Microsoft Teams - How to Guide

Contents
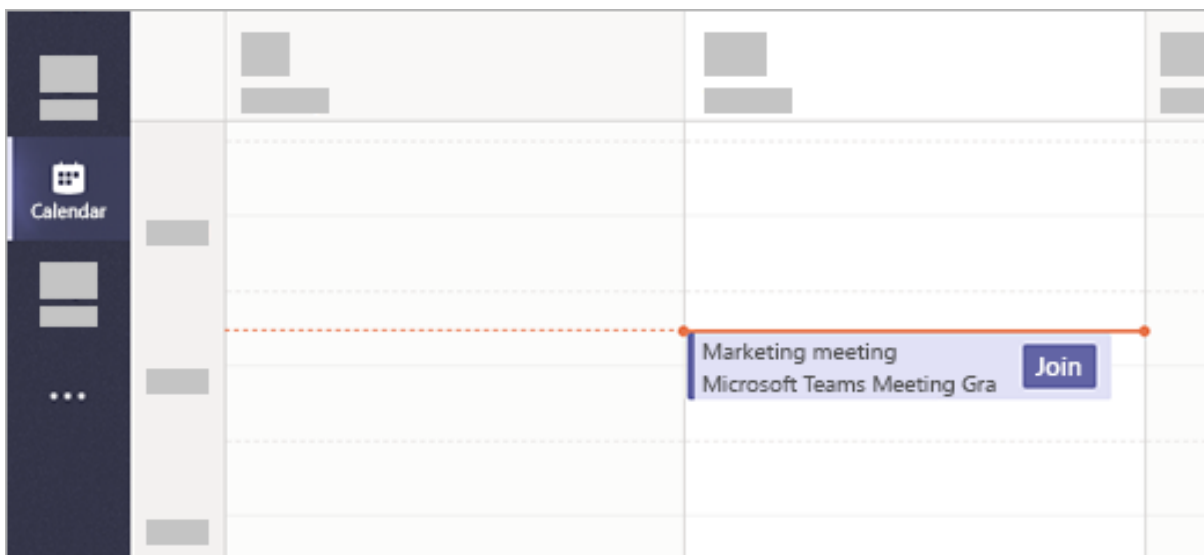
Join a meeting

Join from Teams calendar

Select **Calendar** 📅 on the left side of the app to see your meetings. Find the meeting you want, and then select **Join**.

Note: Your Teams calendar is linked to your Outlook calendar, so you can see all your calendar activity and entries.

The

Or, if someone starts the meeting, you'll get a Teams notification you can use to join.

Join by Outlook link

All you need to join a Teams meeting is a link.

Join Microsoft Teams Meeting

Learn more about Teams | Meeting options

Select **Join Microsoft Teams Meeting** in your meeting invite to be taken to a page where you can choose to either join on the web or download the desktop app. If you already have the Teams app, the meeting will open there automatically.

If you do have a Teams account, select **Sign in** 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.

Set up 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.

Schedule a Teams meeting in Outlook

Microsoft Teams includes the Outlook add-in, which is the best and easiest way to create new Teams meetings directly from Outlook. It also lets people view, accept, or join meetings in either app.

Note: Some of the windows 7 devices on the estate do not get the add-in.

To schedule a meeting, open Outlook and switch to the calendar view. Click **New Teams Meeting** at the top of the view.
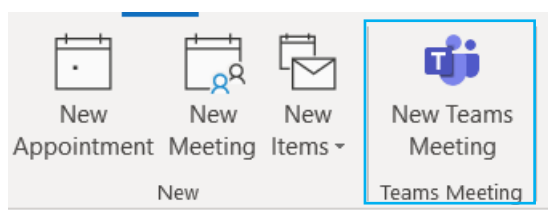
1. Add your invitees to the **Required** or **Optional** field(s)
2. Add your meeting subject, location, start time, and end time.
3. Create your meeting message.
4. Then click **Send**.
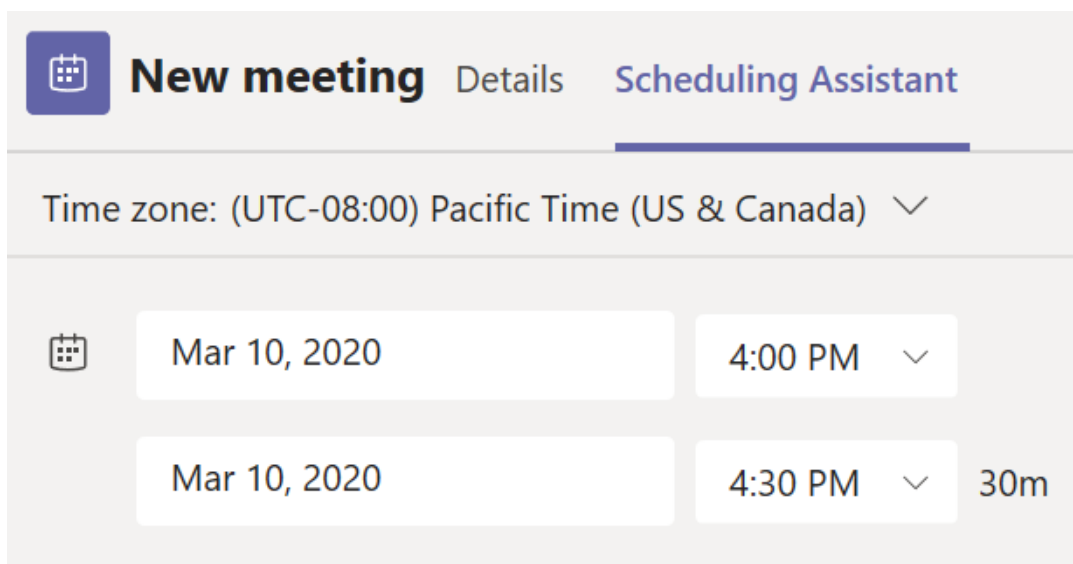   1. This will prompt the protective marking option

Schedule a meeting in Teams

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.

Note: If you are not federated to the GCC exchange, you will need to manually type in email addresses for GCC attendees as if they were external to your organisation.

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.

Protective Marking

Automated protective marking functionality has not yet been enabled for Teams meetings so before you send an meeting invite you must manually add a Protective Marking in line with the Glasgow City Council Protective Marking Policy.

You can read the policy https://www.glasgow.gov.uk/privacy and http://connect.glasgow.gov.uk/article/17086/Protective-Marking

Depending on the content of the meeting invite you **must** add one of the following to the title of the email, and to the centre top and centre bottom of the body of the email. The marking must also be in bold, 12-point font.

OFFICIAL SENSITIVE – Personal Data

OFFICIAL SENSITIVE – Commercial

OFFICIAL SENSITIVE – Operational

OFFICIAL SENSITIVE – Senior Management

OFFICIAL

NOT OFFICIAL

Failure to apply a protective marking to your email may result in the Council incurring financial penalties or other sanctions.

Accepting a meeting in team

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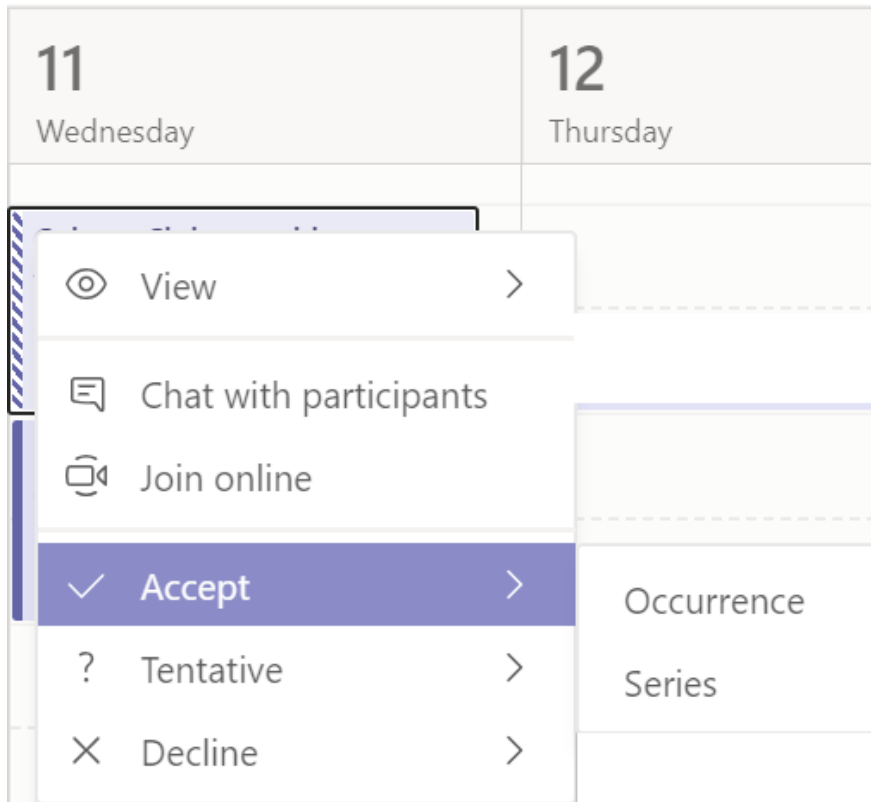
Teams meetings will show a join button on an event in your calendar five minutes before the start of a meeting. Once someone joins the meeting, the event will change colours to let you know they're online.

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**.

Teams Meeting Lobby

Some Teams meetings have active lobby's where you or other meeting participants may need to wait until the host allows you to join.

- **Hosting**
  - Internal - you can host a meeting without the need for a lobby.

  - External - you, as the meeting host, will need to admit external (non-GCC) participants from the lobby into the meeting. You will be prompted to do this once you start the meeting.

Note: External organisations and people can use email addresses that have no or limited relevance to their actual name. Therefore, it is the meeting organisers responsibility to verify the meeting invitees, and who is admitted from the lobby to a GCC Teams meeting.

- **Attending**
  - Internal - you can join the meeting without the need for a lobby.

  - External - you may be placed in a lobby until the meeting host allows you to join.

During a meeting

Share content during a meeting

To share your screen in a meeting, select **Share** ⬆ in your meeting controls. Then, choose to present your entire desktop, a window, a PowerPoint file.

Share your...	If you want to...	Great when...
Desktop	Show your entire screen, including notifications and other desktop activity	You need to seamlessly share multiple windows
Window	Show just one window, and no notifications or other desktop activity	You only need to show one thing and want to keep the rest of your screen to yourself
PowerPoint	Present a PowerPoint file others can interact with	You need to share a presentation and want others to be able to move through it at their own pace

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

Multitasking in a meeting

You can continue to use Teams during a meeting. Just click outside of the meeting to catch up on your messages (chat).

Whenever you click away from a meeting, it becomes a smaller window at the top of the app. Click that window to return to your meeting in an instant if you need to.
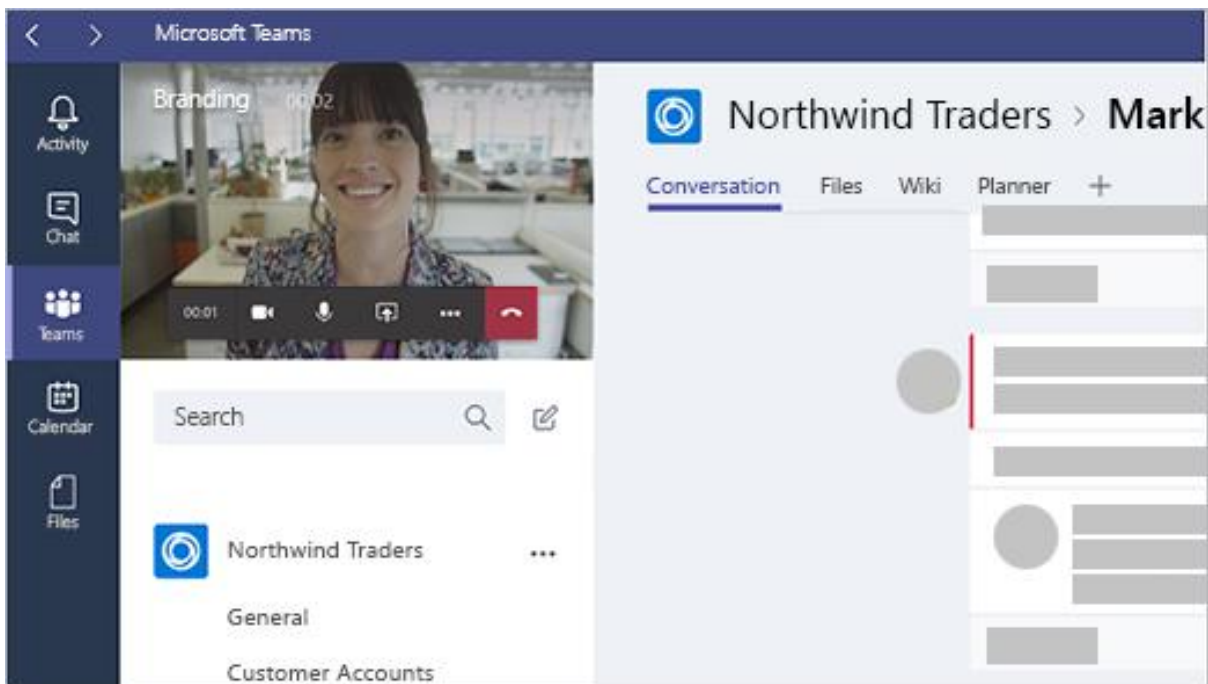
End a Teams meeting for everyone in attendance

Meeting organizers have the option to end the meeting for all participants. This is a great way to make sure your participants don't hang around in your virtual meeting after you've left.

To end an in-progress meeting, go to your meeting controls and select **More options** ••• > **End meeting**.

You'll be asked to confirm. When you do, the meeting will end for everyone right away.

Microsoft Resources

- Join a meeting https://support.office.com/en-us/article/join-a-teams-meeting-078e9868-f1aa-4414-8bb9-ee88e9236ee4

- Share your screen during a meeting https://support.office.com/en-us/article/show-your-screen-during-a-meeting-90c84e5a-b6fe-4ed4-9687-5923d230d3a7

- Move around during a meeting https://support.office.com/en-us/article/move-around-during-a-teams-meeting-bc428cc5-9ea2-4be5-87b1-ba434481b964

Start a chat in Teams

User Note: As far as the operation of Chat on the Office 365 platform the record is treated in the same way (and has the same technical security protocols) as an email and we have been exchanging emails on this platform since 2017.

In addition, the Council's overall Acceptable Use of IT Policy will be updated to cover user behaviour for calls and meetings via voice and video.

In **Chats**, you can have 1:1 or group chats (1: Few) to collaborate with a smaller group or to talk privately, and pin chats for quick access.
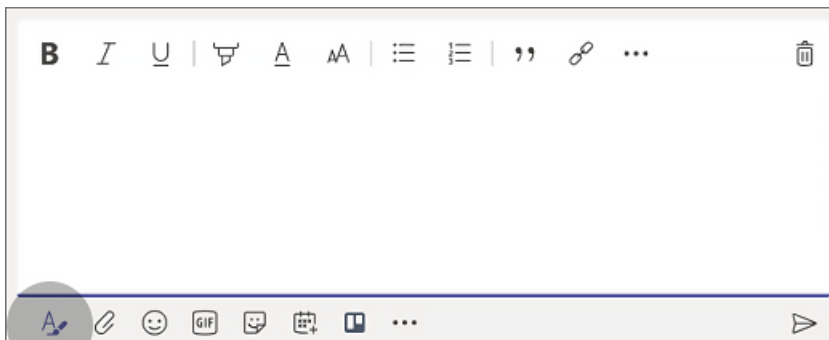
You start one-on-one and group chats the same way: by selecting **New chat** at the top of your chat list.

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.
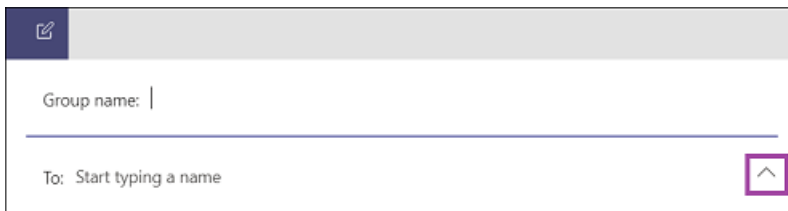

When you're ready, select Send . This starts the chat.

You can also start a one-on-one chat from someone's profile card. Open it by clicking their picture 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**.
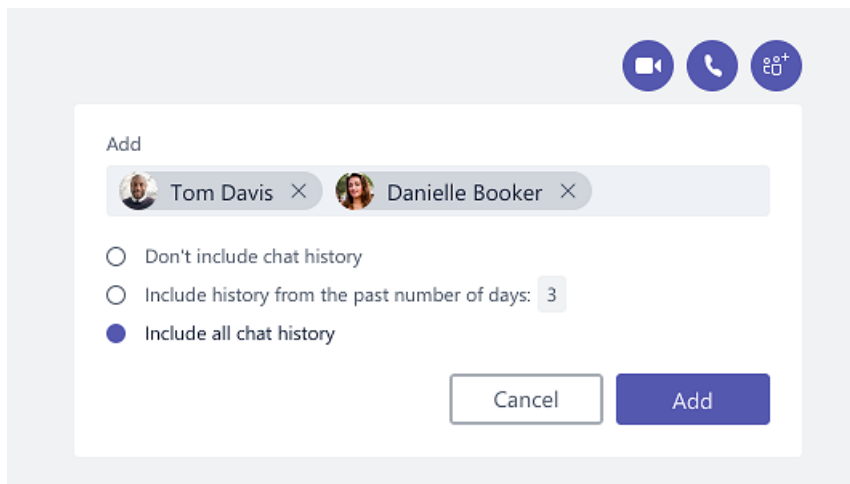
Note: When adding someone to a group chat (not a one-on-one), you can include the chat history.

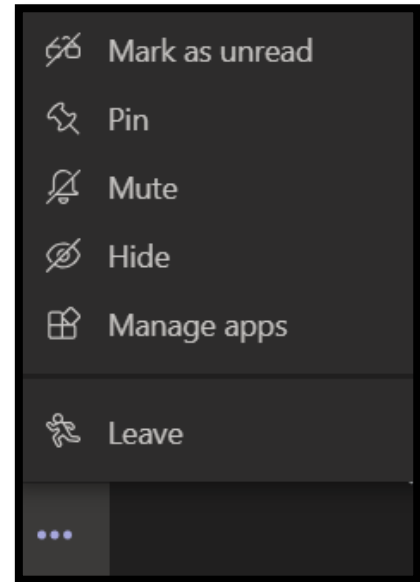Teams will save the whole chat history, all the way back to the first message. And if someone leaves the group, their chat responses are still there in your chat history.

Pin a chat

1. To pin a chat, select **More options** (figure 1.) > **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**.


Figure 1

Making Calls (video and audio) in Teams

Start a call from a chat in Teams

You can make one-on-one or group calls with anyone in your organization (who has access to Microsoft Teams) directly from a chat without having to host a team meeting. These calls are private and won't appear in any team conversation. Entries for the calls will appear in your chat, though.

Go to your chat list and click **New chat** to start a new conversation.

Type the name or names into the **To** field at the top of your new chat.

Then click **Video call** or **Audio call** to start a call.

Up to 20 people can be on the same video call.

If you're not currently in a chat with the person you want to call, you can start a new call from a command. Go to the command box at the top of your screen and type **/call**, then type or select the name of the person you want to reach.

Answer a call in Teams

When someone calls you, you'll get a notification that lets you accept or decline the call.

- Click **Accept with audio** 📞 to answer with audio only.
- Click **Accept with video** 📹 to accept the call and enable video as well.
- Click **Decline call** 📞 to decline the call and go on with your day

Additional resources

- Start a chat in Teams

    - https://support.office.com/en-gb/article/start-a-chat-in-teams-0c71b32b-c050-4930-a887-5afbe742b3d8

- Six things to know about chat in Microsoft Teams

    - https://support.microsoft.com/en-us/office/six-things-to-know-about-chat-in-microsoft-teams-88ed0a06-6b59-43a3-8cf7-40c01f2f92f2

        - **Note:** number four is not available currently for this GCC Teams deployment.

- Share your screen in a chat in Teams

    - https://support.microsoft.com/en-us/office/share-your-screen-in-a-chat-in-teams-2de1c624-7fbe-4b0a-99f2-33385e7d3f18

- Microsoft Teams video training (for chat)

    - https://support.office.com/en-us/article/start-and-pin-chats-a864b052-5e4b-4ccf-b046-2e26f40e21b5?wt.mc_id=otc_microsoft_teams

- Microsoft – Meeting and Calls https://support.office.com/en-us/article/meetings-and-calls-d92432d5-dd0f-4d17-8f69-06096b6b48a8?ui=en-US&rs=en-US&ad=US#ID0EAABAAA=Calls

        - **Note:** Not all listed features are available currently for this GCC Teams deployment.

FAQ's Teams Phase One

Question:	Is this the full version of Microsoft Teams
Answer:	No, this is a cut down version of teams in response to C-19. This version only allows chat, calls, and Teams meetings.

Question:	Can I send messages to anyone in the council domain?
Answer:	No. Only GCC staff with active Microsoft Teams accounts can receive chat messages.

Question:	Can I call a land line or mobile number from Teams?
Answer:	Not currently, this isn't a feature we have enabled.

Question:	Am I allowed to send meeting invites to personal email?
Answer:	If you have to invite someone to participate in a Teams conference, preferably the email address of the person you invite should not be a personal one, but where this is unavoidable, extra care should be taken when typing the email address into the invitation, and a person should only be invited in unless you are sure of their identity.

Question:	How do I request more business-critical users in my service to get access to Microsoft Teams?
Answer:	At this time Teams is being rolled out on a limited basis to business-critical workers such as all Leadership teams and other key groups.

Question:	Can I join an external Teams meeting if I am invited?
Answer:	Yes. You can join meetings hosted external to the council. You can use the Teams app to join.

Document control

Document control	
Prepared By	SIT Innovatin with SIT Business Engagement
Authorised By	
Published Location	http://connect.glasgow.gov.uk/article/25453/How-to-use-Teams
Other documents referenced	
Related documents	

Version control			
Version Number	**Date issued**	**Author**	**Update information**
V1.3	02.09.2020	Gordon Hay	Updated with protective marking for Teams meetings via the Teams application.
V1.4	16.10.20	Gordon Hay	Removed the need for download and install instructions.