

GSD. MS Teams – Messaging

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General Information:

Possible symptoms/errors:

Messaging in Microsoft Teams

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This article describes the following features of Microsoft Teams messaging.

How to Start a New Chat in Microsoft Teams:

Microsoft Teams provides an excellent user interface to collaborate easily within the organization. It supports communication including chats, calls, meetings and private and group conversations.

See how to start a new chat and group chat in Teams and how to add users to it.

A. Create a chat¹. If user wants to talk privately with someone, advise them to click on New Chat icon at the top.² Then to enter the name of the user they want to chat with.³ Ask the user to compose their message in the box at the bottom of the chat. Then, to press Enter or click Send.⁴ This starts the chat.⁵ To open formatting options, advise the user to select Format Expand button beneath the box where they type their message.
Note: User can also start a one-on-one chat from someone's profile card. Ask the user to open it by clicking their picture in a channel or from search/command box. Then, to type their message and click Send.
B. Create a group chat¹. Advise the user to click on New Chat icon at the top.² Then, to click on the down arrow to show the Group Name field. Now user can enter the name for the chat.³ In the To field, user needs to enter the names of the people they would like to add.⁴ This starts a new conversation. Everyone who has access to the group chat can send messages.
Note: User can add up to 100 people in a group chat.

C. How to add people in a Conversation¹. To add more people into the conversation, ask the user to click on the Add people icon.² Now user needs to enter the names of the users they would like to include in the conversation. Once done, ask them to click Add.
Note: To see who is in the group chat, advise the user to click on the number of participants to show a list of everyone's names.

How to Hide, Mute and Pin a Chat in Microsoft Teams.

Microsoft Teams provides features to customize user's chats. While user cannot delete a chat conversation in Teams, they can hide it from their chat list if it is not relevant anymore or mute it to stop getting notifications. User can also pin frequent conversation to the top of their chat list. This article guides on how to those in Microsoft Teams.

A. Hide and Unhide a Chat.

On the chat user wants to hide, they need to select More options (...) > Hide.

The chat will be hidden until someone posts a new message in it.

Advise the user to use Search and type a word or phrase to find a hidden chat. To unhide a chat, user needs to go to the restored chat, select More options (...) > Unhide.

User can restore a hidden chat by starting a chat again.

Instruct the user to use the search bar to find the person's name and to select it. After selecting, the chat will show up again in the chat list in the Chat menu. Advise the user to click More Options icon then to select Unhide.

B. Mute a Chat

1. In Microsoft Teams, ask the user to select Chat to open the chat list.
2. Then to select the chat they want to mute. Now user needs to click More Options icon then select Mute. Note: An icon appears next to the names of the participants to remind user that the chat has been muted.
3. To unmute, advise the user to click More Options icon then to select Unmute.

C. Pin a Chat

To pin a chat, advise the user to select More options > Pin. The chat appears in the Pinned list.

Note: User can pin up to 15 chats.

To unpin a chat, user needs to select More options > Unpin.

How to Edit or Delete a Sent Message in Teams:

While users cannot delete a chat conversation in Teams, they can still delete individual messages that they have sent. This article shows a guide on how to edit or delete individual message sent in Microsoft Teams.

1. In Microsoft Teams, advise the user to select Chat to open the chat list.
2. Ask the user to select the chat where they want to edit or delete a sent message.
3. Instruct the user to go to the message they want to edit or delete and to select More options button then to click Edit or Delete.

Edit - Once done editing the message, user needs to click the mark to send the edited message.

Delete - After deleting the message, Teams gives an option to Undo the action.

How to Use @mention in Microsoft Teams:

The @mention in Microsoft Teams is a way to get someone's attention in a channel conversation or in a chat. This article shows a guide on how to @mention another user in a chat or channel conversation.

Details:

1. To mention someone, instruct the user to type @ symbol before the user's name on a chat or channel conversation then to select the user's name they wish to mention in the list that appears. Note: User can also mention someone by just typing the user's name with the first letter being capitalized.
2. Each person user @mentions receives a notification on their screen and in their Activity feed. They can click on it to go directly into the point in the conversation where they are mentioned.
3. User can also use @mention to get the attention of an entire teams or channels.

Advise the user to type @team to mention everyone on the team. Or, to type @channel to notify everyone who has made the channel as favorite.

How to reply to a specific message in a chat on Microsoft Teams.

In Teams, using Reply feature helps user reply to a specific message in a chat. The existing message is coded with user's reply message.

Details:

Microsoft has added the Reply and Forward options in the Microsoft Teams Mobile App however, this feature is not yet implemented for the Microsoft Teams desktop application. As per Microsoft, the support for replying to a specific message for Teams desktop application is already on their backlog.

How to Search and Filter Chat History in Microsoft Teams.

Microsoft Teams has several search options which user can use if they are looking to find all messages from a specific sender or all messages in a certain date. This article shows a guide on how to search and filter chat history in Microsoft Teams.

User can search their chat history by using the search bar.

To find a chat based on the person's name advise the user to:

Type the person's name in the command box at the top of the app. They will see the person's name and any group chats they are a part of with the user listed.

Select the person's name to go to user's one-on-one chat with them or a group chat to resume the chat.

To find a message using a keyword that user remembers, advise them to:

Find a chat by typing a keyword into the command box and press Enter.

User will see a list of results that include the keyword searched.

2. To filter Chat History, advise the user to:

Go to the Chat tab and click on Filter icon.

Filter by name – allows user to find a chat based on the person's name.

Ask the user to select Filter > More Options

Unread messages - allows user to filter all unread messages. Meeting - allows user to filter meeting chats. Muted - allows user to filter conversations they have muted.

What are the Features to React on Chat Messages in Microsoft Teams.

Microsoft Teams offers user all the platforms needed for collaboration including team chat. Found in the Post tab, team members can send messages and talk with other. Skype has the same features, but Microsoft Teams makes its conversation or chat system more enjoyable by giving more reaction choices for users. Before, users were not allowed to use emojis, but with Teams, users can react using the following:

A. Reaction Buttons

Reactions are like typical reactions used on social media private messages. This lets user react on a specific message.

1. Advise the user to point their mouse towards the upper right side or corner of a chat message and to select one of the reactions displayed on the bar.
2. The reaction should now be visible on the chat message.
3. To see who reacted on the message, user needs to point their mouse on the reaction, it will display the person who reacted on the message.

B. Emojis

Emojis are familiar to user because of Skype. This is also available in Microsoft Teams.

1. Advise the user to click the Emoji button and to select one of the options.