

GSD. MS Teams - What is Microsoft Teams and how to use it

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General Information:

Possible symptoms/errors:

What is Microsoft Teams and how to use it.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Microsoft Teams is a hub for teamwork. It is an application that helps user put up a team and work together by using chat instead of email and channels instead of file folders. It is also a workspace where user and their team can securely edit files at the same time.

With Microsoft Teams on their PC, Mac, or mobile device, user can:

Pull together a team. Use chat instead of email. Securely edit files at the same time. See likes, @mentions, and replies with just a single tap. Customize it by adding notes, web sites, and apps.

Details on various sections in Microsoft Teams:

1. App bar

User can use these buttons to switch between Activity Feed, Chat, their Teams, Calendar and Files.

Activity

Advise the user to go to Activity for a view that lets them catch up on all their unread messages, @mentions, replies, voice mails and more.

Chat

Chat is where user can see their recent one-on-one or group chats and their Contacts list.

Teams

This is where user can see the list of all the teams they are a member of. This is where user can also find channels they belong to and where they can create their own.

Calendar

In Calendar, user can see everything they have got lined up for a day or for a week, and there user can schedule a meeting. This Calendar is synchronized with user's Outlook calendar.

Calls

Calls is where user can see Speed dial, Contacts, Calls History and their Voicemails.

Files

Files is where user can see all the files from all the Teams they are a member of. It is also where user can access their personal OneDrive for Business storage.

... (three dots)

It includes links to apps that are tied to Teams and the channels within Teams.

Apps

Advise the user to launch Apps to browse or search apps they can add to Teams.

2. Teams section

The Teams icon is selected in the App bar, so the list of the teams user is a members of are displayed here. Advise the user to click one to see the files, conversations about a topic, department or projects.

3. Channel

A dedicated section within a Team to organize conversations and tasks into specific topics or projects. Teams are made up of Channels which user can build by topic, department, or just for fun. Channels is where user holds meetings, has team conversations and share files.

4. Join or Create a Team

Clicking this button takes user through the process of creating or joining a team. This button is only visible when the Teams icon is selected in the App bar.

5. New Chat button

This allows user to start a new chat with an individual or a group.

6. Command box

This is used to search for specific items or people , take quick actions and launch apps.

7. Tabs

This section highlights apps, services, and file at the top of a channel.

8. Channel Conversations

This section displays all the conversations in the selected channel. Chats can include visual indicators such as the @mention, which indicates that the chat specifically mentions a user, or a red bang to indicate high importance. Note: Chats are open by design, so everyone in the team has visibility to the conversation to help speed up the decision-making process when needed.

9. Compose box

This is where user can compose a message to start a conversation. User can send a quick chat or expand the Compose box to access rich formatting tools. They can also add a file, emoji, GIF or sticker.

10. Manage Profile Settings

This is where user can change the application settings, change their picture, or download the mobile app.

Assignment Group:

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

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

What is Microsoft Teams - Microsoft 365 Learning:<https://fresenius.sharepoint.com/sites/MS365Learning/SitePages/CustomLearningViewer.aspx?cdn=Default&playlist;=d3acd5c2-0488-4104-935a-61fda884bc49&asset;=422bf3aa-9ae8-46f1-83a2-e65720e1a34d>