

# Microsoft Teams



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## **Purpose**

This training material highlights how to use Office 365 Teams.

## **Audience**

University of Memphis faculty, staff, or students that will be using Office 365 Teams.

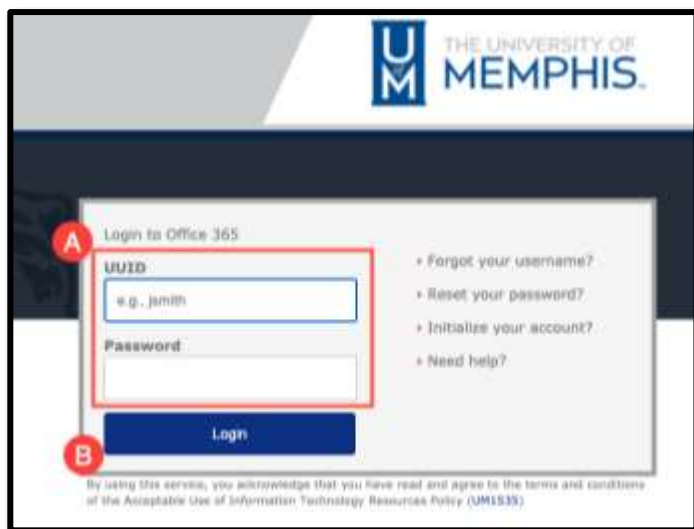
# Using Microsoft Teams

## Signing into Teams

There are a few different ways to connect to Microsoft Teams. They are as follows:

### Method 1:

1. [Sign into Office 365 OWA](#) **A)** Enter your UUID, and password, then **B)** Click **Login**.



2. Authenticate Using Duo.

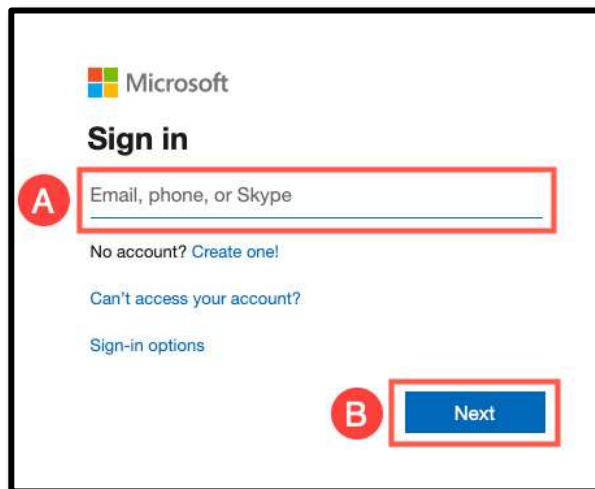


3. Select the nine tiles in the upper left-hand corner, then choose **Teams**.

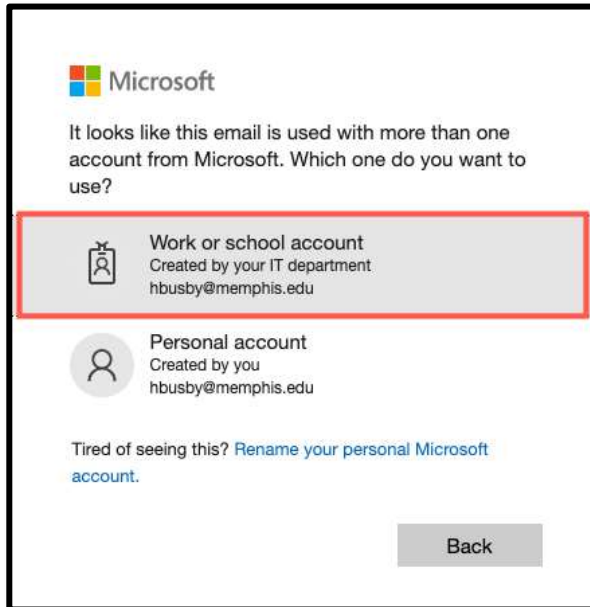


## Method 2:

1. You can also navigate to the [Microsoft Teams Website](#)
2. **A)** Enter your UofM email, then **B)** Click **Next**.





3. Choose **Work or School Account**.



Microsoft

It looks like this email is used with more than one account from Microsoft. Which one do you want to use?


 **Work or school account**  
Created by your IT department  
hbusby@memphis.edu


 **Personal account**  
Created by you  
hbusby@memphis.edu

Tired of seeing this? [Rename your personal Microsoft account.](#)

Back

4. Using your UofM sign in with your **A)** UUID and **B)** password.



 THE UNIVERSITY OF  
MEMPHIS.

**A** Login to Office 365

UUID  
e.g., jsmith

Password

**B** Login

[Forgot your username?](#)  
[Reset your password?](#)  
[Initialize your account?](#)  
[Need help?](#)

By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1533)

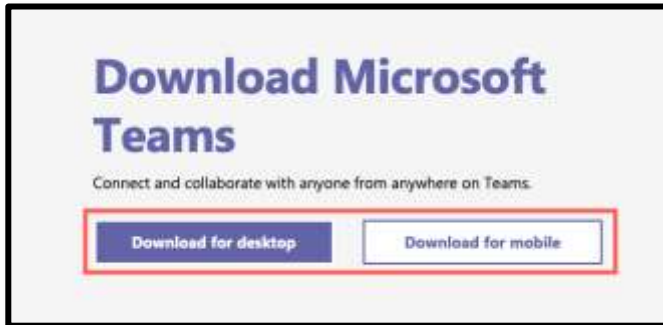
5. Authenticate Using Duo.



## Method 3:

Download Microsoft Teams Desktop or Mobile Application.

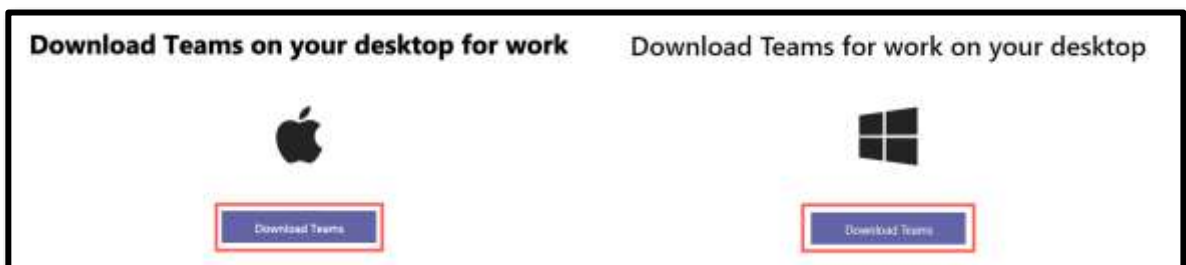
1. Navigate [to the Microsoft Teams Website](#) to download the Teams App.
2. Choose between a Desktop or Mobile app.



When you choose **Download for mobile**, you will have a QR code to download to your device.



3. You will be guided to the correct download depending on your operational system (OS). Download the Appropriate desktop app for your OS.

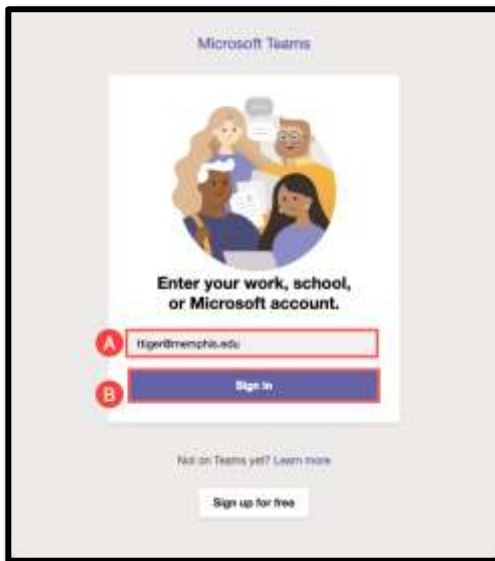


4. Download the DMG for MAC or ISO for Windows. Follow on-screen directions to install the Teams app on your system.

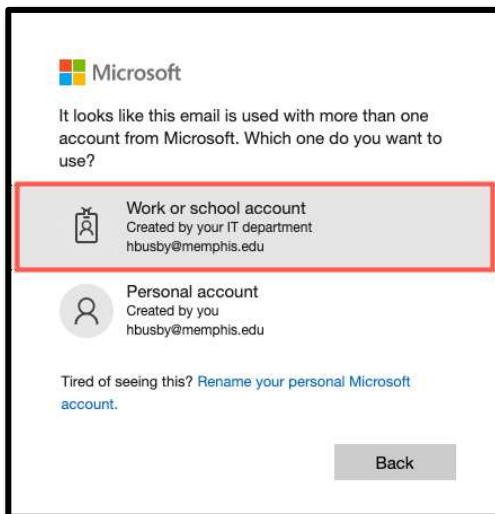
5. Once the app has been installed, launch it.



6. Log into the Teams app with your university email and associated password.



7. Choose **Work or school account**.





8. Using your UofM, sign in with your **A)** UUID and **B)** password.



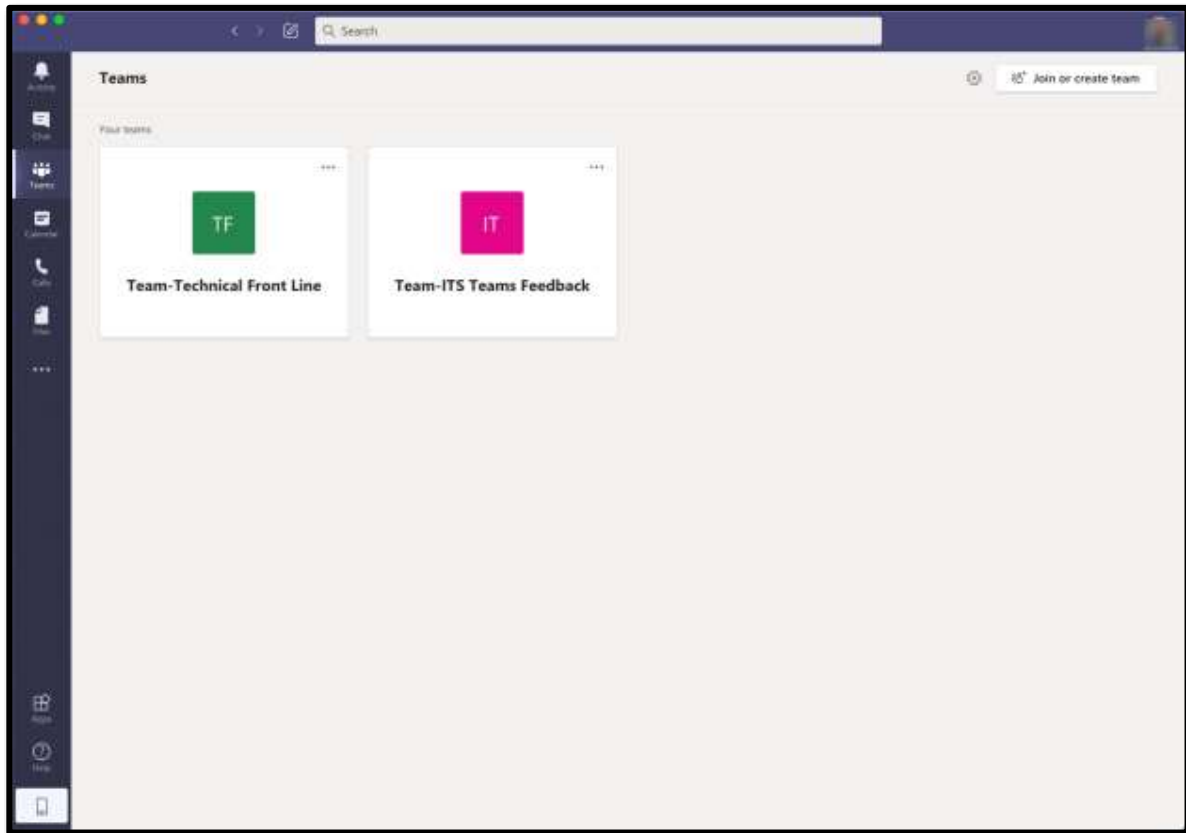
9. Authenticate Using Duo.



## Teams Getting to Know the Program

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When you first log into Teams, you will see all the teams you are a member of.



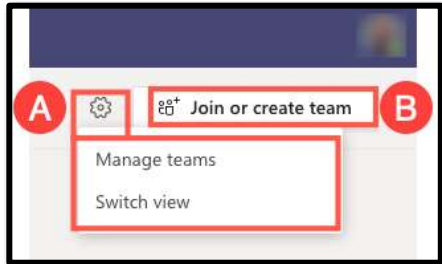
The search bar is at the top of the screen. You can search activities, calls, teams, files, calendars, and chats from here.



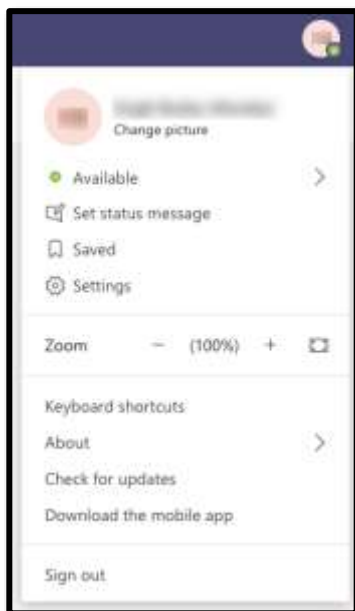
The **A) writing Icon** allows you to search for a specific team by **B)** entering the team's name, email, group, or tag.



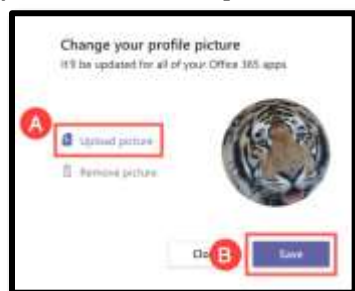
The Cog in the upper right-hand corner of the menu will allow you to **A)** Manage Teams or switch your view - which will take you to your Settings. **B)** To Join or create a team, click the join or create team button.



You can also go to your settings for teams and more from the circle in the upper right-hand corner. The circle will have your initials until you change your profile picture. From here, you can change your image, set your status message, check for updates, download the mobile app for Teams, and sign out.

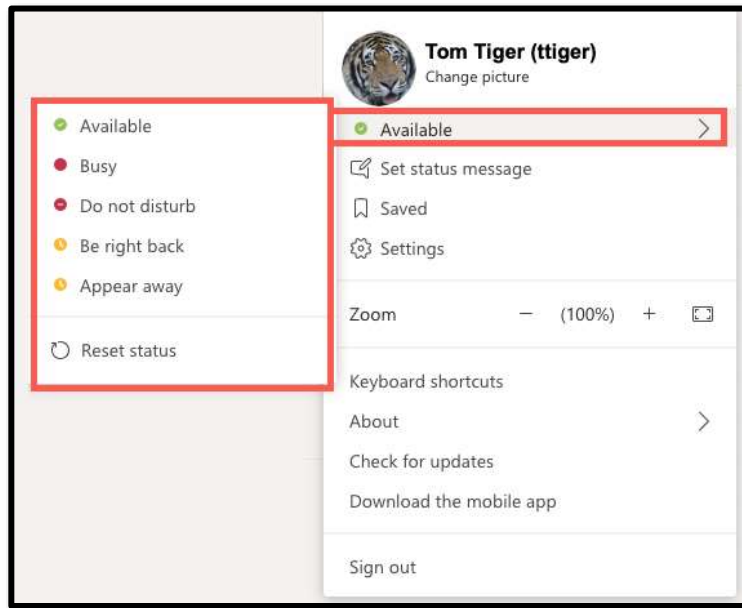


To change your Profile picture, Click on **Change Picture**. **A)** Upload your photo, then **B)** Click **Save**.



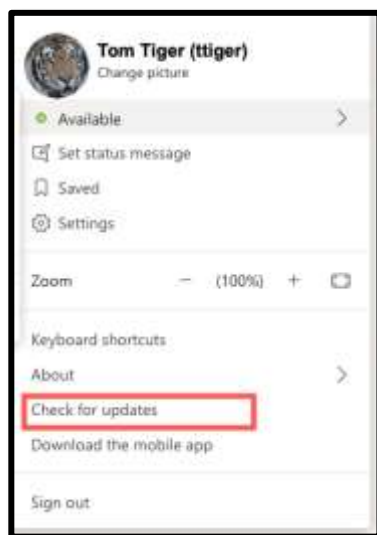
## Setting Your Status

To set your status in Teams, click the circle in the upper right-hand corner and select from the drop-down menu: **Available**, **Busy**, **Do Not Disturb**, **Be Right Back**, or **Appear Away**. You can also reset your status.



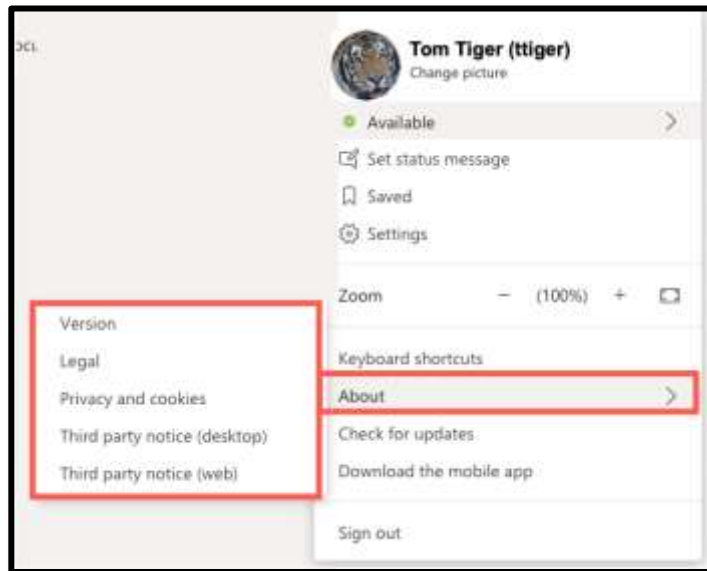
## Checking for Updates

From the circle in the upper right-hand corner, you can choose Check for Updates from the drop-down menu.



## Finding Out Which Version of Teams You have

**You can choose from the drop-down menu About from the circle in the upper right-hand corner.** From here, there is another menu where you will select the version.

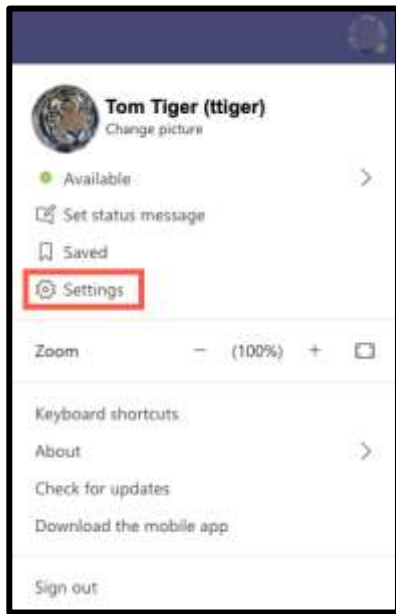


The Version of Teams you are using will appear below the search bar at the top of the window.

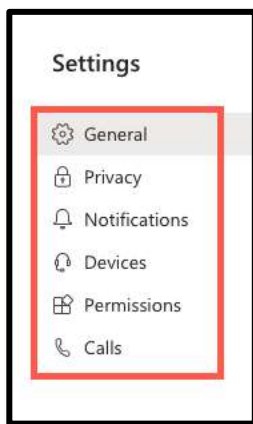


## Teams Settings

The Teams Settings contain controls for many of your looks and devices. You can access them by going to the circle in the upper right-hand corner and choosing Settings from the drop-down menu.

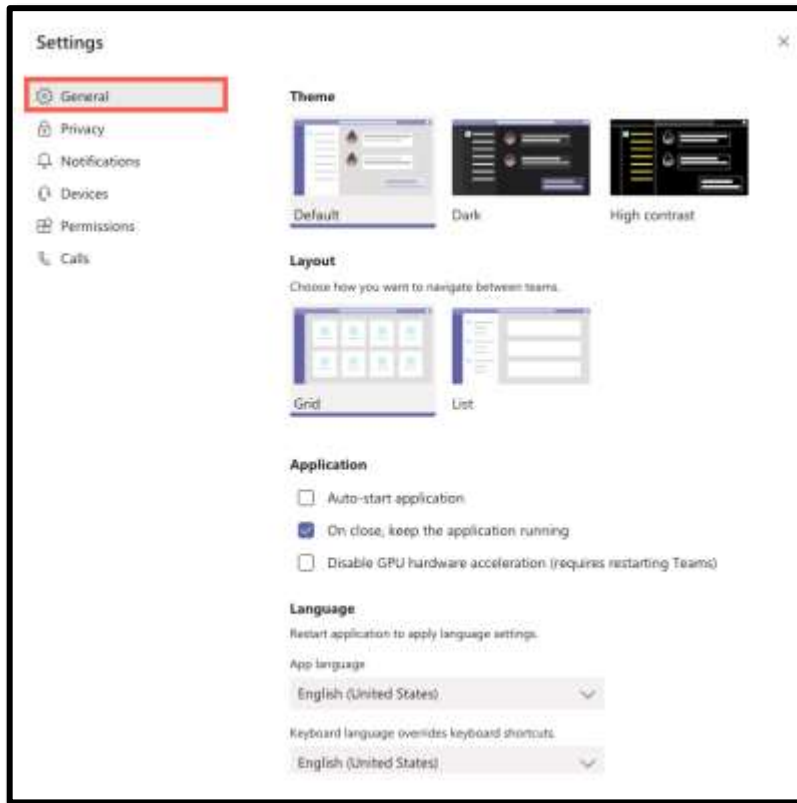


From here, you will be able to change these settings:



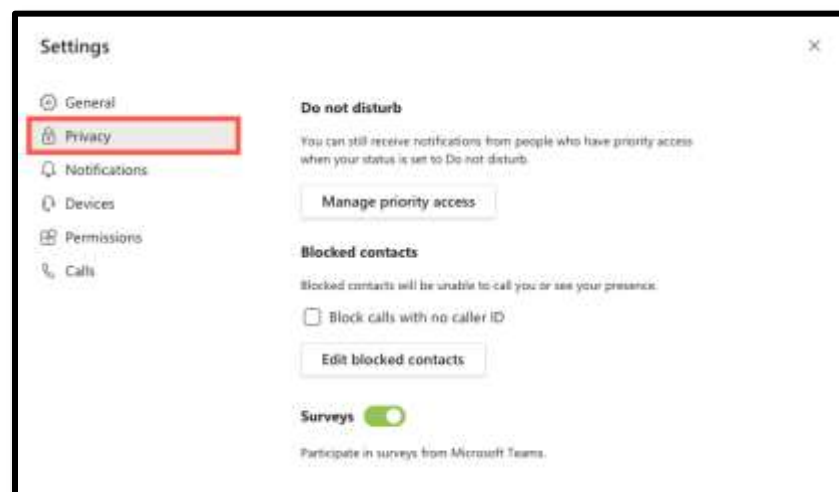
## General Settings

Change the theme, language, and application settings.



## Privacy Settings

Set yourself to **Do Not Disturb** and manage priority access, block contacts, and choose to participate in surveys.



## Notification Settings

Choose from various settings for your notifications.

**Settings** [X]

- General
- Privacy
- Notifications**
- Devices
- Permissions
- Calls

**Mentions**

Personal mentions	Banner and email
Channel mentions	Banner and email
Team mentions	Banner and email

**Messages**

Chat messages	Banner and email
Replies to conversations I started	Banner
Replies to conversations I replied to	Banner
Likes and reactions	Banner
Followed channels	Banner and email
Trending	Only show in feed

**Other**

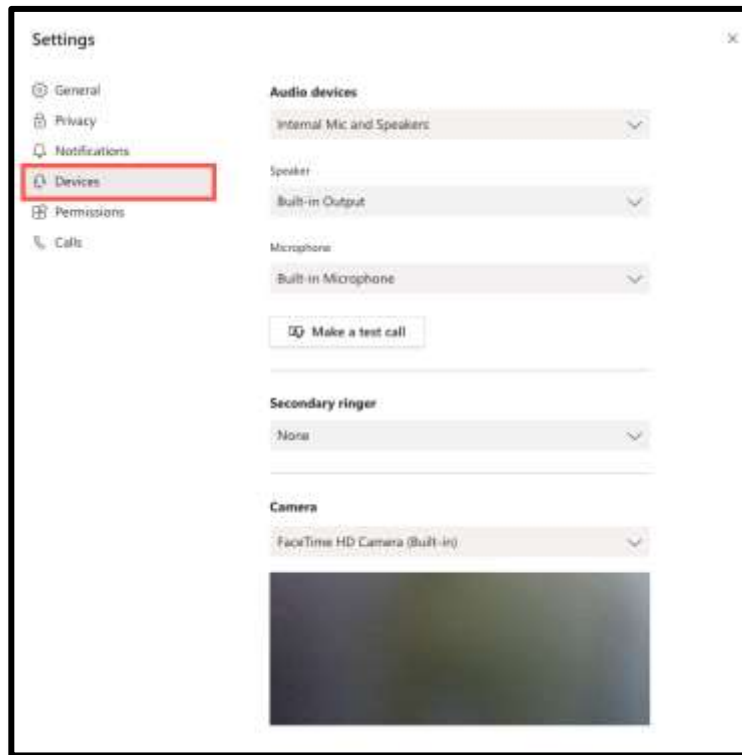
Team membership changes	Banner
Team role changes	Banner
Notification sounds	Call, mention and chat
Missed activity emails	Once every hour

**Highlights for you**



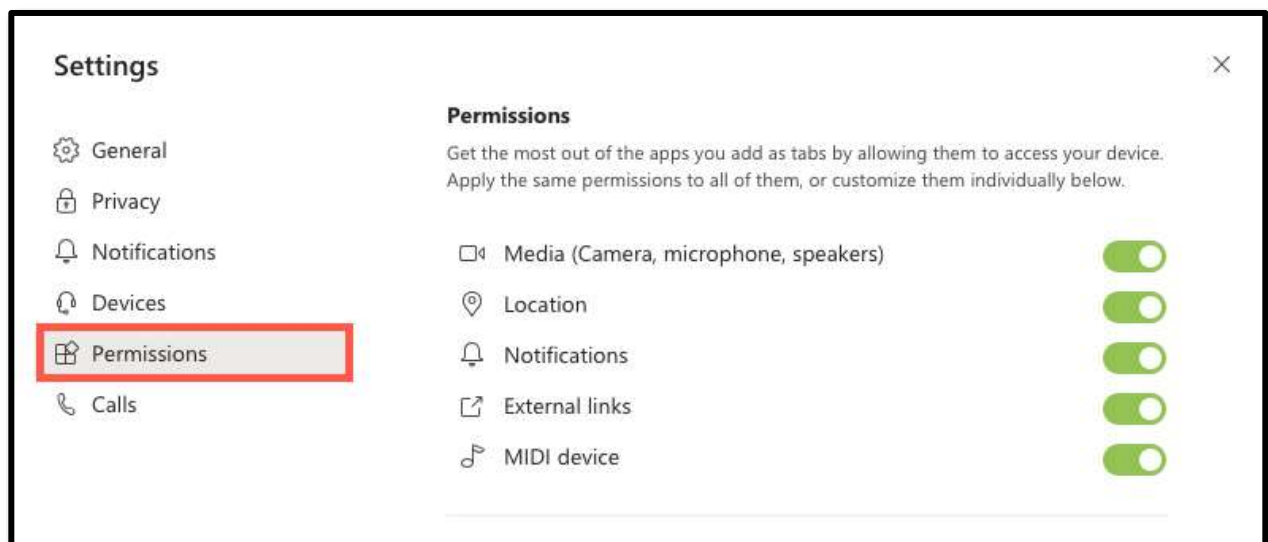
## Devices

Manage the devices connected to your computer, such as an external mic or speakers.



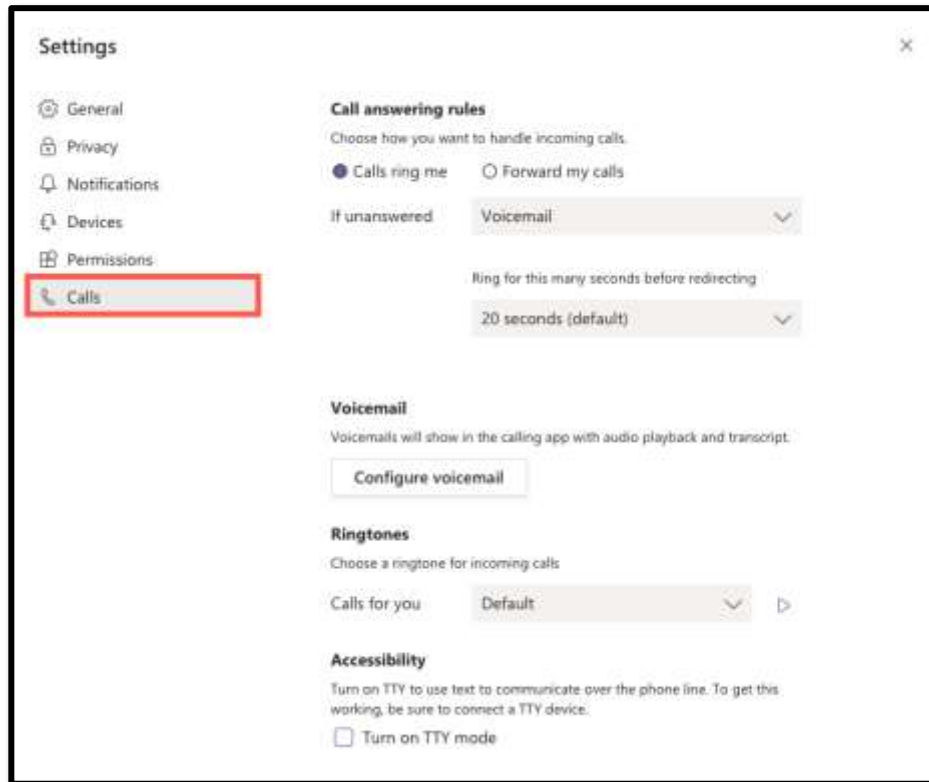
## Permissions

Set permissions for the Teams Application.



## Calls

Choose from options available for making and receiving calls.



## Teams Side Bar

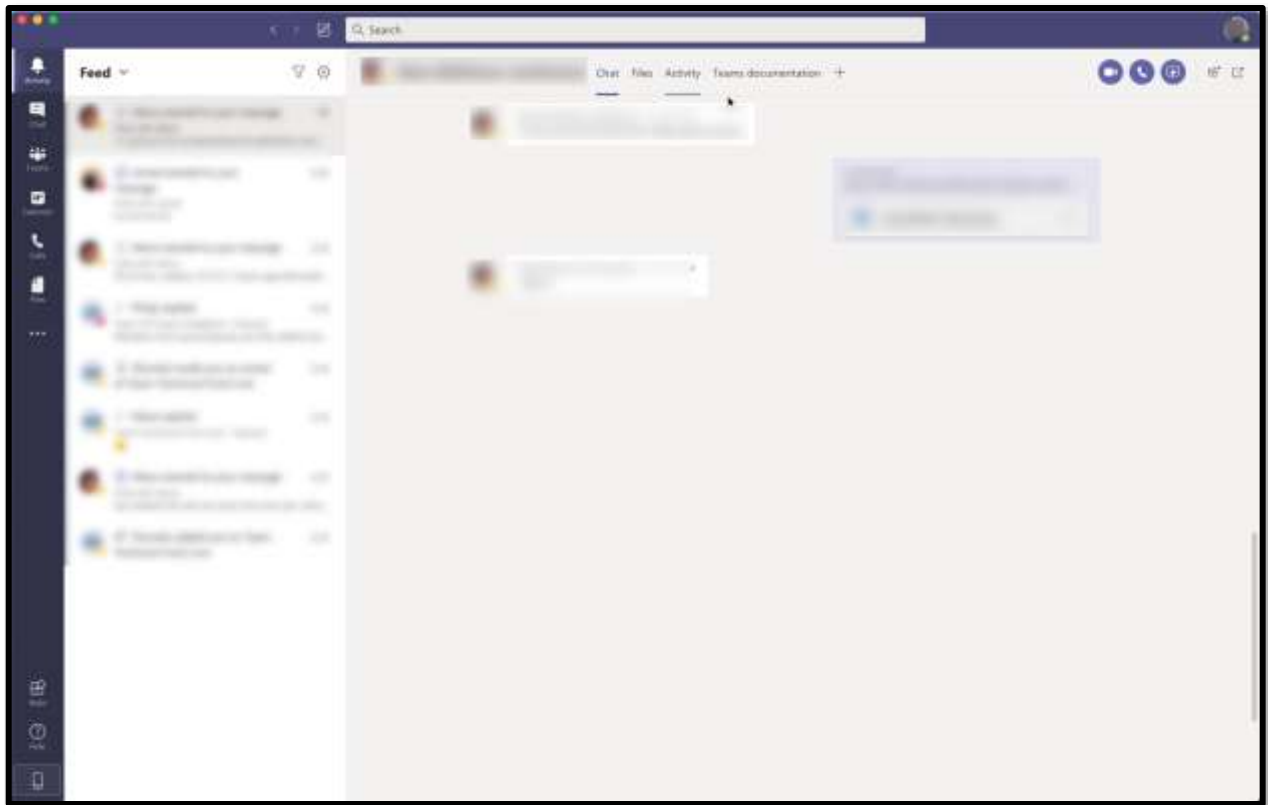
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The Sidebar on the left side of the window contains the different areas of teams.

### Activity



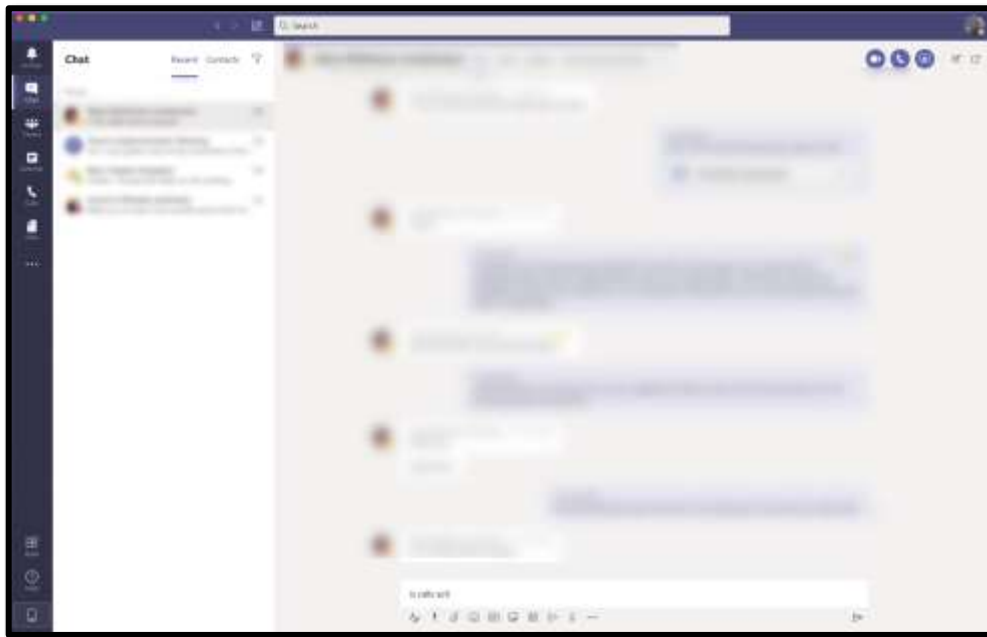
Select an activity to view your Activity Feed, which summarizes everything that's happened in the channels on your team's list.



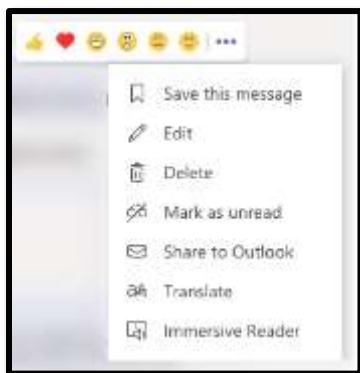
## Chat



Chat allows you to chat with people in or out of your organization.



The menu bar at the top of the chat allows you to access shared files, view the chat's activity, and view the team's documentation and helpful links. To the far-right side of the menu, some icons allow you to place a video or audio call from chat, transfer files, add people to the chat, or share the chat with others. Various emoticons and actions can be made on chats.





**A)** When chatting, you will type your message into the designated box.

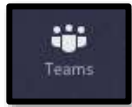
**B)** It will give you access to your personally installed applications.

**Note:** Some apps require logins that the University does not provide. Team members will need their logins to use these applications.

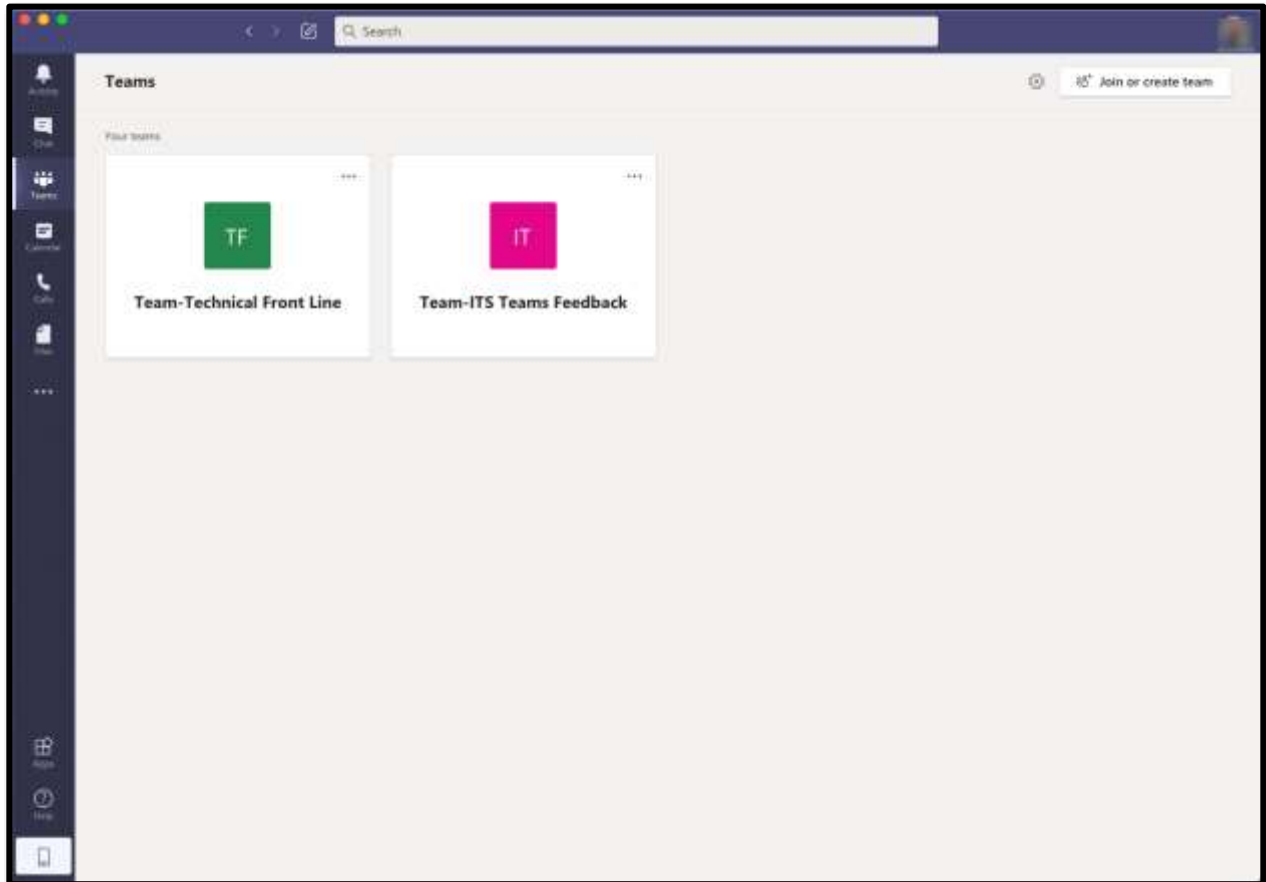


**C)** Will send the chat message.

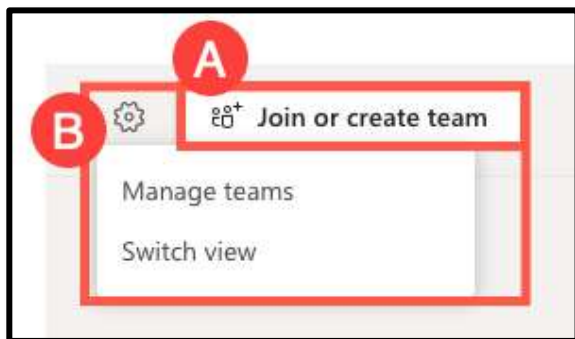
## Teams



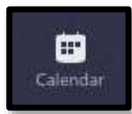
Teams allows you easy access to teams that you are a member of.



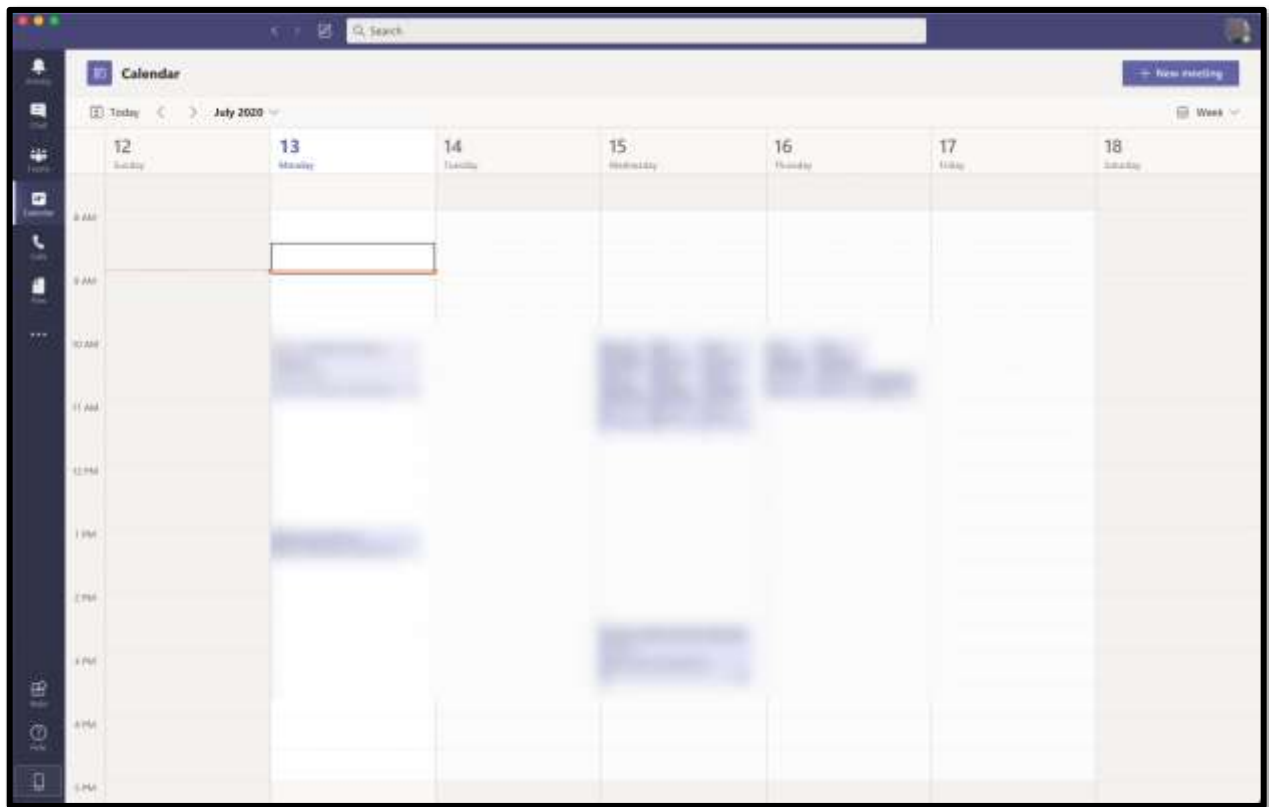
To Join or create other teams, **A)** Click Join or Create Team, and **B)** the gear icon will allow you to manage teams or switch views.



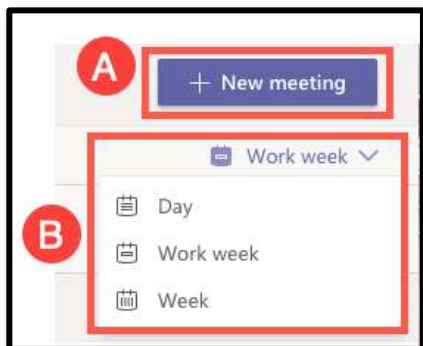
## Calendar



Calendar synchs with your Outlook and Outlook OWA applications.



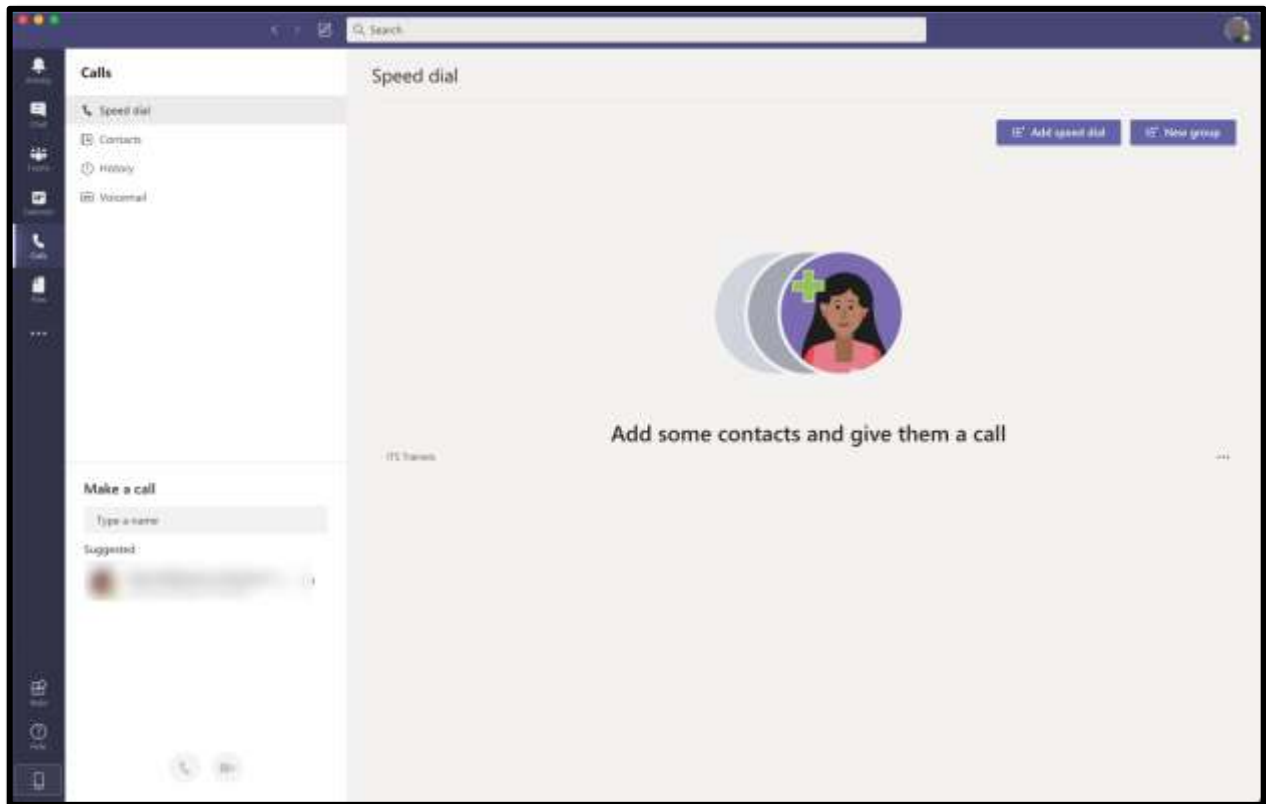
To Schedule a new meeting, use **A)** the New Meeting Button. **B)** To change the view of your calendar, choose from the selections.



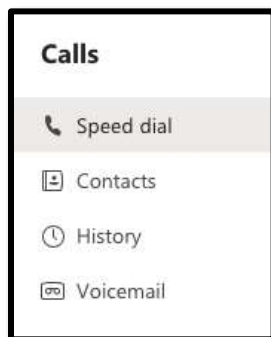
## Calls



Calls allow you to make audio and video calls over the network to colleagues.



**The following menu options are available for Calls. You can place a contact on Speed dial, search your contacts, view your history, or check voicemail.**

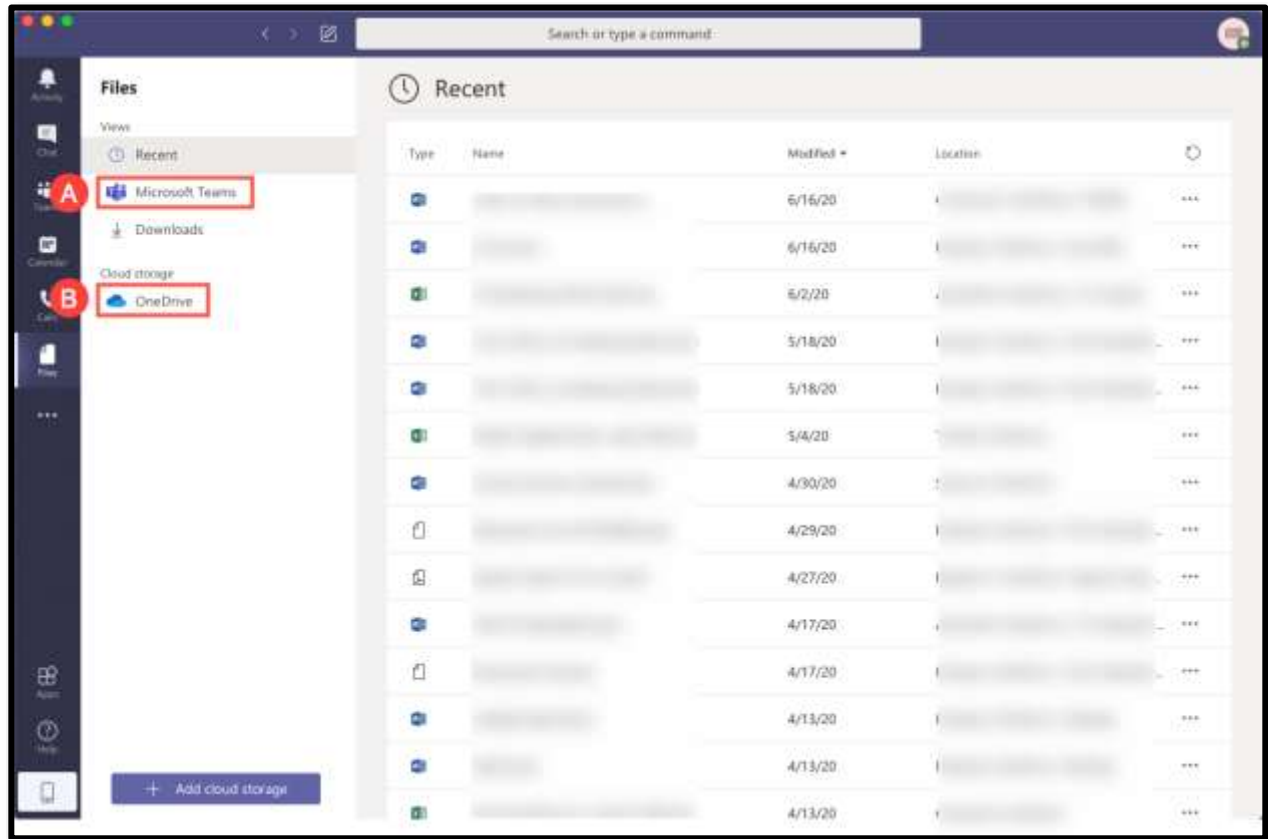




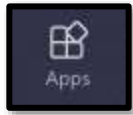
## Files



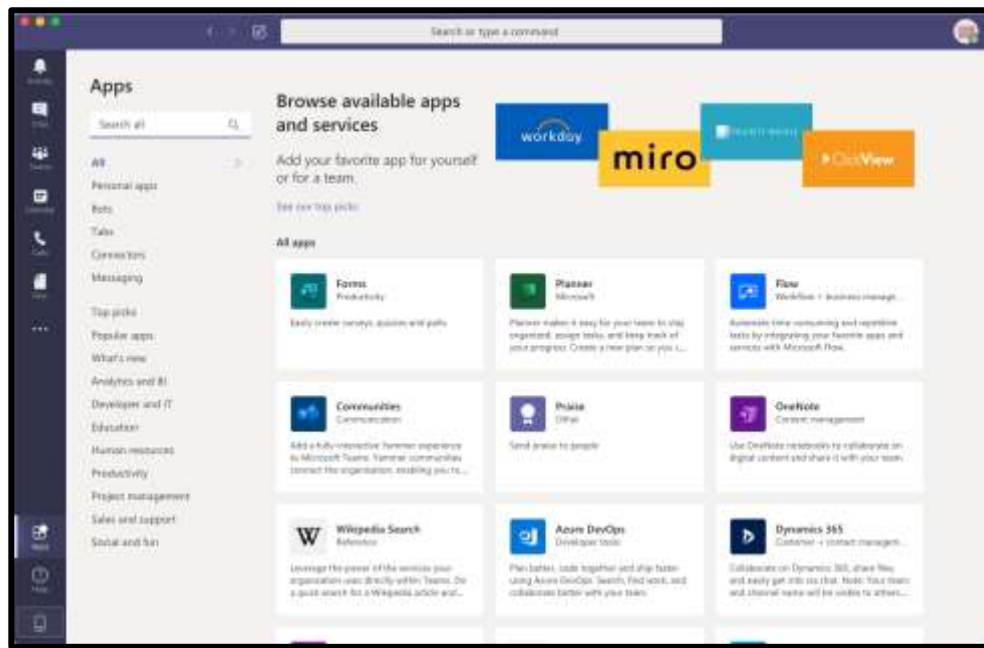
Files allow you to collaborate and share files. **A)** You can share files among teams and or **B)** from your OneDrive.



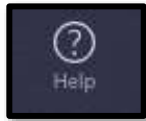
## Apps



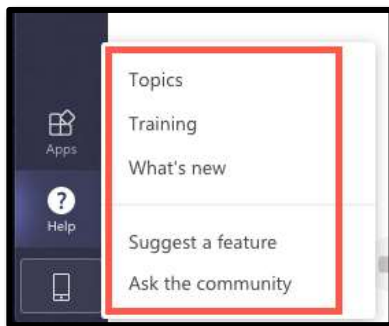
Apps will take you to the Microsoft Apps Store, where you can download apps for Teams. Note that some apps require logins that the University does not provide. Team members will need their logins to use these applications.



## Help



You can find help on various topics, links to training, information about new features, a suggestion to change Teams to Microsoft, or a question from the community.



## Mobile App



Click on the mobile phone icon. This gives you direct access to a QR code that you can scan to go straight to the app available on your mobile device's platform.



# Locating Help Resources

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umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

## Submitting a Service Request

Login URL: [Click here to access our service desk ticketing system.](#) After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Walk-In hours (Admin Building Room 100):  
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:  
Monday – Friday 8:00 am – 8:00 pm  
Saturday 10:00 am – 2:00 pm  
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at [umtech@memphis.edu](mailto:umtech@memphis.edu). (**Note:** Using this email will automatically generate a service request.)

## Important Links

[Explore the umTech Website](#)  
[Search the Solutions Page](#)