

GSD. MS Teams - What are teams and channels in Microsoft Teams

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General Information:

Possible symptoms/errors:

User wants to know what are teams and channels in Microsoft Teams

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Microsoft Teams help people in a team to collaborate together. In Microsoft Teams, user works in different "teams". A team is a group of people gathered to work on projects or other common interests in their organization. Teams are made up of channels. Channels are where they hold meetings, have conversations, and work on files together.

Details:

Add a tab

Advise user to select the plus sign next to the tabs.

For example, add Planner to create a project board for tracking team tasks.

Pin and unpin a channel

If user has a lot of channels, pin the most important ones to make them easy to find.

To pin a channel, advise user to choose one to pin and then select More channels > Pin. To unpin a channel, user must choose one to unpin and then select More channels > Unpin, and to see what else they can do.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A