Microsoft Teams

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# Table of Contents

Signing into Teams ........................................................................................................ 3  
  Method 1: ................................................................................................................. 3  
  Method 2: .................................................................................................................. 4  
  Method 3: .................................................................................................................. 6  
Teams Getting to Know the Program ............................................................................. 9  
Setting Your Status ....................................................................................................... 11  
Checking for Updates .................................................................................................... 11  
Finding Out Which Version of Teams You have ........................................................... 12  
Teams Settings ............................................................................................................. 13  
  General Settings ....................................................................................................... 14  
  Privacy Settings ........................................................................................................ 14  
  Notification Settings .................................................................................................. 15  
  Devices ...................................................................................................................... 16  
  Permissions ................................................................................................................ 16  
  Calls ............................................................................................................................ 17  
Teams Side Bar ............................................................................................................. 18  
  Activity ...................................................................................................................... 18  
  Chat ............................................................................................................................ 19  
  Teams ......................................................................................................................... 21  
  Calendar ..................................................................................................................... 22  
  Calls ............................................................................................................................ 23  
  Files ............................................................................................................................ 24  
  Apps ............................................................................................................................. 25  
  Help ............................................................................................................................. 26  
  Mobile App ................................................................................................................ 26
Purpose
This training material highlights how to use Office 365 Teams.

Audience
University of Memphis faculty, staff, or students that will be using Office 365 Teams.
Using Microsoft Teams

**Signing into Teams**
There are a few different ways to connect to Microsoft Teams. They are as follows:

**Method 1:**

1. **Sign into Office 356 OWA**  
   A) Enter your uuid, and password, then **B) Click Login.**

2. **Authenticate Using Duo.**
3. Select the 9 tiles in the upper left-hand corner, then choose **Teams**.

Method 2:

1. You can also navigate to the [Microsoft Teams Website](https://teams.microsoft.com/)

2. A) Enter your UofM email, then B) Click Next.
3. Choose **Work or school account**.

![Work or school account](image)

4. **Using your UofM sign in with your A) uuid and B) password.**

![Login to Office 365](image)

5. **Authenticate Using Duo.**

![Duo](image)
Method 3:

Download Microsoft Teams Desktop or Mobile Application.

1. Navigate to Microsoft Teams Website to download Teams App.

2. Choose between Desktop or Mobile app.

   ![Download Microsoft Teams](download-microsoft-teams.png)

   When you choose Download for mobile you will be presented with a QR code for downloading to your device.

3. Depending on your operational system (OS) you will be guided to the correct download. Download the Appropriate desktop app for your OS.

   ![Download Teams on your desktop for work](download-teams-desktop.png)

4. Download the DMG for MAC or ISO for Windows. Follow on screen directions to install the Teams app on your system.
5. Once the App has installed launch the app.

6. Log into the Teams app with your University email and password associated with it.

7. Choose Work or school account.
8. Using your UofM sign in with your A) uuid and B) password.

Teams Getting to Know the Program

When you first log into Teams, you will see all the teams you are a member of.

At the top of the screen is the search bar. From here you can search activities, calls, teams, files, calendar, and chats.

The A) writing icon will allow you to search for a specific team by B) entering the team name, email, group or tag.
The Cog in the upper right-hand corner of menu will allow you to A) Manage Teams or switch your view - which will take you to your Settings. B) To Join or create a team, click the join or create team button.

From the circle in the upper right-hand corner you can also go to your settings for teams and more. The circle will have your initials in it until you change your profile picture. From here you can change your picture, set your status message, check for updates, download the mobile app for Teams, and sign out.

To change your Profile picture, Click on Change Picture. A) Upload your photo, then B) Click Save.
Setting Your Status
To Set your status in Teams, from the circle in the upper right-hand corner you can choose from the drop-down menu: Available, Busy, Do Not Disturb, Be Right Back, or Appear Away. You can also reset your status.

Checking for Updates
From the circle in the upper right-hand corner you can choose from the drop-down menu Check for Updates.
Finding Out Which Version of Teams You have

From the circle in the upper right-hand corner, you can choose from the drop-down menu About. From here there is another menu you will select version.

The Version of Teams that you are using will appear below the search bar at the top of the window.
Teams Settings

Controls to many of your looks and devices can be found in the Teams Settings. The Teams Settings can be accessed by going to the circle in the upper right-hand corner and choosing Settings from the drop-down menu.

From here you will be able to change these settings:
General Settings
Change the theme, language and application settings.

Privacy Settings
Set yourself to Do not Disturb and manage priority access, block contacts and choose to participate in surveys.
Notification Settings
Choose from various settings for your notifications.
Devices
Manage the devices connected to your computer like an external mic or speakers.

Permissions
Set permissions for the Teams Application.
Calls
Choose from options available for making and receiving calls.

Settings

Call answering rules
Choose how you want to handle incoming calls.
- Calls ring me
- Forward my calls

If unanswered:
- Voicemail

Ring for this many seconds before redirecting:
- 20 seconds (default)

Voicemail
Voicemails will show in the calling app with audio playback and transcript.
- Configure voicemail

Ringtones
Choose a ringtone for incoming calls
- Calls for you: Default

Accessibility
Turn on TTY to use text to communicate over the phone line. To get this working, be sure to connect a TTY device.
- Turn on TTY mode
Teams Side Bar

The Side bar on the left side of the window contains the different areas of teams.

Activity

Select activity to view your Activity Feed, a summary of everything that's happened in the channels that are in your teams list.
Chat

Chat allows you to chat with people in or out of your organization.

The menu bar at the top of Chat will allow you to access files shared in the chat, look at activity of chat and view Team’s documentation and helpful links. To the far-right side of the menu there are icons that will allow you to: place a video or audio call from chat, transfer files, add people to the chat, or share the chat with others. Various emoticons and actions can be made on chats.
A) When chatting you will type your message into the designated box.
B) Will give you access to your personally installed applications. **Note:** Some apps require logins not provided by the University. For team members to also use these applications, they will need their own logins for the application.

C) Will send the chat message.
Teams

Teams allows you easy access to teams that you are a member of.

To Join or create other teams A) Click Join or Create Team, B) the gear icon will allow you to manage teams or switch views.
Calendar

Calendar synchs with your Outlook and Outlook OWA applications.

To Schedule a new meeting use A) the New Meeting Button. B) To change the view of your calendar, choose from the selections.
Calls

Calls allow you to make audio and video calls over the network to colleagues.

The following menu options are available for Calls. You can place a contact on Speed dial, search your contacts, view your history, or check voicemail.
Files

Files allow you to collaborate and share files. A) You can share files among teams and or B) from your OneDrive.
Apps

Apps will take you to the Microsoft Apps Store to download available apps that can be used with Teams. **Note:** Some apps require logins not provided by the University. For team members to also use these applications, they will need their own logins for the application.
Help

You can find help available in a variety of topics, links to training, find out about new features, suggest a change to Teams to Microsoft or ask the community a question.

Mobile App

Click on the mobile phone icon. This gives you direct access to a QR code you can scan and go straight to the available app on your mobile device’s platform.
Locating Help Resources

umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

Submitting a Service Request
Login URL: Click here for our service desk ticketing system. After logging in, choose the appropriate form request for services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! (Excluding Some Holidays)

ITS Service Desk Hours

Contact the Service Desk for assistance with technical login problems or issues. ALL incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.

Voice messages will be checked regularly and receive priority response the following business day. You may also email umTech at umtech@memphis.edu. (Using this email will automatically generate a service request).

Important Links
Explore the umTech Website
Search the Solutions Page