

# Microsoft Teams



## umTech

100 Administration Bldg., Memphis, TN 38152

Phone: 901.678.8888

Email: [umtech@memphis.edu](mailto:umtech@memphis.edu)

[umTech Website](#)

## 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
Service Desk Request .....	27
Submitting a Ticket.....	27
Call the ITS Service Desk (901.678.8888) any day of the week! .....	27
(Excluding Some Holidays) .....	27
Important Links .....	27

**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.

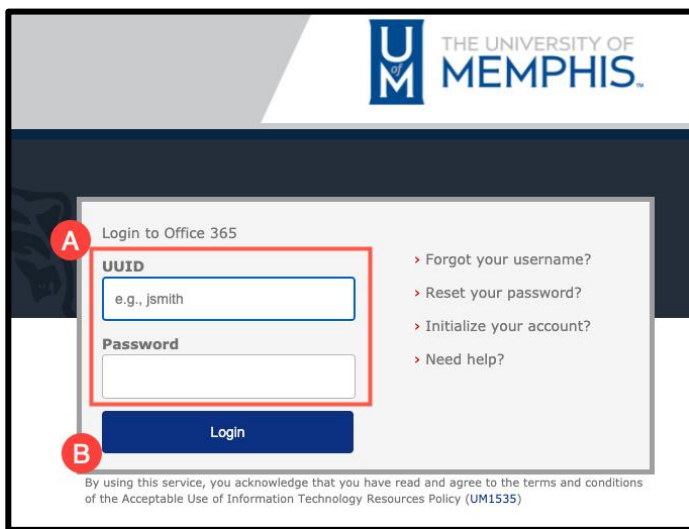
# Using Microsoft Teams

## Signing into Teams

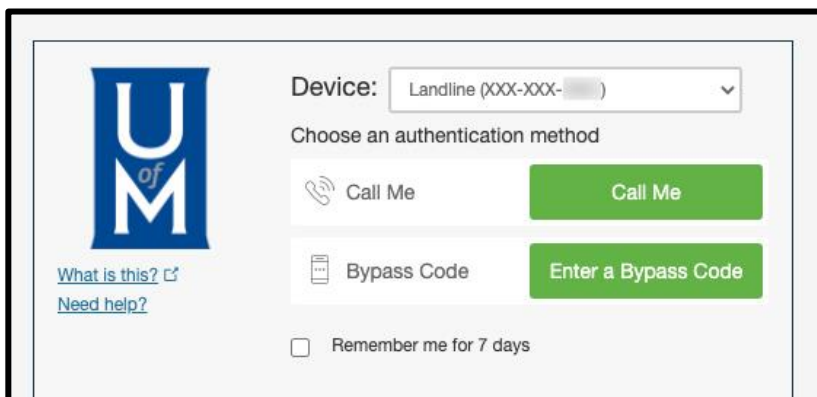
There are a few different ways to connect to Microsoft Teams. They are as follows:

### Method 1:

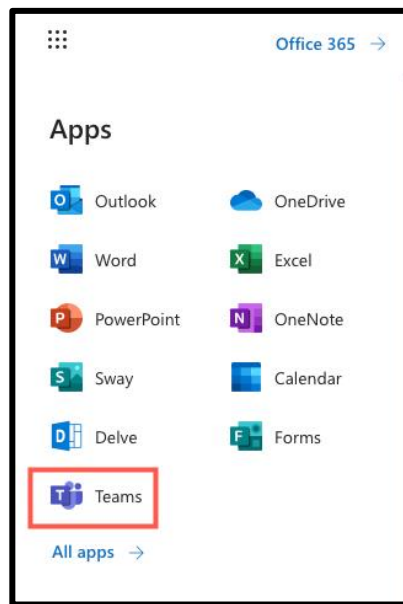
1. [Sign into Office 365 OWA](#) A) Enter your uuid, and password, then B) Click **Login**.



2. Authenticate Using Duo.

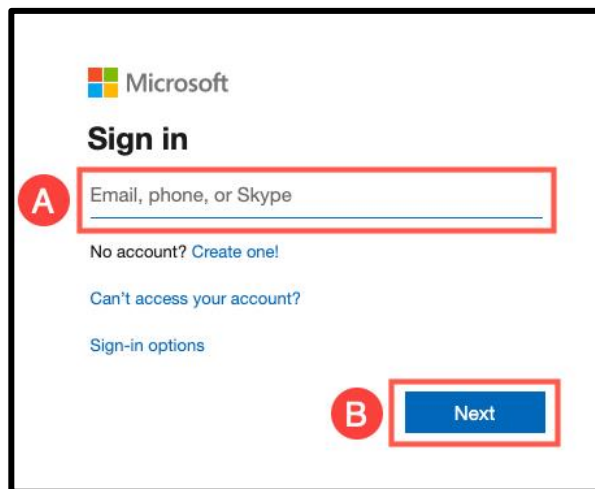


3. Select the 9 tiles in the upper left-hand corner, then choose **Teams**.

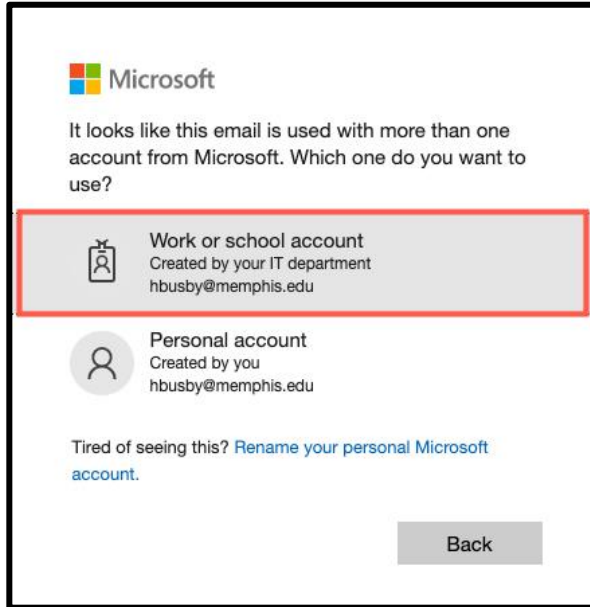


## Method 2:

1. You can also navigate to the [Microsoft Teams Website](#)
2. A) Enter your UofM email, then B) Click **Next**.





3. Choose **Work** or school account.



Microsoft

It looks like this email is used with more than one account from Microsoft. Which one do you want to use?

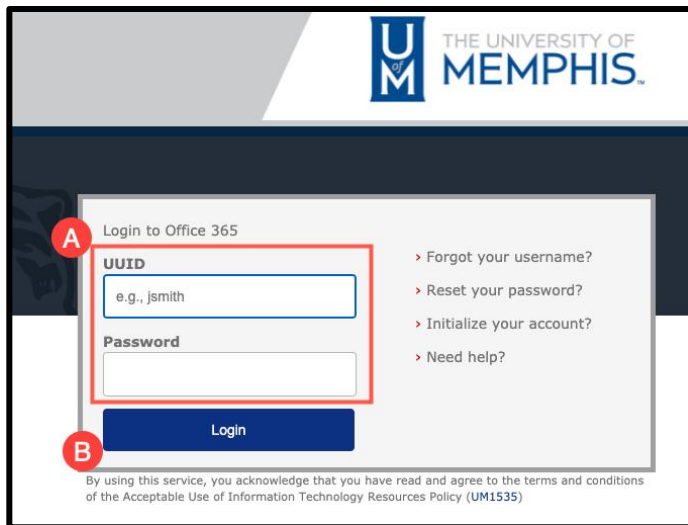
 **Work or school account**  
Created by your IT department  
hbusby@memphis.edu


 **Personal account**  
Created by you  
hbusby@memphis.edu

Tired of seeing this? [Rename your personal Microsoft account.](#)

[Back](#)

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



 THE UNIVERSITY OF  
MEMPHIS

**A** Login to Office 365

**UUID**  
e.g., jsmith

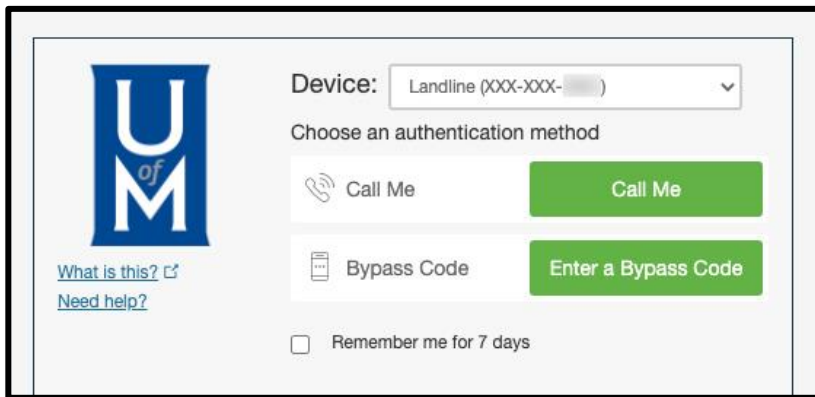
**Password**

**B** [Login](#)

> Forgot your username?  
> Reset your password?  
> Initialize your account?  
> Need help?

By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)

## 5. Authenticate Using Duo.

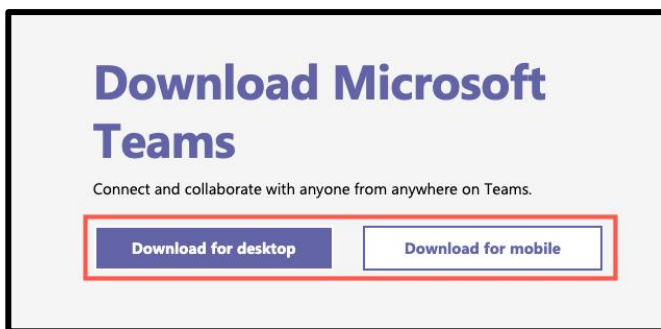


The Duo authentication interface features the University of Memphis logo on the left. To the right, there is a 'Device:' dropdown menu currently set to 'Landline (XXX-XXX- )'. Below this, the text 'Choose an authentication method' is displayed. Two options are available: 'Call Me' with a phone icon and a green 'Call Me' button, and 'Bypass Code' with a document icon and a green 'Enter a Bypass Code' button. At the bottom, there is a checkbox labeled 'Remember me for 7 days'. On the left side, below the logo, are two links: 'What is this?' and 'Need help?'.

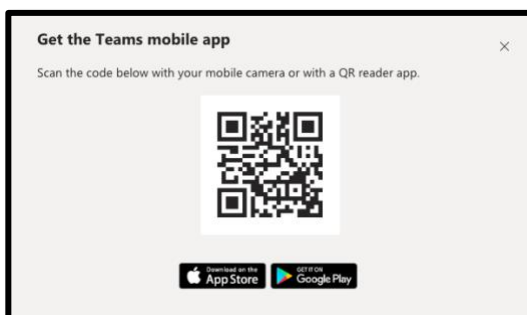
### Method 3:

Download Microsoft Teams Desktop or Mobile Application.

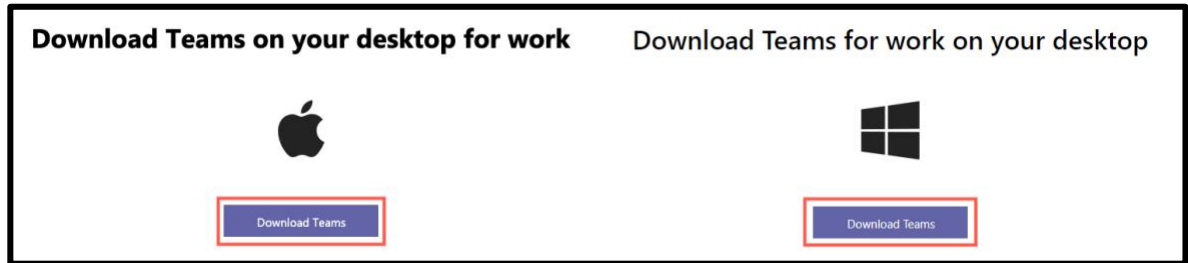
1. Navigate [to Microsoft Teams Website](#) to download Teams App.
2. Choose between Desktop or Mobile app.



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



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

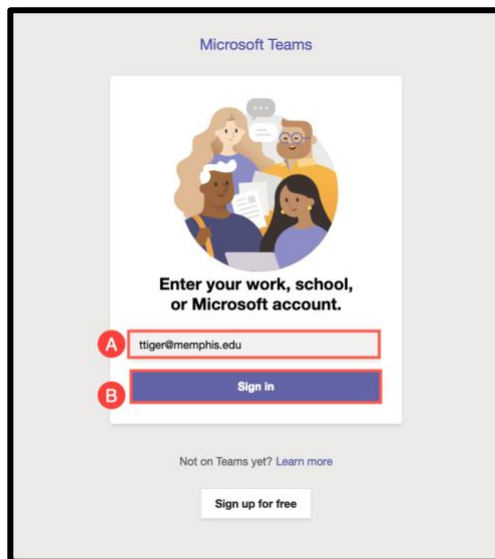


- Download the DMG for MAC or ISO for Windows. Follow on screen directions to install the Teams app on your system.

- Once the App has installed launch the app.

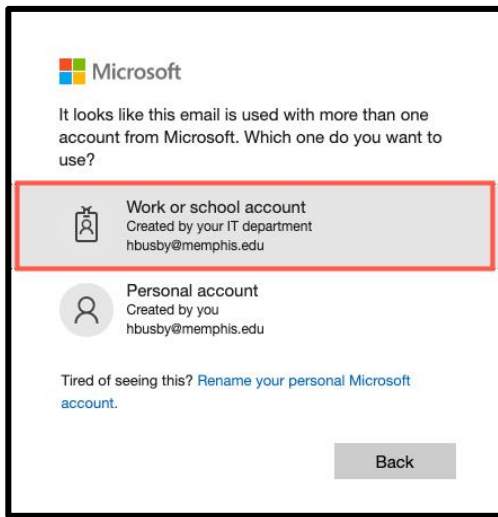


- Log into the Teams app with your University email and password associated with it.





7. Choose **Work or school account**.



Microsoft

It looks like this email is used with more than one account from Microsoft. Which one do you want to use?

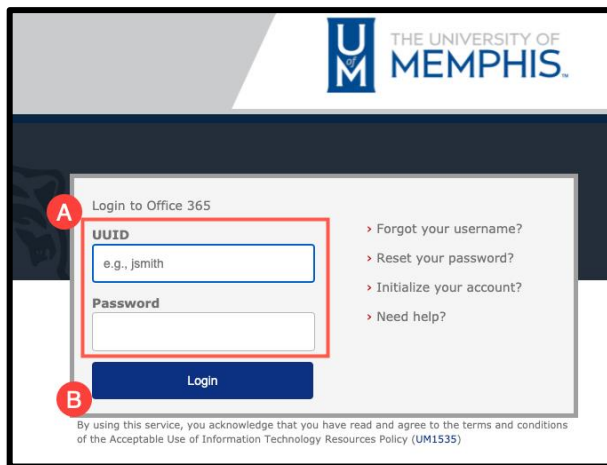
**Work or school account**  
Created by your IT department  
hbusby@memphis.edu

**Personal account**  
Created by you  
hbusby@memphis.edu

Tired of seeing this? [Rename your personal Microsoft account.](#)

Back

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



THE UNIVERSITY OF  
MEMPHIS

**A** Login to Office 365

**UUID**  
e.g., jsmith

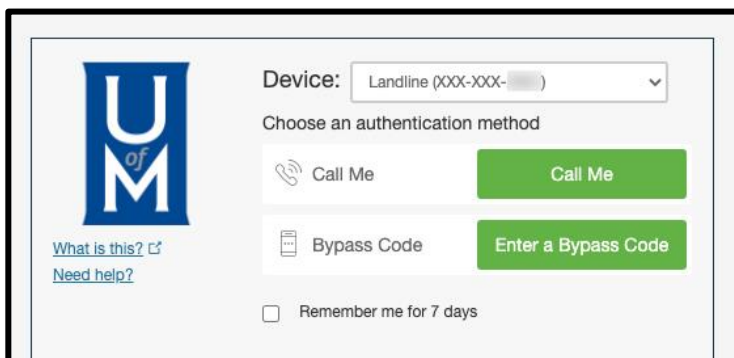
**Password**


**B** Login

> Forgot your username?  
> Reset your password?  
> Initialize your account?  
> Need help?

By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)

9. Authenticate Using Duo.





Device: Landline (XXX-XXX- )

Choose an authentication method

Call Me **Call Me**

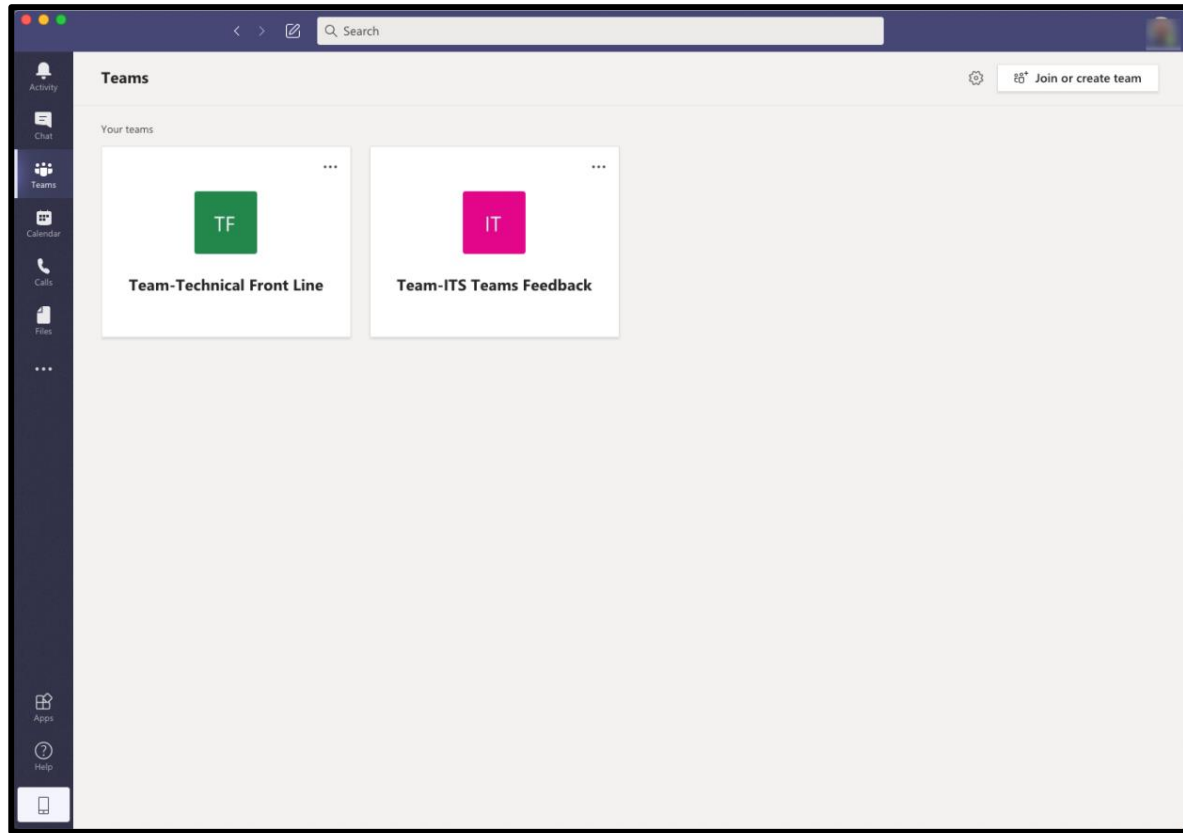
Bypass Code **Enter a Bypass Code**

☐ Remember me for 7 days

[What is this?](#) [Need help?](#)

## Teams Getting to Know the Program

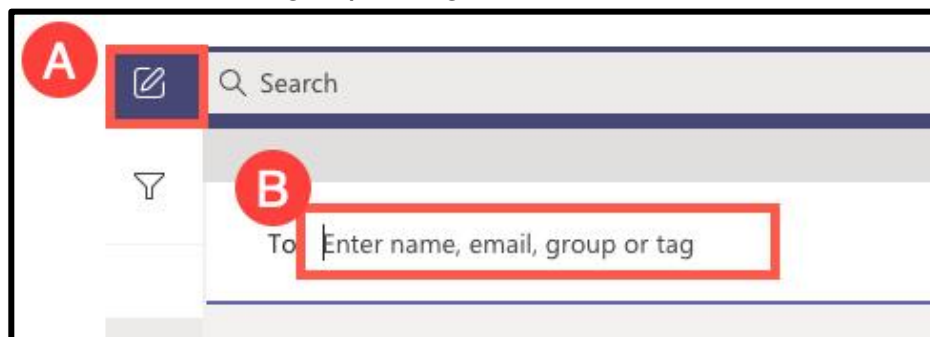
When you first log into Teams, you will see all the teams, you are a member of.



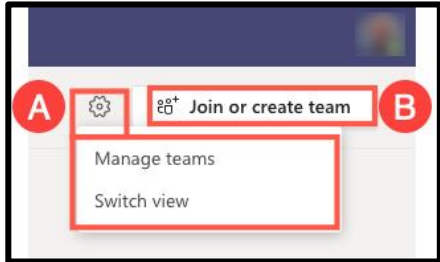
At the top of the screen is the search bar. From here you can search activities, calls, teams, files, calendar, and chats.



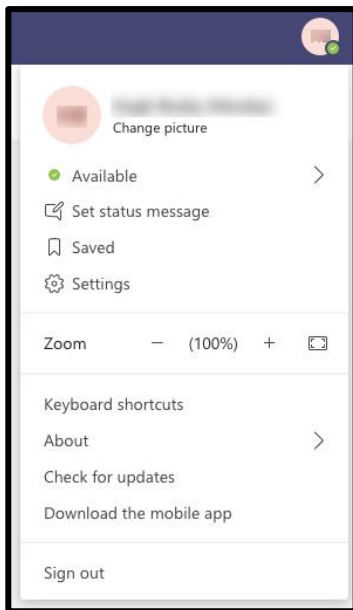
The **A) writing icon** will allow you to search for a specific team by **B) entering the team name, email, group or tag**.



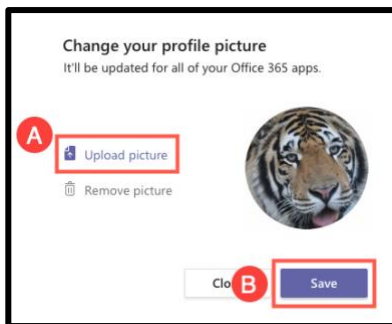
The Cog in the upper right-hand corner of menu will allow you to **A) Manage Teams** or switch your view - which will take you to your Settings. **B) To Join or create a team**, click the join or create team button.



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.

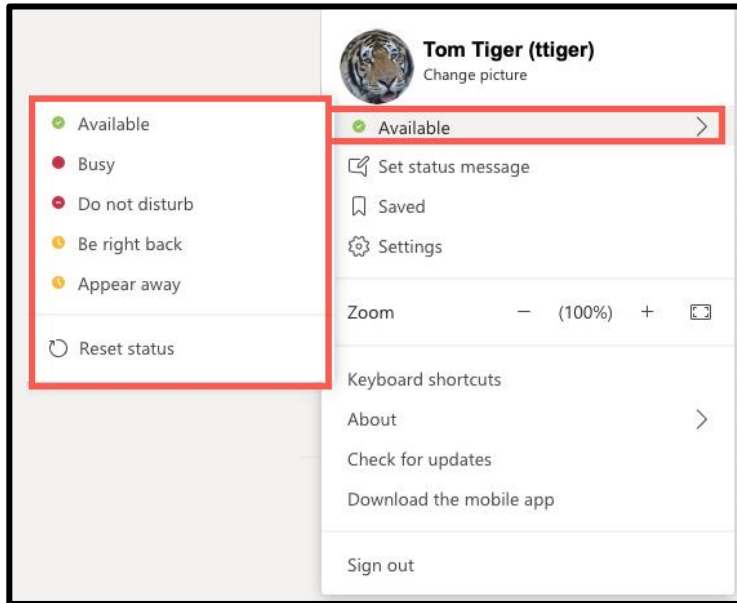


To change your Profile picture, Click on **Change Picture**. **A) Upload your photo**, then **B) Click Save**.



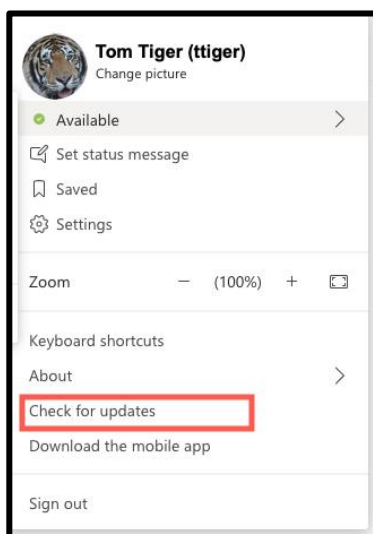
## Setting Your Status

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.



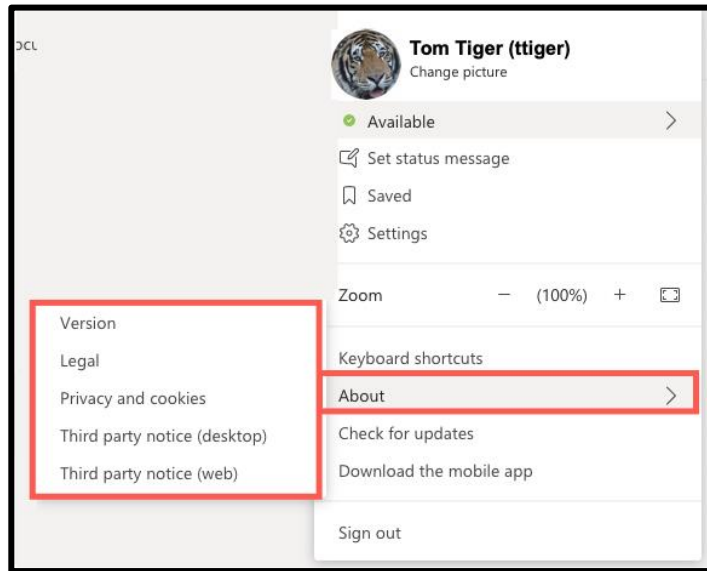
## Checking for Updates

From the circle in the upper right-hand corner you can choose from the drop-down menu **Check for Updates**.

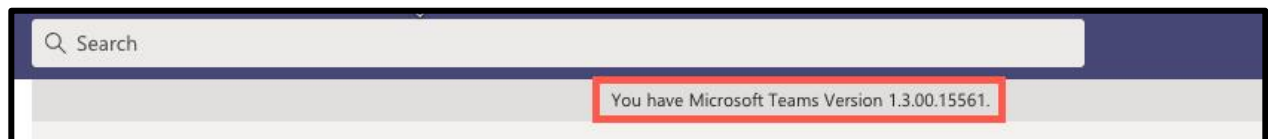


## Finding Out Which Version of Teams You have

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

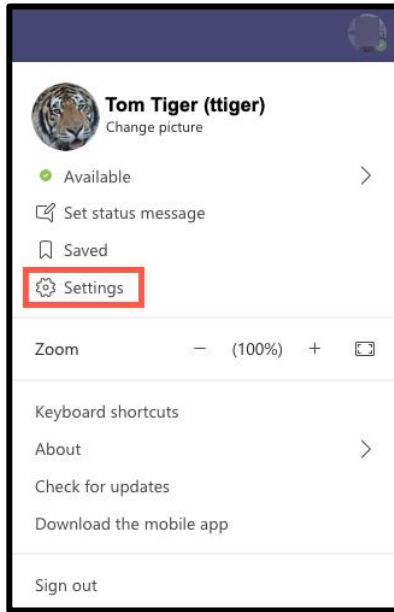


The Version of Teams that you are using will appear below the search bar at the top of the window.

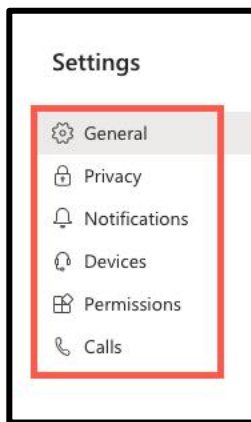


## Teams Settings

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.

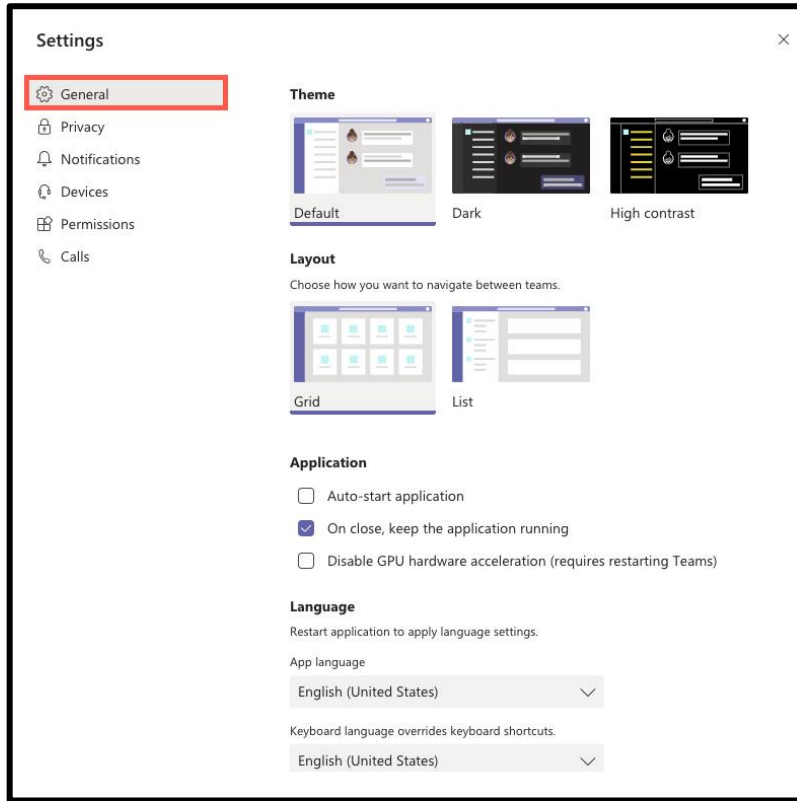


From here you will be able to change these settings:



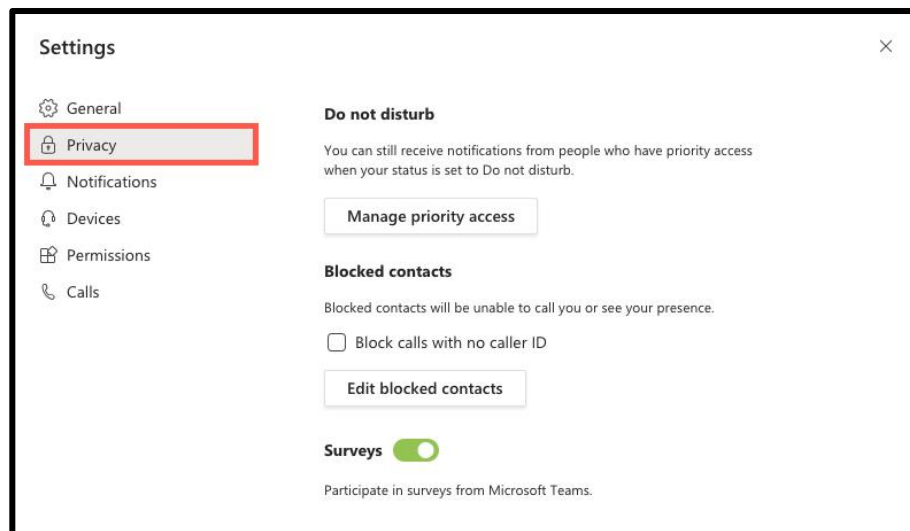
## General Settings

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.

Settings

General

Privacy

Notifications

Devices

Permissions

Calls

Mentions

Personal mentions

Channel mentions

Team mentions

Messages

Chat messages

Replies to conversations I started

Replies to conversations I replied to

Likes and reactions

Followed channels

Trending

Other

Team membership changes

Team role changes

Notification sounds

Missed activity emails

Highlights for you

Banner and email

Banner and email

Banner and email

Banner and email

Banner

Banner

Banner

Banner and email

Only show in feed

Banner

Banner

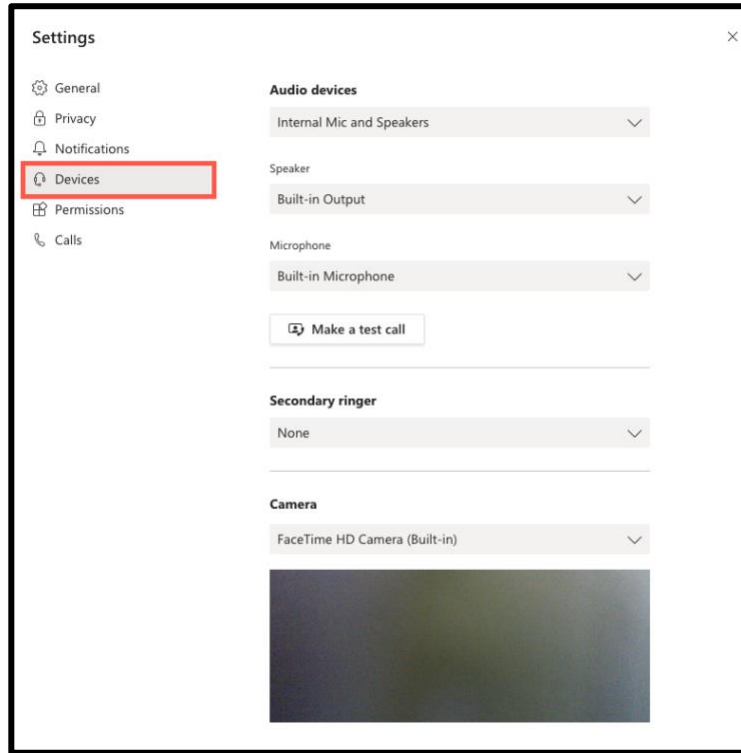
Call, mention and chat

Once every hour



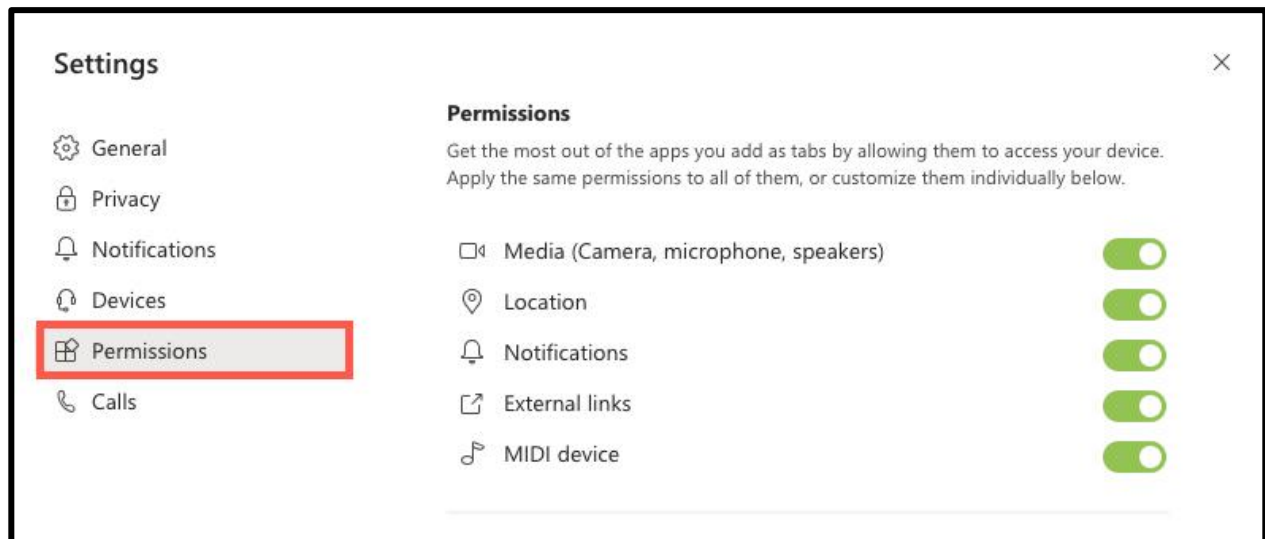
## Devices

Manage the devices connected to your computer like an external mic or speakers.



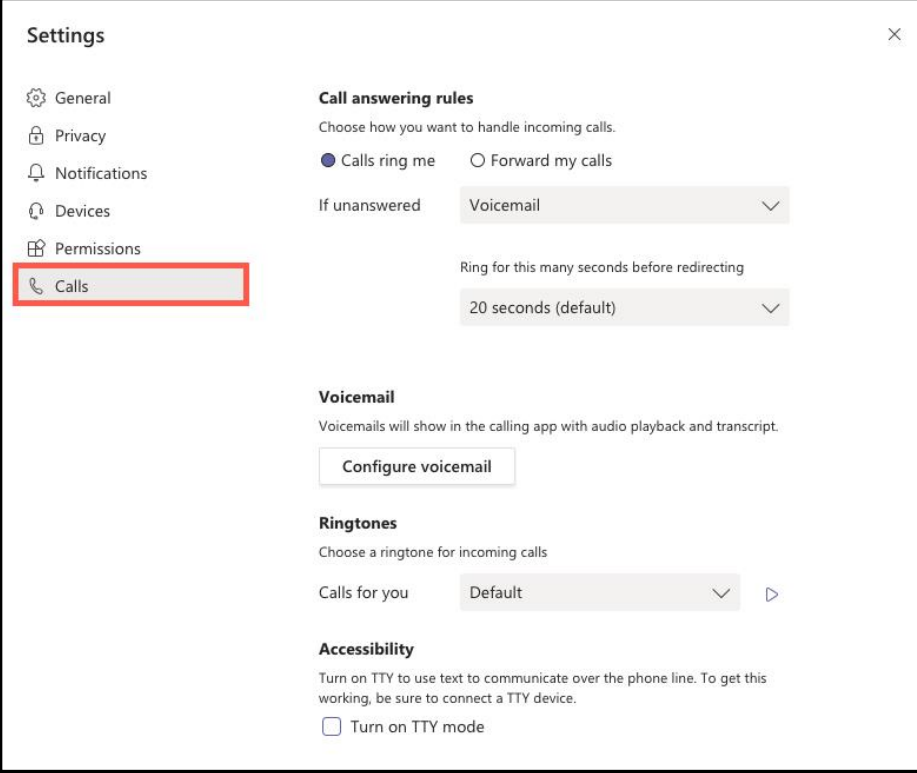
## Permissions

Set permissions for the Teams Application.



## Calls

Choose from options available for making and receiving calls.



**Settings**

- General
- Privacy
- Notifications
- Devices
- Permissions
- Calls**

**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

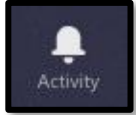
**Accessibility**  
Turn on TTY to use text to communicate over the phone line. To get this working, be sure to connect a TTY device.

☐ Turn on TTY mode

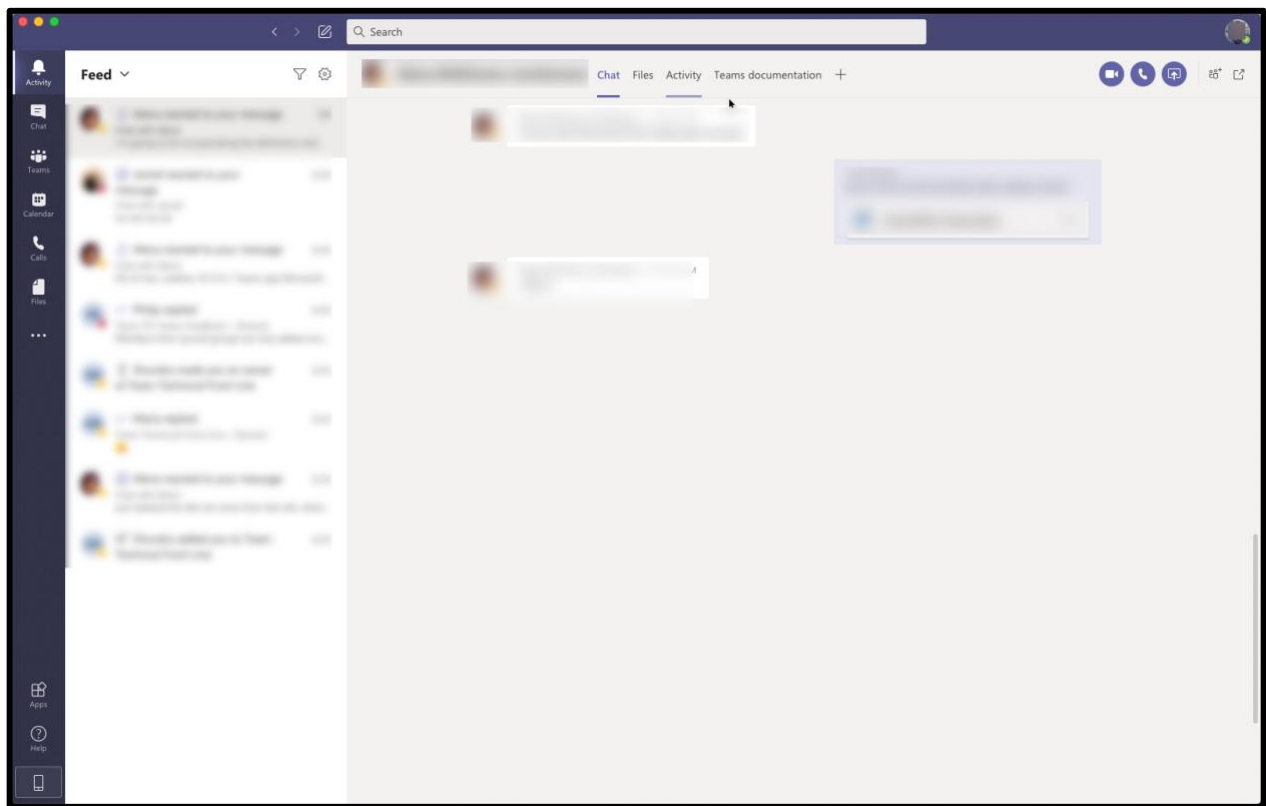
## Teams Side Bar

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

### Activity



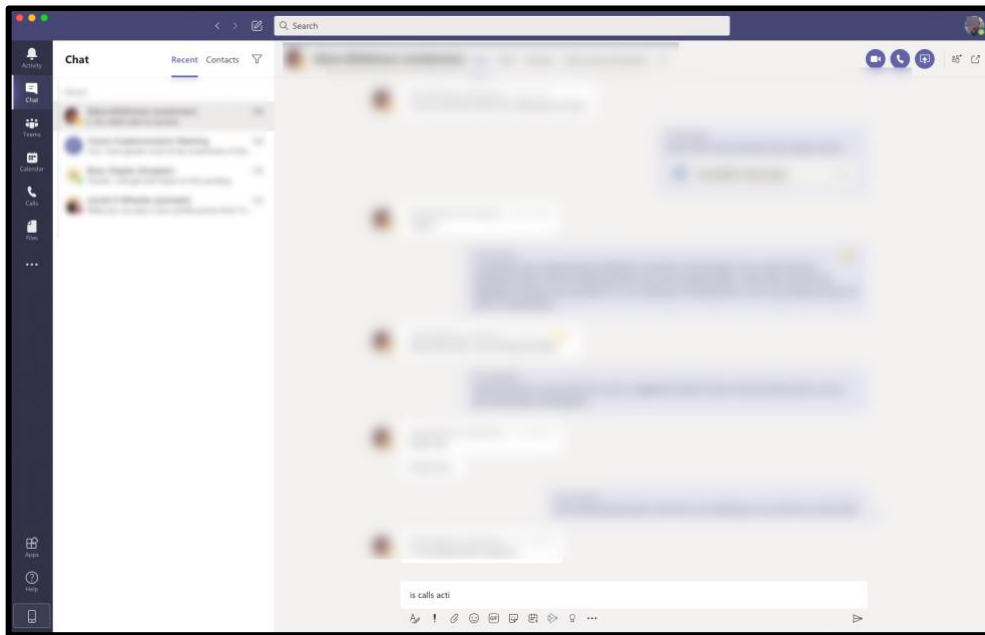
Select activity to view your Activity feed, a summary of everything that's happened in the channels that are in your teams list.



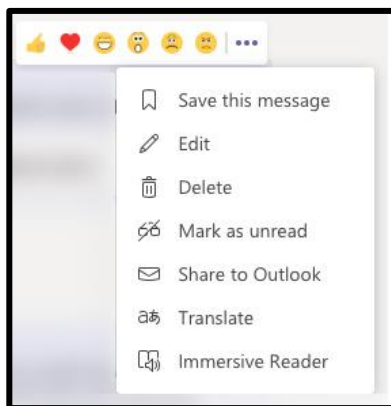
## Chat



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

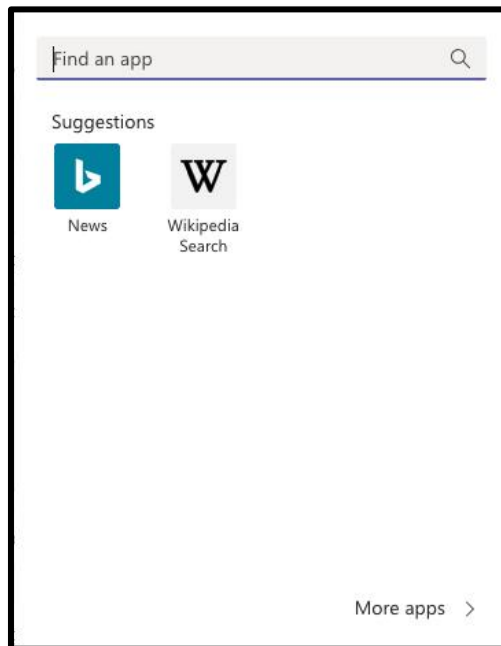


The menu bar at the top of Chat will allow you to access files shared in the chat, look at activity of chat and view Team's documentation and helpful links. To the far-right side of the menu there are icons that will allow you to: place a video or audio call from chat, transfer files, add people to the chat, or share the chat with others. Various emoticons and actions can be made on chats.



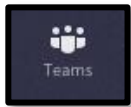


- A) When chatting you will type your message into the designated box.
- B) Will give you access to your personally installed applications. **Note:** Some apps require logins not provided by the University. For team members to also use these applications, they will need their own logins for the application.

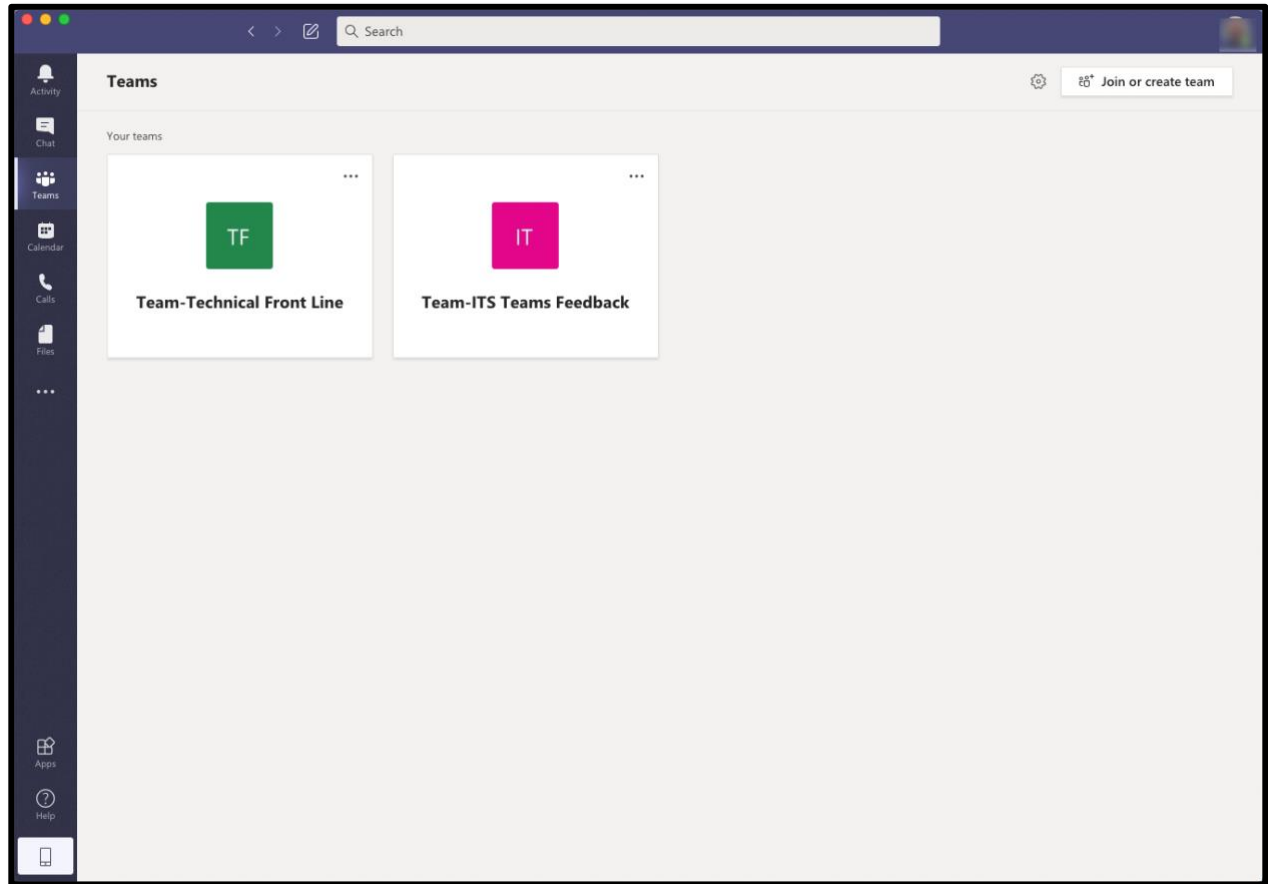


- C) Will send the chat message.

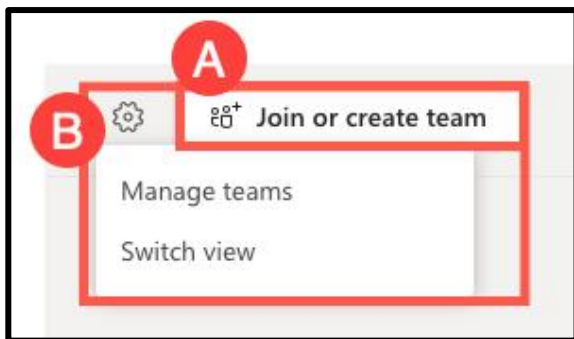
## Teams



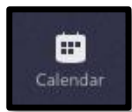
Teams allows you easy access to teams that you are a member of.



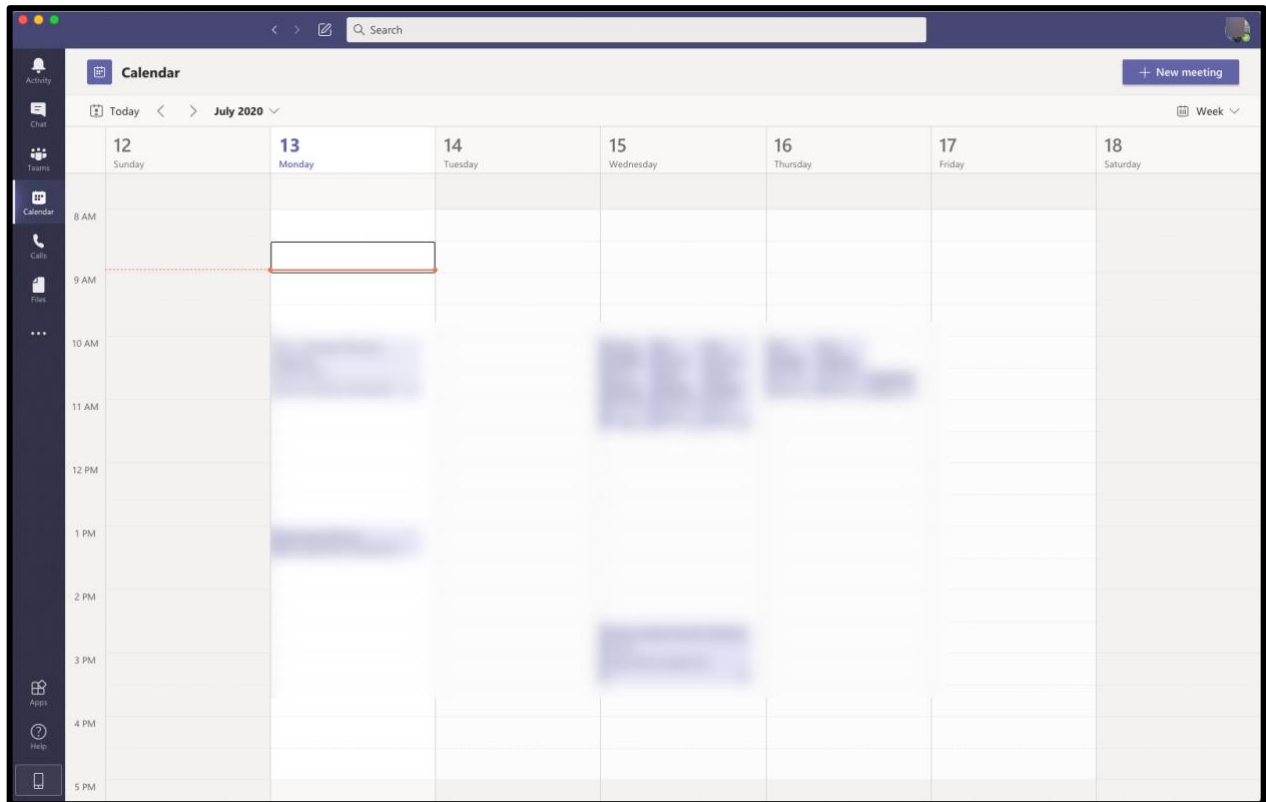
To Join or create other teams **A)** Click **Join or Create Team**, **B)** the gear icon will allow you to manage teams or switch views.



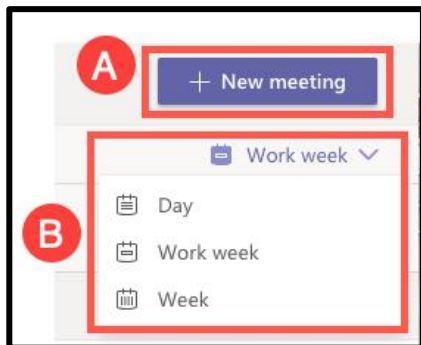
## Calendar



Calendar synchs with your Outlook and Outlook OWA applications.



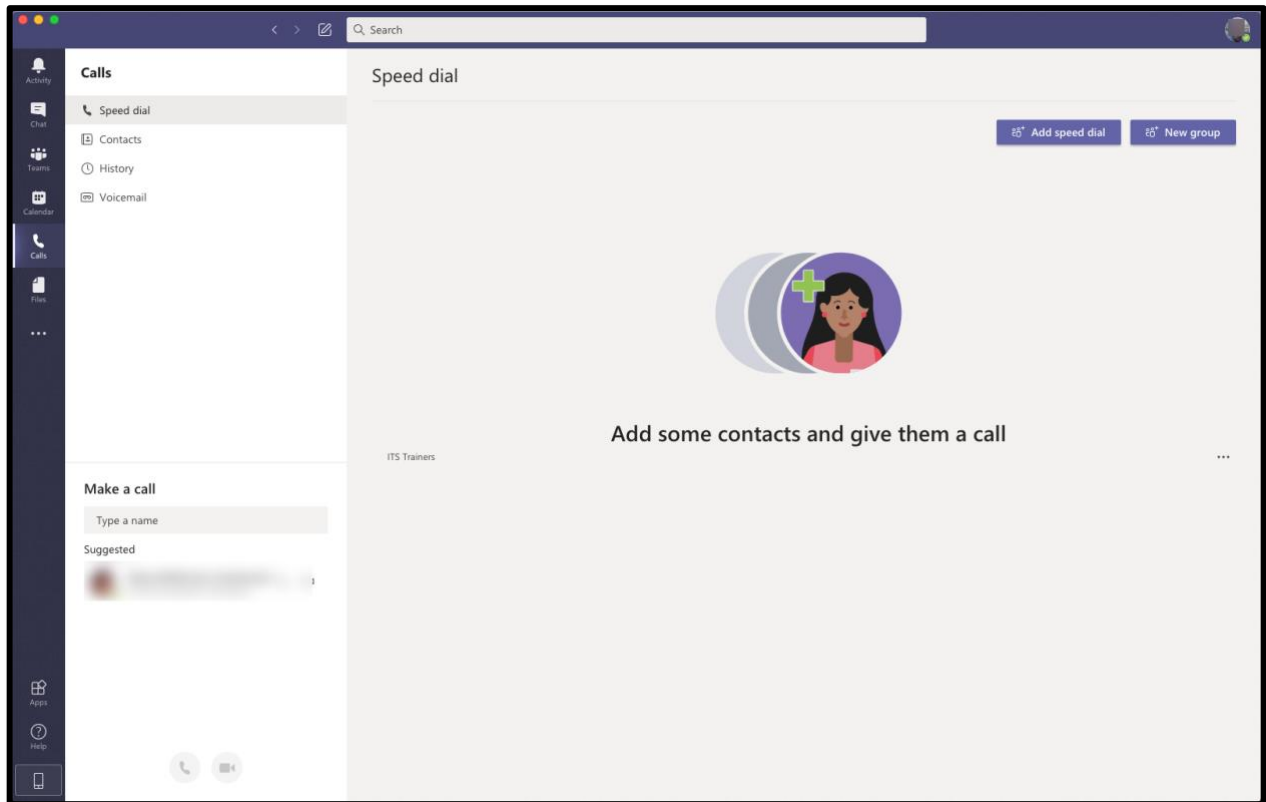
To Schedule a new meeting use **A)** the New Meeting Button. **B)** To change the view of your calendar, choose from the selections.



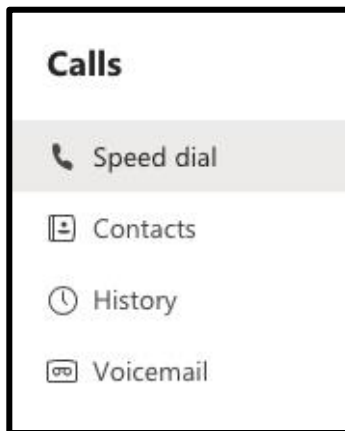
## Calls



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

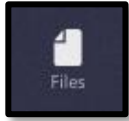


The following menu options are available for Calls. You can place a contact on Speed dial, search your contacts, view your history, or check voicemail.

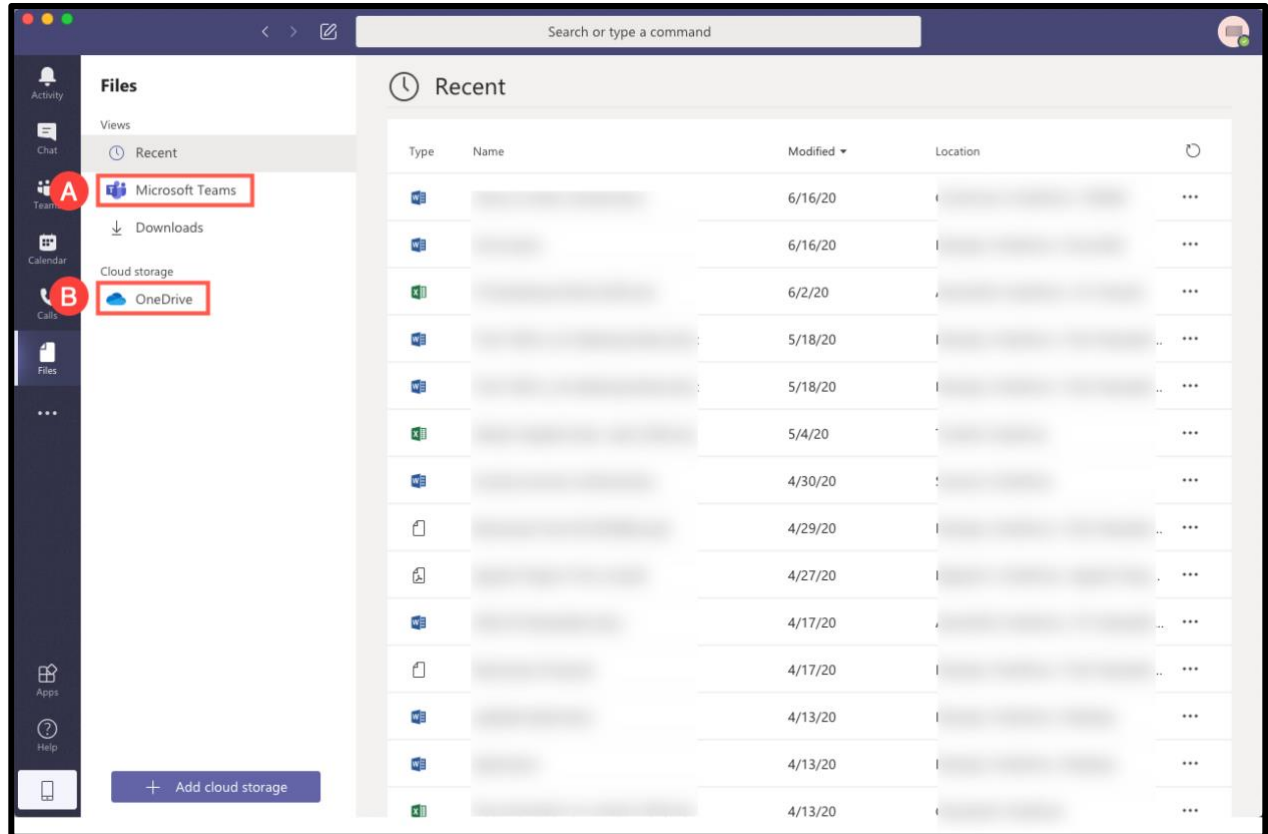




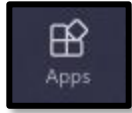
## Files



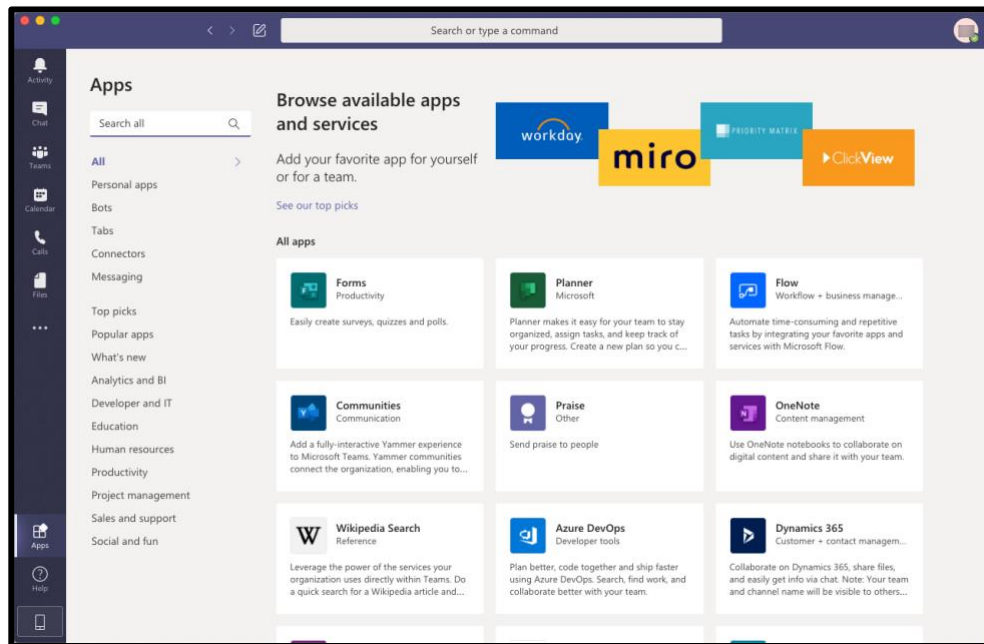
Files allow you to collaborate and share files. **A)** You can share files among teams and or **B)** from your OneDrive.



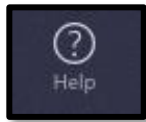
## Apps



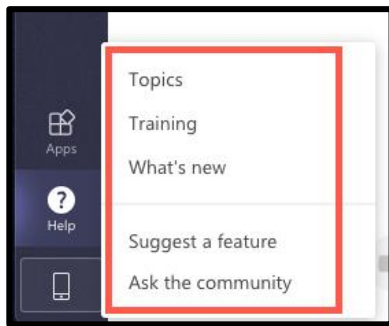
Apps will take you to the Microsoft Apps Store to download available apps that can be used with Teams. **Note:** Some apps require logins not provided by the University. For team members to also use these applications, they will need their own logins for the application.



## Help



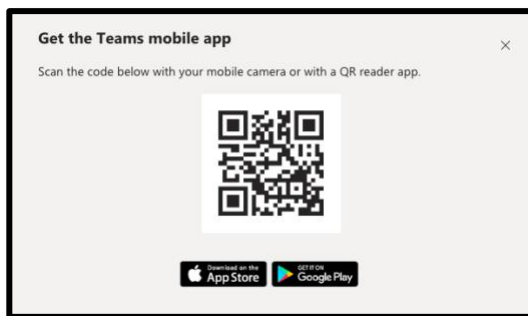
You can find help available in a variety of topics, links to training, find out about new features, suggest a change to Teams to Microsoft or ask the community a question.



## 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. Upon completing the training covered in this course, faculty, staff, and students can receive additional training help and resources. Such help can be located as follows:

## Service Desk Request

---

### Submitting a Ticket

- Login URL:
  - [Here is a link to our service desk ticketing system](#)
  - After logging in, choose the link **Request Help or Services**.
  - Choose Request Help or Services.

### Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 p.m., please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email umTech, [umtech@memphis.edu](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

## Important Links

---

- [Explore the umTech Website](#)
- [Search Our Solutions Page](#)