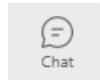


Using Microsoft Teams

How to start a chat or locate a previous Chat:



- Select the Chat Icon
- Go to top of that section and select the icon
- Type the Agent/Manager name in the “To” box and draft your message in the box at the bottom of the page. Once you submit the message your chat will be created.

How to Schedule a meeting:



- Select the Calendar Icon
- Select the box for the time frame you want to schedule the meeting
- After selecting the box, A New Meeting Page will open.

A screenshot of the Microsoft Teams "New Meeting" interface. It shows fields for "Add title", "Add required attendees" (with an optional link), and a date/time range from 10/25/2021 at 8:00 AM to 10/25/2021 at 8:30 AM, set to 30m intervals, with the "All day" option unchecked. Below these are fields for "Add channel" and "Add location". At the bottom is a rich text editor toolbar with icons for bold, italic, underline, etc., followed by a large text input field labeled "Type details for this new meeting".

The screenshot displays the Microsoft Teams "New Meeting" form. It includes fields for adding a title, required attendees (with an optional link), and a meeting time and duration. Below these are fields for adding a channel and location. At the bottom is a rich text editor with various formatting options and a text input field for meeting details.

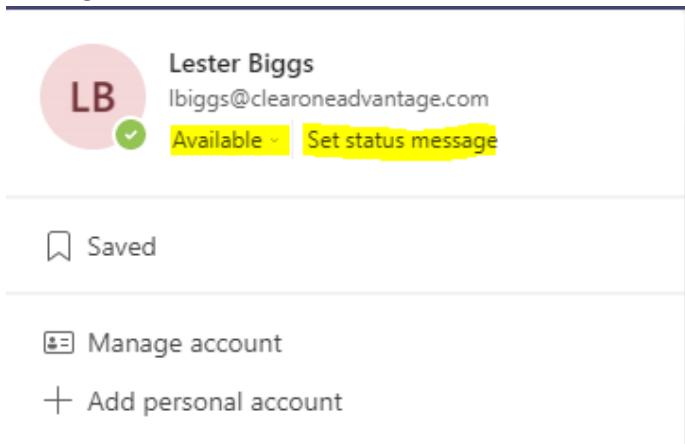
- Fill in the appropriate fields:
 - Title
 - Required Agents & Optional Agents
 - The date and times of the meeting
 - Frequency of meeting
 - Meeting Notes/Details

How to Change your Teams Status:

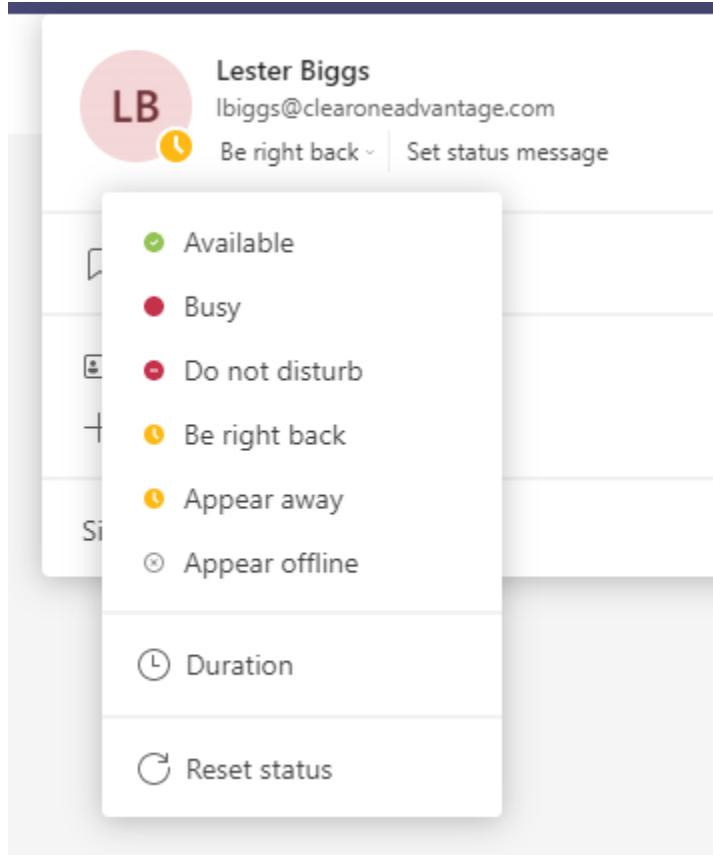
- Go to the top of the window and select the Icon with your initials



- Go to the Pop-up window below and select the “Available” dropdown arrow to change your Teams status from the options provided. Select “Set Status Message” to leave a response message.



- Options provided for Teams Status:



Status Message and Timeframe option box.

< Back

Type @ to mention someone in your status

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Show when people message me i

Clear status message after

Today

