



Microsoft 365 (M365) Digital Destination

Teams



Microsoft Teams (Teams) is the CDC digital workplace for real-time collaboration, co-authoring, chat, document sharing, and video conferencing. It's designed to facilitate the work of a group of people **who work closely to get things done**.

Teams can be flexible for project-based work, like collaborating on a public health campaign or planning an office move. It can also help you manage the day-to-day internal structure of your organization, such as centers and office locations.

Teams are made up of channels. **Channels** are dedicated sections within a team to keep collaboration on documents and conversations organized by specific topics, projects, discipline, or team events—**whatever works for your team!**







Teams Training



Teams FAQs

Teams Benefits

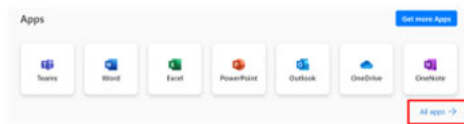
- [Take advantage of the many chat features](#)  , both one-on-one and with the team, with audio, video, and file sharing.
- [Store all your files in one place](#)  to share and collaborate within your team.
- [Work with tabs](#)  to add apps, such as MS Planner, Power BI, and more.
- Access your calendar without leaving the Teams hub.
- [Manage your team's tasks using Planner.](#)
- Use [Teams External Access](#)  to collaborate with people outside of CDC. Learn about Guest Access, which is coming soon.

Anywhere Access to Teams

Connect with your colleagues anywhere from any device. See the instructions below on how to access Teams from a browser, mobile device, or your workstation. For information about transitioning to Teams, visit [Teams for Calling](#).

From a Browser

1. Go to office.com and log in with your CDC user ID.
2. If the Teams app icon doesn't appear in your Apps along the left rail on the M365 page, click the **All Apps** icon, and then click the **All Apps** link below the row of icons.



3. Select the **Teams** app.

Tips:

- Learn about [CDC Teams Champions](#)
- [Printable Teams Quick Reference Guide](#)

From a Mobile Device

1. You must be fully enrolled with [Intune](#).
2. Open the **Company Portal**, navigate to **Apps, View All**, and then select **Microsoft Teams**.



From Your Workstation

- **CDC Workstation:** The first time you access Teams, you'll need to launch the Teams application from the Start menu found at the bottom left corner of your desktop screen. After that, Teams will automatically open every time you start your computer.
- **Non-CDC Workstation:** See this [Microsoft Teams site](#) for instructions on how to install the Teams client app.



From CITGO

- On the [Remote Access | Network Access and File Sharing | OCIO \(cdc.gov\)](#) page, see Access Method 4 to access CITGO.
- Visit the [Teams: MS Teams App Now Available in CITGO \(sharepoint.com\)](#) for Teams app use and limitations.



Teams Features

Activity

The **Activity** feature provides a summary of everything that's happened in the channels that are in your teams list. The **Filter** option shows specific types of messages such as unread messages, @mentions, replies, and likes.

When a red circle appears next to **Activity**, you have a notification—such as an @mention or a reply—in your feed. These notifications remain in your feed for 14 days. After that they expire and no longer show in your feed.

Chat

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

When using chat, you'll be able to send messages that include files, links, emojis, stickers, and GIFs—whatever you need to get your point across.

Teams/Channels

Teams are a collection of people, content, and tools surrounding different projects and outcomes within an organization. A team is designed to bring together a group of people who work closely to get things done. Conversations, files and notes across team channels are only visible to members of the team.

Channels are dedicated sections within a team to keep conversations organized by specific topics, projects, disciplines—whatever works for your team. Files that you share in a channel (on the Files tab) are stored in SharePoint.

Calendar/Meetings

Your **Calendar** in Teams is connected to your Outlook calendar. In other words, when you schedule a meeting in Outlook, it'll show up in Teams, and vice versa.

Teams lets you invite people outside your organization, including those who don't have a Teams license. You'll just need to enter their full email address into the meeting invitation. **Note:** This feature is not yet available in the CDC Tenant.

Teams Apps

Teams Apps let you do more in Teams. Think about the tools, files, and dashboards your org already uses. Many of them can be added right into Teams. And you can find new ones by going to Apps on the left of Teams. Some of the Teams Apps available for CDC are Forms, Lists, Planner, Power Apps, Website, Whiteboard, etc. You can add these apps to your

Team to improve collaboration and productivity.




Visit [Snackable How To's](#) in the Teams Training section to learn more about these features.

CDC Teams Champions

Every center, institute, and office (C/I/O) across CDC has a cadre of Teams Champions dedicated to encouraging the adoption of Teams and assisting with creating new teams and plans.

Some C/I/Os have their own M365 support sites while others suggest staff reach out directly to their Teams Champions.

Use the [C/I/O's Teams Support Information Lookup App](#)  to find your C/I/O's support site URL or list of Teams Champions.

Teams Champions should refer to the [Teams Governance, Features, and Expiration Management Standard Operating Procedure](#)  [DOC – 94 KB] for rules, processes and procedures necessary to create, govern, and support the lifecycle of CDC Teams.

IMPORTANT: Please always use the C/I/O's support site if one exists, in lieu of contacting a Teams Champion directly.

Implementation Checklist

- **Optimize your laptop or tablet.** Visit the [Meeting – Technology Tips](#) page to learn how to optimize your meeting experience in Teams.
- **Make sure you have the Teams desktop app.** See [Anywhere Access to Teams](#) -> From Your Workstation for details.
- **Set your audio and video devices.** Open your **Profile** settings in Teams to make sure you are using the correct devices. Then click on the **Make a Test Call** button to verify your devices are working properly.
- **Start a test Chat with another CDC user.** From the left rail in Teams, select **Chat**, enter the name of another CDC user in the **Search** field across the top, type a brief message in the text box located at the bottom and click on the icon that looks like a paper airplane under the text box.
- **Conduct a test meeting with another CDC user.** Select the **Calendar** icon on the left-rail Teams, click on **+New Meeting** button in the upper-left corner, fill in meeting details, and then click on **Calendar** icon again to see this new meeting and click **Join** to start the meeting.
- **Schedule future meetings in Teams.** To facilitate learning Teams meetings and calendar features, and to lower your dependence on Skype, please schedule future meetings with Teams, not Skype. You can schedule meetings in Teams from within the Teams Calendar or from your Outlook calendar. Both calendars stay in sync with each other.
- **Learn about CDC Teams Champions.** Follow this link to look up how your organization's Teams Champions are supporting your transition to Teams.



Questions about the appropriate use of the labels and auto-save features offered through Microsoft 365 and OneDrive—and compliance with applicable federal laws such as the Federal Records Act and the Freedom of Information Act—should be directed to [CDC Record's Management](#), the [Freedom of Information Act Office](#), and the [Office of the General Counsel](#).

Teams Support

Support Needed:

Teams usage questions, such as:

- Requesting a new team
- Learning more about a feature
- What teams exist in my organization

Support Resource:

Contact one of your [CDC Teams Champions](#).

Support Needed:

Technical support, such as:

- Locating the Teams app
- Audio device issues
- Mobile app access issues

Support Resource:

Contact the [CDC IT ServiceDesk](#)

Support Needed:

Want to learn more about Teams

Support Resource:

Check out the [Teams Training](#) resources.



If you are ever unsure about who to contact for support or unable to locate a Teams Champions, please don't hesitate to contact the [CDC IT Service Desk](#).