



# MICROSOFT TEAMS GUIDE



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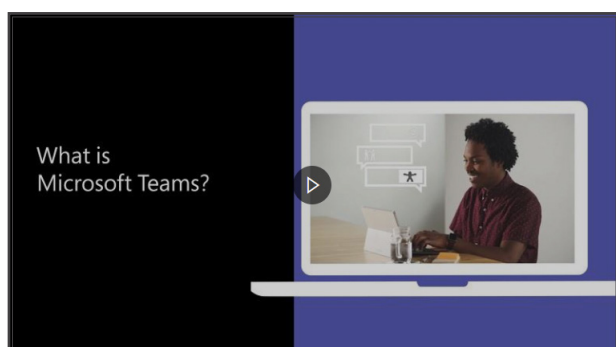
# 1. Overview of Microsoft Teams

## What is Microsoft Teams?

Microsoft Teams is a communication and collaboration tool that is available to all West College Scotland staff and students.

The following links take you to online tutorials to help you to get the most out of Microsoft Teams.

The following two short videos provide an overview of Microsoft Teams functionality, however, please bear in mind that you will be automatically added into your class Team as a student.



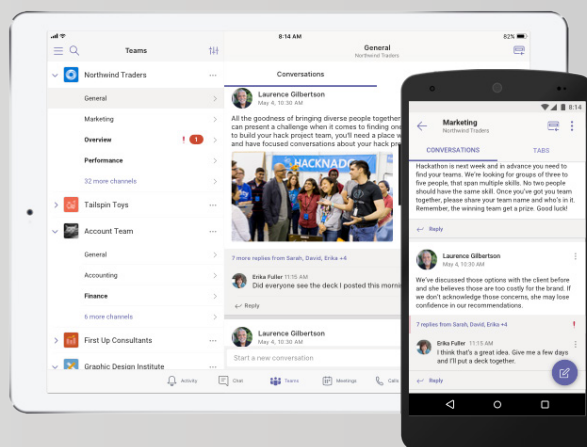
[Click here to watch Overview Video](#)



[Click here for Student User Guide Video](#)

With Microsoft Teams you can:

- Use chat instead of email.
- Chat and collaborate with your tutor and classmates.
- Securely edit files at the same time.
- See likes, @mentions, and replies with just a single tap.



# 2. Fundamentals of Microsoft Teams

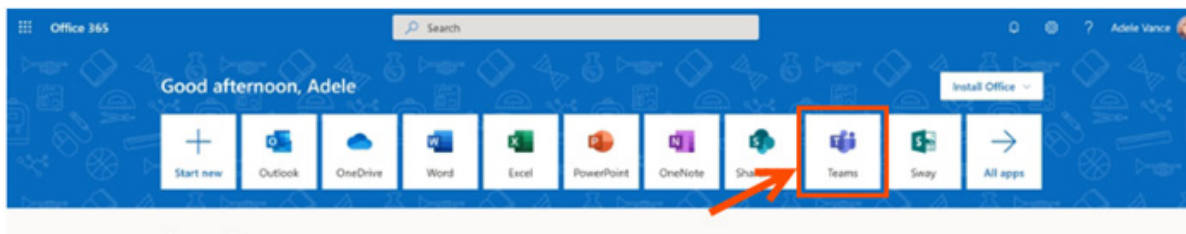
## How to access your class Team

Shortly after you enrol on your class our ICT department will automatically add you to your class Team. All students and staff due to teach you will be added to that Team.

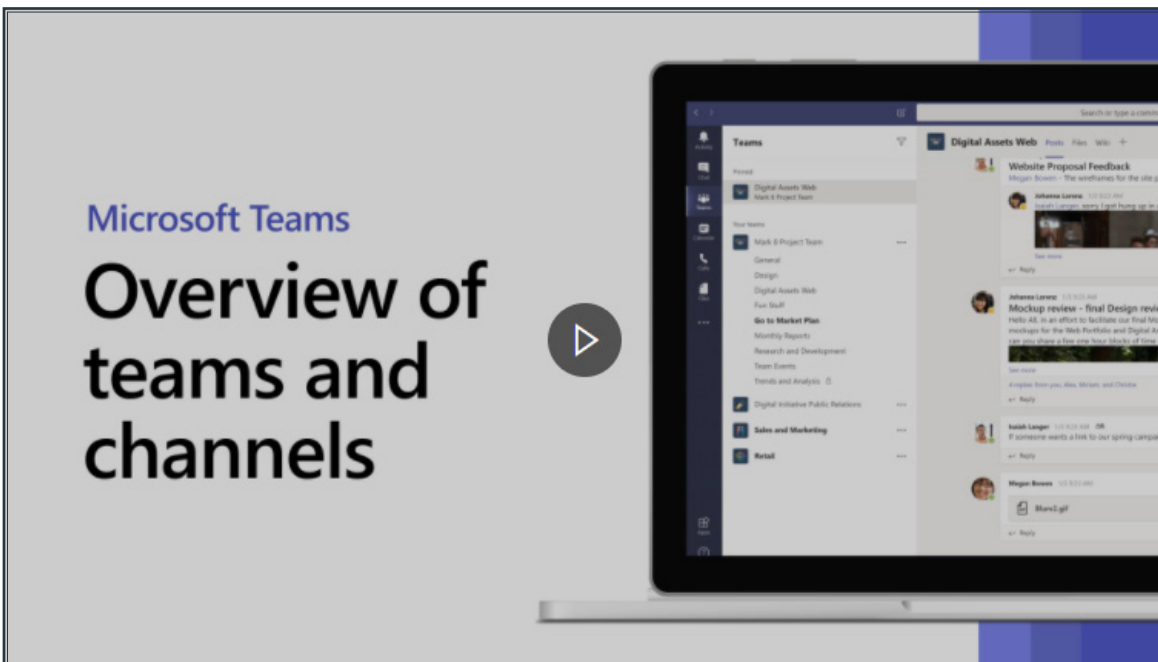
Your tutors will be the owner of the Team and will be able to add channels, tabs and apps within the class Team, so you may have a different channel per subject if your tutor has decided to work that way.

Log into Office 365 with your student email address which is your 9-digit student number followed by @live.wcs.ac.uk and your password. Your password will be set to your date of birth DDMMYYYY if you are a new student. If you are a returning student, it will be the last password you used. If you cannot remember this, contact [info@wcs.ac.uk](mailto:info@wcs.ac.uk) with your full name and student number to reset your password.

Once you have logged into Office 365 you will see the Teams app. Simply click on this and you should see your Class Team or Teams if you are enrolled on more than one.



## Collaborate in Teams and Channels



Here is a short video overview of how to collaborate in teams and channels.

In Microsoft Teams, teams are groups of people brought together for work, projects, or common interests.

Teams are made up of two types of channels — standard (available and visible to everyone) and private (focused, private conversations with a specific audience).

Each channel is built around a topic like “Team Events,” a department name, or just for fun. Channels are where you hold meetings, have conversations, and work on files together.

Your tutor may use the **tabs** at the top of each channel to link to certain files, apps, and services i.e.... Moodle.

## Pin and unpin a channel



If you have a lot of channels, pin the most important ones to make them easy to find.

- ▶ To pin a channel, choose one to pin and then select **More channels > Pin**.
- ▶ To unpin a channel, choose one to unpin and then select **More channels > Unpin**, and to see what else you can do.

## Notifications

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It is good practice to check your notifications preferences as soon as possible when you start to use Teams to make sure you do not miss out on any important messages.

There are multiple ways to access and manage notifications. To further customize your notification settings, select your profile picture at the top, right corner of Teams, then select  **Settings >  Notifications**. From there you can fine-tune what notifications you receive and where those notifications show up.

## How to get all notifications for all activity

By default, you'll only receive notifications for teams and channels that you haven't hidden from your teams list. To make sure you have all the channels showing that you care about, follow the directions at [Show or hide teams and channels](#).

Once you've got all your channels where you want them, you'll start receiving notifications in Activity – this is useful if **you access Teams regularly**.

If you'd also like to get these notifications on your desktop, select **Settings > Notifications >** and select **Edit** under **Shown channels** and select **Banner and feed**.

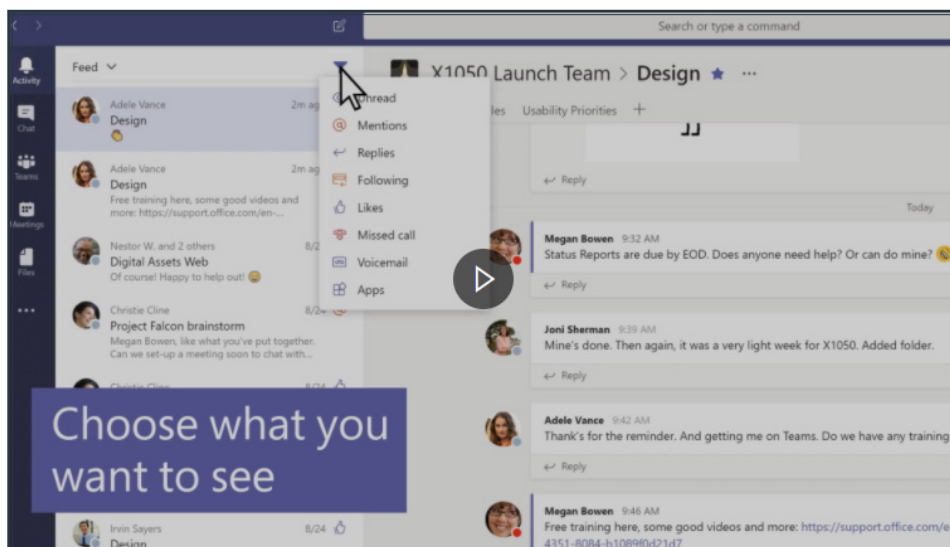
## And how to turn down the noise

Some simple ways to keep your focus on the activity that's most important to you:



- ▶ Turn off desktop notifications for activity you don't need to respond to right away. Select either **Feed only** or **Off**.
- ▶ Hide a channel to turn off activity and desktop notifications. Hidden channels will show in your list if a message is marked important or when someone @mentions you or the channel.
- ▶ Set your presence to **Do not disturb** to get some quiet time. This won't change your notification settings, but it will mute notifications until you change your presence back.

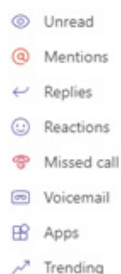
[Here is a link to be further information on managing your notifications in Teams.](#)

# Manage your Activity Feed



## Here is a short video overview on Managing Your Activity Feed




1. Select **Activity**  to see your Activity feed--a summary of everything that's happened in the team channels you follow.
2. Select the **Filter** icon .
3. In the menu that pops up, select what type of notifications you want to see.



4. Select **X** to close the filter.

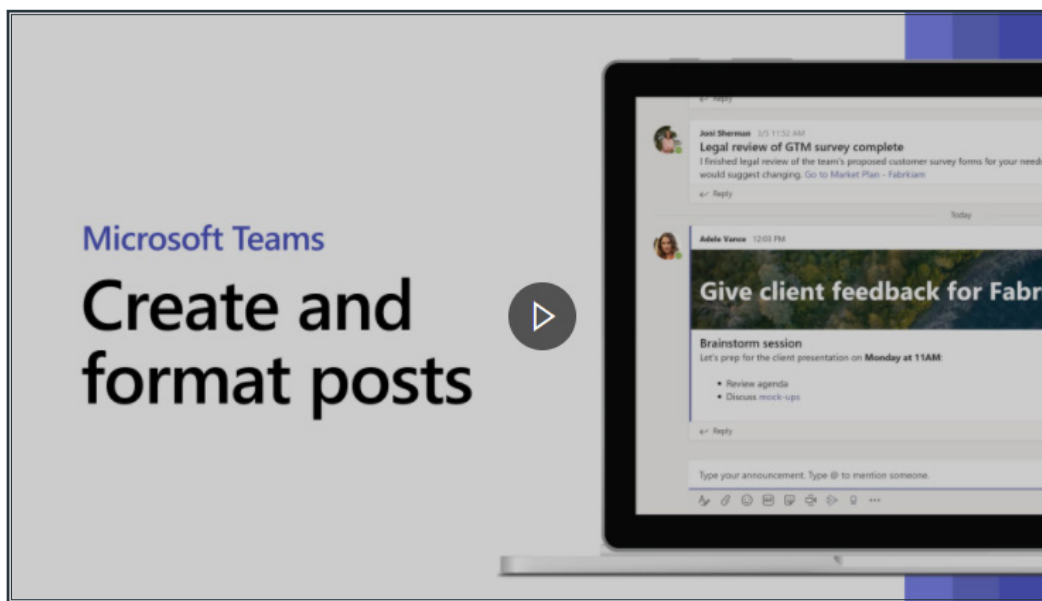
For a more specific feed, go to the **Feed** menu and select **My activity**. You'll see a list of everything you've been up to lately in Teams.

## Want more?

-  [Explore the Activity feed in Teams](#)
-  [Microsoft Teams help](#)
-  [Microsoft Teams Quick Start](#)

## Work with Posts and Channels

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Here is a short video overview of how to create and format a post

### Step by step guide

Create and format a post or announcement to start a conversation in a channel.

1. Type a message.
2. Select **Format**.
3. To create an announcement, select a post type > **Announcement**.
4. Type a headline, and then add a colour scheme or your own background image.
5. Format your post with the following options:
  - ▮ **Add a subject**
  - ▮ **Bold**
  - ▮ **Bulleted list**
  - ▮ **Insert link**
6. Remember to consider the tone of your post and ensure that you always adhere to WCS **Student Behaviours Framework**.
7. Select **Send**

# Student Behaviours Framework

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Our WCS Student Behaviours Framework has been developed in partnership by the Student's Association and College staff. It sets out the type and standard of behaviours that are expected in our college. Please find an extract below relating to Digital Learning.

## Digital learning....

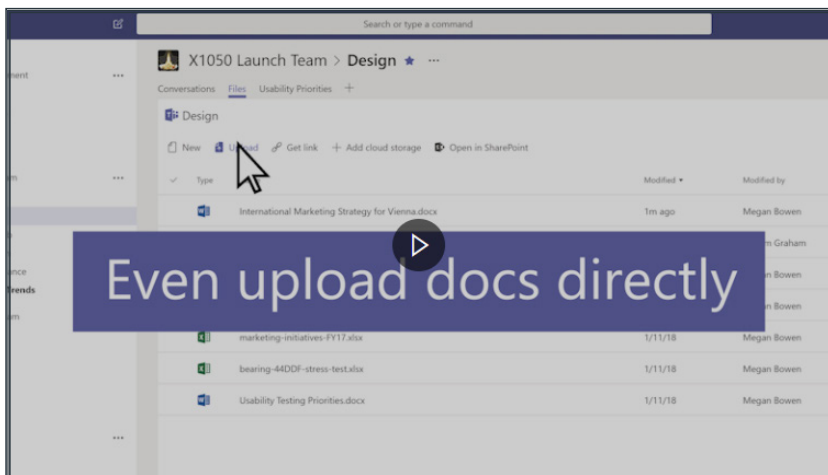
Our learning environment is constantly changing and there are many positive aspects of remote learning and teaching which offer you greater flexibility around what learning times work for you. Through using digital technology, you will learn skills that are transferable to other areas in life and work. Please note that:

- On-line discussion forums offer the opportunity for you to engage in learning with your peers - please be respectful
- Some lessons may be recorded for further sharing online. Staff will tell you in advance if this is the case and you can choose to opt in, or not.
- Equally we do not expect that you record or share any staff lessons without their permission.

[Click to access the full version of the Student Behaviours Framework](#)

# Upload and Find Files

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Here is a short video overview of how to upload and find files

## Step by step guide on how to attach a file to Microsoft teams:

Anywhere in Teams, look for the paperclip icon  to **Attach** a file. Alternately:

- Go to the **Files** tab.
- Select **Upload**.
- Select single or multiple files from device computer or OneDrive for Business account.
- Select **Open**.

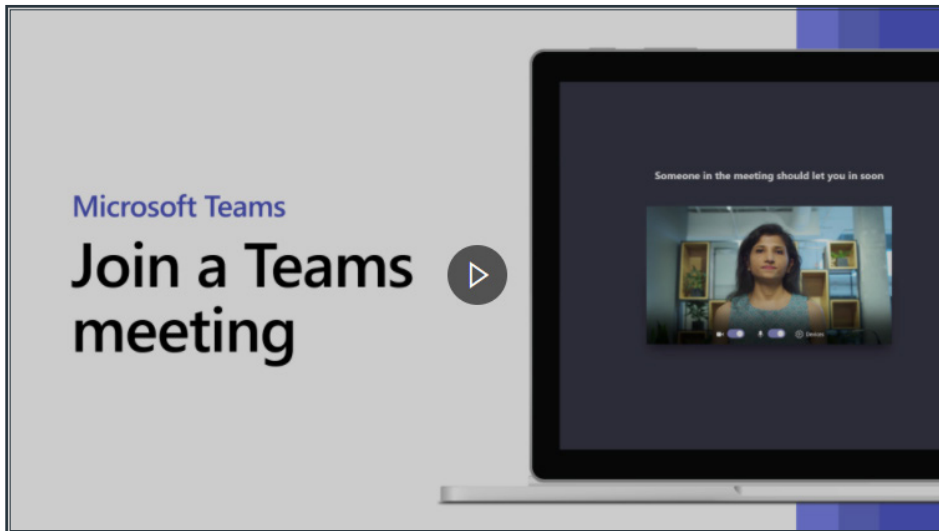


# 3. Communication and Collaboration

## Manage Meetings

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### Joining a Meeting



Here is a short video overview of how to join a meeting

Join a Microsoft Teams meeting from your calendar in Outlook or Teams, or sign in as a guest on the web.

### Join a Teams meeting from the app

1. From your **Calendar**, select **Join** on an in-progress meeting.
2. Choose the audio and video settings you want.
3. Select **Join now**.

### Join a Teams meeting on the web

Don't have the Teams app? You can still join a Teams meeting.

1. In your email invite, select **Join Microsoft Teams Meeting**.

You can also use a dial-in number and conference ID from the email to call in.

2. You have two choices:



**Download the Windows app:** Download the Teams app.





**Join on the web instead:** Join a Teams meeting on the web.

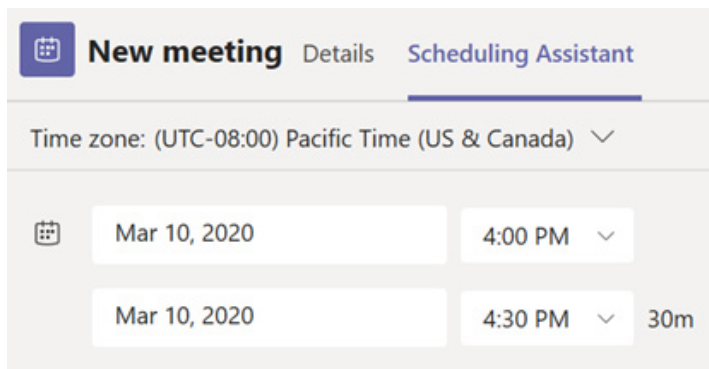
3. Type in your name.
4. Choose the audio and video settings you want.
5. Select **Join now**.
6. Depending on meeting settings, you'll get in right away, or go to a lobby where someone in the meeting can admit you.

## Schedule a meeting

There are several ways to schedule a meeting in Teams:

- ✦ Select **Schedule a meeting**  in a chat (below the box where you type a new message) to book a meeting with the people in the chat.
- ✦ Go to **Calendar**  on the left side of the app and select **New meeting** in the top right corner.
- ✦ Select a range of time in the calendar. A scheduling form will pop open.

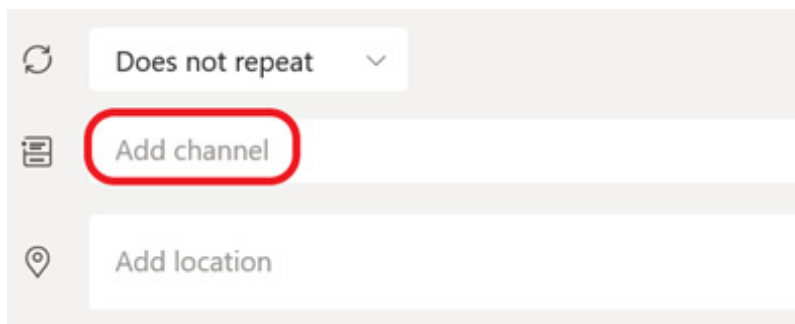
The scheduling form is where you'll give your meeting a title, invite people, and add meeting details. Use the **Scheduling Assistant** to find a time that works for everyone.



Once you're done filling out the details, select **Save**. This will close the scheduling form and send an invite to everyone's Outlook inbox.

## Make it a Channel Meeting

1. Select **New meeting**.
2. Type the name of a channel where it says **Add channel** (under the time and date fields).



Channels can't be edited or added once the invite is sent. You'll need to send a new invite with the updated channel.

### Notes:




- ✦ When you have a meeting in a channel, everyone in the team will be able to see it and join it in that channel.
- ✦ This feature isn't available in private channels.

Once you've added the people you want, select **Scheduling Assistant** to find the best time.

If it's a recurring meeting, open the dropdown menu next to **Does not repeat** (just below the date). Choose how often you want it to occur from the default options, or select **Custom** to create your own cadence.

## Change the calendar View

By default, you'll be shown your work week and can be changed from the dropdown menu at the top right of your calendar. Here are your current view options:

-  **Day** gives you an agenda view focused on one day at a time.
-  **Work week** shows you Monday through Friday.
-  **Week** shows you the entire week.

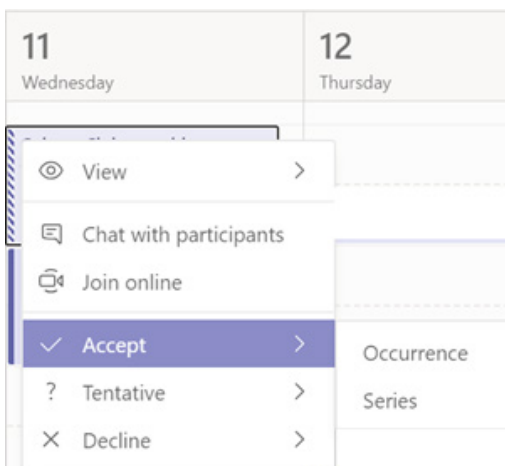
In the top left corner, you'll find the month and year. Select the month to change your calendar view to any date—past or future. Select the arrows next to the month to scroll by day or week depending on your calendar view.

Select **Today** to get back to the current date.

**Note:** The calendar shows you everything that was scheduled in Teams, Exchange, or Outlook.

Right-click for more options

Right-click an event in your calendar to RSVP, remove it if it's cancelled, 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 colours 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.

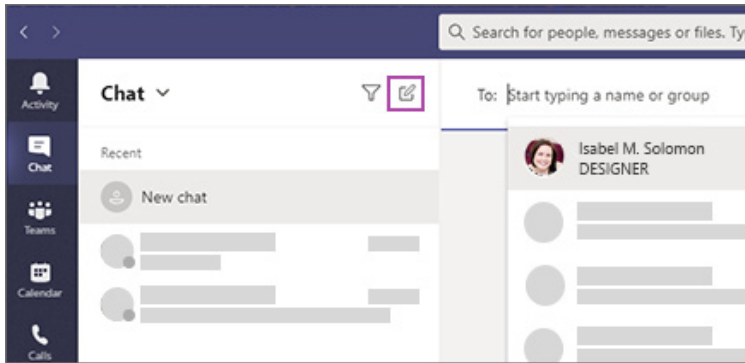
**Note:** If you have overlapping meetings in your calendar, the join button won't be available. But you can still right-click the event and select **Join online**.


# Start Chats and Calls


You start one-on-one and group chats the same way: by selecting **New chat**  at the top of your chat list.

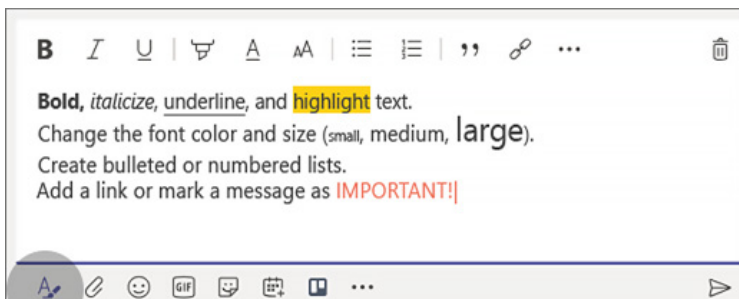
## Start a one-on-one chat

Once you've selected **New chat**  and entered the person's name, compose your message in the box at the bottom of the chat.



To open your [formatting options](#), select **Format**  beneath the box where you type your message. In this expanded view, select the text 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, lists, and more. Check out **More options**  for additional formatting options, and the buttons below the box for attaching a file or inserting fun stuff like emoji.

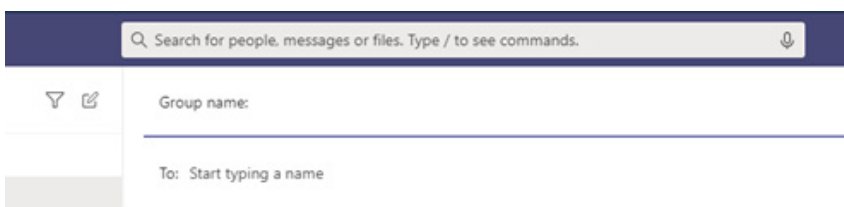


When you're ready, select Send . This starts the chat.

You can also start a one-on-one chat from someone's profile card. Open it by clicking their picture in a channel or from a search.

## Start and name a group chat


Start one the same way you start a one-on-one chat: select **New chat**  at the top of your chat list. Select the down arrow to the far right of the **To** field and type a name for the chat in the **Group name** field. Then, type the names of the people you'd like to add in the **To** field.



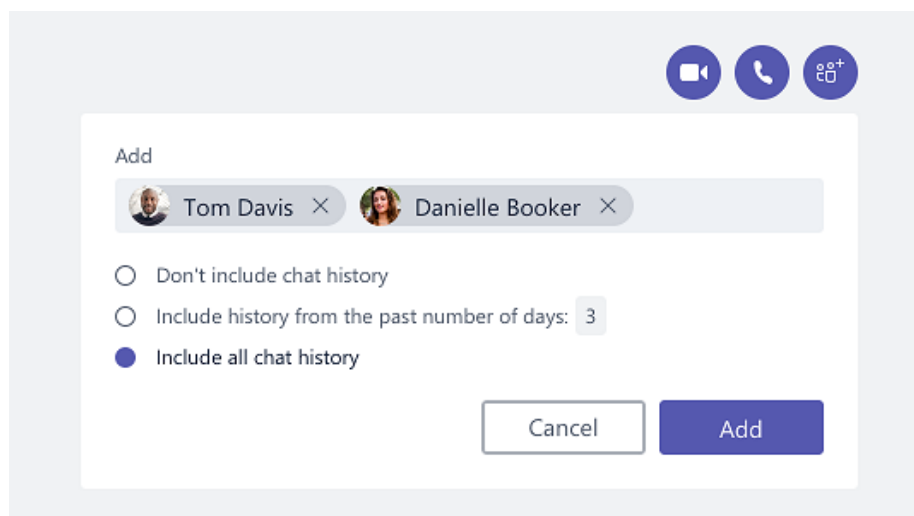
This starts a new conversation. Everyone who has access to the group chat can [send messages](#).

You can include up to 100 people in a group chat.

## Add people to the conversation

To loop more people into the conversation, just click **Add people**  (or **View and add participants** in group chat) in the top right corner of Teams. Then, type the names of the people you'd like to chat with, select how much of the chat history to include, and click **Add**.

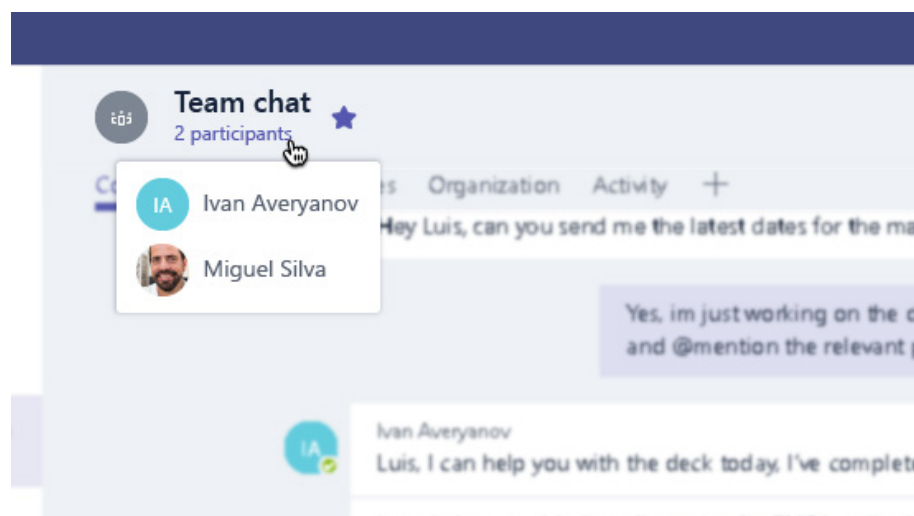
**Note:** When adding someone to a group chat (not a one-on-one), you can include the chat history.



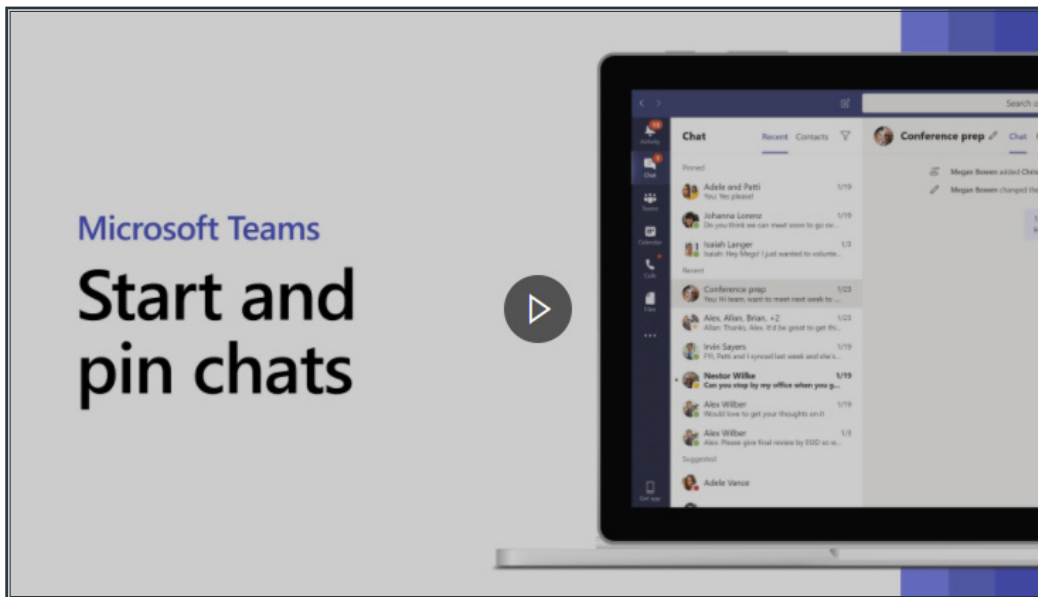
Teams will save the whole chat history, all the way back to the first message. And if someone [leaves the group](#), their chat responses are still there in your chat history.

## See who's in a group chat

To see who's in a group chat, hover over the number of participants in the chat header to show a list of everyone's names.



## Start and Pin Chats




### Here is a short video overview of how to start and pin chats

Start 1:1 or group chats to collaborate with a smaller group or to talk privately, and pin chats for quick access.

## Start a chat

In **Chats**, you can have 1:1 or group chats with people.

1. Select **New chat** .
2. Type the name of the person or people you want to contact.
3. Select the down arrow to add a name to your chat group.

## Make video and audio calls from a chat

 Select **Video call**  or **Audio call**  to call someone directly from a chat.

## Pin a chat

1. To pin a chat, select **More options** > **Pin**. The chat appears in the **Pinned** list.

**Note:** You can pin up to 15 chats.

2. To unpin a chat, select **More options** > **Unpin**.


# Six Things to Know About Chat in Microsoft Teams

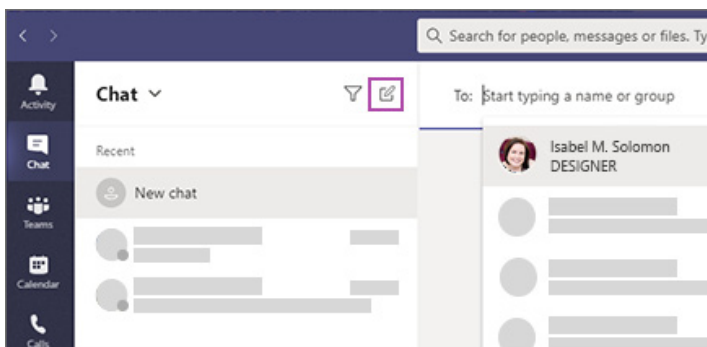
Chat is at the centre of whatever you do in Teams. From individual chats with just one other person to group chats and conversations in channels—chat has you covered.

Here are the top six things to know about chat:

## 1. Chats can be one-on-one or in a group.



Sometimes you'll want to talk one-on-one with someone. Other times, you'll want to have a small group chat. In **Chat**, you can do either.

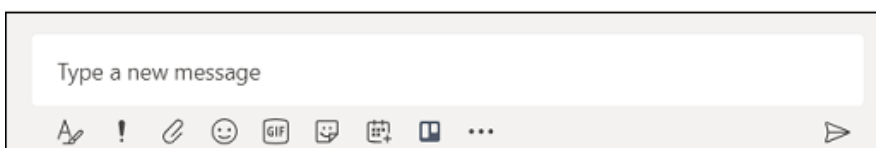
You start one-on-one and group chats the same way: by selecting **New chat**  at the top of your chat list. Once in a chat, you'll be able to send messages that include files, links, emojis, stickers, and GIFs—whatever you need to get your point across!




Here are some more details about each kind of chat.

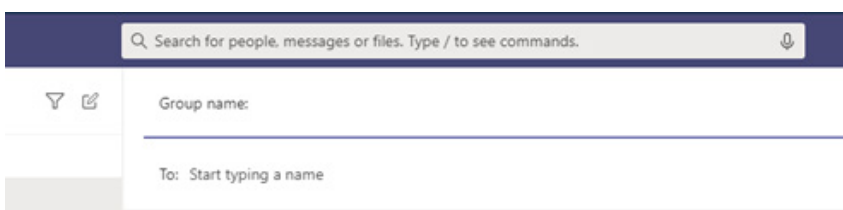
## One-on-one chat

Once you've selected **New chat**  and entered the person's name, compose your message in the box and select **Send** . This starts the chat.

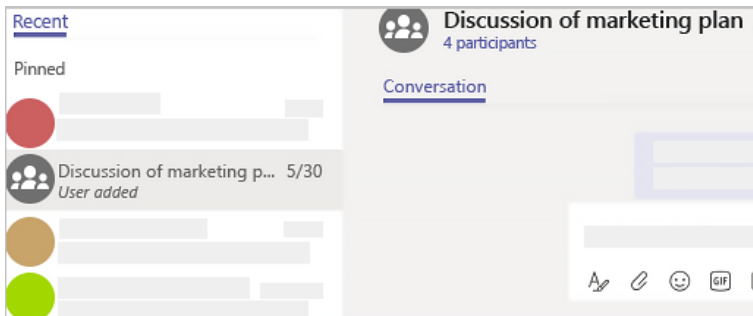


## Group chat

Use a group chat when you need to talk to a small group of people. Start one the same way you start a one-on-one chat: select **New chat**  at the top of your chat list. Select the down arrow to the far right of the **To** field and type a name for the chat in the **Group name** field. Next, type the names of the people you'd like to add in the **To** field.



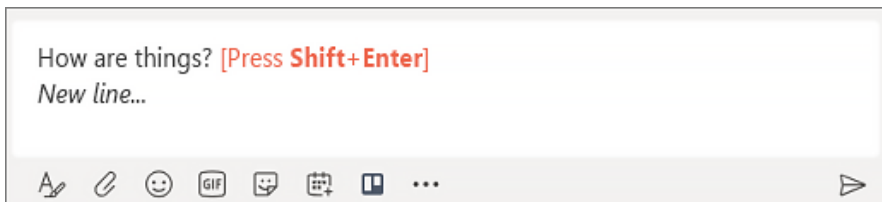
Once the chat has begun (whether group or one-on-one), just click it in the chat list to dip back into it and send more messages.



## 2. Press Shift+Enter to start a new line.


If you keep hitting Enter to start a new line, which goes ahead and sends the message before you're ready, try this tip:

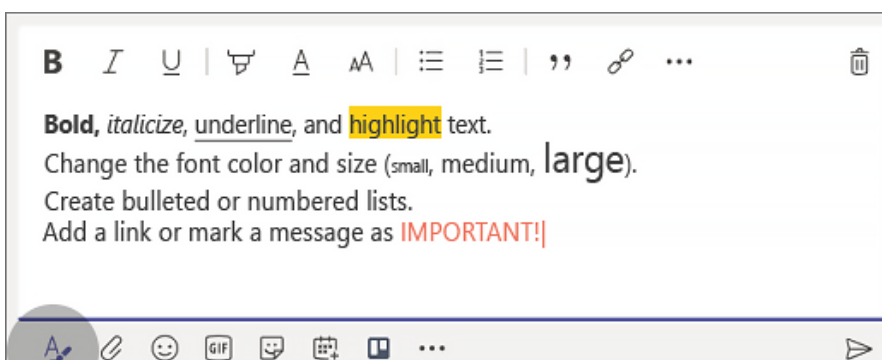
When you want to start a new paragraph, press **Shift+Enter** to insert the line break, and you're done. FYI—If you've opened-up all your formatting options (see step 3 for details), you can press **Enter** to start a new line of text.




## 3. Select Format to see all your formatting options.

There are lots of formatting options for messages.

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

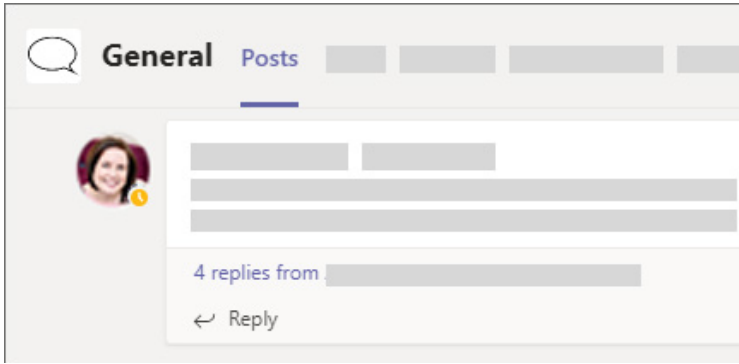


There are also options for highlighting, font size, lists, and more. Check out **More options**  for additional formatting options, and the buttons below the box for attaching a file or inserting fun stuff like emoji.

## 4. Chat happens in channels, too.

When you go to any channel in Teams the very first tab is **Posts**. Think of this as one big group chat. Everyone who has access to the channel can see the messages on the **Posts** tab.

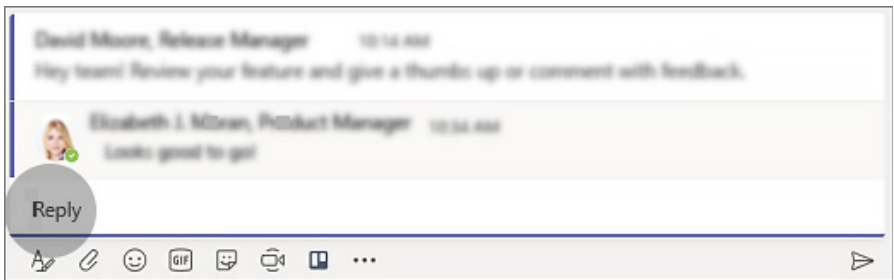




You'll have to judge based on your organization and culture what messages are suitable for the **Posts** tab in a particular channel.

The other important thing to know about messages in a channel 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, be sure to use the little **Reply** link underneath the message.

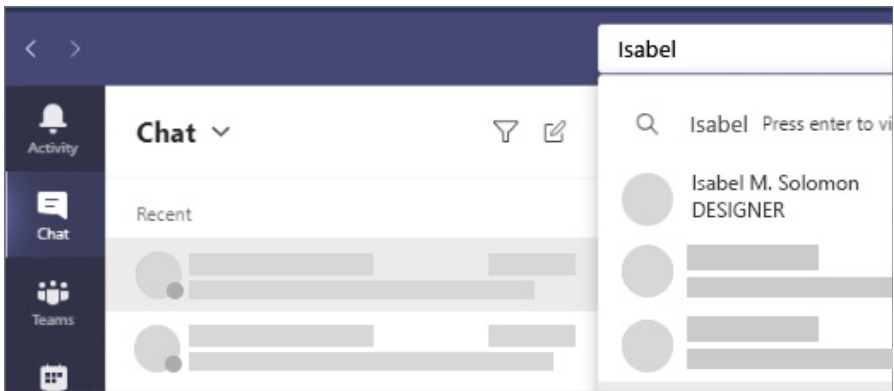


### 5. There are a few ways to search for and find messages.

Depending on what you remember about the sender of the message or the characteristics of the message, a different way of looking for it might make the most sense.

#### Find a chat based on a person's name


Type the person's name in the command box at the top of the app. You'll see their name and any group chats they're a part of with you listed. Select their name to go to your one-on-one chat with them, or a group chat to resume that one.



## Find a message that has a keyword that you remember

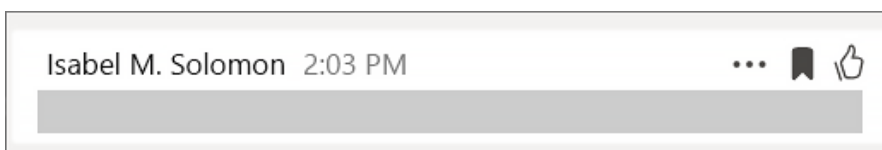
Start typing a keyword into the command box at the top of the app and press **Enter**. You'll see a list of results that include the keyword

## Filter to show certain types of messages

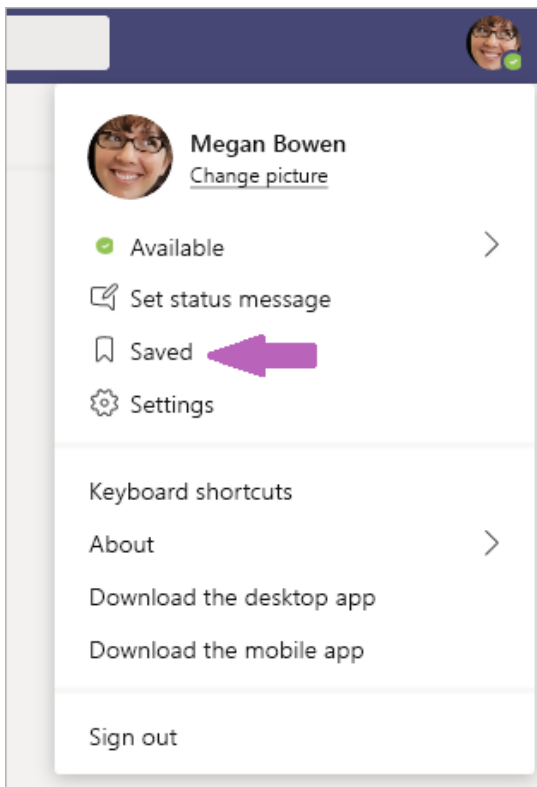
From the Activity feed, select **Filter**  to show certain types of messages such as unread messages, @mentions, replies, and likes. For a more specific search, go to the **Feed** menu and select **My Activity**.

## Find your saved messages

To save a message, select **Save message**  just to the right of the text.



To see a list of your saved messages, select your profile picture at the top of the app, then choose **Saved**. Or just type **/saved** in the command box at the top of the app.



## 6. Hide or mute chats to keep them out of your way.

While you can't delete an entire chat conversation in Teams, you can hide the chat from the chat list, or mute it so you stop getting notifications. For details, [see Hide, mute, or pin a chat in Teams.](#)

(You are able to delete [individual messages](#) that you've sent.)

# Pop out of a Chat in Microsoft Teams




You can instantly pop out your one-on-one or group chat into a separate window. Then, resize, reposition, or close the window as you wish. It's a great way to get a lot done when you're in a meeting or in a call. FYI: You can pop out multiple conversations, but not the same chat twice.

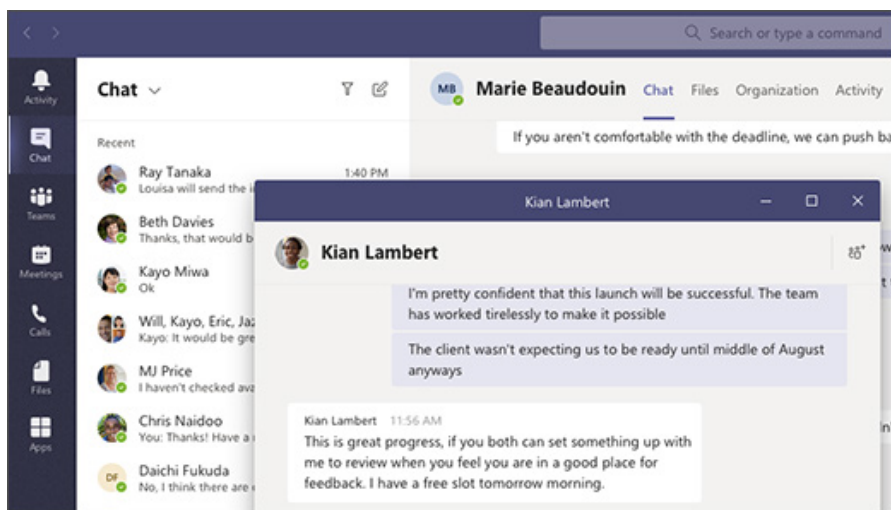
**Tip:** To do other things (like scheduling meetings, attaching a OneDrive File, adding apps), just return to the main app to find those familiar features. You don't need to close the pop out chat window.

**Note:** The **Pop out chat** feature is currently available in the desktop app for Windows and Mac only. It is not yet supported for Teams on the web, Linux, or mobile.


You've got a few options to pop out a chat in Teams. Take a look at these different methods.

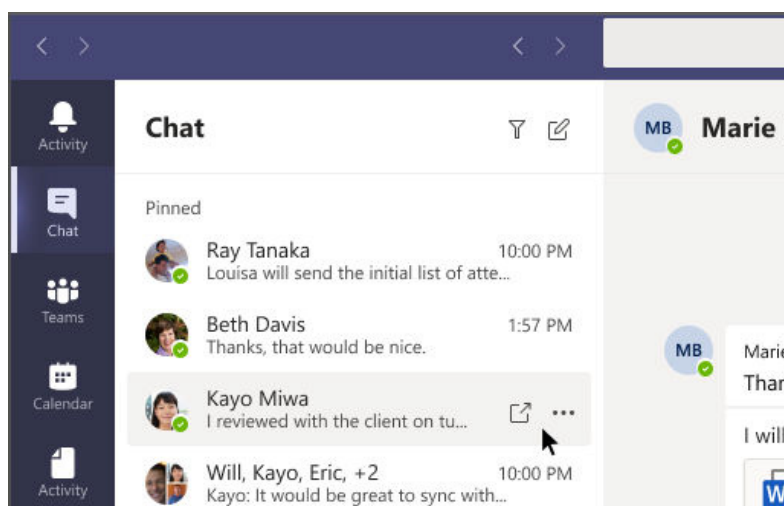
## From the chat list

Select **Chat**  on the left side of Teams to open the chat list. Find the name of the chat you want. Then, select **More options**  > **Pop out chat** . Or, just double-click the chat name and you'll see a new pop out chat window.



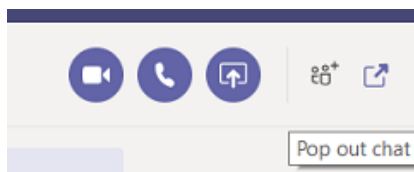
## By hovering over a chat

When you hover over one of your chats, you'll see **Pop out chat** . Choose that option and a new pop out chat window will open.



## From the chat itself

Go to the top right corner of the chat and select **Pop out chat** .



## From a profile picture

Double-click the profile picture of the person you want to have a conversation with and presto—you're in a new window!



## From the command box

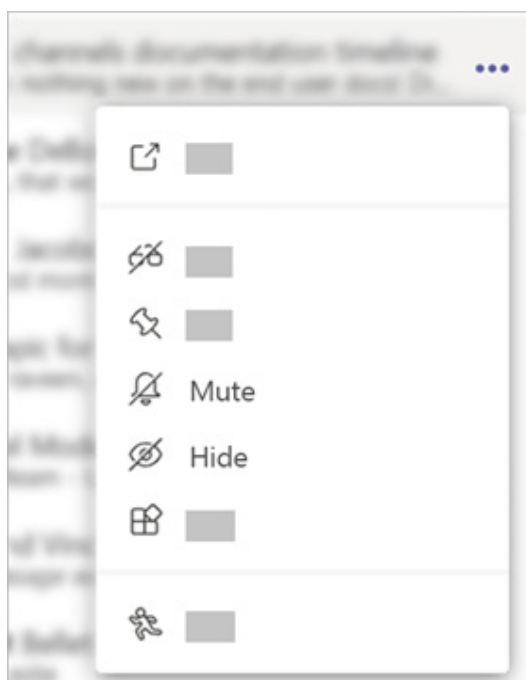
Type **/pop** in the command box at the top of Teams. Pick the chat you want to pop out.

# Hide, Mute or Pin a Chat in Microsoft Teams

While you can't delete a chat in Teams, you can hide it from your chat list or mute it so you stop getting notifications. Here are more details.

## Hide a chat

While you can't delete an entire chat, you can hide a chat from your chat list if it's not relevant to you anymore. To hide a chat, select **Chat**  to open the chat list. Next to the chat you want to hide, select **More options**  > **Hide**.




The chat will be hidden until someone posts a new message to it. (And you can always [resume an old conversation](#) that you've hidden as well.)

You are able to [delete individual messages](#) that you've sent.

## Mute a chat


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

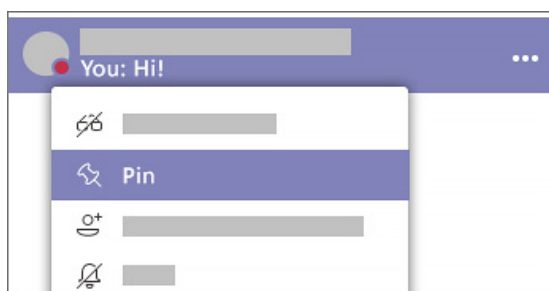
Select **Chat**  to open the chat list. Find the name of the chat you want to mute. Then, select **More options** **...** **>** **Mute**. If you change your mind, just select it again and unmute it.

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

## Pin a chat

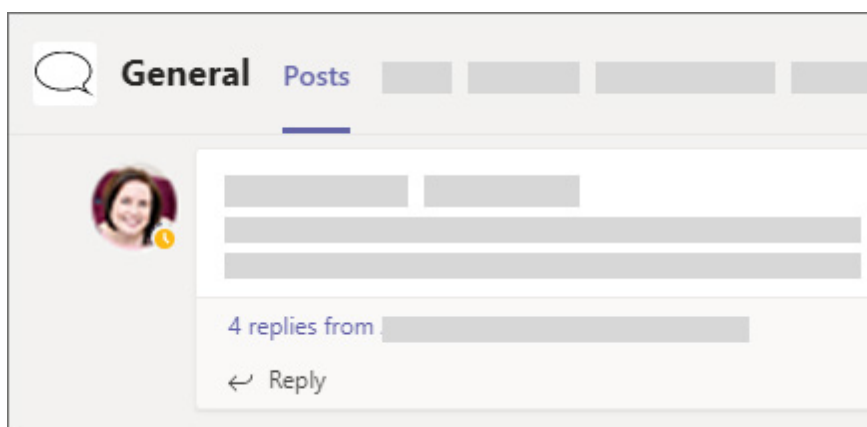
You can pin frequent conversations to the top of your chat list.

Select **Chat**  to open the chat list. Find the name of the conversation you want to pin. Then, select **More options** **...** **>** **Pin**. This ensures that the chat stays at the top of your list. If you change your mind, just select it again and unpin it.



## Send a Message to a Channel

When you go to any channel in Teams the very first tab is **Posts**. Think of this as one big group chat. Everyone who has access to the channel can see the messages on the **Posts** tab.



The other important thing to know about messages in a channel 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 send a message to everyone in a particular channel (the whole team), follow these steps:

First, select the channel you want. Then, click **Reply** to respond to an existing thread or go to the compose box at the bottom of the **Posts** tab to start a new one. Next, type your message in the box and select **Send** ➤. Voila! Your message is now live in the channel.

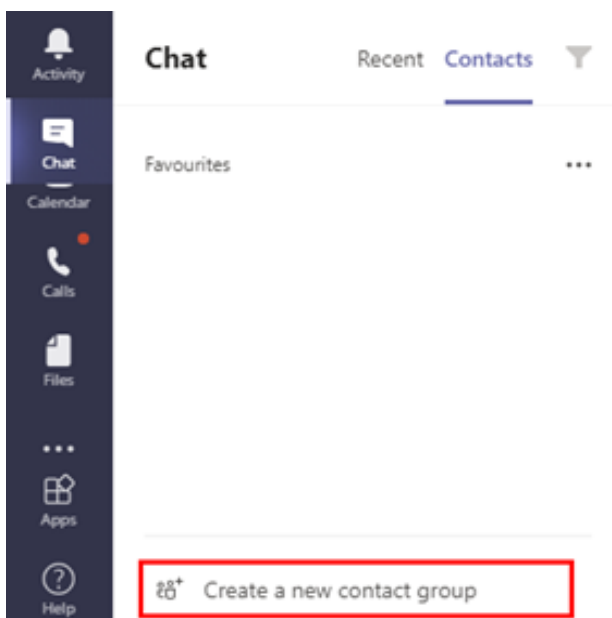
If you only want to talk to one person or a small group, see [Start a chat in Teams](#).

## Create, Edit or Delete a Group in Microsoft Teams

Organize your contacts into groups to find them more easily. The groups are available on any device, but you can only manage them from the desktop or web app.

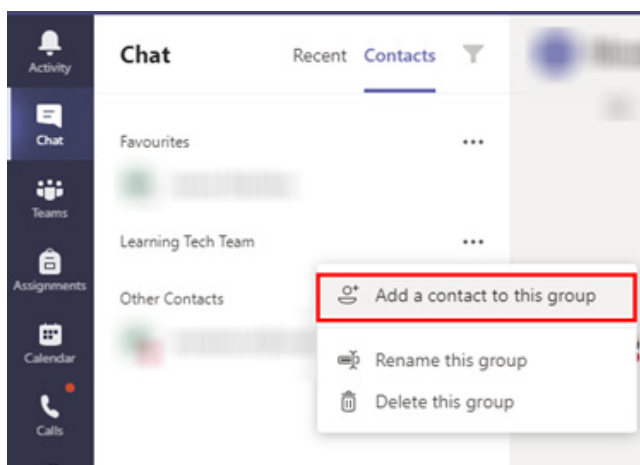
### Create a group

Click **Chat** [icon], click the **Contacts** tab, and at the bottom of the tab, click **Create a new contact group**. Name your group and click **Create**. You can always rename or delete your group later.



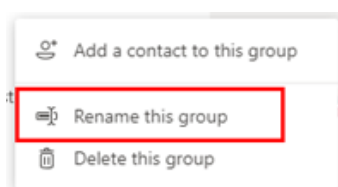
### Add people to a contact group

Click **Chat** [icon], click the **Contacts** tab, and then click **More options** ... beside the group's name. Click **Add a contact to this group**, type the name of a team member, and then click **Add**.




## Rename a contact group

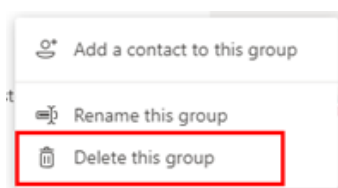
Click **Chat** , click **Contacts**, and then click **More Options** **...** beside the group's name. Click **Rename this group**. Type a new name and click **Save**.



**Note:** You can't change the name of the **Favourites** group.

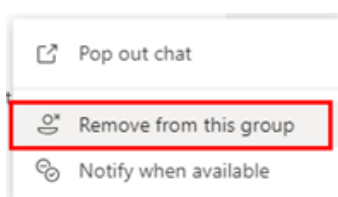
## Delete a contact group

Click **Chat** , click **Contacts**, and then click **More Options** **...** beside the person's name, and then click **Delete this group**.



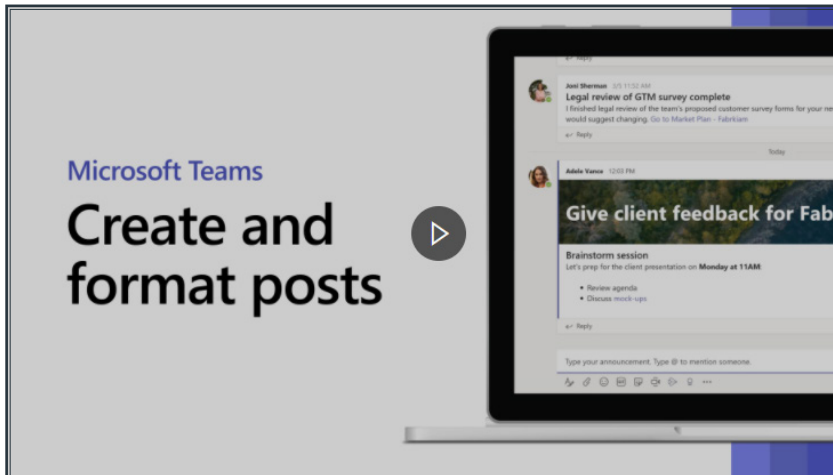
## Remove someone from a contact group

Click **Chat** , click **Contacts**, and then click **More Options** **...** beside the person's name, and then click **Remove from this group**.



# Create and Format a Post in Microsoft Teams

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## Here is a short video overview on how to create and format posts

Create and format a post or announcement to start a conversation in a channel.

1. Type a message.
2. Select **Format**.
3. To create an announcement, select a post type > **Announcement**.
4. Type a headline, and then add a colour scheme or your own background image.
5. Format your post with the following options:
6. **Add a subject**
7. **Bold**
8. **Bulleted list**
9. **Insert link**
10. Select **Send**.

### Want more?




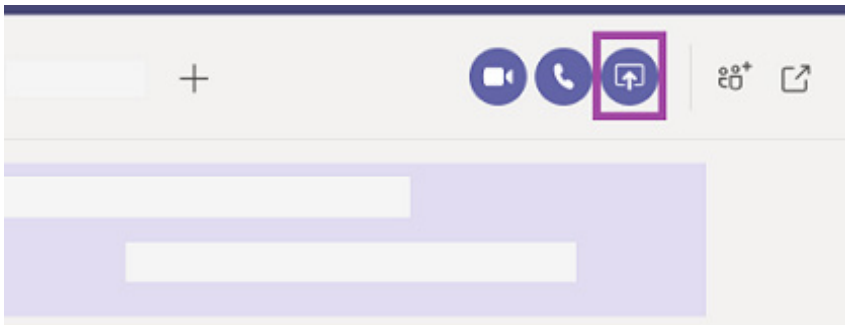
[Microsoft Teams help](#)

[Microsoft Teams Quick Start](#)



## Share your Screen in Microsoft Teams

When you're [chatting with one or more people](#) in Teams, you can instantly [share your screen](#). Go to the chat controls in the upper-right corner and select **Share** .



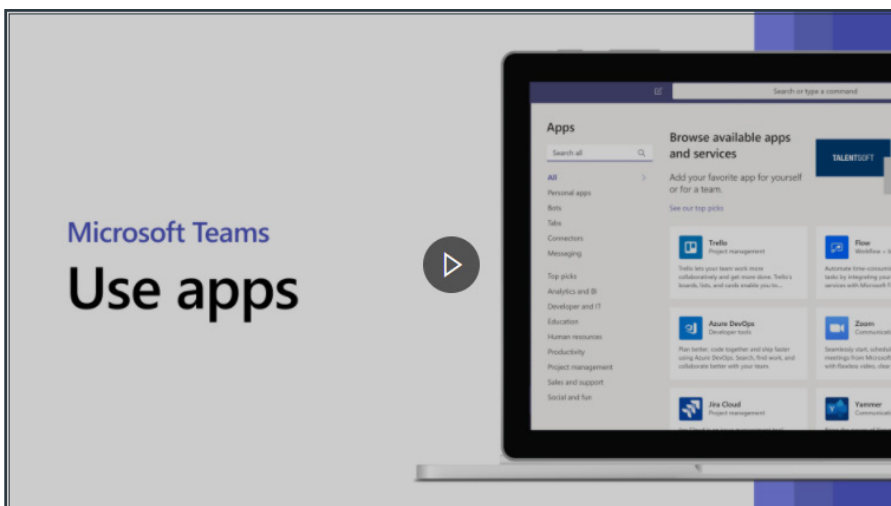
Choose a window to share that specific program and its content, or select **Desktop** to share everything on your screen.

The other participants in the chat will receive a notification asking them to accept your screen share. Once they do, they'll be able to see your screen and continue the chat.

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

**Note:** Linux users can't share screens in a Teams chat at this time

## Explore Apps and Tools



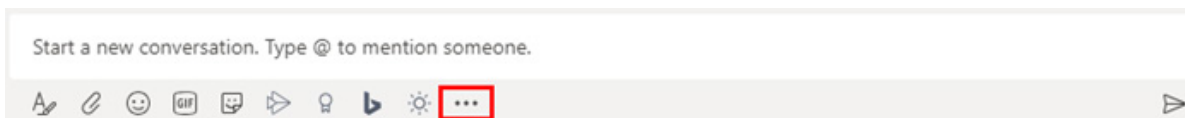
[Here is a short view overview on the use of apps within Microsoft Teams](#)

Apps let you do more in Microsoft Teams. They can show up in several places, depending on what they do and how they've been built. For example, your tutor may add a tab to show the moodle course relating to your class or subject.


**As a student you cannot add new tabs into your Team however your tutor may add these for you if appropriate.**

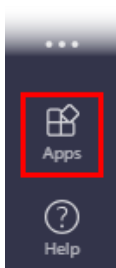
## Apps in messages to your fellow students

Select **More options** **...** under the message box, choose an app, and select **Add**.



## All Apps

Looking for all apps? Select **Apps**  on the left-hand side, and browse for the app available to your organization. Some require subscriptions or signing-in.



### Want more?



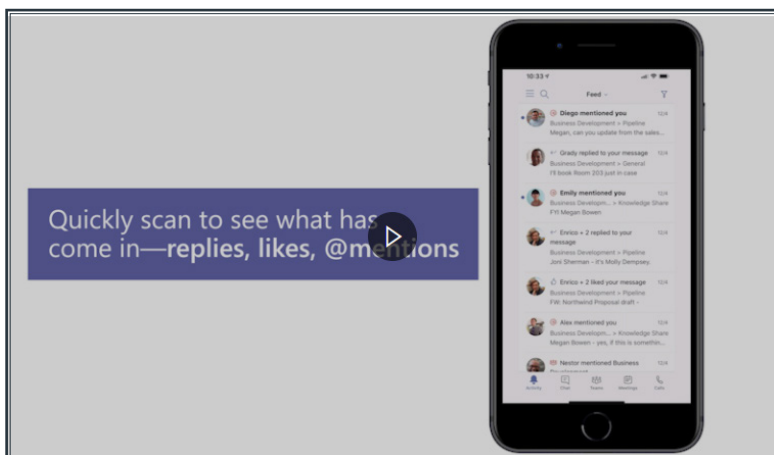
[Five things to know about Apps](#)



[Apps and services Settings and options](#)



## 4. Download Microsoft Teams App

Teams on the go - Download the App to your Mobile Device



[Here is a short video overview on viewing the activity feed in the app.](#)

Your Activity feed is a summary of everything that's happened in the team channels you follow. You can get caught up with everything fast.

1. Select **Activity**  to see your Activity feed.
2. Bold messages have not been read. Select any to read the message.
3. Select the back arrow to return to the Activity feed.
4. Select **Filter**  to show only certain types of messages such as unread messages, @mentions, replies, and likes.

Want more?

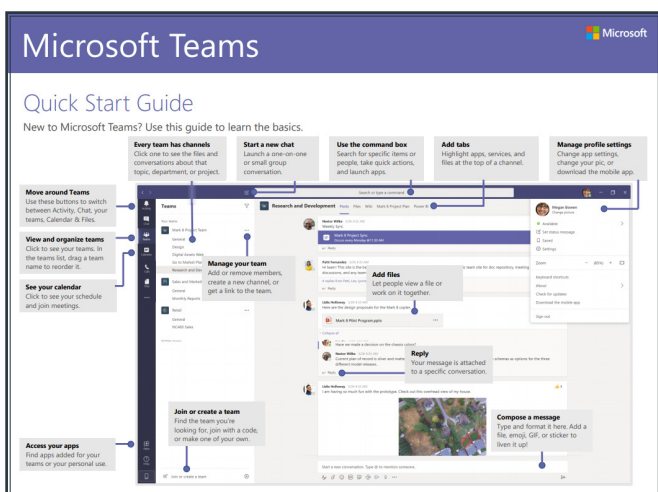


[Microsoft Teams help](#)




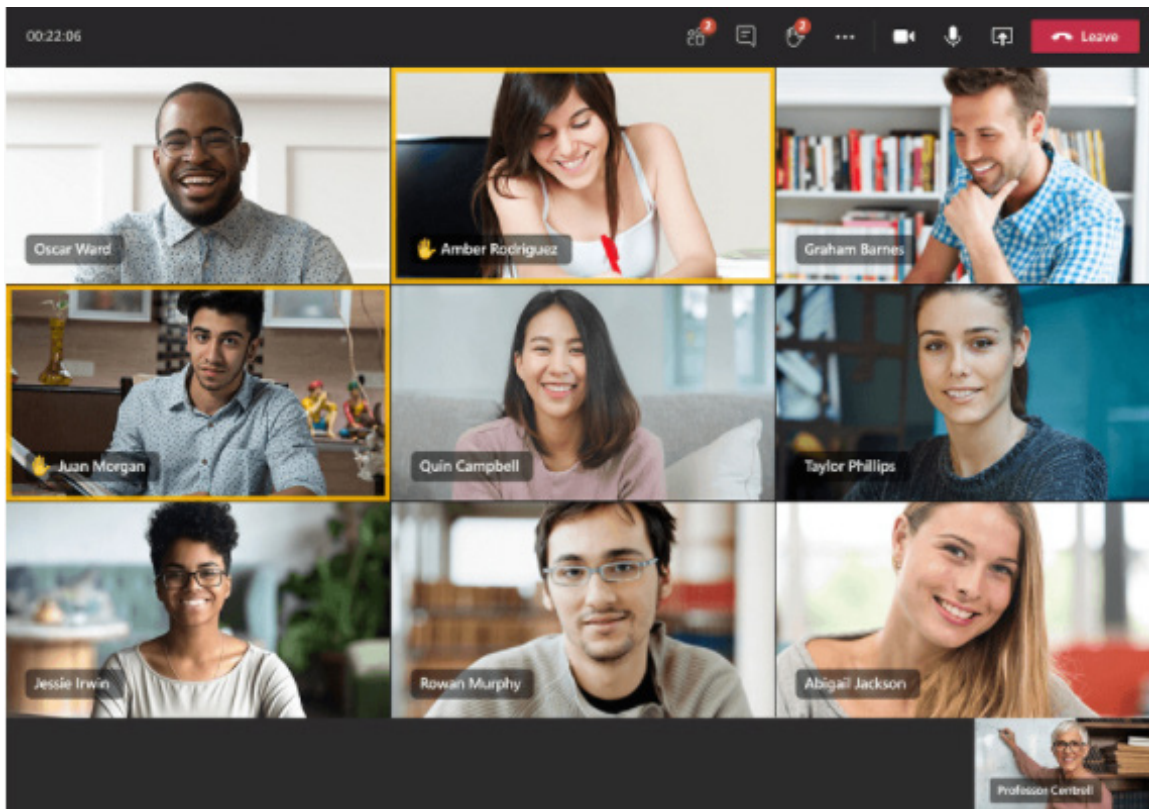
[Explore the Activity feed in Teams](#)

Access and download the [Microsoft Teams for Education Quick Start Guide](#)



## 5. Useful Hints, Tips and Tools

- WCS Centre of Learning Technologies -  CoLT [www.wcscolt.com](http://www.wcscolt.com) – updated regularly with useful resources. Sign up to the [Blog \(News, Hints and Tips\)](#) to receive these directly into your inbox.
- [Student Intranet - For all your induction resources](#)
- Student Association [Facebook](#), [Twitter](#) and [Instagram](#) for help and support.
- [The Student Behaviours Framework](#)



## Notes

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