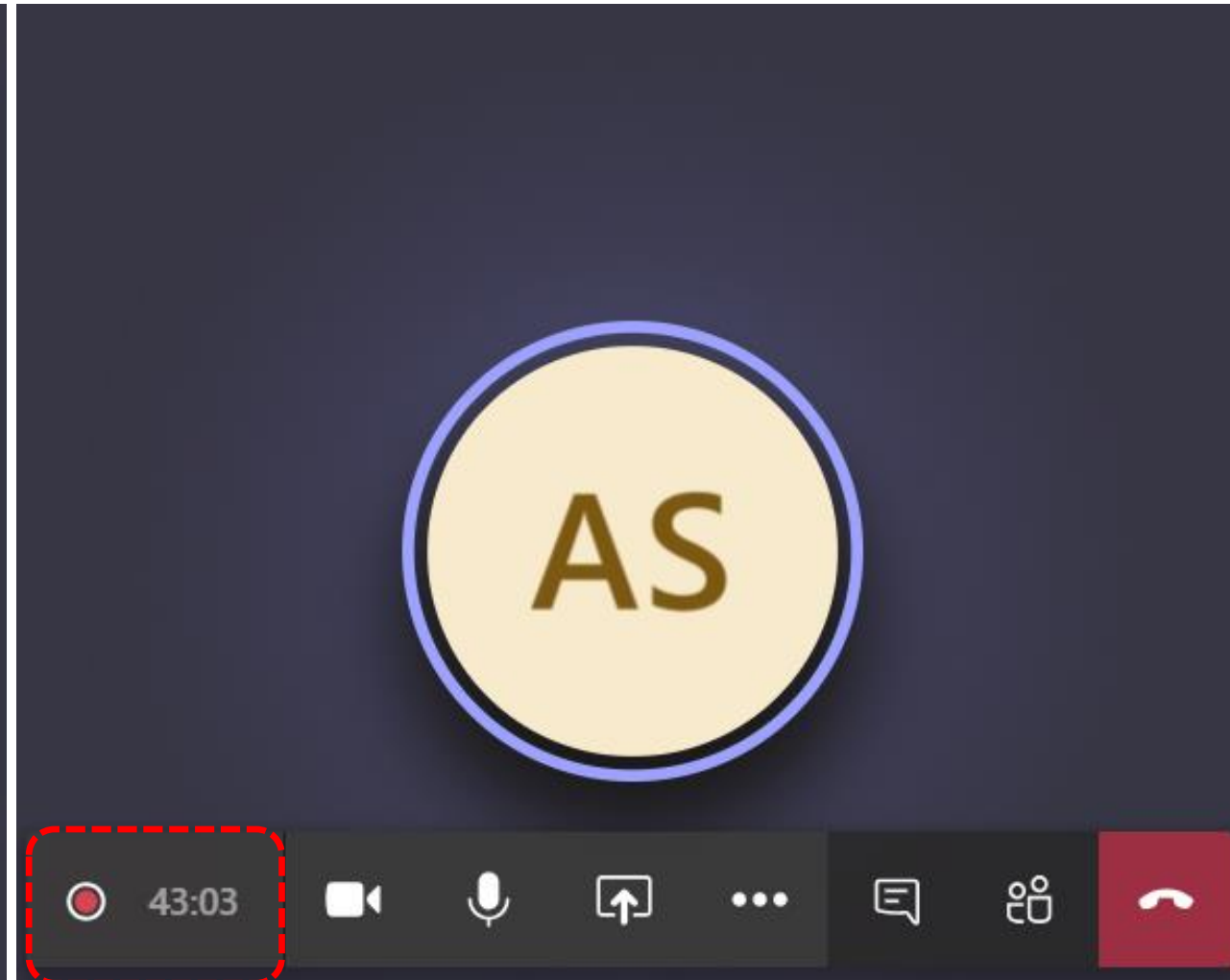
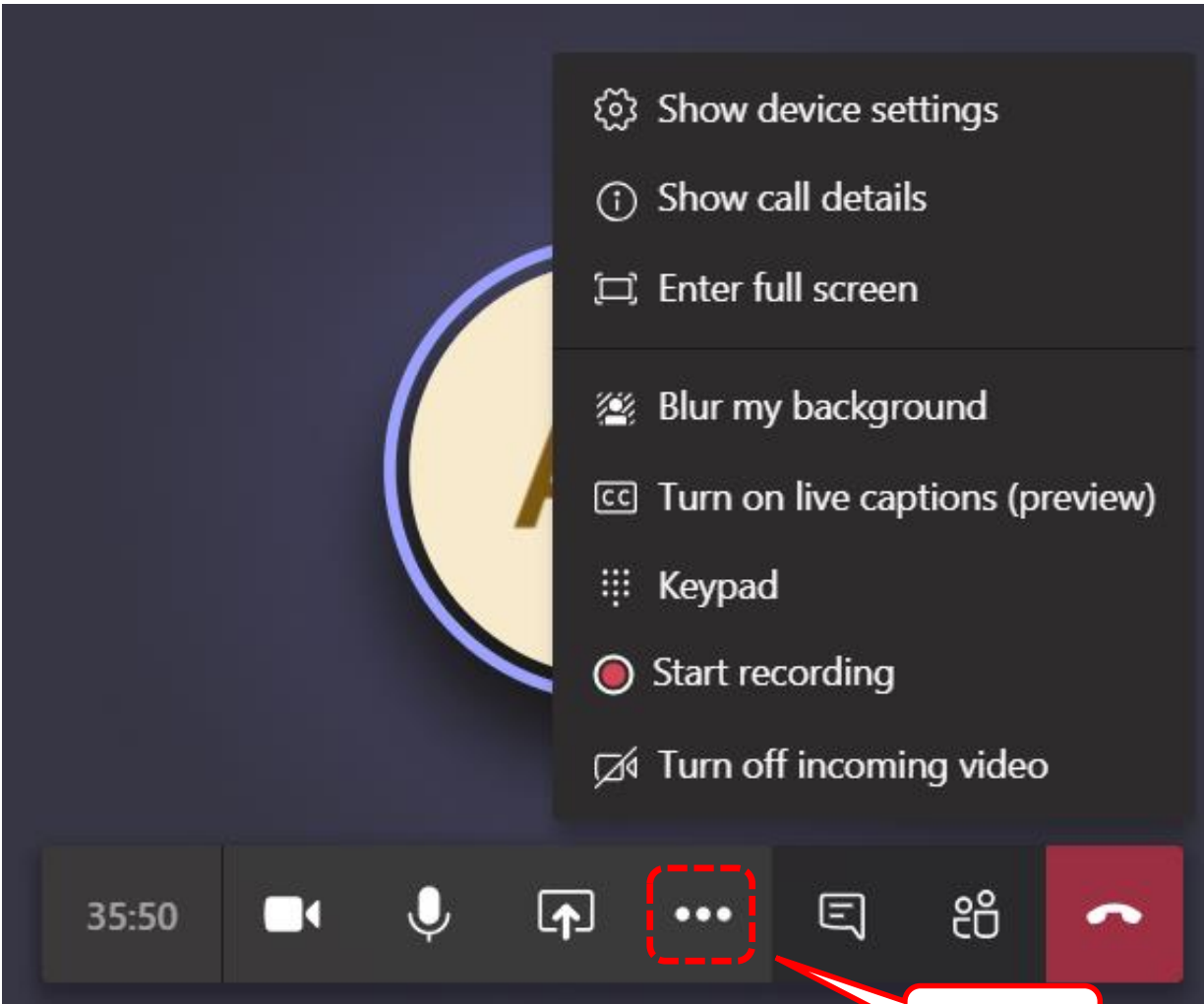




# How to Chat, Call (audio / video)?



# 👉 How to Chat, Call (audio / video)?



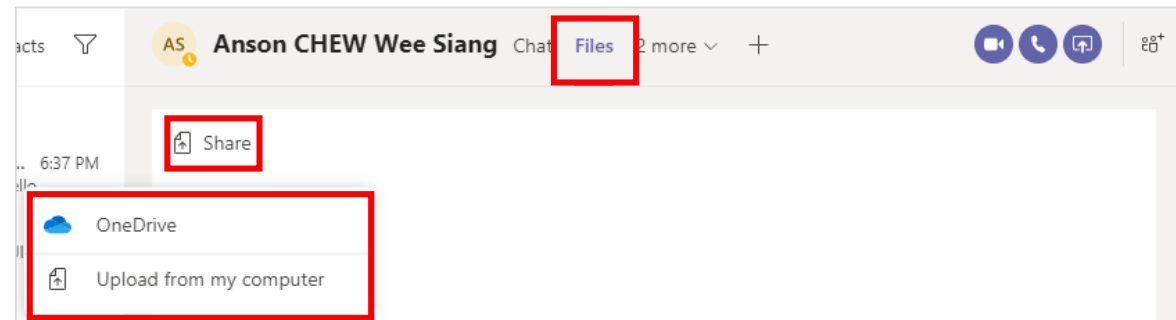
Option

# How to share files with peers?

- How to share files in a 1-to-1 chat, group chat and in an audio call/video call

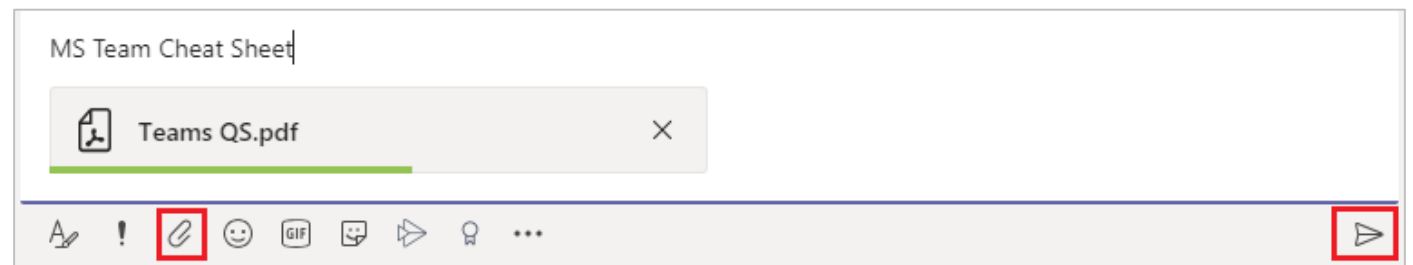
*Two ways* to share files

1. Click **Files** in the tab > **Share**



*or*

2. Click  icon to select file

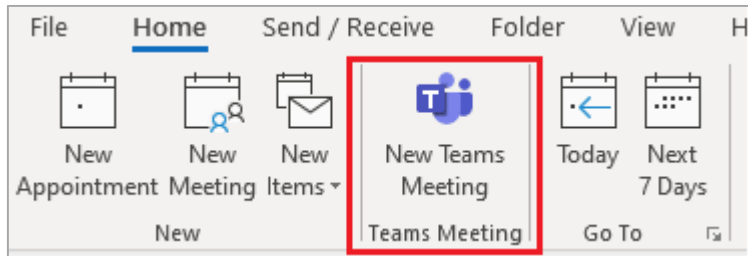




# How to schedule Teams meeting?

- **Steps to schedule a teams meeting via Outlook calendar**

1. In Outlook > Calendar, you will see **New Teams Meeting** icon in the ribbon.
2. Click the **New Teams Meeting icon** to schedule



3. Enter your meeting invite content.

4. Do not edit or delete the auto-generated footer.

The image shows the Outlook meeting invite form. The fields are filled with placeholder text: 'To...' with '<email address>', 'Subject' with '<subject of the meeting>', 'Location' with 'Microsoft Teams Meeting', 'Start time' with 'Wed 19/2/2020' and '11:30 am', and 'End time' with 'Wed 19/2/2020' and '12:00 pm'. There is an 'All day event' checkbox. Below the fields, the text 'Dear,' is followed by '<Content of the meeting>' and 'Best regards,|'. A blue link 'Join Microsoft Teams Meeting' is present, with a warning box pointing to it that says 'DO NOT edit or delete the content in this part. It is auto-generated to allow others to join your teams meeting'. At the bottom, there is a link 'Learn more about Teams | Meeting options'.

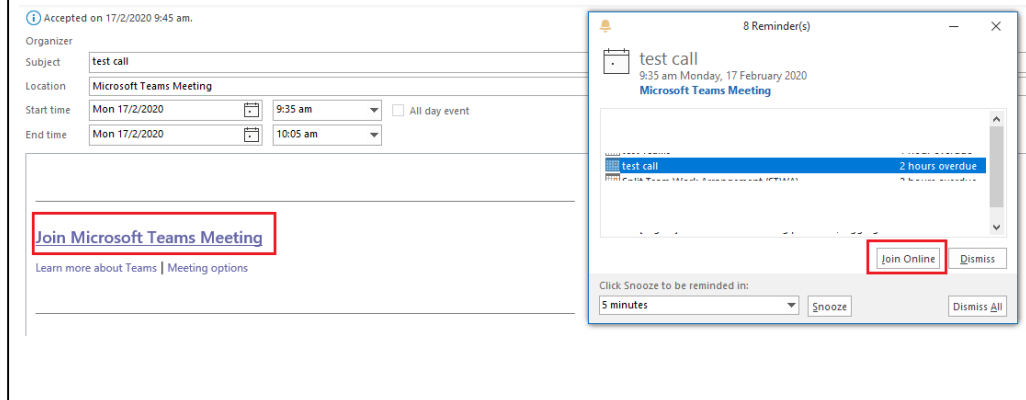
# 👉 How to schedule teams meeting?

- **Steps to join a teams meeting**

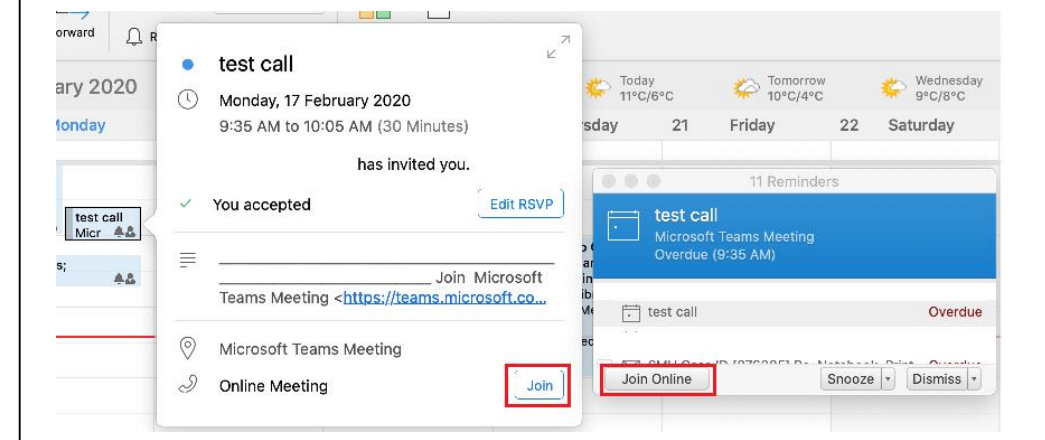
To join the meeting, just click Join Microsoft Teams Meeting or Join Online from the Outlook invite.



## For Windows:

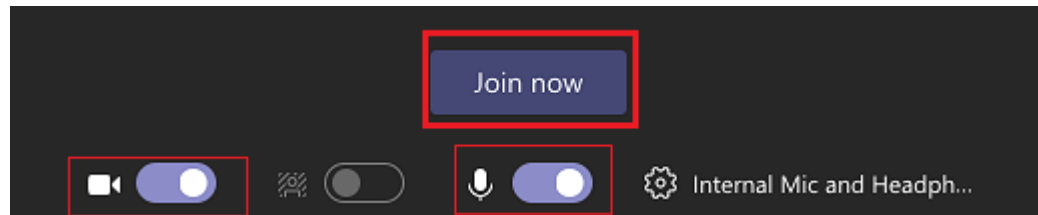


## For Mac:



# 👉 How to schedule teams meeting?

- **Steps to join a teams meeting (cont.)**
- If Microsoft Teams is installed on the participant's machine, you will be prompted to launch "Microsoft Teams" app.
- Click **Join now** to join into the audio/video call
- Ensure the mic and/or video feature is **ON**



# How to schedule teams meeting?

- **Steps to join a teams meeting (cont.)**
- If Microsoft Teams is NOT installed, you will be prompted to **Get the Teams app**.
- Follow the instruction to complete the installation and sign-in using your SMU username and password.

Experience the best of Teams meetings with the desktop app

[Get the Teams app](#)

Already have the Teams app? [Launch it now](#)

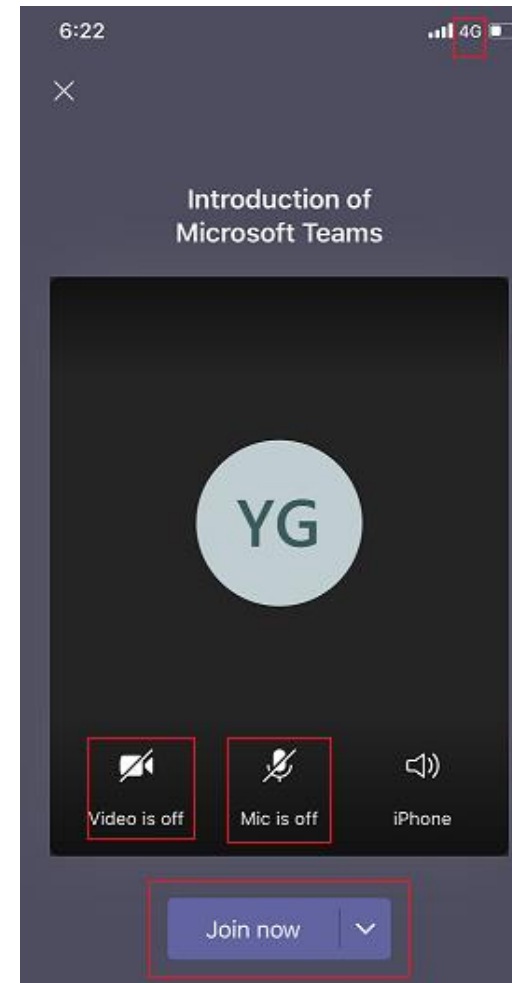


# 👉 How to schedule teams meeting?

- Steps to join a teams meeting (cont.)
- You may also can join the Microsoft Teams meeting with your mobile device

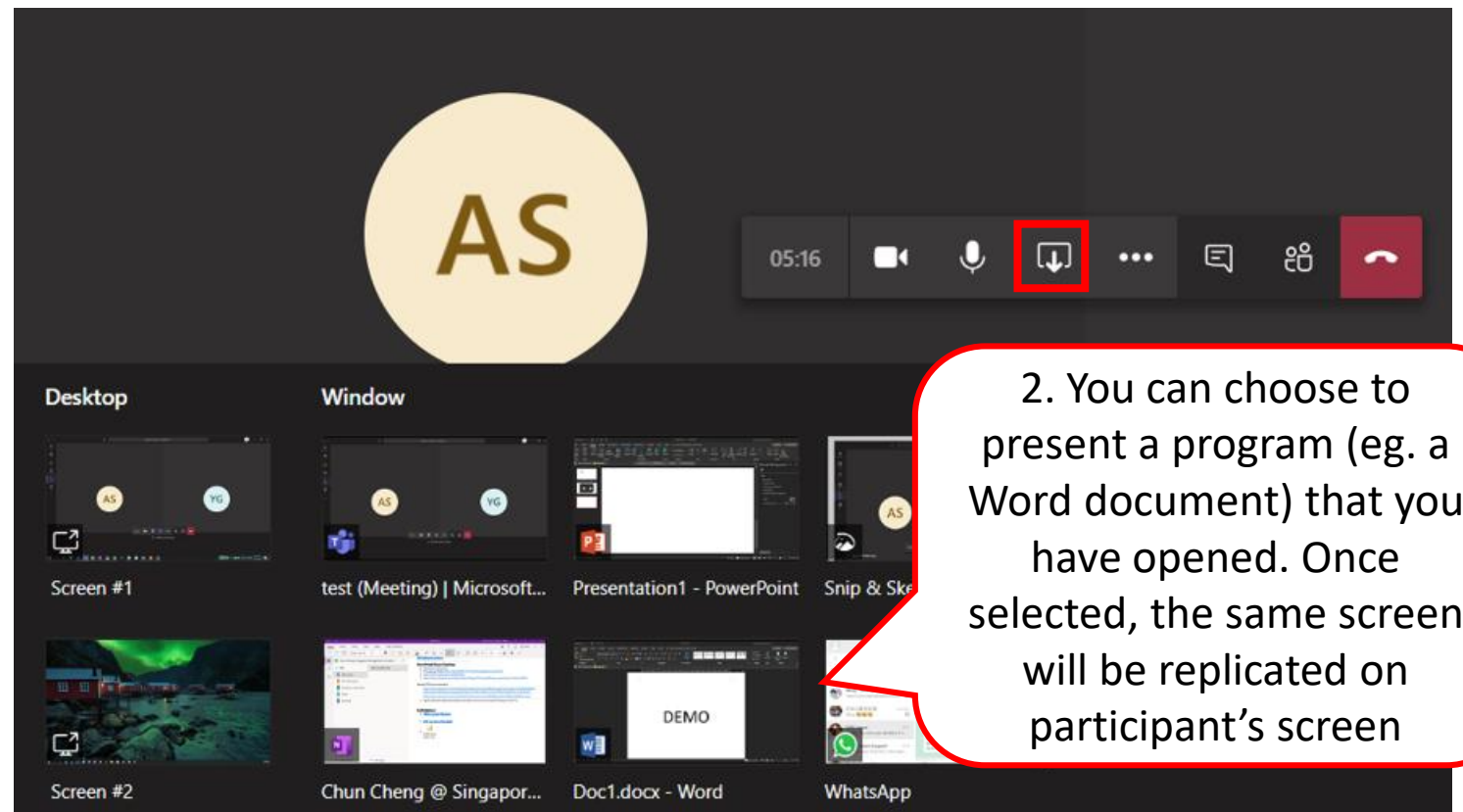
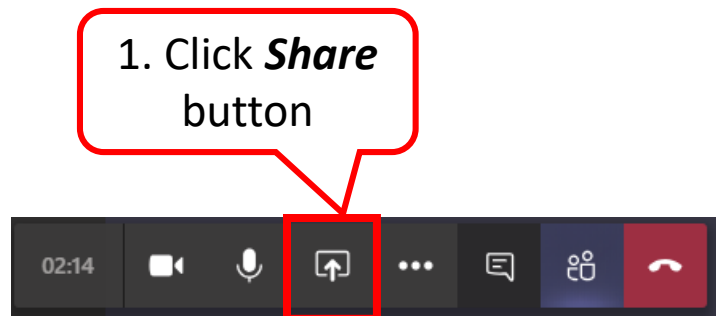
## \*NOTE:

- After connected, default setting for video and mic is Off, you may need to turn it on when necessary.

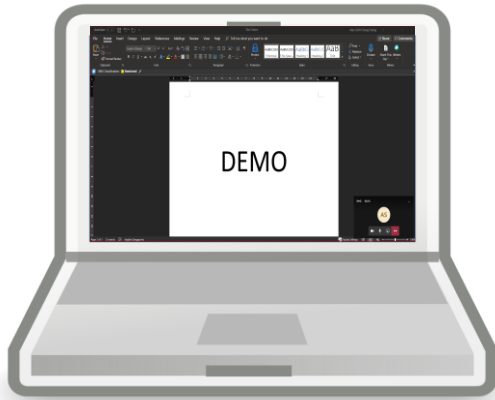


# 👉 How to conduct presentation (or share files with participant) through Teams ?

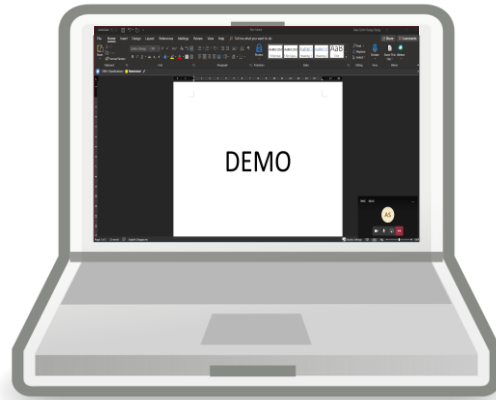
- During the video or audio call, you may share your screen or file opened on your computer with other participants.



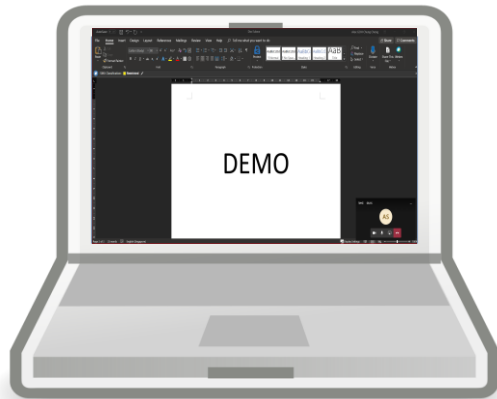
# 👉 How to conduct presentation (or share files with participant) through Teams ?



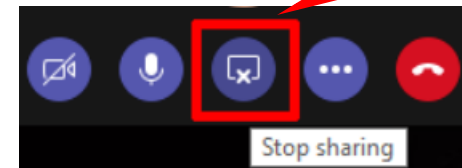
Participant A



Participant B



You



Click the **Stop Sharing** button to stop sharing



# How to self help on Microsoft Teams?

The screenshot shows the left-hand navigation sidebar of Microsoft Teams. It features a dark blue background with several icons and text labels. At the top, there are three menu items: 'Topics', 'Training', and 'What's new', which are enclosed in a red rectangular box. Below these are 'Suggest a feature', 'Report a problem', and 'Give feedback'. At the bottom, there is an 'Apps' icon and a 'Help' icon, which is also enclosed in a red rectangular box.

The screenshot shows the Microsoft Teams Help page. At the top, there is a navigation bar with 'Help', 'Topics', 'Training', 'What's new', and 'About'. Below this is a search bar labeled 'Search help'. The main content area features three columns of help topics, each with an icon and a title:

- General Teams help**: Explore how to manage your notifications, files, chats, meetings, and more. [Browse Teams help](#)
- Create teams**:
  - [Create a class team](#)
  - [Create a staff team](#)
  - [Create a PLC team](#)
  - [Learn more about team types](#)
- Grades tab has arrived**: Track student progress by class or by student. We'll show you how! [Learn more](#)

# 👉 How to self help on Microsoft Teams?

The screenshot shows the Microsoft Teams Help page. At the top, there is a search bar and navigation links for 'Help', 'Topics', 'Training', 'What's new', and 'About'. The 'Topics' link is highlighted with a red box. Below the navigation, there are two main sections: 'Send and post messages' and 'Collaborate in teams and channels'. Each section contains three articles with thumbnail images, titles, and durations.

**Send and post messages**

- Create and format a message** (1:01): Shows a message composition window with a 'Select Format' callout.
- Get attention with @mentions** (0:52): Shows a chat window with a callout 'Need to get someone's attention?'.
- Save a message** (0:59): Shows a chat window with a callout 'Got a post you need to keep track of?'.

**Collaborate in teams and channels**

- Work on a file together** (0:55): Shows a document titled 'Report of Research and Development Expenses Q1-Q3' with a callout 'Everyone can work on it at the same time!'.
- Tip: Send email to a channel** (0:39): Shows an email composition window with a callout 'Click Copy'.
- Create a plan with Planner** (2:05): Shows the Microsoft Planner interface with a callout 'Update Tasks'.

Q & A

# Q & A

**Q.**

**What should I do if other parties cannot hear me during the audio/video call session?**

**A.**

**To isolate the root cause, please unplug all the external speakers/microphone connected to your computer and try again.**

**If problem persist, it might due to the incorrect settings in Microsoft Teams or your computer OS. Please visit the following page for recommended settings:**

**<https://itsupport.smu.edu.sg/hc/en-us/articles/360045260633-What-should-I-do-when-other-parties-cannot-hear-me-in-MS-Teams-audio-video-call->**

**SMU.SG/365 → Click Microsoft Teams → Click “FAQ on Microsoft Teams”**

# Q & A

**Q.**

There are various teleconferencing tools available, such as Blue Jeans, WebEx & Teams, which tool should I use?

**A.**

All these tools are supported by IITS, you may refer to the following guidelines to choose the right tool for your purpose:

**a. *Blue Jeans*** – recommend for meetings that require video conferencing and are used in rooms equipped with video-conferencing facilities. Such rooms would be Boardroom, meeting rooms 14.1, 14.2 and selected classrooms in School of Accountancy, School of Economics, School of information System, School of Law and SMU Connexion. You will need to write to IITS for a meeting ID.

**b. *WebEx*** – reserved for use by faculty and students for online teaching or for meetings / sessions that have more than 40 attendees and up to 150 attendees.

**c. *MS Teams*** – recommended for use for small group meetings or discussions.



# Q & A

**Q.**

**I have Microsoft Teams installed. But I cannot see the “New Team Meeting” display in my Outlook Calendar.**

**A.**

***Please follow the below steps on a Windows computer, to get the Teams icon in the calendar.***

***(Note: You need to do this once)***

- 1. Quit Microsoft Teams app***
- 2. Quit Microsoft Outlook app***
- 3. Launch Microsoft Teams app after a minute later***
- 4. Launch Microsoft Outlook app after a minute later***

# Q & A

**Q.**  
**Can we continue to use Skype for Business?**

**A.**  
***You may continue using Skype for Business if you and your department is currently using.***

***For your information, Microsoft announces End Of Life for Skype for Business on July 31, 2021, thus the transition application is Microsoft Teams.***

# Q & A

**Q.**

**Can I call external parties by dialing external phone numbers (e.g. 9xxx xxxx, 6xxx xxxx)?**

**A.**

*Phone dial-in function (e.g. calling to mobile number or a phone number) is currently not available.*

*However, if the external parties has subscribed to Microsoft Teams, you may initiate chat/audio/video call to external parties via Microsoft Teams using their email address.*

*(NOTE: Some companies may not enable Microsoft Teams for external communications, under such circumstances, you will not able to communicate with the parties).*

# Q & A

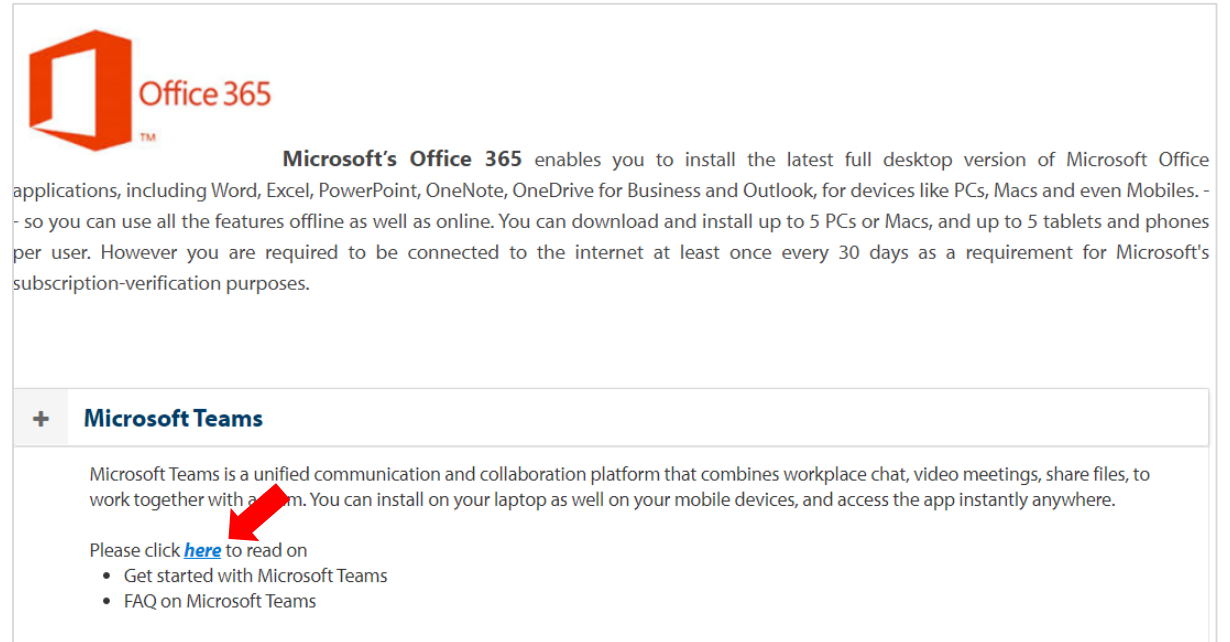
**Q.**

**Are students able to download and use this app?**

**A.**

***Yes, we have enabled it to SMU students.***

More information can  
be found in:  
[smu.sg/365](https://smu.sg/365)



The screenshot shows the Office 365 logo and a paragraph of text describing the service. Below this is a section titled '+ Microsoft Teams' with a red arrow pointing to a link. The text in the screenshot is as follows:

**Office 365**

Microsoft's Office 365 enables you to install the latest full desktop version of Microsoft Office applications, including Word, Excel, PowerPoint, OneNote, OneDrive for Business and Outlook, for devices like PCs, Macs and even Mobiles. - so you can use all the features offline as well as online. You can download and install up to 5 PCs or Macs, and up to 5 tablets and phones per user. However you are required to be connected to the internet at least once every 30 days as a requirement for Microsoft's subscription-verification purposes.

**+ Microsoft Teams**

Microsoft Teams is a unified communication and collaboration platform that combines workplace chat, video meetings, share files, to work together with a team. You can install on your laptop as well on your mobile devices, and access the app instantly anywhere.

Please click [here](#) to read on

- Get started with Microsoft Teams
- FAQ on Microsoft Teams

For further inquiries or assistance,  
please contact us  
at  
[helpdesk@smu.edu.sg](mailto:helpdesk@smu.edu.sg)  
or 6828 0123

THANK YOU