



Get started with Microsoft Teams

Dos and don'ts to get the most out of your teams

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01

Getting started

Microsoft Teams is the starting point of your day. All applications, data and contacts you need to do your job are in there. For example, the application combines all of the functionality of Skype, SharePoint and OneDrive with OneNote, Planner, Stream and many other programs.

With Microsoft Teams you can create teams with internal and external employees, chat, securely share and edit documents and effectively work on projects. Teams is your all-in-one solution to work productively and efficiently!

It is important that you use a standard way of working for Teams within your company, so that you get the best out of the application. This guide gives you a concise overview of the most important dos and don'ts, that you can quickly refer to during your daily use of Microsoft Teams.

Good luck!

Set up a team

Microsoft Teams is the starting point of your day. All applications, data and contacts you need to do your job are in there. For example, the application combines all of the functionality of Skype, SharePoint and OneDrive with OneNote, Planner, Stream and many other programs.

Do: Only create a new team if you really need to

Check before you create a new team, using the search function, that the team does not already exist. Also check with the participants if a new team is needed. Adding a new channel to an existing team is often sufficient.

Do: Provide a clear name

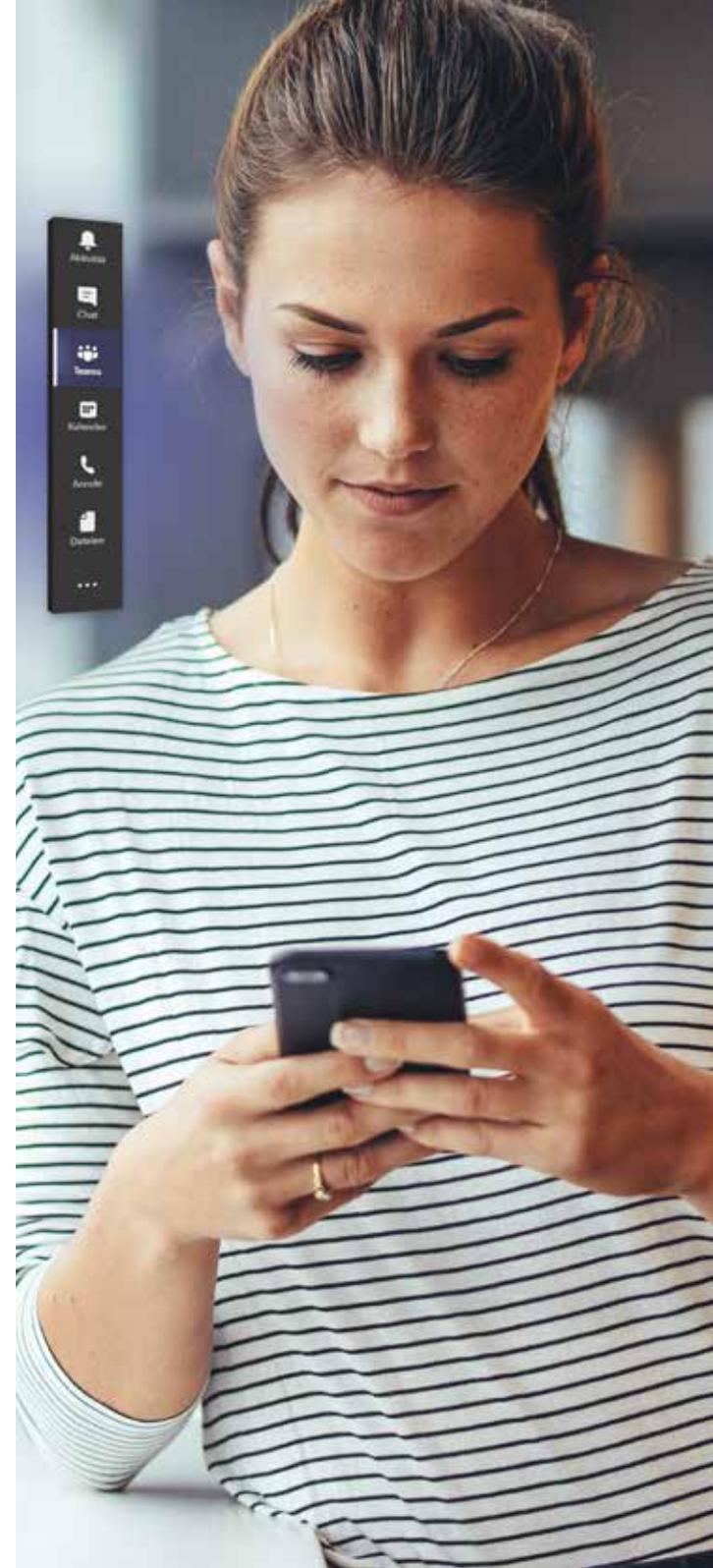
Give the team you create a name that immediately shows what the goal of the team is. This provides a clear overview in your own Teams application and makes it immediately visible to invitees why they should be part of the team.

Do: Keep your team up-to-date

Remove members who are no longer relevant or active. Choose a relevant photo or image for the team profile. Are all channels still needed? Can you remove unused tabs? Assign someone in your team who is responsible for this.

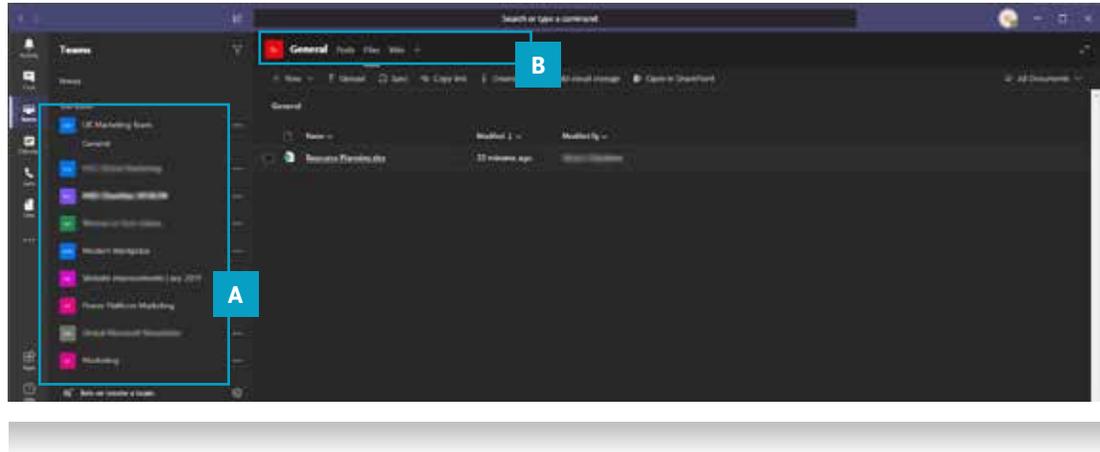
Don't: Invite too many people to your team

Use Teams primarily as an internal collaboration platform and use other ways, such as email, for more formal, external communication. You can give guests the option of whether they want to be part of the team. You can do this by sending 'join codes'.



03

Channels & Tabs



A Channels

Channels are a way of dealing with individual topics that your team is working on. In this way you keep the various content separate from each other and the entire project clear. Each channel gets its own folder for files. For example, if you have created a team for a certain project, the channels you put underneath it can be the phases of the project.

Do: Give the channel a descriptive name

A descriptive name ensures that users know what the purpose of the channel is. You can set favourite channels for the whole team, making the channels more visible to everyone in the team.

You can also attach tabs to the channel to add tools like OneNote, links to web pages and other content that make it easy for

users to find what they need and share their ideas.

Do: Create one fun channel

Create one channel where team members can share funny and less relevant content. This keeps work and pleasure easier to separate.

B Tabs

Within a channel you can create different tabs, each with their own function. Think of Planner, Documents or an external application. Tabs are like the different applications and functionalities within the channel.

Don't: Don't create too many tabs

When you create too many tabs, it becomes less clear where to put something. Start with some obvious tabs and only expand them when really necessary. This way you keep a clear overview.



04

Conversations and Chats

Within a channel you can chat with your team members. There is also a general chat function in Teams, which works across all teams and channels and you can make video calls using the Calls tab or attend conference calls.

The difference between conversations and chats

There are two ways you can chat with colleagues. **Conversations** that apply to an entire team can be made within the team via the Conversations tab or with uploaded documents. It is also possible to have one-on-one chats in the **private chat** function.





Do: Use @ to get someone's attention

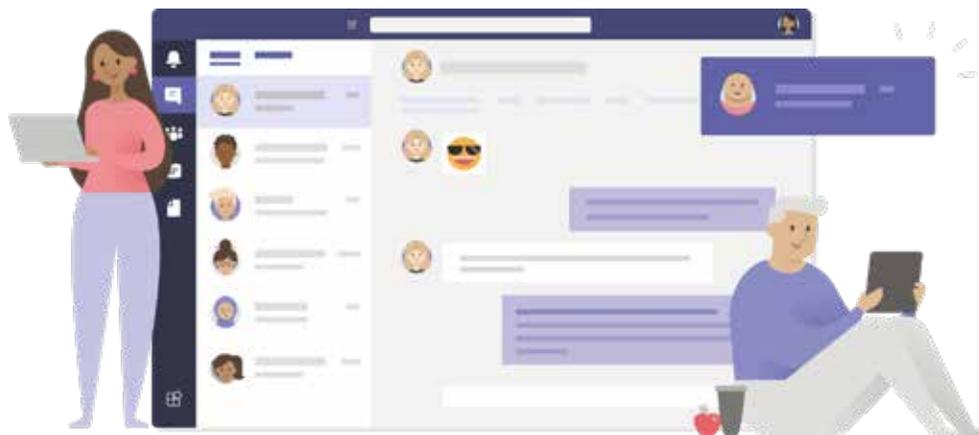
Not everyone automatically follows all contributions from a channel, so to get someone's attention, use an @ for the name of the person you want to address. Use this method moderately, because nobody likes an overload of notifications.

Do: Add chat history when adding new members to private group chat

When you add users to a private group chat, you get the option to make the chat history available to those new members. This way you don't have to catch your colleagues up as they can read it themselves.

Do: Forward mails on which you want input

Sometimes you want to talk to your team about an external email. Each channel has its own e-mail address, so send the e-mail in question there and ask for the input you need. Then you can use that input to respond to your external mail. The email address of a channel can be found by clicking on the three dots behind the channel and choosing 'Retrieve email addresses'.



Don't: Start a new conversation for an answer

To respond, press 'reply' directly below the contribution you want to say something about. You won't start a new conversation. This way you keep related things together.

Collaborate on documents

Teams is an excellent way to share files and collaborate on documents at the same time. All files are in a SharePoint environment created especially for your team. In order to structure your file management as much as possible, the following tips are important:

Do: Moving files between teams and channels

Use the 'move' button to move files in Teams. This will also move the history of a file. When you use cut-paste or drag-and-drop to move a file, Teams sees it as a completely new version and deletes the original file.

Do: Synchronize files so you can access them offline

When you install and sync OneDrive with Teams, you can also access your documents without an internet connection.

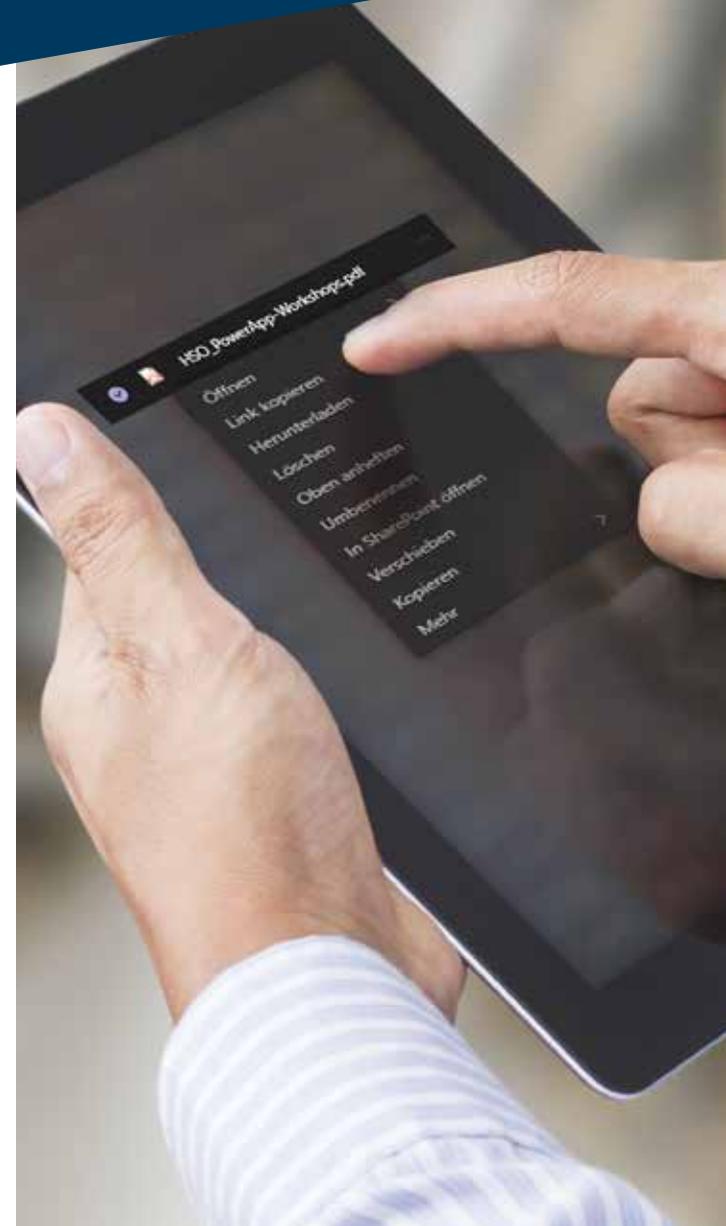
Do: Send links to files instead of enclosing them

This way there is only one version and you can be sure everyone is talking about the same thing.

Don't: Make the navigational structure more than three layers deep

By not adding more than three layers to your folder structure, you'll get an overview. In addition, Teams has a limit on the number of characters that can be used for the folder path in the structure.

There are two places where you can find files in Teams. At 'Files' in the left bar of the program you will see all your recent files and all your personal OneDrive documents. In your channels under the tab 'Files' you will find all documents shared in that channel.





06

Apps and Bots

Teams integrates with all your apps. Standard integration comes with Word, Excel, PowerPoint, OneNote, SharePoint, Planner, Stream and even Power BI, but you can also easily add other apps and services in Teams.

Do: Use bots to simplify your work

Within Teams you can use bots that can take your work out of your hands. This way you don't have to worry about certain tasks anymore and bots can handle them automatically.

Although bots are still under construction, there are many that can already help you with your work.

The list to the right shows some particularly useful ones.

AVA – Find and restore deleted or lost files, documents or emails from the Exchange, Outlook and OneDrive trash.

Polly – Quickly and easily create and share mini surveys and questionnaires with your team.

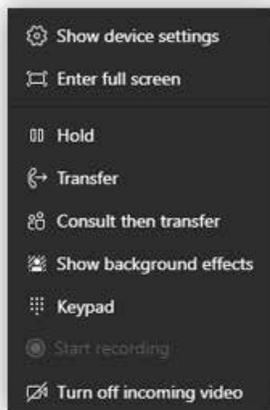
AtBot – This bot allows you to take a daily free Teams training course. What's more, AtBot lets you build your own bots without programming.

Meetings

Not only is it possible to talk and chat with people in Teams, it also provides a full audio and video conferencing environment.

Do: Use video when you can

The use of video is always preferable to audio when bandwidth allows it. If you can interpret facial expressions and body language, video conversations are more effective than just audio.



Do: Zoom in if you share your screen

In a video call, you can easily share your screen, but for the person(s) you're talking to, the screen looks smaller. We recommend to zoom in so everyone can see what you're talking about. For most browsers, you can use Ctrl+ to zoom in.

Do: Use the chat function during a call to share information

This data will remain available to everyone in the channel afterwards.

Do: Blur the background for focus

When you're in a restless environment during a video call, you can choose to blur the background so it doesn't distract the other participants. Only you will be in focus.



You can find frequently used teams and channels via the left bar, but it's even faster to use the search bar at the top of the screen. This multifunctional bar lets you quickly search for messages, people or files.

It also offers all kinds of additional functions. When you type '/' or '@' in the search bar, you will see a list of options. We'll highlight a few useful ones for you.

Do: Send messages quickly

You can quickly start a chat by tapping @ in the search bar, directly followed by the name of the person you want to send a message to.

Do: Filter results

As mentioned before, you can also use the search bar to search for content. Type something in the bar and click enter. If there are many results, you can filter them by clicking on the filter icon.



/files

Use /files to see a list of recent documents you have worked on. Through this list you can quickly open the document again.

/unread

In a message you can use the three dots to make the message unread again. For example, because you want to come back to it later. When you then tap /unread in the search bar, you will get an overview of all messages that you have marked as unread.

Six tips for Teams

1.

Put the app on both your phone and your computer

And if you don't always want to be reachable, simply turn off the notifications.

2.

Use the commands in the search bar

Commands are shortcuts to frequently used tasks in Teams. You can easily update your status, go to a specific channel, view your recent files and saved messages, and much more. Simply tap a slash (/) in the search bar and see which commands make your job easier.

A list of all commands is on page 13.

3.

Set your notifications correctly

Receive notifications all together? Or do you receive nothing at all and therefore miss important things in your team or channel? Take a moment to set the notifications (on your computer and on your phone) correctly.

4.

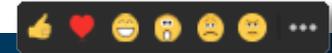
'Favourite' frequently used channels or teams

In the drop-down menu under the three dots behind a team or channel, you can choose to 'favourite' a certain team or channel.

5.

Use the 'like' button the right way

Microsoft Teams contains a thumbs up, 'like' icon, similar to the one of Facebook, but with a different meaning. Namely 'I understand', 'sounds good' or 'okay'. This thumb prevents an endless stream of reactions along the lines of 'I understand you'.



6.

Start small

To make Teams a success, we recommend that you start small, so that over time you understand how Teams supports you and your colleagues in your work.

Overview of search commands

<code>/available</code>	Set your status to available
<code>/away</code>	Set your status to away
<code>/brb</code>	Set your status to be right back
<code>/busy</code>	Set your status to busy
<code>/call</code>	Call someone
<code>/chat</code>	Send quick message to a person
<code>/dnd</code>	Set your status to do not disturb
<code>/files</code>	See your recent files
<code>/goto</code>	Go right to a team or channel
<code>/help</code>	Get help with Teams
<code>/join</code>	Join a team
<code>/keys</code>	See keyboard shortcuts
<code>/mentions</code>	See all your @mentions
<code>/saved</code>	See your saved list
<code>/testcall</code>	Make a test call
<code>/unread</code>	See all your unread activity
<code>/whatsnew</code>	See what's new in Teams



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Want to know more about Microsoft Teams?

Are you ready to work with Teams to make your organisation more productive? Do you look forward to working together more effectively? We are happy to help you get there! Feel free to contact us.

Get in contact with:

[Sergio Giusti](#)

sgiusti@hso.com

+44 0784 9087204



1500

Projects

25

Offices

1000+

Employees



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1st Floor, Enterprise Point | Altrincham Road | Manchester | M22 9AF | T +44 (0)161 600 3030 | info-uk@hso.com

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