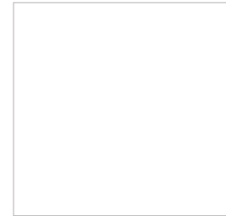
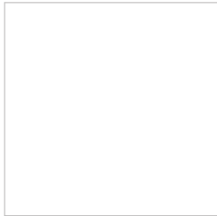
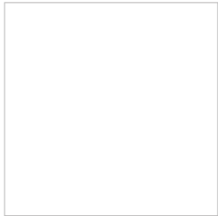
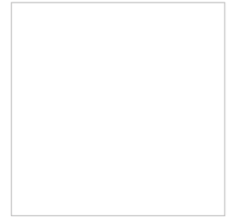
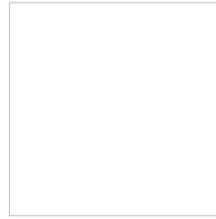


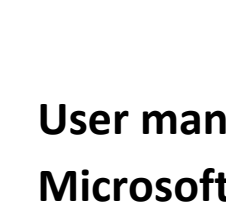
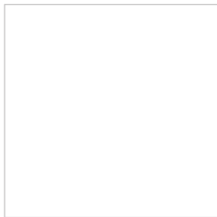
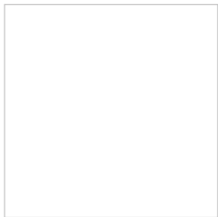


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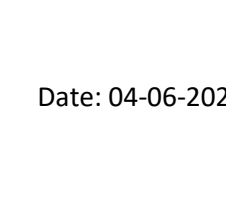
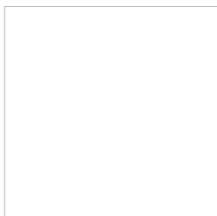
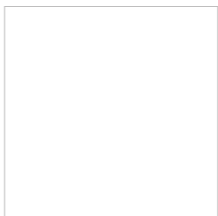
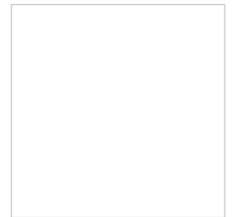
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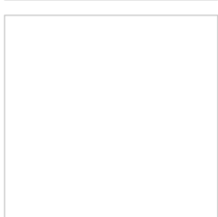
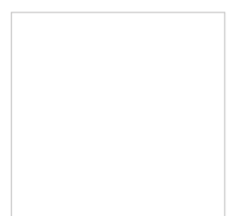
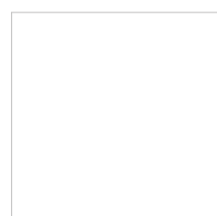
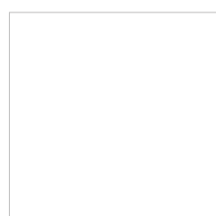
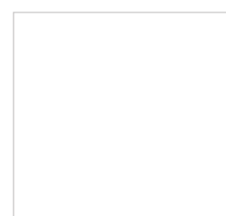
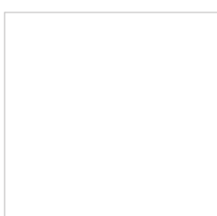
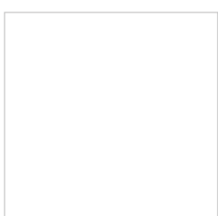
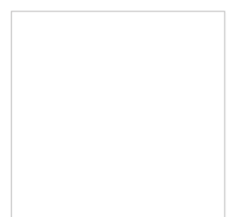
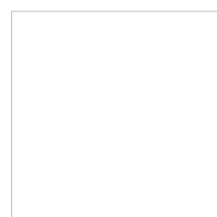
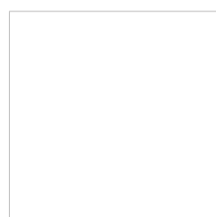
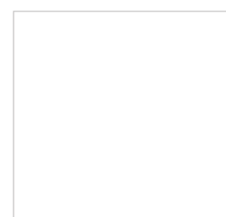
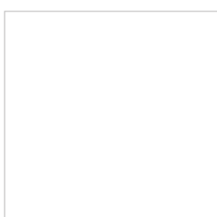
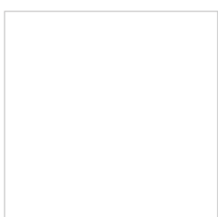
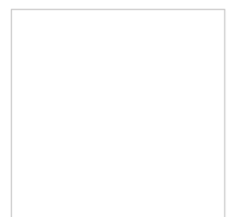
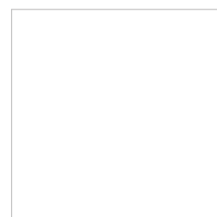
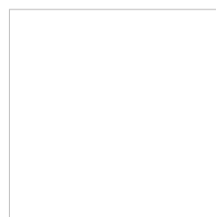
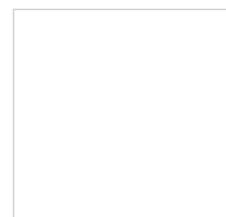
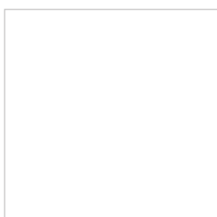
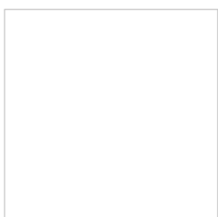
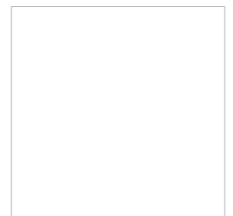
Microsoft Teams



**User manual
Microsoft Teams**



Date: 04-06-2020



1 Microsoft Teams: How-To

Microsoft Teams is a communication and collaboration platform that combines persistent chat capabilities, video conferencing, file storage, and integration with many other Office 365 apps. It is an evolution/integration of SharePoint, Skype for Business and Groups.

This document describes the basics of the system and a detailed user instruction on most common / relevant features.

To put it simply, Teams brings together the best parts of Office 365 in a single tool. You can:

- Share ideas and expertise in private, chat-based conversations.
- Keep all conversations (chat, call, video) in one place.
- Create, upload, store and share files in one place, accessible and editable from your browser.
- Integrate internal or external content & tools.
- Each team comes with a SharePoint site in the background.

A brief introduction to Microsoft Teams is available via a quick reference guide available on the [ICT website](#). You will also find many short tutorials on YouTube, such as [this example](#).

This manual will explain “how to” do the most common tasks in this tool.

1.1 Teams and channels

A Team is a collaboration environment in which group/team of members can collaborate and communicate. Within a Team the owner(s) can create channels for various topics / sub-units, in which focussed information is exchanged.

The administrative coordinator of each unit is created as the owner of the unit’s team and may add members and/or channels as desired. Adding members is explained in § 4.1 and channels in § 4.2. Within each channel, the owner / unit may decide to include various tools as tabs in (e.g. planner, yammer channel, or external tools); see § 4.3.

As a design/governance principle, the least amount of Teams are created per organisational unit. Within the Team, different groups can be defined as (private) channels as needed.

➔ HOW TO: CREATE A NEW TEAM

Teams include a SharePoint document repository. In order to comply with the EUI data protection, a request from the (delegated) data controller, or a request from the administrative coordinator with the DC/DDC in copy must be sent to the ICT Service. See <https://www.eui.eu/teams> for the request form.

1.1.1 Naming convention

Users can be added to various Teams from multiple organisations; therefore, a naming convention is applied to enable easy sorting and recognition of various Teams. All Teams have a prefix which starts with EUI followed by a category (Services; Research; Management) and the Service name.

1.1.2 Files

For each team, automatically a SharePoint (cloud) repository is created (see “Files” tab). In order to comply with data privacy regulations for such repositories, a formal request by the HoU is required for creating a Team. Files in a Team are available online without the need for VPN. Users can work on documents simultaneously from any operating system (Windows, IOS, Android).

1.2 Chats

Besides the communication and collaboration with the members within a Team, users can initiate chats and videocalls through the Chat menu. Chats can be one on one or group chat. Within the chat, video and video conference calls can be made and files can be exchanged.

Group chats can be renamed and as such can be used as an informal means of / alternative to working in a channel.

NOTE: documents shared through chat / chat groups, are on a user’s personal OneDrive. As such, the availability of these documents depends on the user’s account.
In a Team, documents are stored on SharePoint which is not dependent on specific user accounts.

1.3 Availability of app

Microsoft teams is available for all common operating systems:

- Online in every webbrowser, although voice and video calls are not supported.
- Desktop app for Windows (32/64)
- Desktop/mobile app for IOS
- Mobile app for Android
- Desktop app for Linux (32/64)

Teams is available for all EUI machines¹.

Download Microsoft Teams for your operating system [here](#).

¹ If not yet installed, open Software Centre: click Start and then Expand the “Microsoft Endpoint Manager” folder and Software Centre. Look for “Microsoft Teams for Desktop” and select, then click the “install” button when shown.

1.4 User account

Anyone with a business or consumer email account, such as Outlook, Gmail, or others can be added as a member of a Team, or be invited to a video call or chat. An external user (every email address other than @eui.eu) will always be a 'Guest' with limited permissions (guests have full access to team chats, meetings, and files).

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2 Working with Teams (for all users)

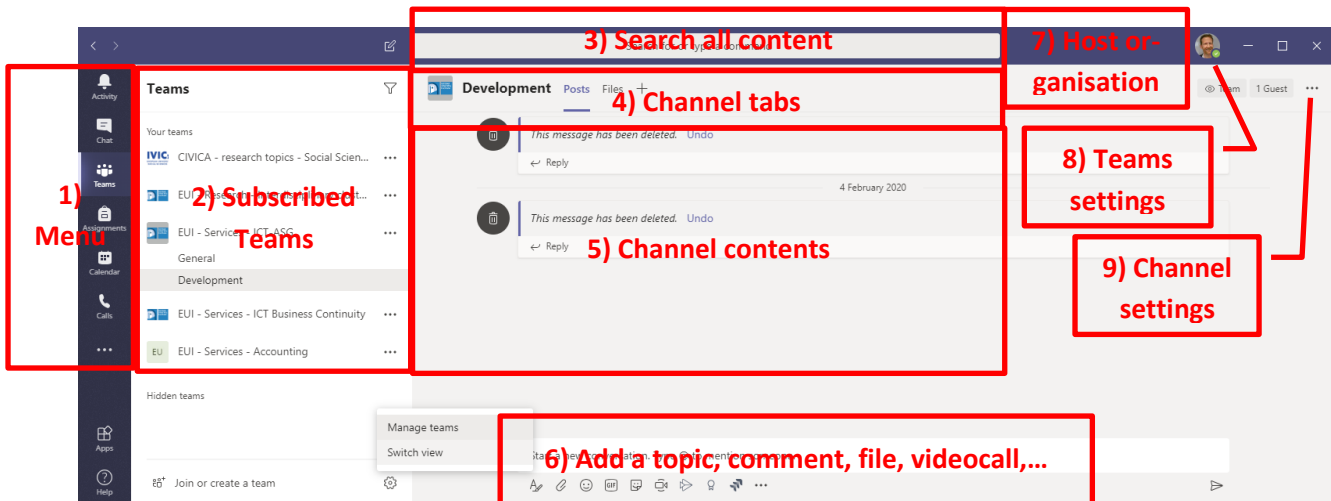
Before starting to use Teams, please note the following:

ADVICE 1: Use the desktop or mobile app for using teams. The browser version usually doesn't support audio / video.

ADVICE 2: Make sure to install the app and login before joining the first Team meeting to avoid connection issues (see § 1.3).

2.1 Layout of the screen

The main Teams screen layout is as follows:



1. **Menu:** access the various menu's of the application:
 - Activity – shows when you were mentioned, missed a call, received a reply to a post
 - Chat – shows the history of all people and groups you had contact with
 - Teams – Lists all the Teams you're member of
 - Assignments – Lists all the tasks assigned to you
 - Calendar – Shows your personal Outlook calendar and lets you schedule Team meetings
 - Calls – Lists your recent calls
 - Files – Lists your recent files
 - ... – Lets you add custom menu options
2. **Subscribed Teams:** shows all Teams you're member of
3. **Search all content:** search keywords from all files, chats and posts
4. **Channel tabs:** all panels within the channel
5. **Channel contents:** content of the tab
6. **Add to channel:** add a discussion, topic, file, call etcetera to the channel
7. **Host organisation:** if you are a member of Teams hosted by more than one organisation, the organisation names appear here in a drop list.
8. **Team settings:** lets you configure the colour scheme and notification preferences
9. **Channel settings:** lets you configure which/how many updates you receive from the channel

2.2 Using Teams – general

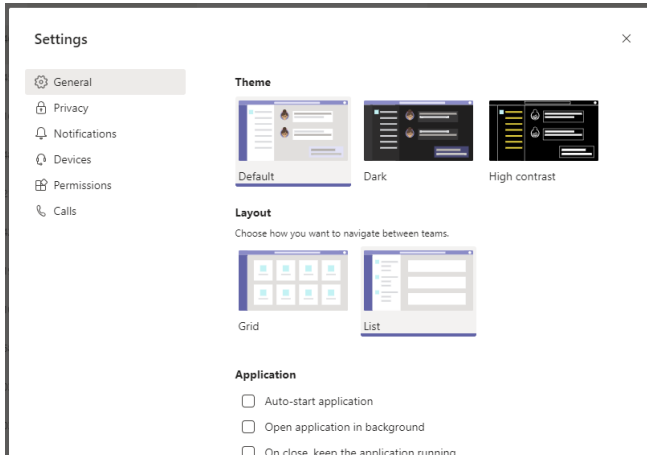
About posts:

- Only the members can edit their own posts.
- Team owners can delete posts.
- You can praise another person's post.
- You can click the [Meet now] icon from the post to start a call and invite members/externals.
- You can add a subject to a post to aid searching for conversations.

NOTE: All posts and chats are persistent, meaning they're saved (and indexed / searchable), so there is no need to archive.

➔ HOW TO: SET TEAMS PREFERENCES (NOTIFICATIONS, APPEARANCE)

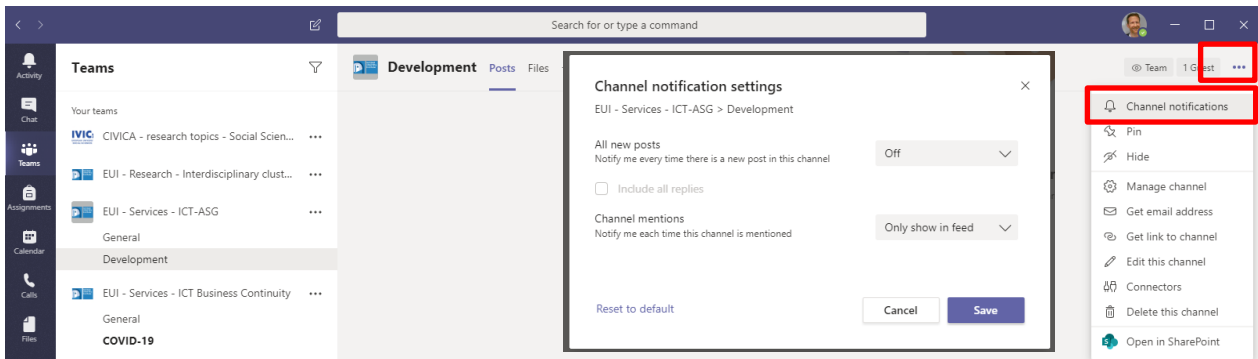
☞ Click the Team settings (your icon in the top-right corner) > [Settings]:



From here you can set your page layout and theme, and most importantly, the notification preferences (how/when popups are shown on events).

➔ HOW TO: TURN NOTIFICATIONS FROM A CHANNEL ON/OFF (OR: FOLLOW)

☞ From the selected channel, click [...] in the top-right corner of the window and [Channel notifications]:



☞ Select to receive posts / mentions from this channel.

➔ HOW TO: (UN)HIDE TEAMS, LEAVE TEAMS

If the list of Teams you're member of gets cluttered, you can:

1. Leave the team (the owner will need to add you as a member if you want to rejoin) or
2. Hide the team (you can unhide hidden teams yourself).

☞ At team-level click [...] > [Hide] or [Leave the team].

Once you have hidden teams, a group [Hidden teams] appears which you can expand and/or unhide.

➔ HOW TO: NOTIFY PEERS OF YOUR CONTRIBUTION

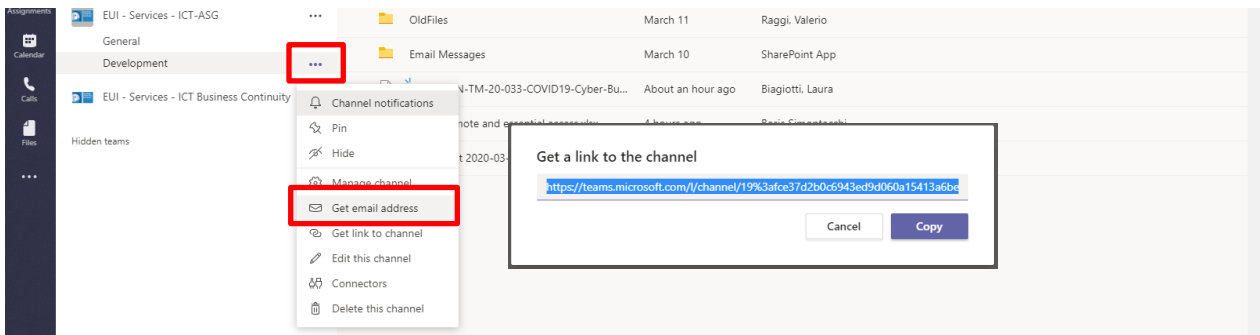
When adding a post to a team/channel, you can notify your peers (through the 'Activity' menu), by inserting the following in your post:

- @<person>: notifies the person
- @<channel>: notifies everyone in the channel
- @<team>: notifies everyone in the team

➔ HOW TO: SEND A POST TO CHANNEL VIA EMAIL

You can add content to a channel discussion by sending an email. If you send an email with attachment, the attachment will be saved in the 'Files' tab for that channel, in a folder "Email Messages" from which you can collaborate.

🖱️ Click [...] of the channel you want to email to, and [Get email address]:



🖱️ Use the entire link as an email address to send/forward email from your mail client / Outlook.

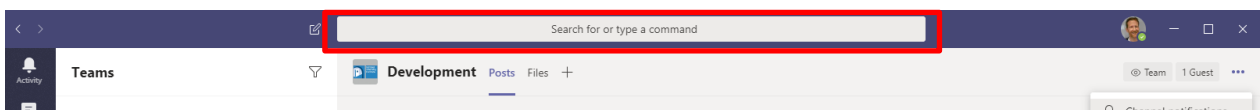
(The [Get link to channel] can be used to share a direct link to a channel, e.g. on an intranet page. Only members can access the channel through a link).

2.3 Using Teams – personalisation

There are several ways in which you can customise the way you work, like the colour scheme or plug-in apps.

➔ HOW TO: NAVIGATE QUICKLY

You can navigate quickly to various parts of Teams by typing / in the search bar on top of your screen:



Common shortcuts available are:

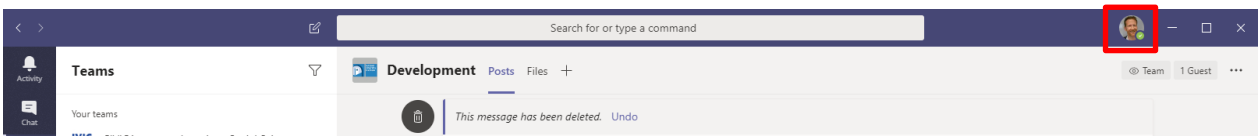
- /Files – Shows the most recent files shared with you on Teams.

- /GoTo – Lets you jump straight to a channel
- /Call – Initiates a call with someone else on Teams
- /Help – Delivers assistance via T-bot
- /Saved – Takes you to your saved messages

☞ Type / to see other options like setting your status.

➔ HOW TO: SET YOUR COLOUR SCHEME, SET YOUR ICON

If you prefer a dark background over a light background, or high contrast, you can set the colour scheme.



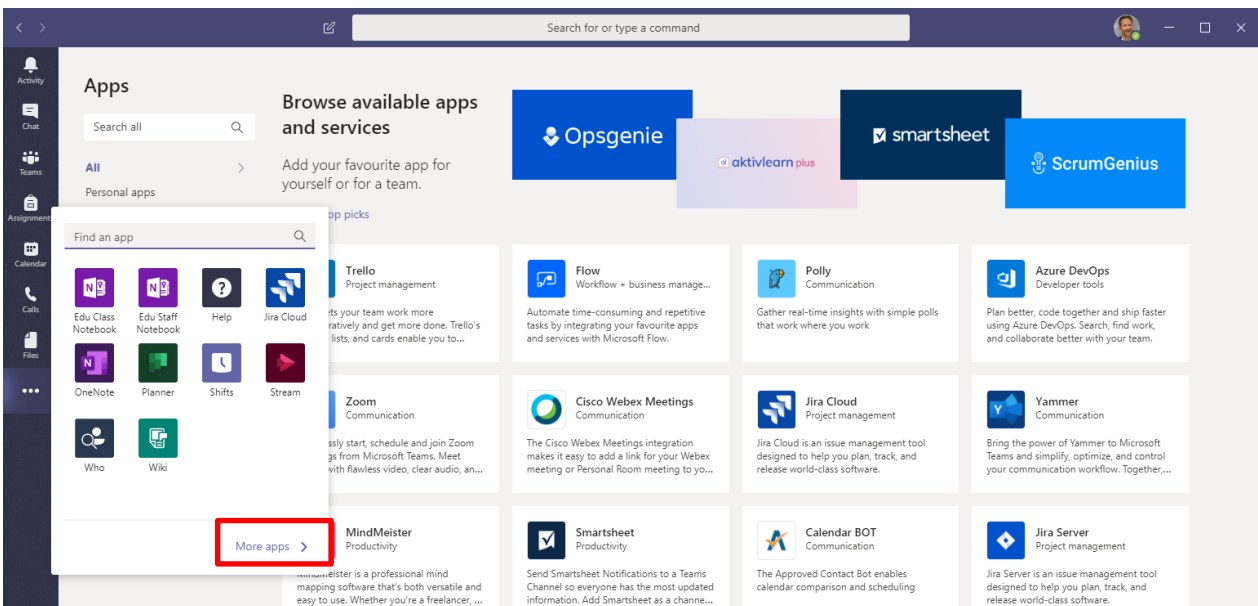
- ☞ In the top of the screen, click your user icon and [Settings].
(See also: page 7).
- ☞ Click [Settings] for changing the colour scheme.
- ☞ Click [Change picture] to select a picture.

NOTE: Changing your picture will affect your icon in all Office365 applications.

➔ HOW TO: ADD / INTEGRATE YOUR OWN APPS FOR PRODUCTIVITY

Teams allows to integrate various apps, either for all members within a channel as a tab , or your individual apps you use for productivity, as a menu item on the left menu bar.

- ☞ Click [...] > [More apps] on the menu bar left:



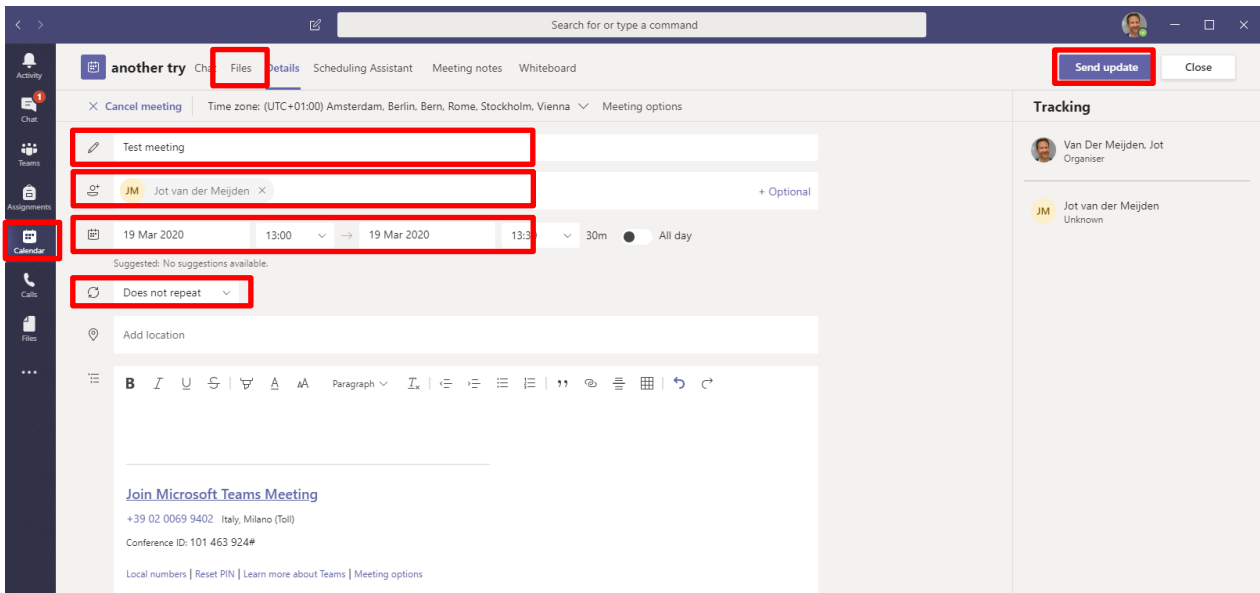
Here you can find many tools which are available for integration into your Teams app. (Missing tools cannot be added).

2.4 Using Teams – (video) calls

One of the most relevant reasons for using Teams is to organise calls within your team. You can organise calls either from the team (invite all members) or for your own group of peers, using ‘named chat groups’. Team calls are explained in this paragraph, the ‘named chat groups’ are described in § 3.2.

➔ HOW TO: SCHEDULE A VIDEO CALL (FOR INTERNALS AND EXTERNALS)

- ☞ Go to the [Calendar] menu and click a date/time from your (personal) calendar for which you want to organise the Team meeting:



- ☞ Add the Title; Invite participants (both internal or external email addresses allowed); (change the date/time); Make the invitation recurring and/or connect the meeting to a specific channel.

NOTE 1: Instead of adding email addresses, you can also share the link / conference call ID through e.g. a distribution list. This link will appear after saving (and reopening) the calendar item (see example below).

NOTE 2: only after you have invited one or more participants, will you be able to attach files to the invitation.

After you have saved the meeting, all participants will receive a ‘normal’ meeting invite including connection details.

By right-clicking the meeting in their Outlook (or other) calendar, participants can join the call.

NOTE 3: under [Meeting options] (available only after reopening the calendar item in Teams), you can define:

1. Who may bypass the lobby
2. To show/hide participants from entering/leaving
3. To define who can present/share screen (see below)

➔ HOW TO: ASSIGN PRESENTER OR ATTENDEE ROLES TO PARTICIPANTS

If you do nothing, all participants in a meeting will be normal users with full functionality (screen sharing, recording, muting others etcetera²). In case you want to limit the extended functionality to the presenters only, you have to define who is/are presenters.

This is possible only for scheduled meetings / from the calendar:

Before the meeting

- ☞ Create and save a meeting with invitees as described in the previous step.
- ☞ Open the calendar item (in Teams) and click [Meeting options].
This will open a webpage with various options for this meeting.
- ☞ Select [Who can present?]: everyone; everyone in your organisation (= all EUI members); specific people (from the list of participants; must be EUI member); or only me.

During the meeting (via calendar invite)

- ☞ Go to the calendar item for the current meeting, and click [Meeting options].
- ☞ Use the dropdown menu for [Who can present?] to select a new presenter.
Everyone who is not a presenter will automatically become an attendee.

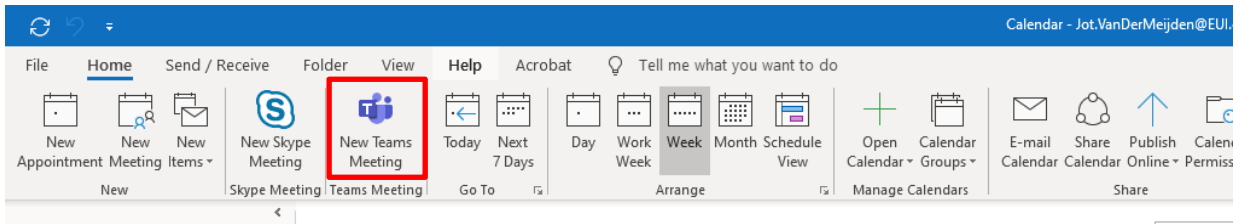
During the meeting (via participants list)

- ☞ Click [...] (more options) next to a name in the participants list during the call, and make someone an attendee or presenter.

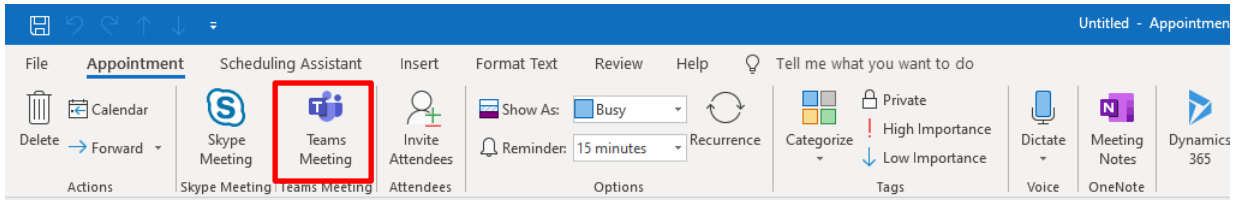
➔ HOW TO: SCHEDULE A TEAMS CALL FROM OUTLOOK

- ☞ In your Outlook calendar menu, click the [New Teams Meeting] icon:

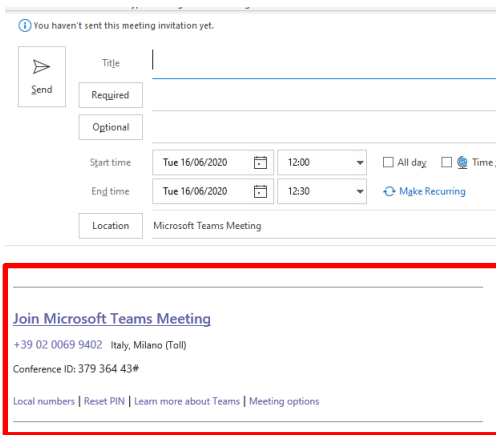
² A description of all options for different roles can be found here: <https://support.microsoft.com/en-us/office/roles-in-a-teams-meeting-c16fa7d0-1666-4dde-8686-0a0bfe16e019?ui=en-us&rs=en-us&ad=us>



In an existing calendar item, click the **[New Teams Meeting]** icon:

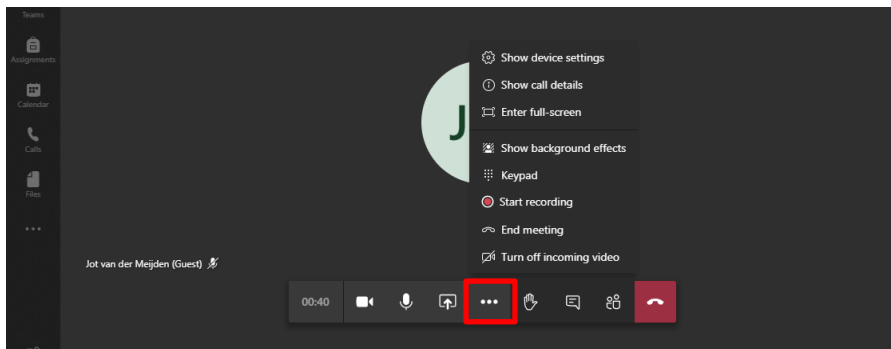


In both cases, the meeting invitation / conference call ID will be included in the calendar item text:









➔ HOW TO: USE VARIOUS VIDEO CALL OPTIONS

When you join a video call, the following tools are available:



From the menu in your video screen (click if this is disappeared) you can access all relevant tools:


1. Turn video on/off 

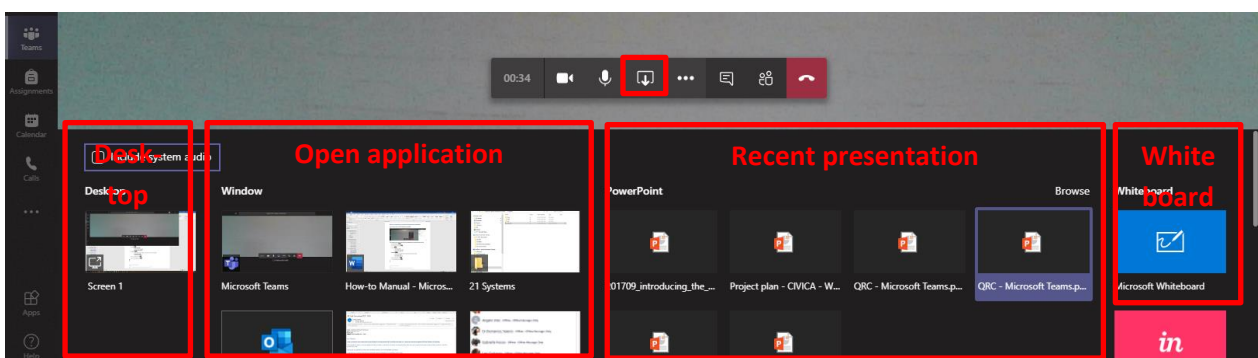
2. Turn microphone on/off 
3. Share 
 - Entire desktop
 - Open apps on desktop
 - Recent presentations
4. More actions 
 - Show device settings → choose audio input/output and levels
 - Blur background or select a background
 - Stop the meeting (for everyone)
 - Start/stop recording (this option is disabled at this moment).
5. Raise / lower your hand 
6. Turn chat panel on/off 
7. Turn participants on/off 

→ HOW TO: UPLOAD A CUSTOM BACKGROUND

- 🔗 In your Windows Explorer, go to
C:/Users/<yourself>/appdata/roaming/Microsoft/teams/backgrounds/uploads
and drop your pictures.
- 🔗 On your mac, go to
/users/<username>/Library/Application Support/Microsoft/Teams/Backgrounds/Uploads
and add your pictures.

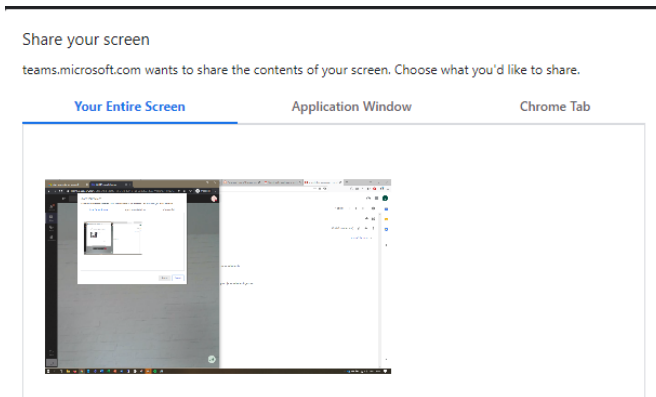
→ HOW TO: SHARE A SCREEN OR WHITEBOARD

- 🔗 Click  to share your desktop, any open app on your computer, recent PowerPoint files or to open a whiteboard for free drawing.
- 🔗 Click the same button to stop sharing.



HINT: Use a OneNote (application) if you want to brainstorm / collaborate during a videoconference instead of the whiteboard.

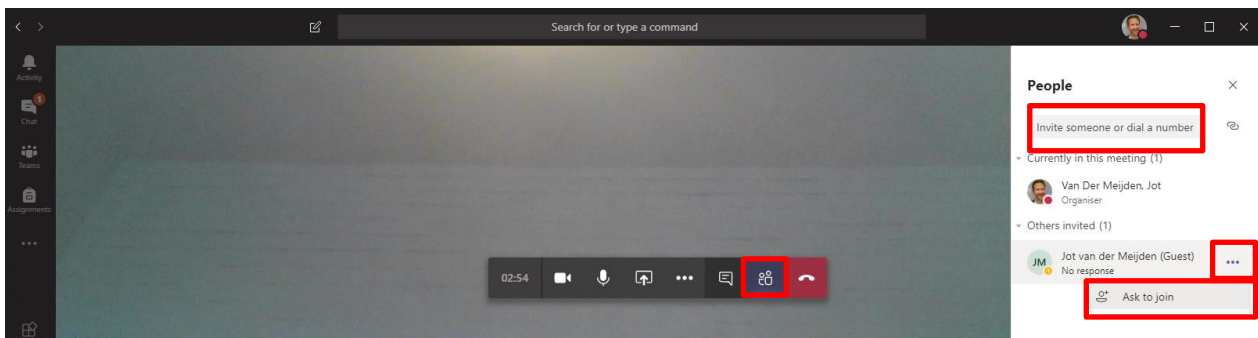
From the web version of Teams, the share screen button opens this dialogue window, which allows to select the entire screen, open applications or browser tabs:



➔ HOW TO: INVITE ADDITIONAL PARTICIPANTS TO A CALL

During the call, you can add participants who were not invited before, or call invitees.

- 🔗 From the participants panel, invite new participants (both internal / external), or call participants who were already invited:



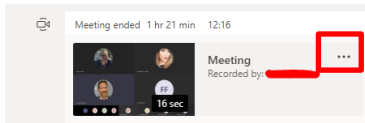
NOTE: only external users who are already registered as a member in any EUI team can be added to an ongoing call. "Unknown" external users should be invited to the call in advance.

➔ HOW TO: MANAGE RECORDINGS, RECORDING THUMBNAIL AND SUBTITLES/TRANSCRIPT

A meeting can be recorded and transcribed (closed captioning). The recording of a meeting is saved in a different Microsoft Office365 app, called Stream; from this app you can download the transcript (and upload a corrected version) and set the accessibility of the recording.

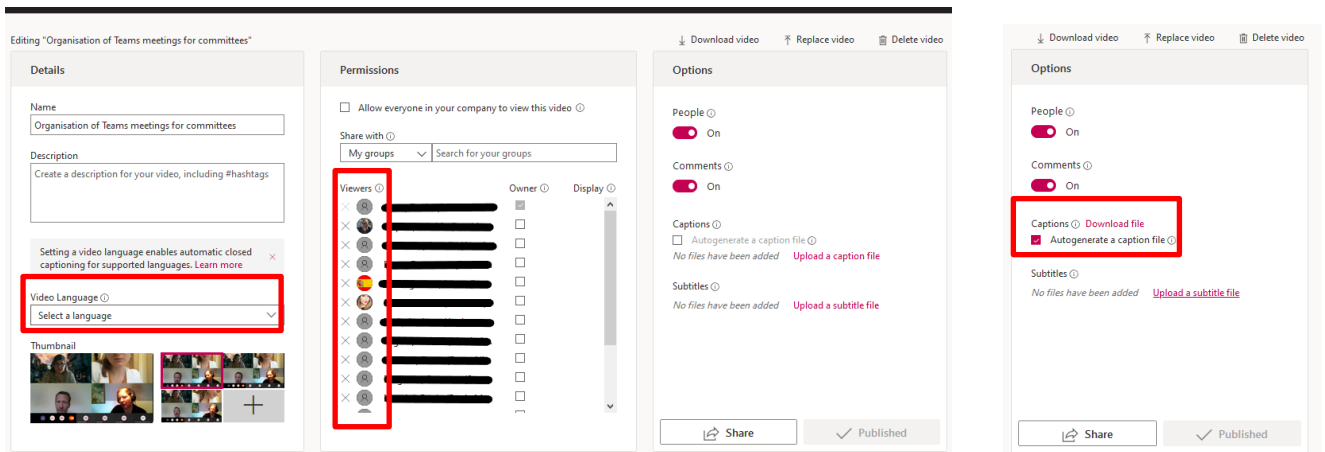
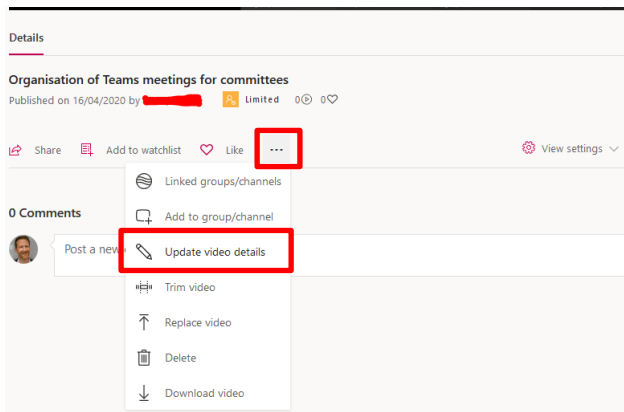
NOTE: By default, the recording is available to all participants in the call.

🔗 From the meeting chat, click [...] next to the recording > [Open in Stream].



🔗 In Stream, click [...] (more actions) under the video > [Update video details].

You can also access Stream directly via the Office365 (e.g. your webmail or Teams online); in the top left corner [App icon] > [All apps →]



From this screen you can:

- Set the meeting language for automatic transcription (left).
Set the thumbnail for the recording (either a still or an uploaded image).
- Remove access for participants (middle).
- Download the transcription file, and upload a new (edited) version (right).
(The download option becomes available with a delay, after selecting the video language).

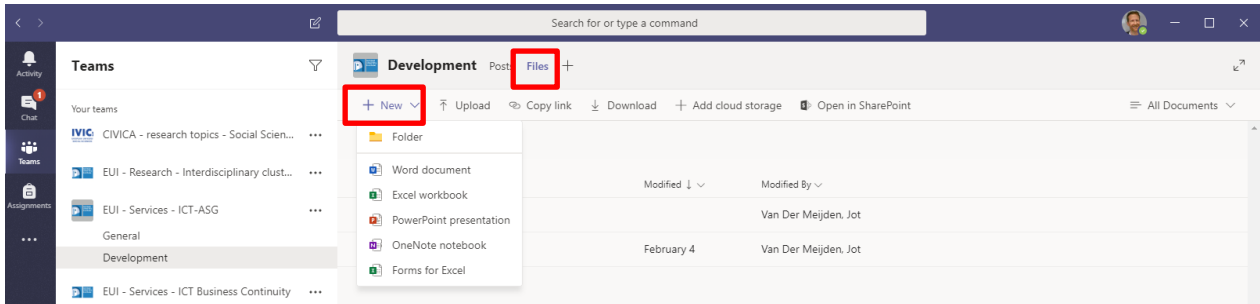
2.5 Using Teams – files

Whether you are working in a Team or from a chat (see § 3), you can upload, share and collaborate on files.

➔ HOW TO: CREATE A NEW FILE

You can upload or create new files, which will be stored in your team's SharePoint document library.

🖱️ Click **[+ New]** and choose a document type:

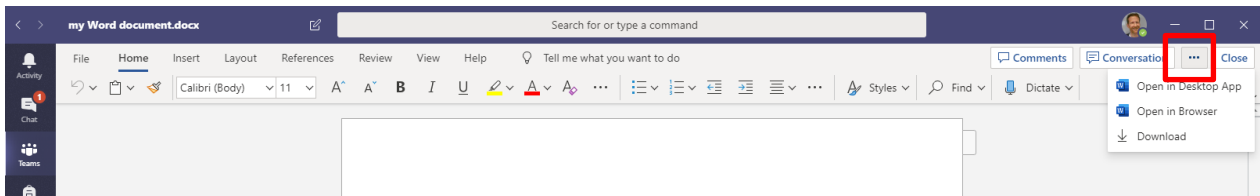


🖱️ Name the document and **[Create]**.

➔ HOW TO: WORK WITH DOCUMENTS IN DESKTOP APP

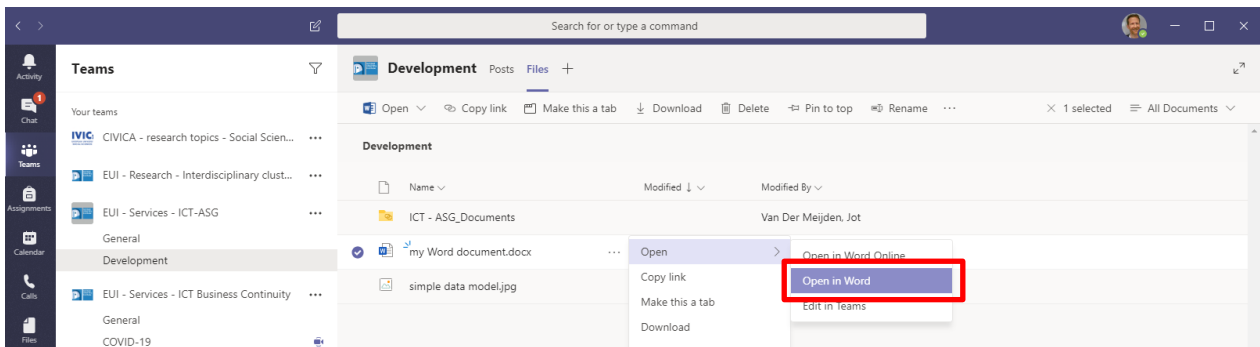
A new document or selected document will open in the web editor by default

🖱️ Click **[...]** in the top right corner if you want to open the document in the normal desktop app:



OR

🖱️ When opening a document, click **[...]** > **[Open]** > **[Open in <app>]**



3 Working in a Chat (for all users)

From the chat menu you can exchange posts with a single user or a group of users.

- All chats in Teams are persistent, meaning that the entire history is saved (as opposed to Skype for Business).
- If you have a chat with more than one user, you can name the chat as a group.
- When adding people to a group chat later, you can choose what part of the history will be visible to the new person.
- You can share and collaborate on files within the individual or group chats.

HINT: A named group chat has many similarities with a real Team (work on files, have group calls).
The big difference is that all files are stored on the owner's OneDrive account.
The big advantage is that anyone can create such groups ad hoc.

➔ HOW TO: MANAGE YOUR CHATS

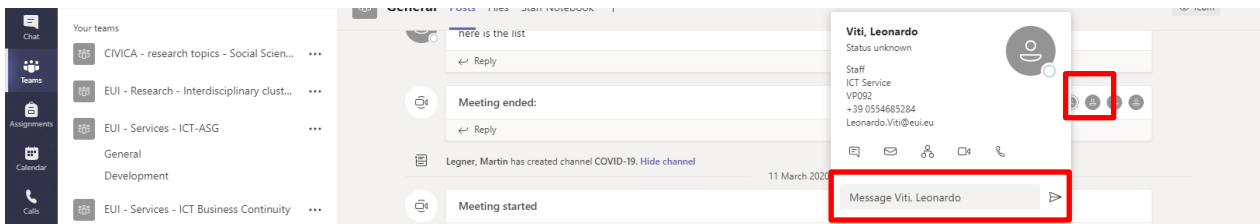
- 🔗 On your list of chats, click [...] (right to the person/group name) and [Pin] to lock the chat conversation on top.
- 🔗 Drag and drop the pinned chats to reorder them.

3.1 Individual chat

➔ HOW TO: START A CHAT WITH SOMEONE

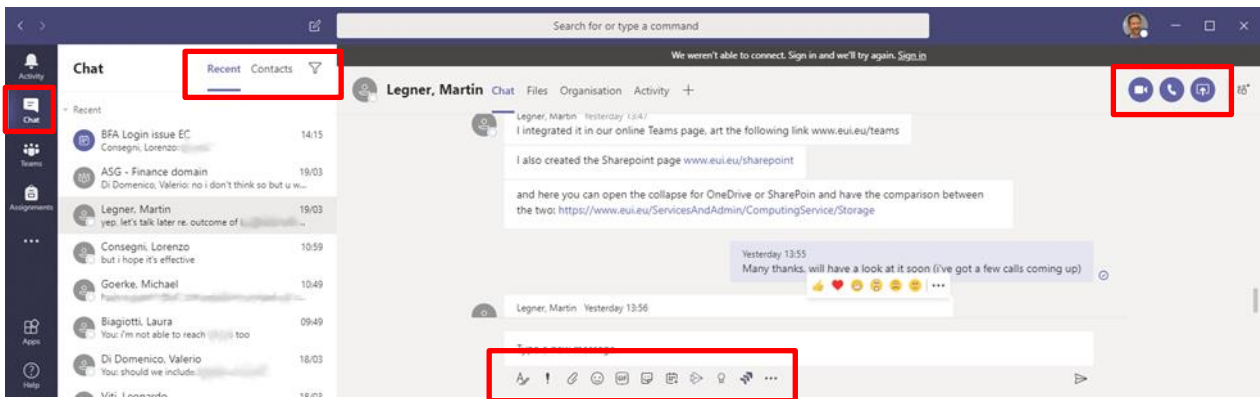
There are two ways to start a chat:

- 🔗 Click on any user icon throughout the Teams application to send an instant message (clicking the icon from a group chat, or from the search bar at the top of your app):



From the contact details, you can also start a video call or send an email message.

- 🔗 Click the [Chat] menu and start a chat with recent contacts, people from your (Skype for Business) contact list or by searching for users:

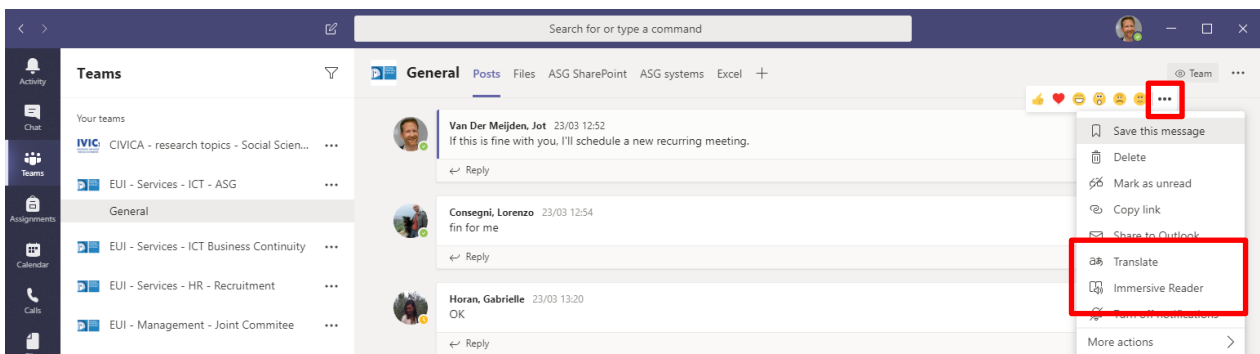


From the chat, you can also start a video call (top left), share files or start a meeting (chat context below).

➔ HOW TO: READ A CHAT MESSAGE ALOUD OR TRANSLATE A CHAT MESSAGE

When working in other applications simultaneously or when dealing with a visual impairment, it can be useful to have messages read out aloud.

🖱️ Click [...] in the chat message > [Immersive reader]:



Many options are available from the three icons in the top right:




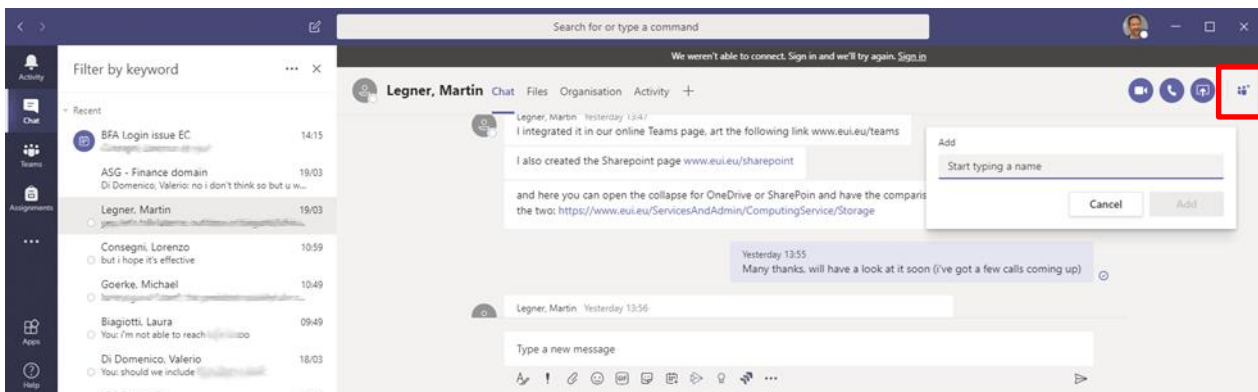
Translating a chat message uses the same menu as the immersive reader. It only translates foreign languages to English at this moment.

🖱️ Click [...] in the chat message > [Translate].

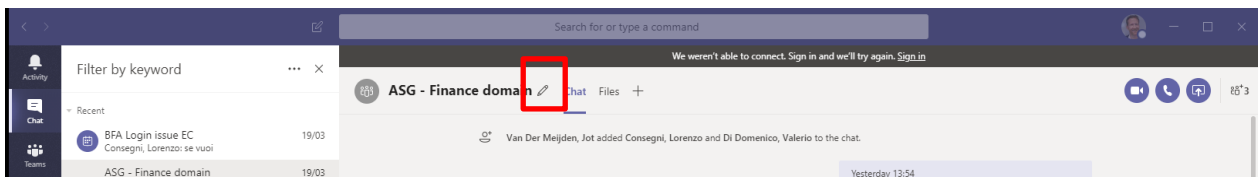
3.2 (Named) group chat

➔ HOW TO: CREATE A NAMED GROUP

- ☞ From an existing chat, click the 'add users' icon [] to add other people to the chat. If you add persons from a single person chat, it will create a new group chat.



- ☞ Click the pencil next to the persons names to edit the name:



4 Managing a Team (for owners only)

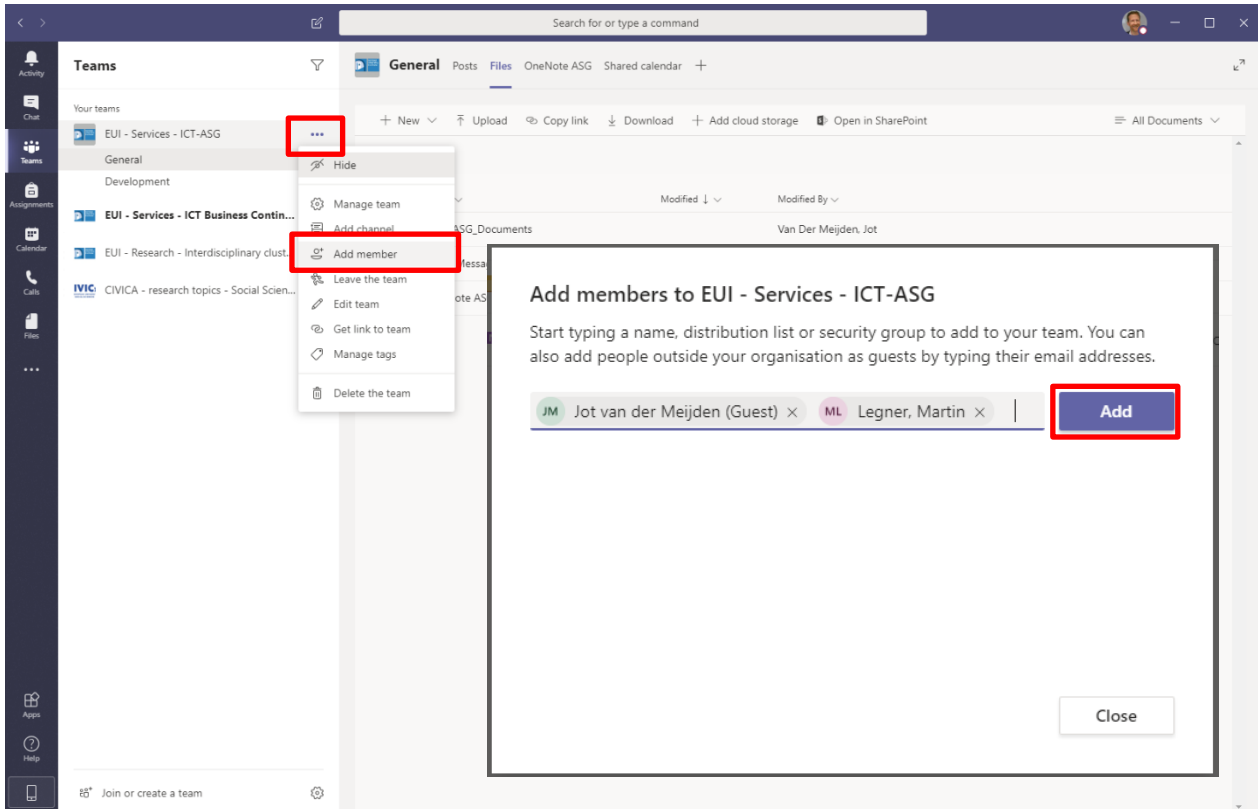
4.1 Manage members

When a team is setup, the administrative coordinator of the unit is assigned the 'owner' role in the Team. The coordinator can add additional team members and/or assign the owner role to other members if she/he wants to delegate the management of the team. External Team members can only be added as Guest.

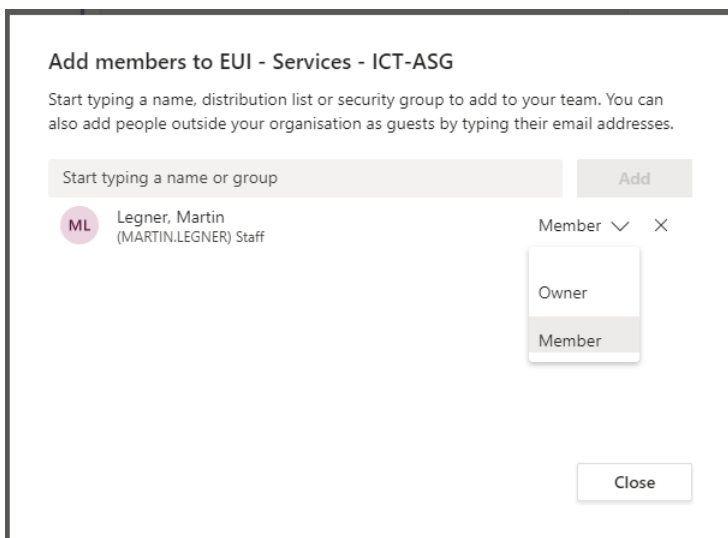
- Member: create channels; start and share chats; share channel and chat files; install apps; edit and delete messages.
- Owner: member + manage members; manage the Team settings and authorisations; add tabs; delete channels; uninstall apps;
- Guest: create channels (optionally); participate in chats and channels; share files; delete/modify messages.

➔ HOW TO: ADD TEAM MEMBERS

- ☞ Click the three dots [...] at the Team (or channel) level.
- ☞ Choose [Add member] (you can select multiple members to be added, both internal and external):



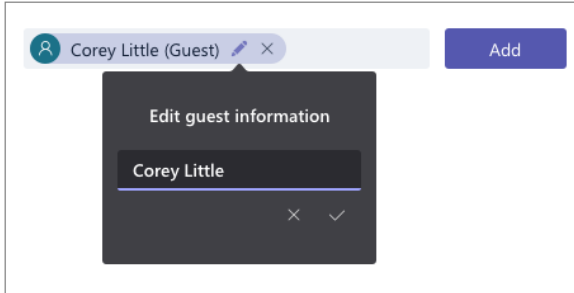
- ☞ Add the names of the members you want to add and click [Add].
- ☞ In case you want to assign the owner role, click [Member V] and select [Owner].



➔ HOW TO: INVITE GUESTS AS TEAM MEMBERS

This works similar to adding a normal team member.

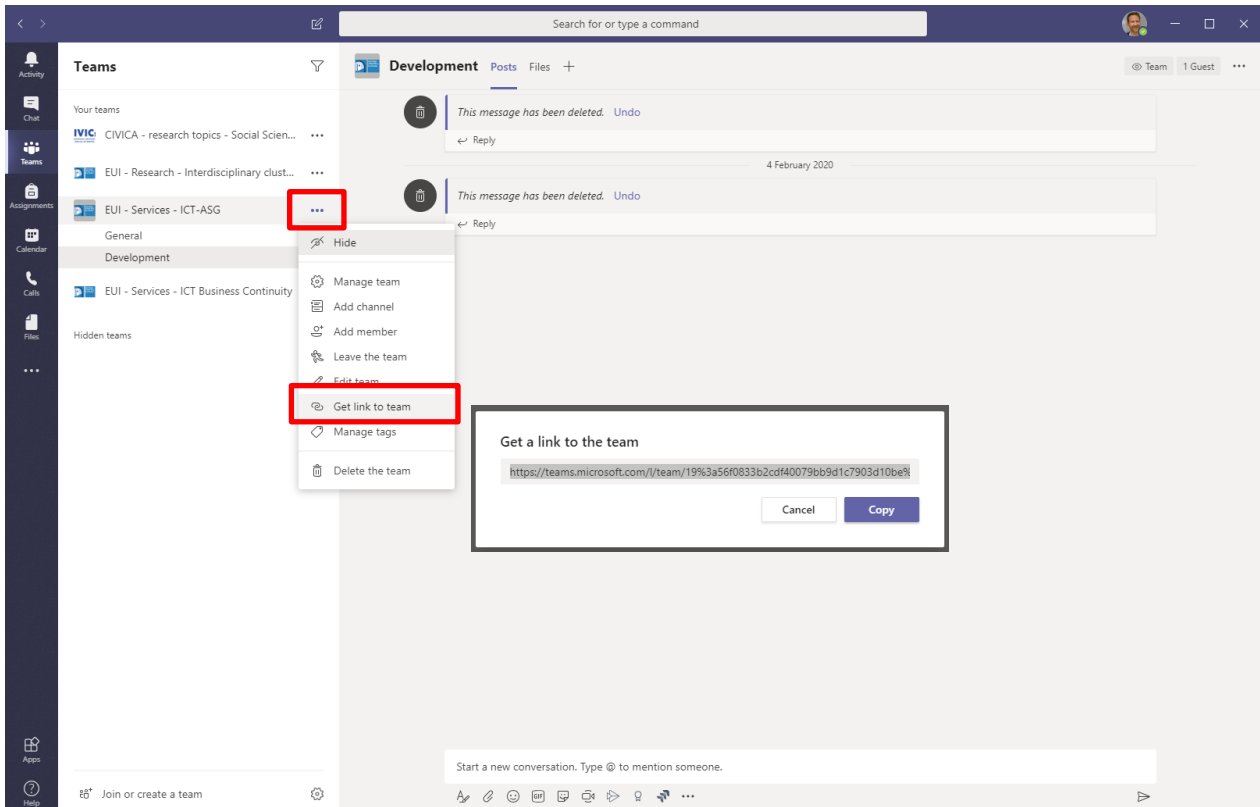
- ✎ Make sure to edit the guest's details into a friendly name by clicking the pencil in the guest's email address. If you don't do this now you'll have to open a helpdesk ticket to change it later:



➔ HOW TO: INVITE TEAM MEMBERS (USING A LINK)

If you don't want to add all individual Team members as described above, you can also generate a link through which users may request membership. You will still need to approve all memberships. This feature is especially useful if you don't know the name of all users in advance, and/or want to invite a distribution list without adding members who have no interest.

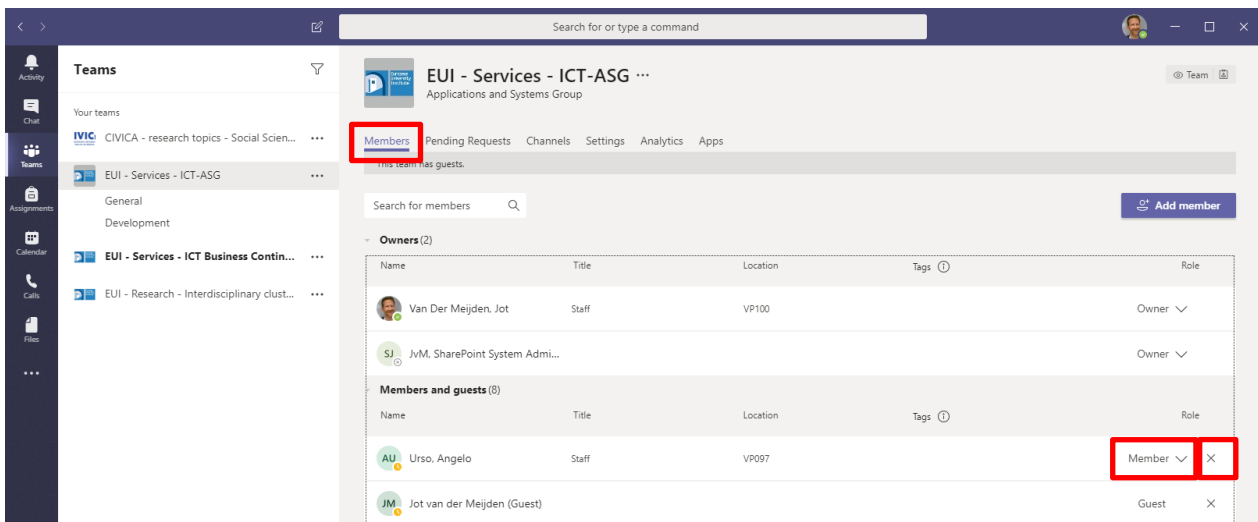
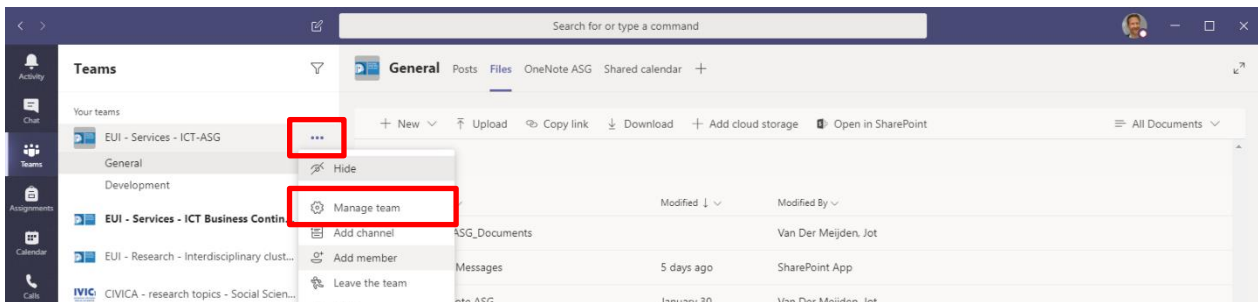
- ✎ Click the three dots [...] at the Team level and [Get link to team]:



🔗 Distribute this link to whoever may be interested to join the Team.

➔ HOW TO: CHANGE ROLE / DELETE EXISTING TEAM MEMBERS

- 🔗 Click the three dots [...] at the Team (or private channel) level.
- 🔗 Choose [Manage Team] (or [Add members] on private channel level):



- 🔗 Change the role: click [Member V].
(Note: you cannot change the role for a guest / external user).
- 🔗 Delete a member from the group: click [X].

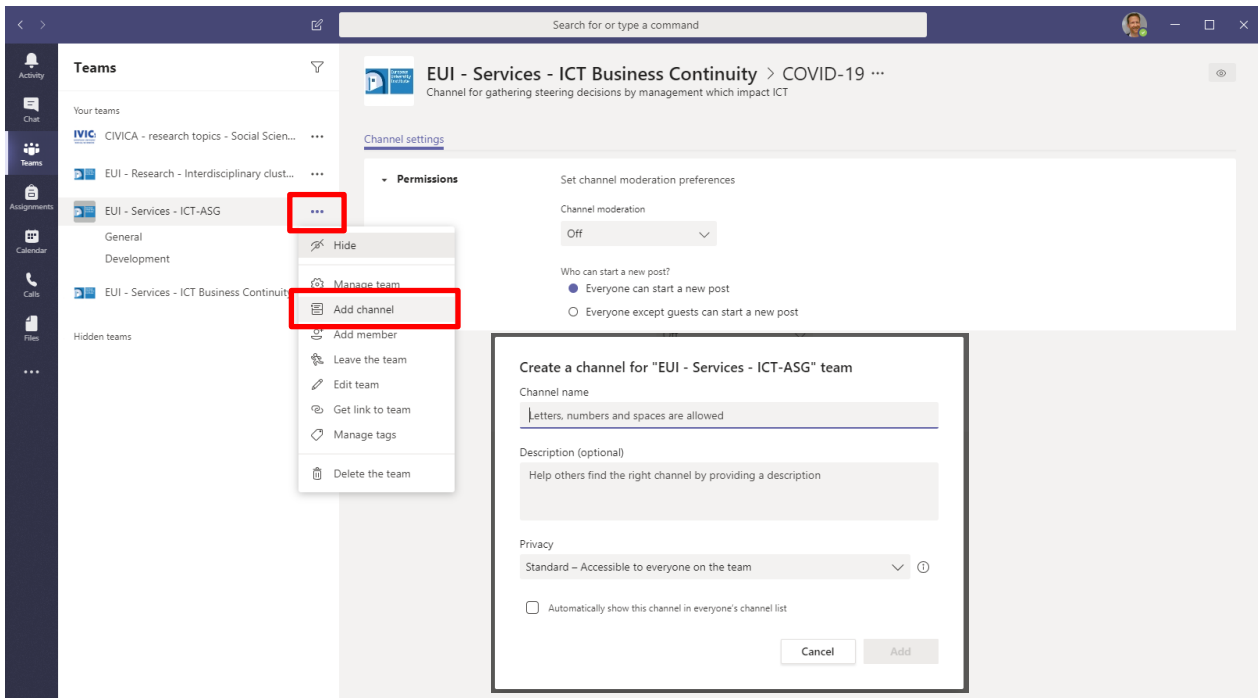
4.2 Manage channels

When a Team is created, it contains a General channel which cannot be deleted or renamed. Channels are used to group topics, projects or organisational units within the Team. Within each channel: files are shared, posts/discussions collected, and group calls can be scheduled.

All Team members will have access to all 'standard' channels. A user may hide channels which are not relevant. A channel can also be created as a 'private' channel. Access to private channels has to be given to each member of the team who may access.

➔ HOW TO: ADD A CHANNEL

- 🔗 Click the three dots [...] at the Team level.
- 🔗 Choose [Add channel]:



- 🔗 Add the name for the channel, and a description (optionally).
- 🔗 Choose to make it private if relevant.
- 🔗 Choose if the channel should appear in everyone's list (if not, it will be hidden).

NOTE: The type of channel (standard or private) cannot be changed after the channel has been created.

4.3 Manage tabs

Tabs are work spaces within a channel. When a channel is created, it contains a "Posts" and "Files" tab. The Posts tab, will be a chat / log for this specific group/project/topic. The Files tab, will be a library within the (SharePoint) document repository of the Team.

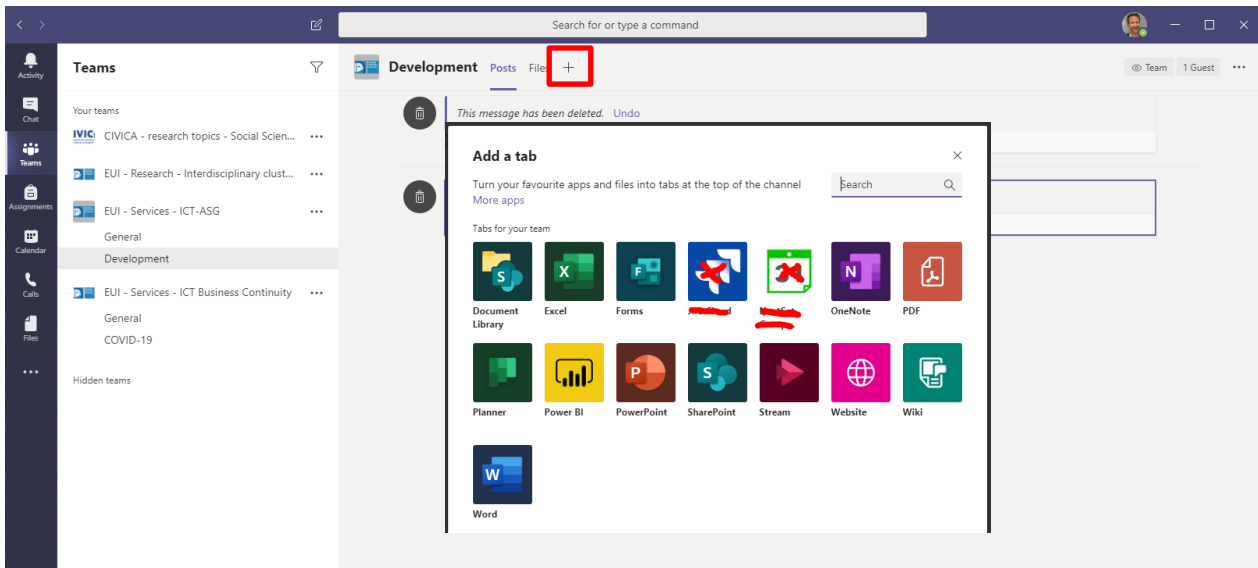
You may add tabs to the channel. Tabs can be many external tools or several Microsoft tools. The most relevant Tabs to add:

- **OneNote (or Wiki):** a flexible notebook in which unstructured information (and files) on various subjects and from many sources can be collected and organised. This is your team's shared notebook.
- **Planner:** lets you organise, schedule and assign tasks to members within the team. Can also be used as a shared calendar.
- **Document Library:** lets you add an existing SharePoint document repository.
- **Post a document for instant collaboration:** Excel, PowerPoint, Wiki, Word (or a Stream channel).

- Post a document/website for easy sharing of important information: PDF, PowerBI, Website
- Insert a form to collect feedback/input from all members.

➔ HOW TO: ADD A TAB

- 🔗 Select a channel for which to add a tab.
- 🔗 Click [+]:



- 🔗 Select the relevant content to add to the channel.

NOTE: At this point, the non-default tabs have not been enabled because of a lack of time for a thorough analysis of the feasibility / relevance of making additional tabs available.
If you have a need to use one of the 'more tabs' please contact the ICT Service.

5 FAQ

Here are a list of common questions and answers:

5.1 Managing calls

How can I prevent others from sharing their screens?	Change the participants roles from the calendar item > [meeting options], see page 11.
How can I allow/prevent non-invited people to enter my meeting?	Change the meeting options from the calendar item > [meeting options]. EUI members cannot be excluded from a meeting for which they have the join link.

How can I make all participants enter into the lobby?	Change the meeting options from the calendar item > [meeting options]. Change “Who may bypass the lobby” and set to “Only me”.
How many people can I see on screen simultaneously?	A maximum of 3x3 video’s is shown (the last ones to have spoken).

5.2 Managing the team

When searching for a member, the name doesn’t show up	Type slowly letter by letter, until the results list is populated. If typed too fast, no results are shown.

5.3 Working remote

When using remote desktop, I cannot use my home microphone or camera	You will need to install Teams on your local PC and use this version instead of the one in remote desktop. Your remote desktop is the machine in your office (print jobs through remote desktop cannot be sent to home either)
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5.4 Manage desktop app

Show/hide	
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