

# Microsoft TEAMS FAQ

## Why Use Teams?

1. Do I have to use Teams or could I use another product?
  - a. Yes, Teams is the preferred solution because it is part of the City's Office 365 software subscription which is licensed for all City employees. Teams is tightly integrated with other Office 365 products like email and SharePoint and contains collaboration and file sharing features far beyond simple web conferencing functions. Because Teams is part of the City's enterprise agreement, the data resides in Microsoft's Government Cloud and is fully protected by both Microsoft and the City of Houston's cybersecurity controls designed with more stringent government-oriented parameters. The data is archived so that the City can comply with Texas Public Information Act (TPIA) requirements. Tools such as Slack and Zoom ultimately cost the City more, are not administered by HITS, and therefore compromise data security.

## Scheduling a Meeting

2. How do I schedule a Teams meeting through Outlook?
  - a. If you have the add-in in Outlook, you should be able to click the 'Teams Meeting' icon in the top left corner. This will create a join the meeting link. If you don't see 'Team Meeting' option in your outlook, you will need to install the Teams Add-In for Outlook- <https://docs.microsoft.com/en-us/microsoftteams/teams-add-in-for-outlook>.
3. How do I schedule a meeting or Live Events on behalf of someone else?
  - a. For regular meetings it would be easier to start in Outlook and create a TEAMS meeting. For live events there are options to add presenters to the invite. You would add the person you support there.
4. How do I schedule a Teams meeting through the Teams App?
  - a. Click the 'Calendar' icon on the top left side panel. This will open to a calendar view; click New Meeting and begin scheduling your meeting.
5. Is there an audio dial in number?
  - a. This is a licensed feature and approval is required. We encourage users to use the desktop or mobile app for audio capabilities. Participants can access audio if the desktop has a speaker or access the meeting from the TEAMS mobile app. Please contact HITS if you have any more questions on this.
6. What is the maximum people can join a meeting?
  - a. In a Teams meeting, the max number of attendees is 250. For meetings larger than that, Teams Live Events are more the focus which allows up to 10,000 attendees.
7. Can Teams host meeting with internal and external participants of your organization?
  - a. Yes, it can be both internal and external users.



Please note: Users (both internal and external) can gain access to the meeting via the web browser if they do not have the desktop app or mobile app installed.

Please note: External meetings are available for regular meetings (hosting 250). LIVE events are not available to the public as of now. Special approval is needed.

## Joining a Meeting

8. How do I join a Teams meeting?
  - a. Participants can join a Teams meeting from the Teams app, Teams on the web, or Teams mobile app. Open the Outlook invite and click Join Teams Meeting
9. How do I join a Microsoft Teams meeting from my home computer?
  - a. You can login to [www.Office.com](http://www.Office.com) and use your COH credentials (email address & password) to login
10. I've joined the meeting, I can see the presentation, but I can't hear anything. What should I do?
  - a. Check your audio source (speakers or headphones) settings.
11. How can I join Teams if my computer does not have a speaker?
  - a. Participants should use their speaker from their desktop app or access the meeting from the TEAMS mobile app. To verbally speak you will need a microphone.

## Meeting Features

12. How can I mute all participants if conducting an audio only call?
  - a. There is a 'Mute all' option in the bottom right of the screen in a Live Event. In a normal meeting, there is an option on the right side of the screen under participants. Each participant will get a notification and be able to unmute themselves if they need to.
13. Can I share my audio on video audio with participants?
  - a. To share your system audio, select Share  in your meeting controls and then Include system audio. When you share, all your system audio, including notifications, will be included in the meeting.
14. Are we able to share and view a presentation within teams?
  - a. Yes. To share your screen in a meeting, select Share  in your meeting controls. Then, choose to present your entire desktop, a window, a PowerPoint file, or a whiteboard.

## Teams Features

15. Can I create sub teams and teams with members that are not directly under me?
  - a. Select Join or create a team, this is where you create your own team, or discover existing ones. Select Create team to create a new team. Give the team a name and add a short description if you like. Add members, you can add people, groups, or even entire contact groups. When you're done adding members, select Add and then Close.

16. Our documents are normally kept on our local server on a shared drive. When we share a document in teams, is it changing it on the server, as well as teams? Or do we need to download the edited version back to the server after everyone finishes their revisions in teams?
  - a. If you share a file in Teams, it will automatically be stored on your OneDrive. You can upload files from your server or PC. Uploading files from your server or PC into Teams uploads files to your OneDrive, which allows you to access them from anywhere. Please be sure to leverage the OneDrive for Business folder. This will allow for team collaboration and accessing your files from anywhere using the Office 365 products/web browser.
17. How do you remove someone from the Teams page if they set up the Teams page and they are no longer in your division?
  - a. The owner of the page would need to click on participants and remove the individual. Please note: Its beneficial to have more than one owner in case an employee retires or moves to another organization.
18. Are there any limitations on editing documents in Teams? For example, I noticed that Teams does not seem to have the same functionality as Word, so editing numbering of sections is difficult.
  - a. Yes, the features are limited however, you can always select to edit in Word from the desktop app.
19. Does Teams work with 'OneNote' in any capacity?
  - a. Yes. You can create a tab and choose OneNote.
20. How can team members share common files?
  - a. You can share files just as you would in the chat - add them via the paperclip or add them in the files tab.
21. What is the benefit of working on the document at the same time? Can you be in different sections of the document at the same time?
  - a. Having multiple people in a document alleviates the time spent waiting for documents to be sent back and forth, and eliminates people editing the wrong version of the original document. Yes, you can work on different sections at the same time.

## Chat Features

22. How do I initiate a TEAMS teleconference between team members?
  - a. Add the recipients in a meeting invite or start a chat, add all attendees and start a call by clicking the phone button.
23. If I send/share a file if I update that file on my computer are the changes automatically updated or are live updates only applied if the document is opened in the Teams client?
  - a. All changes are captured if you modify a document uploaded to Teams or another Office product such as OneDrive, etc.
24. Can entire team see the chat in any channel under that team?
  - a. Yes, if they are a member.

## Teams Mobile App

25. How do I download the Team mobile app?

- a. You can download the app from [www.office.com](http://www.office.com) or from your app store on your mobile device.

Please note: You will need your COH Network credentials (email address & password) to login

## Teams Desktop App

26. How do I download the Teams Desktop App?

- a. You can download the app by clicking <https://teams.microsoft.com/downloads>

## Teams Web Browser App

27. How can I get access to a Microsoft Teams meeting on a device that does not have the Teams app installed?

- a. You can login to [www.Office.com](http://www.Office.com) and use your COH credentials (email address & password) to login

## Live Events

28. What is difference between a Live Event and a Regular meeting?

- a. Live Events only allow one-way audio, participants can view information and post questions using the chat feature. Regular meetings allow two-way audio, participants can unmute and speak directly to the presenter.

Please note: In a Teams meeting, the max number of attendees for a regular meeting is 250. However, a Live Events can accommodate up to 10,000 attendees

29. Can I conduct Live Events for internal and external clients?

- a. Special approval is needed to share external Live Events. Please contact the HITS for further assistance.

30. Can the presenter and producer be the same person?

- a. Yes. In addition, the producer has the option to include multiple presenters and both roles have can publish or not publish questions.

Please note: We recommend having more than 1 producer. Two should suffice.

31. Can you add to presenter during a meeting or only when setting meetings up?

- a. No. Once you start the Teams Live Event, you cannot add anyone.