

Microsoft Teams Training
Overview – Module 1 – Agenda/Quick Reference

1. Welcome
 - a. Introductions
 - b. Ground Rules and Meeting Toolbar
 - i. Adjust speaker volume
 - ii. If computer audio not working, call by phone
 1. More actions... Meeting details (for Hartford toll number)
 2. Mute your phone (using button or icon)
 - iii. Mute microphone
 - iv. Turn off camera
 - v. Raise hands or chat to ask questions (presenters will moderate)
 - c. Purpose
2. Resources
 - a. CSCU IT Support Center site:
<http://supportcenter.ct.edu/>
 - i. Menu command: Support by Service > Office 365 > Teams and O365 Groups
 - b. CSCU IT Support Center/Teams Help (direct link):
http://supportcenter.ct.edu/service/Office365_Teams.asp
 - i. Under Announcements
 1. Microsoft Teams help site (free online instructor-led training, video training, and tips)
 2. Microsoft Teams video training (direct link to training videos)
 3. Teams FAQ (CSCU-related questions and answers)
 4. Microsoft Mechanics (advanced training videos)
 5. Restrictions, standards, and naming conventions for Teams
 - c. Overview of Teams functionality (Microsoft's printable reading material):
<https://support.microsoft.com/en-us/office/microsoft-teams-basics-6d5f52e6-5306-4096-ac24-c3082b79eaf0?ui=en-us&rs=en-us&ad=us>
 - d. Microsoft Teams for Education site "Keeping students safe while using meetings in Teams for distance learning—for Educators": https://support.microsoft.com/en-us/office/keeping-students-safe-while-using-meetings-in-teams-for-distance-learning-f00fa399-0473-4d31-ab72-644c137e11c8?ui=en-us&rs=en-us&ad=us#ID0EBBAAA=For_educators (Note: Assignments, Grading, and posts at used by CSCU for teaching.)
 - i. Microsoft Teams for Education Quick Guide (PDF):
<https://go.microsoft.com/fwlink/?linkid=2124307>
3. Introduction to Teams
 - a. What MS Teams is NOT
 - i. Teams is not used by CSCU as an LMS (Learning Management System). Blackboard is our LMS (for fully online courses, hybrid courses, to enhance on-ground courses—i.e. syllabus, calendar, content modules, discussions, assignments, group work, tests, grading, etc.). Asynchronous learning – “not live”
 - b. What is MS Teams?
 - i. Collaboration tool (utilizing chat, video, audio, and sharing) allowing a way for users to share files and other resources, work on documents together or remotely, hold online meetings or lectures, and capture related progress and history.
Synchronous learning – “live” online teaching
 - c. Roles (for using Teams in our environment)
 - i. Staff – for collaborating with colleagues (projects, workgroups, departments)
 1. Sharing and working on files together
 2. Posting chat messages
 3. Online meetings

- ii. Faculty - provides a synchronous “live” option for online teaching (live instruction and communication with students).
 - 1. Live web meetings with students
 - 2. Screen-sharing
 - 3. One-on-one office hours
- d. Browser and Desktop versions
 - i. Where does Teams live? In Office 365—in the cloud (this is the web version of Teams).
 - 1. Office 365: <http://portal.office.com>
 - a. Log on with your NetID and password
 - b. Select Teams
 - c. **Note:** *We recommend accessing Office 365 via the MyCommNet portal—instructions below—so that you don’t miss any important CSCU system announcements!*
 - 2. MyCommNet portal: <http://my.commnet.edu>
 - a. Log on with your NetID and password
 - b. Launch email
 - c. Launcher button (“grid” button – nine dots – upper left corner of Office 365)
 - d. Select Teams.
 - ii. If Teams desktop app has been downloaded to your computer (providing a better experience, full capability; more functionality than Teams via the web), you can launch Teams from:
 - 1. The Start Menu (on a PC)
 - 2. Shortcut on Desktop
 - 3. Teams may automatically launch upon Start Up (if set up that way)
 - 4. On a MAC, you can find under Applications folder on your Doc (similar to Windows taskbar)
 - 5. Downloading the Teams app (how – Windows or MAC, or mobile):
<https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/download-app>
 - a. For mobile devices, download the mobile app for Teams.
 - b. If you run into issues, you may need to log on to Office 365 with your NetID and password before downloading the Teams desktop app or mobile app.
 - 6. Contact your college Help Desk for assistance.
- 4. Demonstration of Teams
 - a. Teams interface
 - i. Navigation panel (left) and Contents pane (right):
 - 1. Navigation panel – for features across all teams and even outside of Teams:
 - a. Activity—anyone who has posted to a team or replied to a post
 - b. Chat— start a “private” chat with someone in a Team or outside of a Team (within the CSCU system)—use the New Chat button (found in the upper right above the Chat panel) to start a chat.
 - i. Video or audio call
 - ii. Share your screen
 - iii. Chat panel chronologically lists recent activity (chats, posts, replies, voicemail messages, etc.)
 - c. Teams—to access the teams you belong to or to create teams
 - d. Assignments—Do Not Use! (Use Blackboard for assignments.)
 - e. Calendar—Your Teams calendar is synced with your Outlook calendar (so you can see all your appointments and meetings in one place)
 - f. Calls—Contact people across CSCU (using your computer instead of a phone, VOIP—as long as you have speakers and a microphone, or a headset)

- g. Files—Files across all teams—helps when you are trying to search for a file and not sure what team it's in; sort by name
 - i. Recent files (files you have recently used)
 - ii. All files in Microsoft Teams (that you have access to)
 - iii. Downloads (files you have downloaded to your computer)
 - iv. OneDrive (your personal work location)
 - h. More added apps and Apps
 - i. All Microsoft apps are approved for use in Teams.
 - ii. 3rd party Teams apps must be approved for use. Requests should be submitted via a ticket to your campus IT department.
 - iii. Any existing 3rd party Teams apps will be undergoing security review retroactively
 - 2. Contents pane – all the teams you belong to, or the contents of a particular team you have accessed
- b. What is a “team”? (A group of people who collaborate together)
 - i. Teams tiles
 - 1. Naming standard (college-dept-name of team—look for forthcoming information from supervisors regarding course naming convention.
Suggestion: SubjcodeCrseSemesterCRN (to make the team easier to find later)
- c. Creating a Team
 - i. Staff—for a work group or project, to collaborate with colleagues.
 - ii. Faculty—to document your online meetings for a class, more easily refer to those meetings later (all in one place), and have your students be able to utilize the Chat panel during a meeting.
 - iii. “Join or Create Team” button (upper right corner)
 - iv. Team templates (“Other” recommended—simple and uncluttered—you may want to use a different template—different settings are available by default with different templates—so be sure to check the default settings.)
 - v. Team name—follow naming standards
 - vi. Private/Public-- Teams should be set to Private. *Teams that are set to Public will be automatically changed to Private.*
 - vii. Adding team members (from the CSCU Global Address List/or guests—guests are added using their email addresses and they will need a Microsoft account to access Teams)
 - 1. It is important to add students to your team (so that they can use the Chat panel during meetings)—however, it will be important to set member and channel permissions immediately after creating the team. More options...
 - a. Manage Team/Settings/Member permissions
 - b. General/Manage Channel/Only owners can post
 - c. For other channels/Manage Channel/Change Channel moderation to “On”, Team member permissions
 - 2. When team members are added, Teams will send an email to new members inviting them to the team.
 - 3. Teams are archive-able for history purposes (manually and also by Teams administrators)—waiting for direction on that.

- d. Structure of a team
 - i. General (for announcements and general information for the entire team)
 - ii. Channels (for projects, topics, work groups, etc.—where the work gets done)
 - 1. More options... (for Manage team, Manage channel, etc.)
 - a. Adding a Channel
 - i. Faculty: Use the General channel for a class
 - 1. You may wish to add a channel for student work groups (only to document meetings for a “student work group”) — no coursework done here!
 - ii. Creating “private” channels (channels that only certain members can see and participate in) – **Note:** You cannot schedule meetings ahead for “private” channels (only Meet Now).
 - iii. Tabs across the top
 - 1. Posts (for conversations, sharing files, and Meet Now)
 - a. You can post to more than one channel at a time (a button appears when you click on the Compose box icon – “A” with paintbrush)
 - 2. Files (for files related to the channel)
 - 3. Plus sign (+)
 - a. Tabs (for highlighting websites, documents, and accessing other apps and services)
 - i. Websites
 - ii. Word, Excel, PDF documents
 - iii. Staff Notebook (comes with the “Staff” template) – a OneNote notebook for organizing and maintaining notes, clippings, websites, documents, images, drawings, audio clips, and more divided into sections and pages—just like a notebook!) A “Notebook” be added to any template by adding the OneNote app.
5. File collaboration (Files tab)
 - a. Action buttons across the top
 - i. New button—Create an MS Office document in Teams
 - ii. Upload button—upload one or more files
 - 1. OR upload a file using Post/attach file
 - a. File will appear in Files also, when you notify members of upload
 - b. Opening a file (different options—using Word as an example)
 - i. Open in Word Online (saves changes automatically back to Teams—opens the document in the Word Online app in a browser window)
 - ii. Open in Word (opens the document in the full version of Word on your computer)—you must manually save changes back to Teams (by clicking on the Save icon with circle in Word—if you downloaded the Teams desktop app). If you have not downloaded the Teams desktop app, you will have to save changes to your document on your computer and then upload the document to Teams later.
 - iii. Edit in Teams (saves changes automatically back to Teams--opens the document in the Word Online app within the Teams frame)
 - iv. Clicking on File name in the list (saves changes automatically back to Teams--opens the document in the Word Online app within the Teams frame)
 - v. Only the document uploaded to Teams gets changed! Original document from your computer or OneDrive doesn’t get changed.

- vi. To make changes to a file and save those changes under a different file name in Teams, you must first open the file by checking the radio button next to the file name and selecting Open/Open in Word Online, then use the File/Save as command and select Save as (save a copy online), change the name (select a different folder, if necessary), and click on Save. Then make your changes. You may have to click on the Reload icon in the upper right to see the new file name in the list.
 - vii. If you edit a document downloaded from Teams—you may want to rename the document with the “date edited” included in the name (for easy reference later)—then upload the file back to Teams.
 - c. More options... (for other actions you can do with files)
 - i. Check out (locks the file—no one can make changes but you)
 - ii. Open in Word online (to add comments—notice Saving changes automatically in title bar) – one way to collaborate--asynchronously. You can also open in Word.
 - iii. Check in (so other team members will have access to the file again)
 - d. “Live” collaboration in Word online
 - i. Dueling cursors – best practice: designate one person to make changes during the session.
 - ii. Another person can make changes if they know best how to word something.
6. Meetings
- a. Scheduling a Meeting (Calendar/New Meeting button or double-click a time on Calendar.)
 - i. Add a title
 - ii. Add required attendees (to receive a meeting invite by email and calendar appointment)
 - iii. Date and Time
 - iv. Add a Channel – for documenting in teams for work groups, project, or class meetings.
 - v. Details
 - vi. Save
 - vii. Meeting Options (open the meeting—**set meeting options immediately after you schedule the meeting!**)
 - 1. Remember, “join” links can be forwarded (with or without the organizer being notified)—ANYONE with a “join” link can join! “Join” links can also be copied and pasted to an email, document, or website. (The positive in this is that you can copy and paste a “join” link to your Blackboard course—to a content page, etc.).
 - a. Lobby/Caller settings
 - b. Presenter settings
 - 2. Presenters can record meetings! (Make participants “attendees” —if only you want to present! You can make an “attendee” be a “presenter” later during the meeting, if necessary (via the Participant panel and More options... next to their name)
Note: The **Request Access** button on the meeting toolbar would allow a participant **to access to your computer** (not make them a presenter)!
 - 3. Roles within a Team Meeting (to see what presenters can do):
<https://support.microsoft.com/en-us/office/roles-in-a-teams-meeting-c16fa7d0-1666-4dde-8686-0a0bfe16e019?ui=en-us&rs=en-us&ad=us>
 - 4. Keeping students safe: https://support.microsoft.com/en-us/office/keeping-students-safe-while-using-meetings-in-teams-for-distance-learning-f00fa399-0473-4d31-ab72-644c137e11c8?ui=en-us&rs=en-us&ad=us#ID0EBBAAA=For_educators
 - viii. Update a Meeting, add attendees, change date/time (open the meeting, make changes, Send Update)

- b. Joining a Meeting
 - i. Join by Calendar appointment (Join button)
 - ii. Join by Meeting invite (Join link)
 - iii. Before clicking on Join Now button
 - 1. Camera
 - 2. Microphone
 - 3. Custom Settings
 - c. Managing a Meeting
 - i. Meeting bar (review)
 - 1. Profile icons (appear when cameras are set to “off”)—profile icon becomes prominent when that person is speaking; thumbnails for more than nine participants.
 - 2. More actions... (meeting notes, backgrounds, live captions, recording, etc.) – explore on your own!
 - ii. As the “organizer” (scheduler of the meeting), you can only **Mute All** *after* two people have joined the meeting (in the Participants panel). And all participants will have to unmute themselves—the “organizer” or “presenter” cannot unmute others.
 - iii. Download attendance (.csv) **Note:** Saves the file to your Downloads folder on your computer.
 - iv. Hang up (just leave the meeting yourself). More actions...End Meeting (end for all attendees)
 - d. Sharing screens (Share button)
 - i. Microsoft training video “Show your screen during a meeting”:
<https://support.microsoft.com/en-us/office/show-your-screen-during-a-meeting-90c84e5a-b6fe-4ed4-9687-5923d230d3a7>
 - 1. Check “Include System Audio” box when sharing a video.
 - 2. Tell participants to turn down their speakers first (before playing the video)
 - 3. Sharing your Desktop (left section)
 - 4. Sharing a window (middle section)
 - 5. Sharing a PowerPoint (right section)
 ThinkOutsideTheSlide.com “Five options for presenting a PowerPoint slide show in a Microsoft Teams meeting”: <https://www.youtube.com/watch?v=lgN9YX-nmy0>
 - 6. Browse
 - 7. Whiteboard
7. Whiteboard (Share button)
- a. Share Whiteboard (far right section)
 - i. Downloading MS Whiteboard app will provide you with more extensive tools
 - ii. Multiple people can use the same color pen.
 - iii. Export to .svg (only option)
 - 1. No indication when downloaded
 - 2. Find in Download folder on your computer
 - 3. Huge image – scroll both ways to find participation
 - 4. Downloading the MS Whiteboard desktop app may provide .png option
 - iv. Stop presenting button – to the left of the meeting toolbar
 - b. Alternatives to Whiteboard
 - i. Share a Word document—using Word Online app (for “live” collaboration)
 - ii. Add an approved Whiteboard app (3rd party tool must be approved by IT).
8. Q&A