Using Microsoft Teams to keep in touch

Contents

Glossary

Device: whatever you are using to access your work on – desktop PC, laptop or smartphone.

Online/offline: whether you are connected to the internet or not.

Application: the different programmes within O365 are called applications, e.g. Outlook, Word, PowerPoint, Teams. Often these are called **Apps** for short.

Icon: the 'logos' of the different applications (e.g. Word is a blue W, Excel is a green E, OneDrive is a blue cloud) or web browsers (e.g. Chrome is a coloured circle)

Window: In computer terms, a window is an area on the screen that displays information about a programme. You can have multiple windows open, displaying different websites, documents and applications.

Ellipsis: the 3 dots you will find next to various names and commands. An ellipsis tends to be used when there is not enough room to display all options.

Microsoft 365 and Office 365: this is essentially the same thing and both names are used for the applications in this guide.

Uploading: means data is being sent from your computer **to** the Internet. For example, when you move a document from your desktop into your OneDrive, that is uploading because you are moving it to the Cloud.

Downloading means your computer is receiving data **from** the Internet. For example, if you want a document from a website, you can download it to your desktop.

Collaboration: working with others either by attending a meeting to discuss topics or sharing documents to work on together.

Notifications: the means by which Teams lets you know you have a call, a message, a voicemail, etc. They will either appear in bottom left of your screen or will appear in the Activity app within Teams.

Now that the Work from Anywhere framework and way of working is with us, Barnardo's would like you to feel comfortable contacting colleagues in a more ad-hoc way using Teams. This mirrors the office set-up where you could wander over and speak to someone at their desk.

This is guidance for how to contact people virtually without feeling you are disturbing them and how you can set your own status and recognise colleagues' status. Hopefully it will help you to become confident using Teams as a means of speaking to colleagues, to know what to do if they are busy and how to handle incoming calls if you are in a meeting.

What is Microsoft Teams

Teams is part of our Microsoft 365 package and is not just for meetings. You can use it for making calls, messaging, maintaining your calendar and even sharing files.

➢ Do you know you don't have to plan and book a meeting in Teams to be able to meet with someone?

➢ Do you know you can instant message a colleague on Teams

Your 'home' screen in Teams has what are known as the App rail (left), the Me Space (middle) and the We Space (right). The Me and We spaces will change depending on what App you are clicked into (below is Chat).
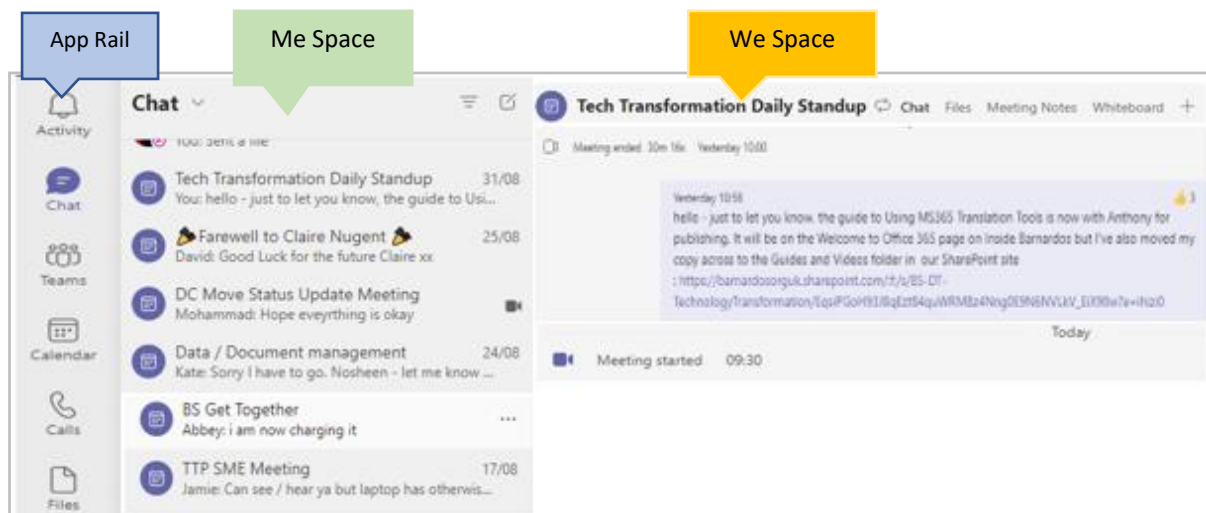

 The Me Space shows the names of the chats you are involved in, or the Teams you are part of, or the calls you receive, or your calendar.

The We Space mirrors that but from a collaboration point of view so, for example, displays the full chat for each meeting, or the channels for each team, or full details of your incoming and outgoing calls.

Auto-Start

Teams has an auto-start setting that also automatically signs you in. It is good practice to have this switched on so that you don't need to remember to log on and people can get hold of you throughout the day.
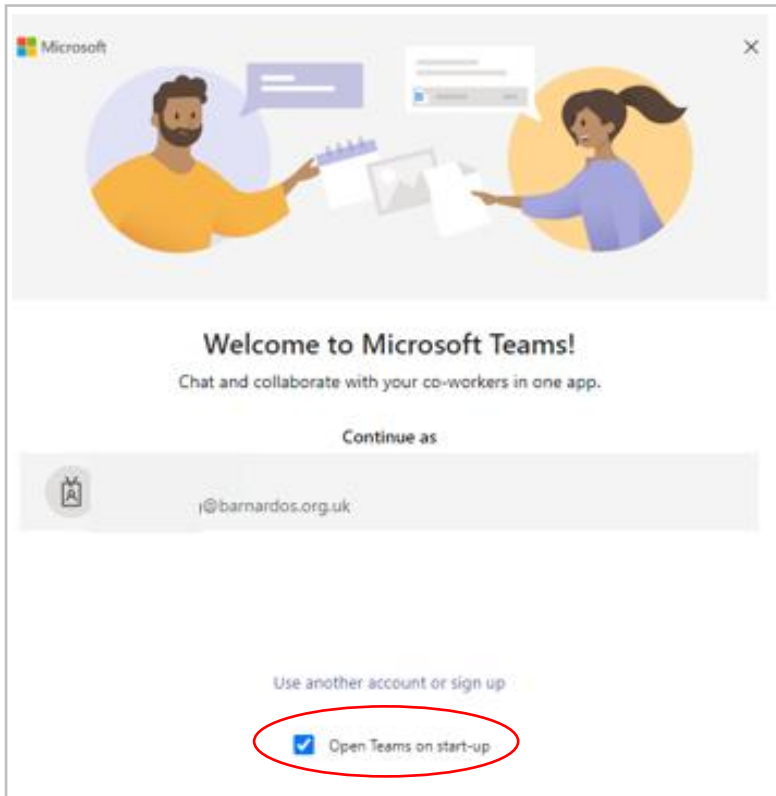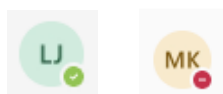

You can also select Auto-Start via your Settings area which is found in the ellipsis next to your initials/picture on Teams.
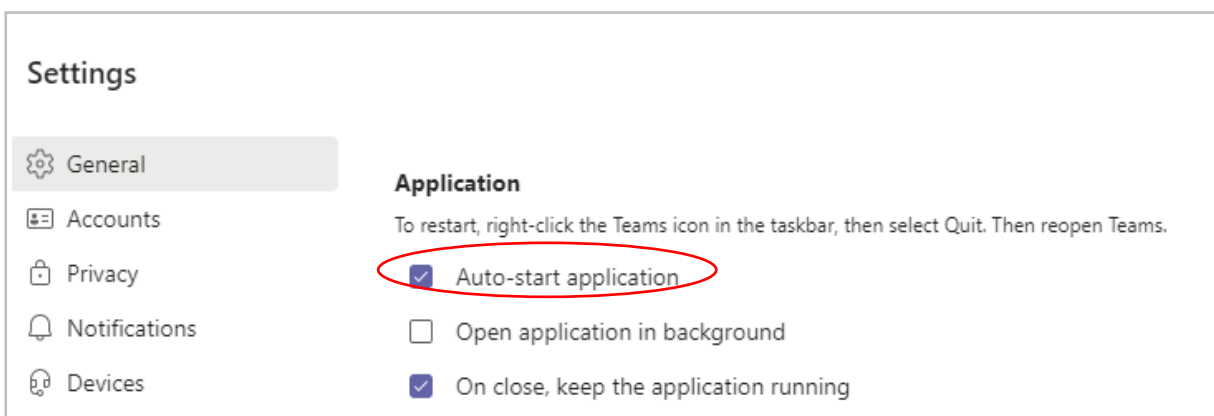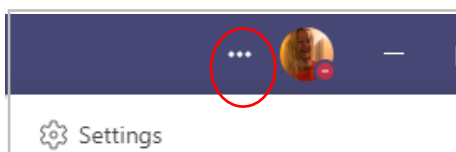
Availability status

You can see if someone is available to speak by looking at the colour of the little circle next to their initials or picture. This is called the 'presence status' or sometimes 'presence state'.

Presence is part of your profile in Teams and indicates your current availability and status to other users. By default, anyone in Barnardo's using Teams can see if you and others are available online.

What do the presence status icons mean?

| Icon	If Auto-status set by system	If set manually by user
White tick on a green circle	Available	Available
Green tick on a white circle	Out of Office but user is using the app currently	(N/A)
Red circle	Busy (On a call or in a meeting OR has time blocked out to work on a task)	Busy
Amber 'clock' circle	Away	Away OR User has selected 'Be right back' status
Red 'No Entry' circle	Presenting (also used if you have set Focus Time in your calendar)	Do not Disturb
X in a white circle	Offline. When users are not logged into any of their devices.	Appear offline
Pink arrow in a white circle	Out of Office (used when an auto-reply is set by user)	(N/A)
Grey and white circle	Status is unknown	(N/A)

Your Auto-status:

This is based on a combination of your activity (Available or Away), your Outlook calendar (in a meeting) and your Teams activity (in a call or presenting).

Your status changes automatically to Away whenever you lock your computer or when your computer enters sleep mode after a period of inactivity.

Manually set status

If you want to make sure people know when you're busy or away from your desk, you can set your own status in Teams and over-ride the auto-status. Teams will automatically set the status in some cases, such as when you're in a call, but to set it yourself, go to your profile at the top of Teams and select one from the list.
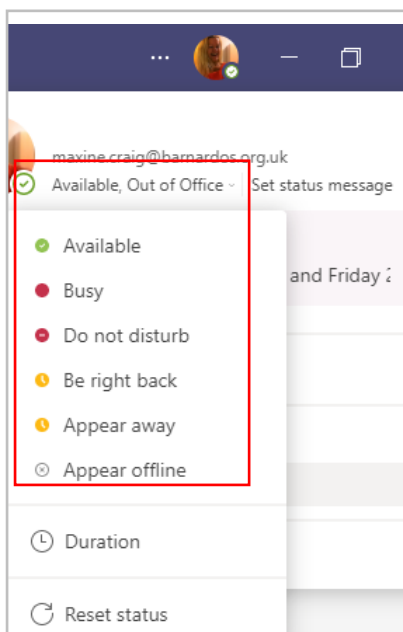
If you prefer, you can also update your status from the command box along the top.

Type a forward slash **/** and then start to type the status you want to set:
available, busy, dnd, brb, away or offline. Click onto your choice when it appears in the box and your status will be changed.
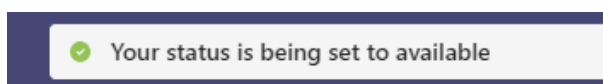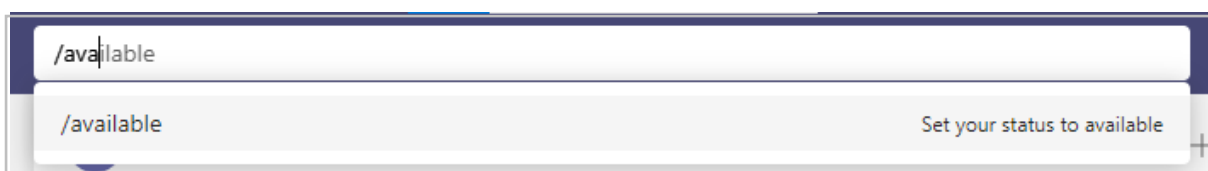
Here's more detail about what you can choose:

 Available is when you're active in Teams and don't have anything in your calendar (no meetings or calls).

 Busy is when you want to focus on something but you want notifications to still pop up. If you're in a meeting or call, Teams will automatically change your status to In a meeting or In a call (Busy)

 Do not disturb is when you want to focus or present your screen and don't want notifications to pop up.

 Be right back is when you want to say you're temporarily away. It's never set automatically.

 Appear away is if you need to work without responding right away.

 Appear offline is when you want to indicate that you're not signed into Teams so will not be responding until you're back 'online'. You'll still receive notifications if anyone messages you.

Manual setting expirations

When you manually select a specific presence status, it takes precedence over any auto-status update. For example, if you set yourself as 'Do not disturb', your status will remain as Do not disturb even if you attend a meeting or answer a call.

Because of this, the manual status settings have default expiration periods in Teams in order to prevent users from displaying a status that may not be relevant after a period of time. It's easy to forget you have manually set your status to 'Away'.

Busy	•expires after 1 day
Do not Disturb	•expires after 1 day
Others	•expires after 7 days

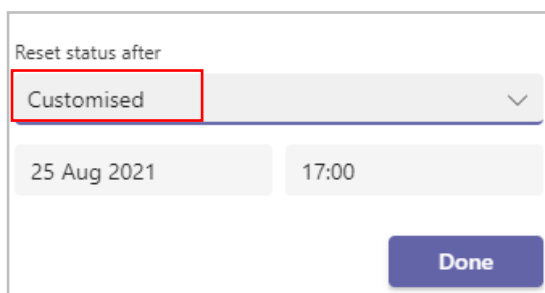You can also set your own duration for a manual status when you change it.
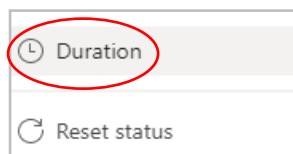
Choose Duration and your status. The Status drop-down covers Busy, Do not disturb, Be right back, Appear away, Appear offline.
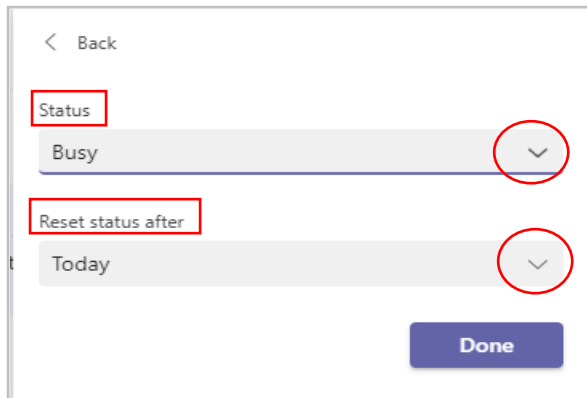
The 'Reset status after' options are: 30 minutes, 1 hour, 2 hours, Today, This week and Customised.

For Customised you choose the date and time.

Will I receive chat messages?

You will receive all chat messages sent to you in Teams, regardless of your presence status. If you are offline when someone sends a message, it appears in Teams the next time you are online.

If your status is set to Do not disturb, you will still receive chat messages within the Chat space, but banner notifications won't show so you don't get distracted.

Will I receive calls?

You can receive calls in all presence states **except** in 'Do not disturb' mode. Incoming calls will go to straight to voicemail for that status.
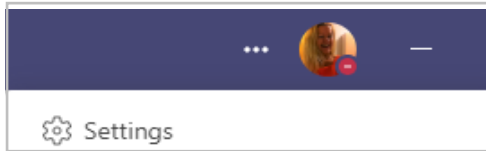
Do not Disturb

When you set DND, you get a banner along the top telling you this is set and that only your priority list callers will get through.
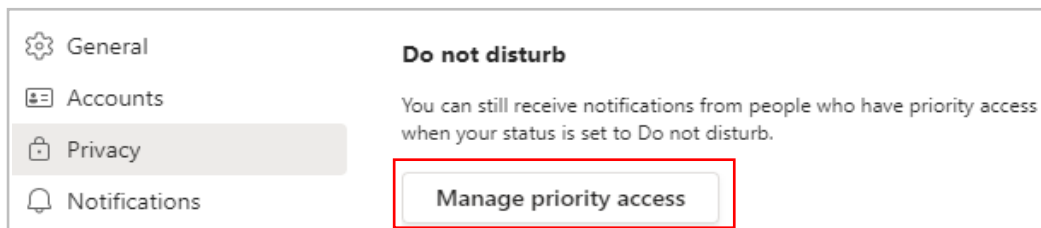
You can add people to your priority access list and those colleagues can contact you even when your status is set to 'Do not disturb'.
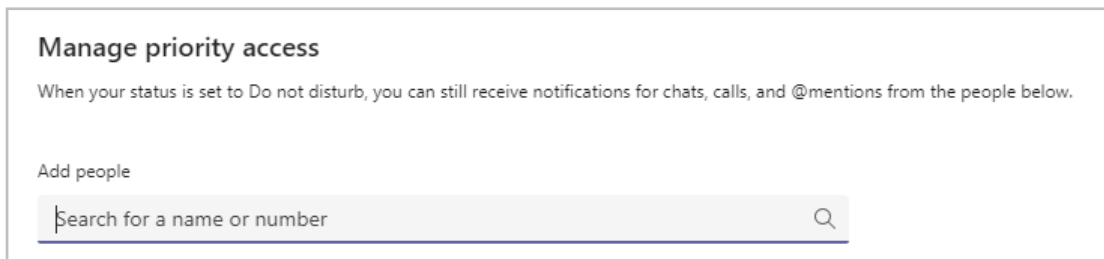
Go to Settings which is in the ellipsis next to your initials/picture.

Choose Privacy and you'll see the 'Manage priority access' button.

Go into the Manage button and add the name of anyone you want to let bypass the voicemail system when you are set to 'Do not disturb'.

Missed calls and voicemail

When you miss a call, Teams lets you know via a notification in the Activity site which is the list on the left of your Teams home screen. Details of the caller will be in the Feed area once you click onto Activity.
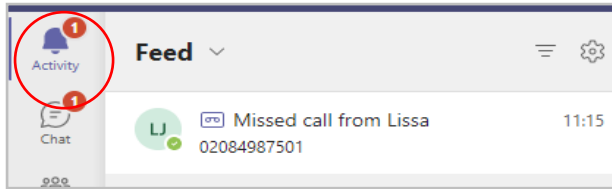
If the caller has left a voicemail, Activity tells you this and opens the Calls app next to it. (You also get an Outlook message so can access it from there too).
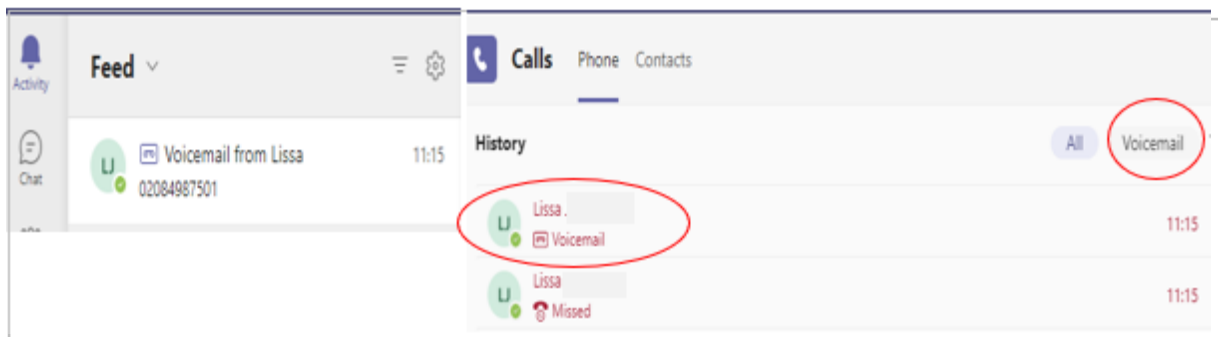

Click onto the Voicemail button or the activity line displaying the voicemail and you get access to your voicemail. The button shows you all of your voicemails but clicking onto a specific line shows you the voicemail from that person.
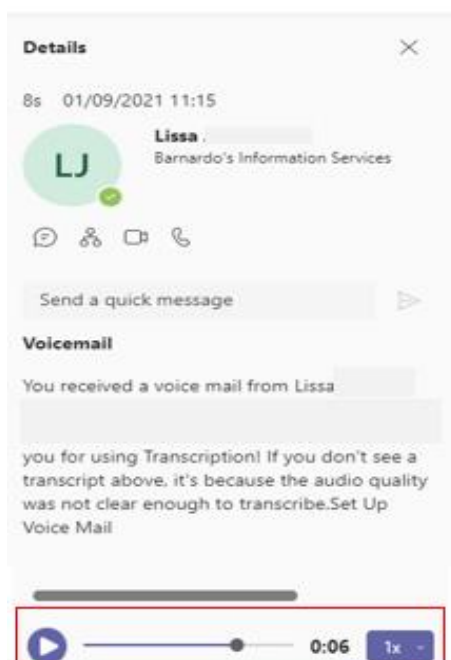
Click on the Play arrow to listen to the voicemail – you can change the playback speed too.

How to reject a call in Teams

When someone phones you, you get a notification in bottom right of screen that lets you accept or decline the call.
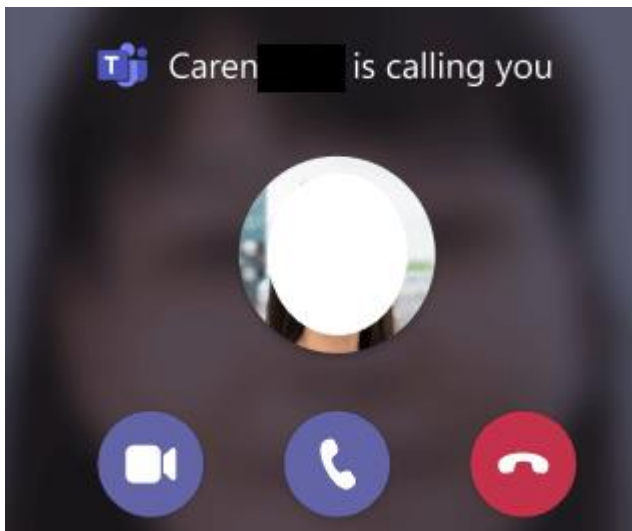
- Select the blue hand receiver icon to answer the call with audio only
- Select the blue camera icon to accept the call with video and audio
- Select the red receiver to decline the call

If you decline and want the caller to know why, you can send them a quick Chat message to explain or that you will call them back when you are free.

How to use Teams Search function

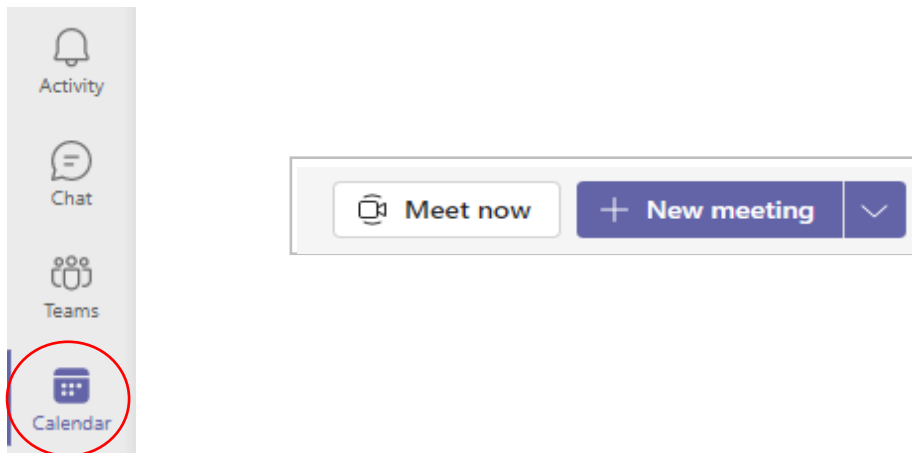The Search bar along the top of Teams is really useful.

You can type **@** into the bar and it will bring a list of people who you chat to most often.
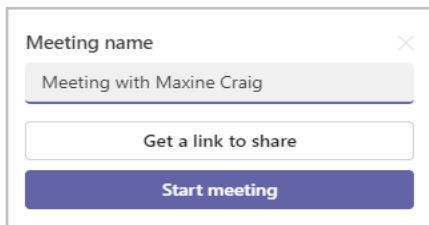

Type a name in and it will bring up people with that name for you to choose from.

How to use Meet Now

The Meet Now button in Teams allows to start an ad-hoc meeting you have not planned. Find it in top right of your Teams calendar.


Click onto Meet Now and you get the option to start a meeting and give it a title.


Teams then presents the Joining screen. You'll have a chance to set a few things up before you start your meeting, e.g. choose whether you want to use video. Once done, join it as Organiser and invite who you want once you are in the meeting. Of course, you can change your mind and cancel too.
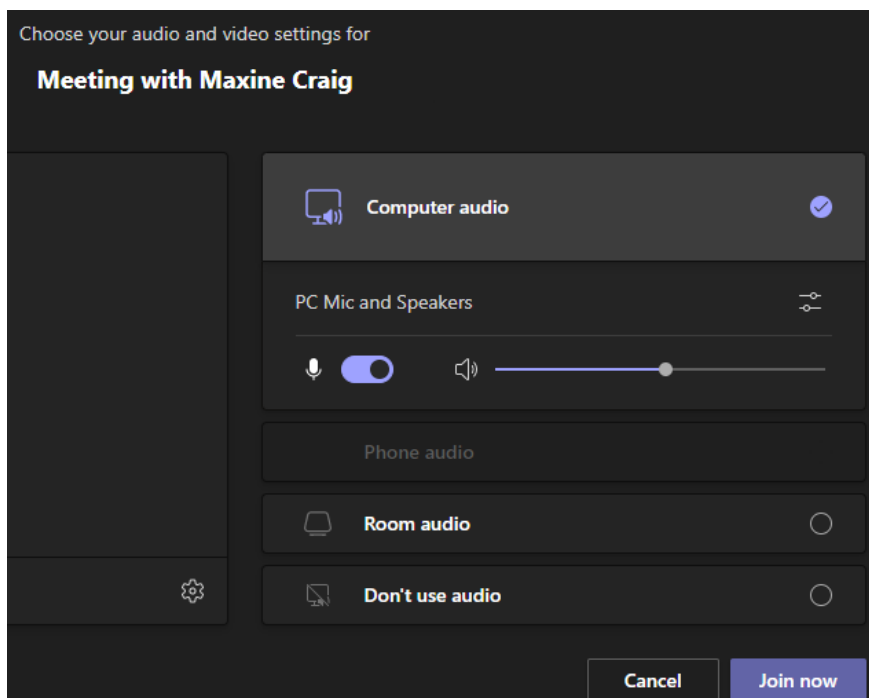
Your meeting is now up and running—you just need people to join you. You can either do this in the next screen that displays
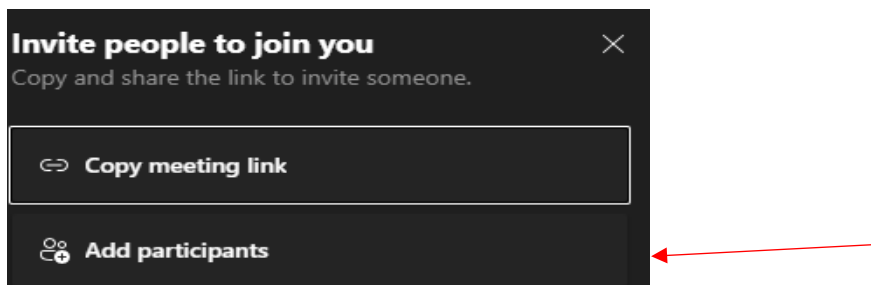
Or bypass this and do it within the meeting screen – either way, you will add people using the same Participant box.
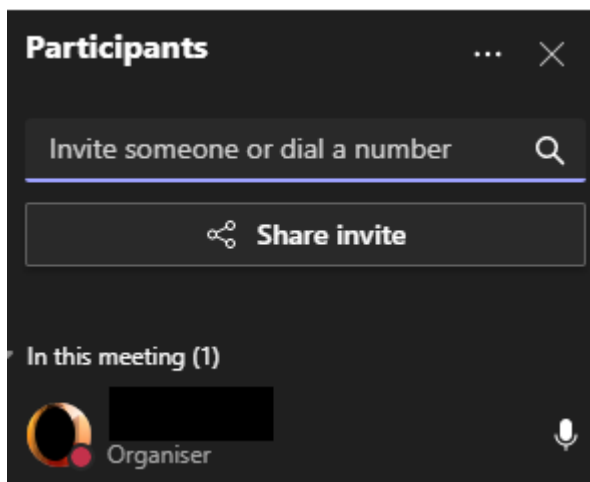
Start typing the name or phone number of who you want to invite in the box. Select them when they appear in the list, and they'll get a call right away.

Another option is to copy the meeting link and send it to anyone you want to meet with, and they can join by selecting it. Just choose 'Copy meeting link' and paste the link in a message.

Starting an instant meeting is a useful option. Just like with scheduled meetings, everyone who attends your meeting will continue to have access to the meeting chat, any recording, and anything else people share in the meeting (like files and meeting notes), even after the meeting ends.

Chat – instant messaging

If you can't or don't want to have an audio or video call, you can instant message a colleague using the Chat facility in Teams. A chat can be between two people or hundreds.

The Chat space works in two ways – there are chats that belong to a meeting because each meeting has its own chat automatically created, and there are chats you can just start yourself without any meeting taking place.

Chats you create

To start a new chat that is not linked to a meeting, just click onto the 'new chat' icon at the top of your Chat 'Me space'.

A fresh chat will then open on the 'We Space' for you to input the name(s) of who you want to message. You can input individual names, an email or a group name or tag.
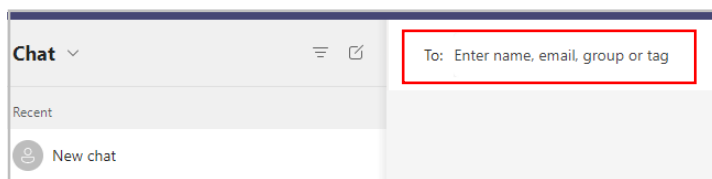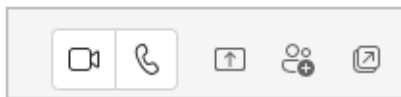

Once you have your names set up, start typing into the 'new message' space at the bottom of the chat. The paper aeroplane is the Send button.
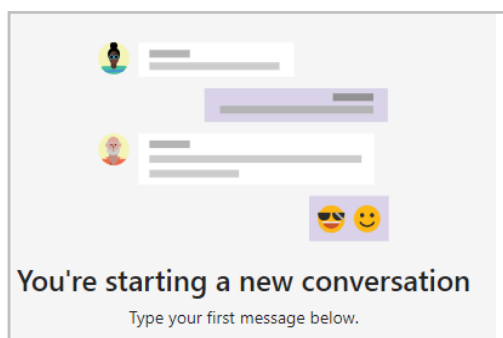
Using the icons below the type-space, you can change font, set importance, attach files, add emojis, GIFs, stickers and memes, or schedule a meeting.

In top right of your chat, there are some more icons:

❖ You can decide to turn the chat into a meeting or call using the camera icon or phone receiver icon.
❖ You can share your screen from the chat using the icon with the arrow pointing upward.
❖ If you have forgotten someone, you can use the People icon to bring them into the chat.
❖ You can 'pop out' that particular chat into a new window using the icon with the arrow pointing diagonally.

Can you delete a chat?

You cannot delete a chat thread.

If you no longer need a chat, you can hide it by clicking onto the ellipsis next to the chat title and choosing Hide. This means it does not appear in your chat space list – if you need it again, you can use Search to find it.

Alternatively you can choose to leave the chat completely.

If you find you are getting to many notifications from a chat, you can also use Mute to stop the notifications from that chat. You can still access the chat and new messages in it but won't be notified.
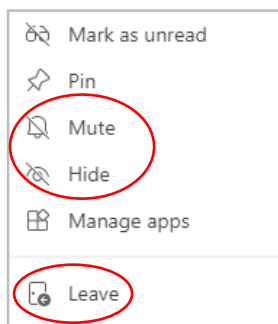
Can you delete chat messages?

Within a chat, **you cannot delete or edit any messages other than your own**. To delete a message, click on the ellipsis (3 dots) on your message and choose Delete from the options.
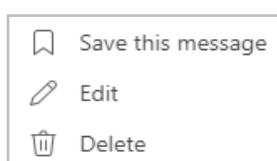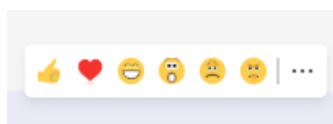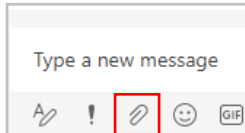
To edit your message, click Edit and the message will allow you to over-type or add. Then click the tick sign to re-send it.
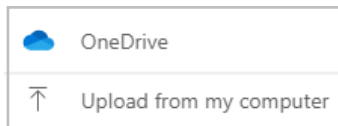

Sharing files in Chat

To share a document/file in a chat, you can use the 'attach files' icon, which is the paperclip underneath the new message space.

Documents shared in a chat MUST be either on your OneDrive or uploaded from your device.

Videos from Microsoft Support

There are some videos available on Microsoft Support pages

https://support.microsoft.com/en-us/office/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7

You can find bite-sized videos for starting chats and calls, working with posts and messages, uploading files, and others.

Please note: any reference to setting up teams and channels in Teams is not relevant currently at Barnardo's as this function has not yet been activated. It is planned for 2022.