U of SC Aiken

Computer Services Division

Using Microsoft Teams for Communication and Meetings

As we continue to the transition to remote work, many of us have found Microsoft Teams to be the best platform for staying productive and connected with other faculty, staff and students.

Why choose Teams?

Microsoft Teams is both secure and fully integrated with Office 365. Unlike Zoom, which has recently been shown to suffer from less than industry standard security practices, Microsoft Teams has a proven track record of security. Teams is accepted across the USC system as a safe and secure platform, along with the rest of the Office 365 suite, for working remotely.

Teams allows for easy one-to-one and group communications via messaging, audio calls, video conferencing, and live group meetings. Starting a Team Meeting is as easy as sending a meeting invite through your calendar, or you can quickly start a meeting or one-to-one call directly from within the app.

Teams works seamlessly across all major platforms: Windows, macOS, iOS, Android and the web, with automatic real-time synchronization between all of your installations.

How do I get Teams?

Getting Teams is easy no matter which device you're using, in fact, you may already have Teams installed. Look for "Microsoft Teams" in your programs or apps listing. If it's not already installed, complete the following steps to install:

- *Open* a **browser** on the device where you'd like to install Teams
- *Go to*: https://products.office.com/en-us/microsoft-teams/download-app
- *Click* **Download Teams** and *follow* the **installation instructions** for your device
- Once installation is complete, *sign into Teams* using your **USCA email address** and **password**

How do I Chat in Teams?

Messaging, or chat, is the most common way to communicate in Teams. With chat you can jump back into a conversation with an individual or group at any time, and you'll always have a full record of the previous conversation. Chat also allows you to share files, audio clips, videos and more all directly within the thread of the chat.

To start a new chat from anywhere in Teams:

- *Click* the **pencil icon** ✎ at the top of the Team window
- *Type* the **name** or **email address** of the faculty, staff or student you'd like to chat with into the To: field `To: Enter name, email, group or tag` at the top of the Chat screen
- Your contacts and the global directory will automatically be searched for a match
- *Click* the **correct listing** to create a chat with that person or group
- *Type* your **first chat message** at the bottom of the screen to get started

Clicking the Chat icon 🗨 will take you to Chat view where you'll see all your recent chats, pinned chats and a listing of Contacts you've chatted with previously through Teams.
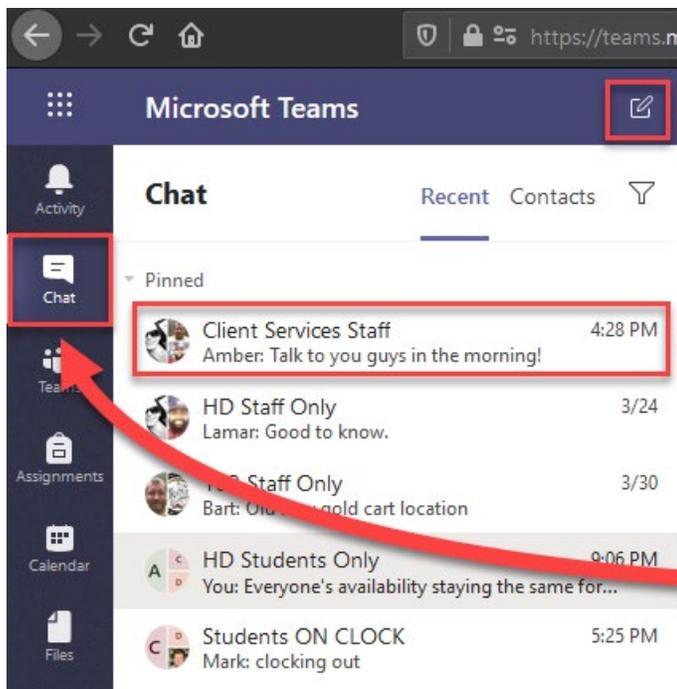
Start a new chat with a single click, then add as many coworkers to the chat as you'd like.

Open your previous chats to continue where you left off and catch up on messages since you last checked in.

Click "Chat" to access Recent chats and important chats you've Pinned for easy access.

How do I initiate video calls, audio calls or share my screen with someone else?

Once you've initiated a chat with someone, switching to a video or audio call is easy. You can also quickly share your screen for collaboration or to get assistance.

To initiate video calls, audio calls or to share your screen:

- *Open* a **chat** with a person or group
- *Click* the **appropriate icon** at the top of the chat window
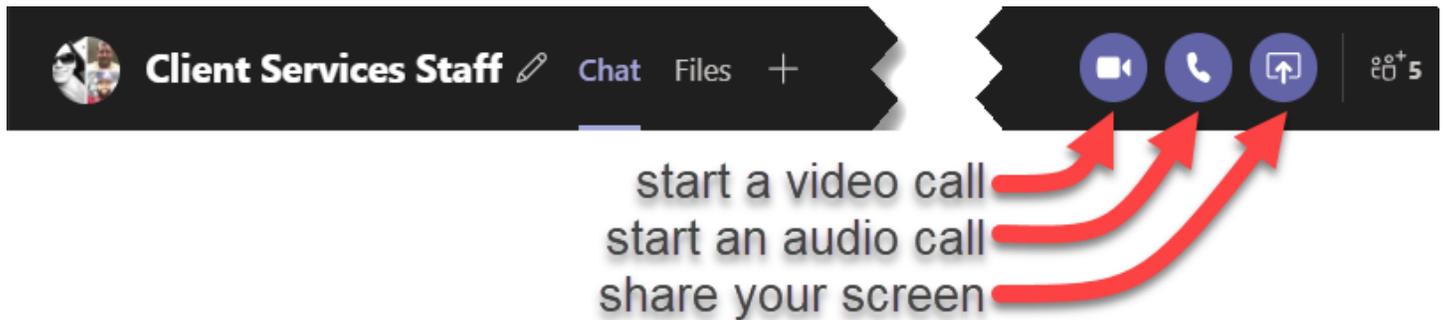
Webcams are required for video calls and microphones for audio calls. Alternatively, you can use a smart phone with the Teams app installed for both video and audio calls. The video call and audio call icons will be grayed out if you don't have those capabilities on the device you're using.

Screensharing requires a meeting in Teams. If you click the screensharing icon, a meeting will be created and started automatically for you.

How do I setup a virtual meeting in Teams?

There are several ways to setup a meeting in Teams. The fastest and easiest way is through the Outlook Calendar as a Meeting Invitation.

To setup a Teams meeting through Calendar:

- *Click* the **New Teams Meeting icon** at the top of the main Calendar window, or the **Teams Meeting icon** within the Meeting Invitation window
- *Fill in* the **other details** of the meeting invitation as normal
- *Leave* the **Location** set to "Microsoft Teams Meeting"
- Invitees will receive a link in the invitation allowing them to connect directly into the Teams meeting
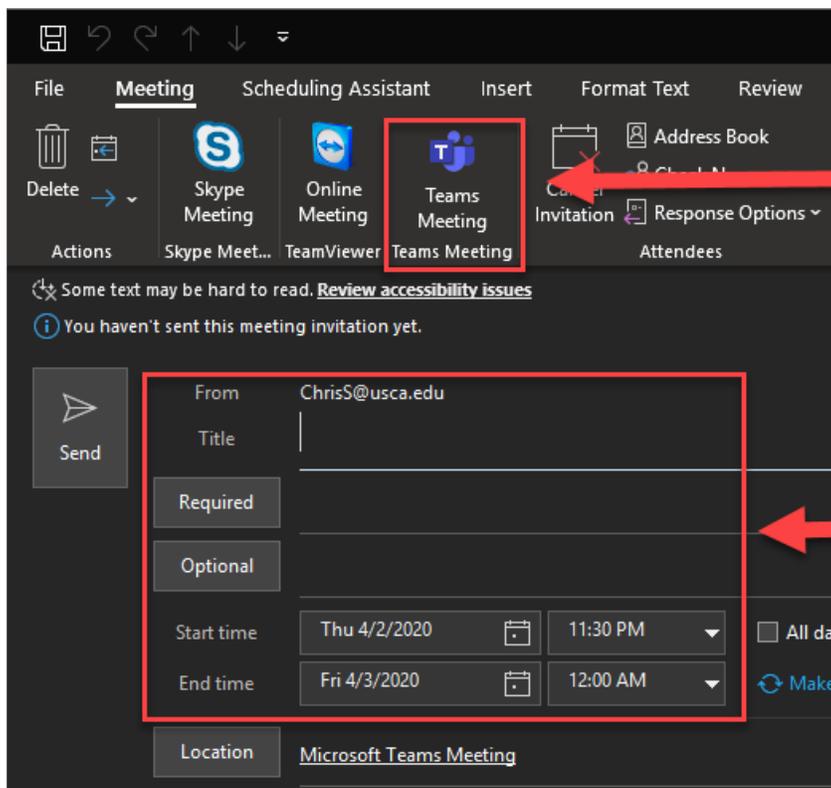
Click "Teams Meeting" to setup a new Teams Meeting right in your calendar invite.

Complete the remainder of your invite as you normally would. Each invitee will now be able to access your Teams Meeting directly from the invite and their calendar.

When you click "Teams Meeting" a Teams Meeting is automatically scheduled and the join link included in the body of the invite.

Where can I get more information or training on using Teams?

Microsoft has extensive training available online for Teams along with the entire Office 365 suite. Check out the links below for additional information. The Help Desk will also send out tips and instructions for using Teams to work remotely over the next week.

Microsoft Teams Cheat Sheet: http://download.microsoft.com/download/D/9/F/D9FE8B9E-22F5-47BF-A1AB-09539C41FCD0/Teams%20QS.pdf

14 Tips for Connecting with Teams: https://www.microsoft.com/en-us/tips/home/connect-with-teams#useteams

Microsoft Teams Quick Start: https://support.office.com/en-us/article/video-what-is-microsoft-teams-422bf3aa-9ae8-46f1-83a2-e65720e1a34d

Microsoft Teams Introduction video training: https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7

Working with Teams and Channels in Microsoft Teams: https://support.office.com/en-us/article/teams-and-channels-df38ae23-8f85-46d3-b071-cb11b9de5499?ui=en-US&rs=en-US&ad=US#ID0EAABAAA=Basics

Chat in Microsoft Teams: https://support.office.com/en-us/article/chat-in-microsoft-teams-f3a917cb-1a83-42b2-a097-0678298703bb?ui=en-US&rs=en-US&ad=US

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

Sharing Files in Microsoft Teams: https://support.office.com/en-us/article/files-c593c78a-27c4-4661-a598-682baa30ca7e?ui=en-US&rs=en-US&ad=US

Need more help? The Help Desk can help you with the basics of setting up teams, channels, chatting, video conferencing, audio calls and meetings. Contact us by email at: help@usca.edu or by voicemail at: 803-631-3391. Live chat options coming soon.