

Installing and Using Teams (End User)

Install the Teams client

It is highly recommended to install the Teams client: <https://teams.microsoft.com/downloads>. The client will unlock more features when using Teams as opposed to using the web version found here: <https://teams.microsoft.com/>

Teams can also be downloaded on mobile devices from Google Play or the Apple Store.

While using Teams it is recommended to turn off any VPN (Global Protect, Sonicwall), as it can cause issues.

Your Office 365 Account

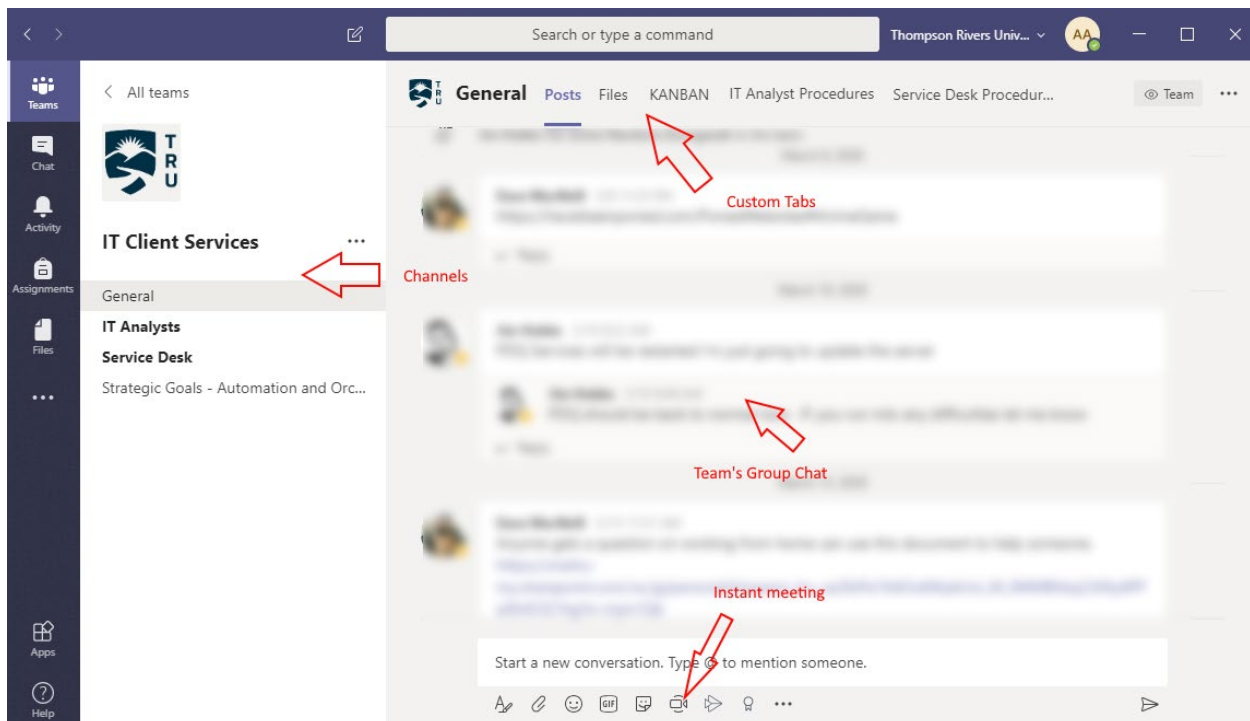
By default, you should be able to login to Teams (and other office 365 products) using your TRU credentials. When logging into Teams you must use your full email address (including the @tru.ca) and the password you use for logging into TRUEmployee, Email, and campus computers.

If you have any issues regarding logging in to this account please contact the Service Desk (250-371-5887) for further troubleshooting.

Once you've logged into Teams it will open to the Teams selection screen, at this point you will need to contact your team's owner to have you added to a team.

Navigating your team

Once a team owner has added you to a team you will be able to chat, share files, and meet with other members of the team.



Channels: Here you can navigate your group chats which can be separated by subsets of teams, or project that you may be working on

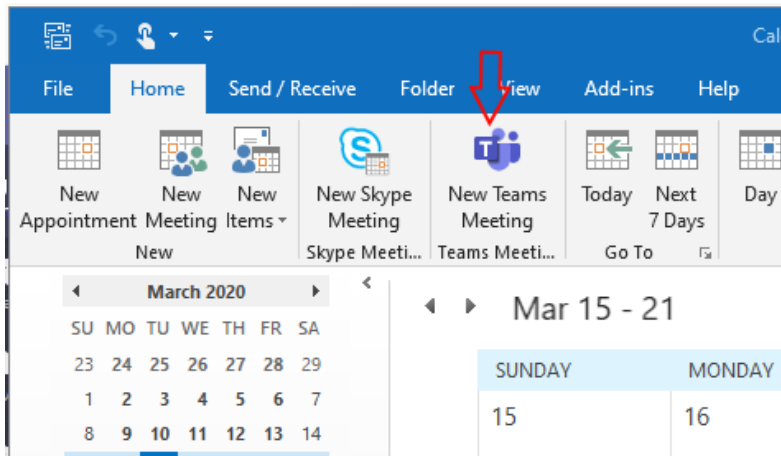
Custom Tabs: Here you can share files, highlight particular documents or processes, and add other custom features (such as a KANBAN board)

Instant meeting: You can call an instant meeting that all team members (who can view that channel) have the option of joining

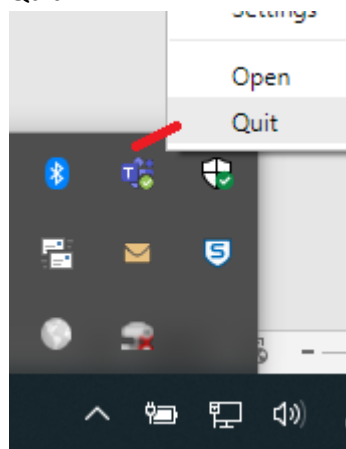
Setting Up A Scheduled Meeting in Teams

To setup a scheduled meeting that will show up in your attendee's calendars:

1. Verify you have installed Teams app on your computer (otherwise the following steps will not work)
2. Go to your calendar, and you will see "New Teams Meeting"



3. If you do not see the Teams Meeting button as shown above you may need to restart Teams and Outlook after installing. Follow these steps (order is important):
 - a. Launch the Teams desktop app, and sign in at least once.
 - b. After signing into Teams, restart (close and reopen) the app.
 - i. To fully close Teams you need to right click the icon in the system tray, and click Quit.



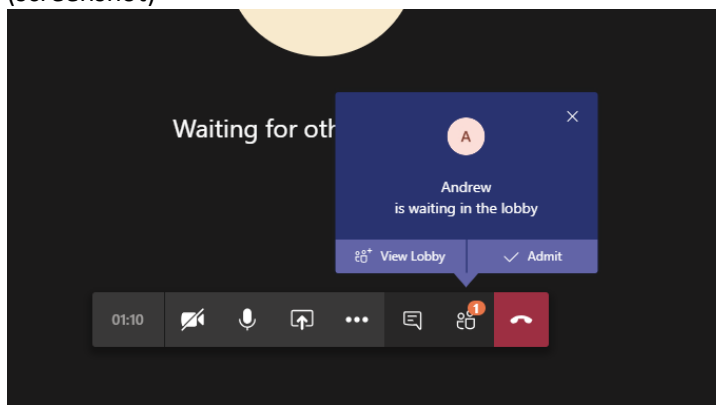
- c. Restart Outlook (after restarting Teams), make sure to close all Outlook windows.

4. Send your meeting invite as you normally would, it will now contain a link that your attendee's can click on:

[Join Microsoft Teams Meeting](#)

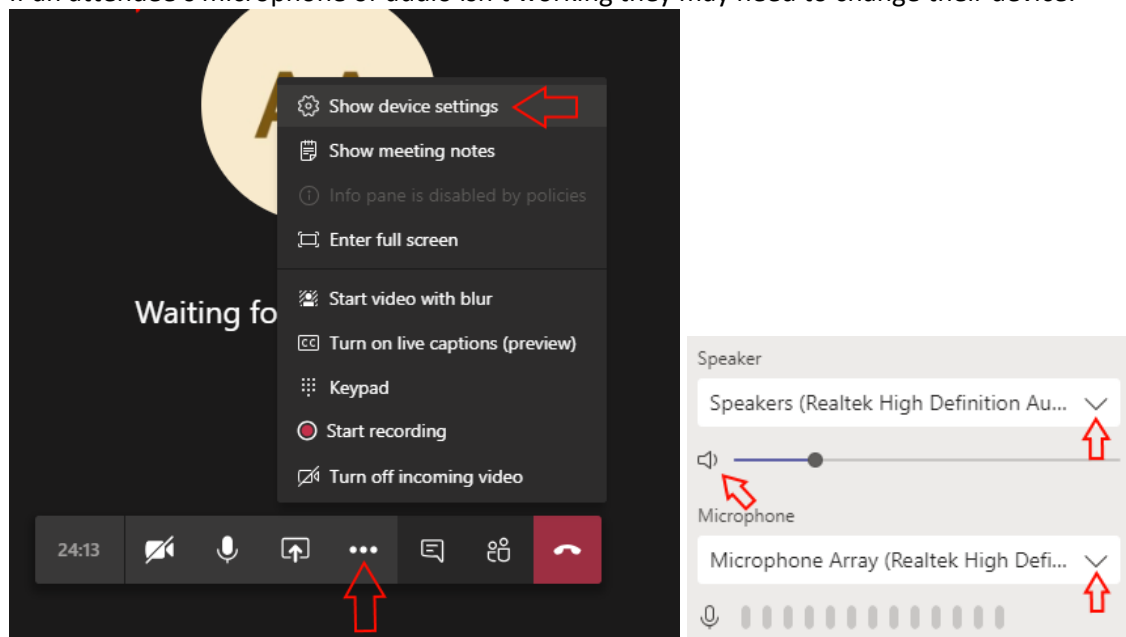
[Learn more about Teams](#) | [Meeting options](#)

5. Your attendees will have the option to open the link using the Teams client or using the web browser
6. If there is any external/uninvited user, any person who was invited will be able to admit them: (screenshot)



Speaker and Microphone issues

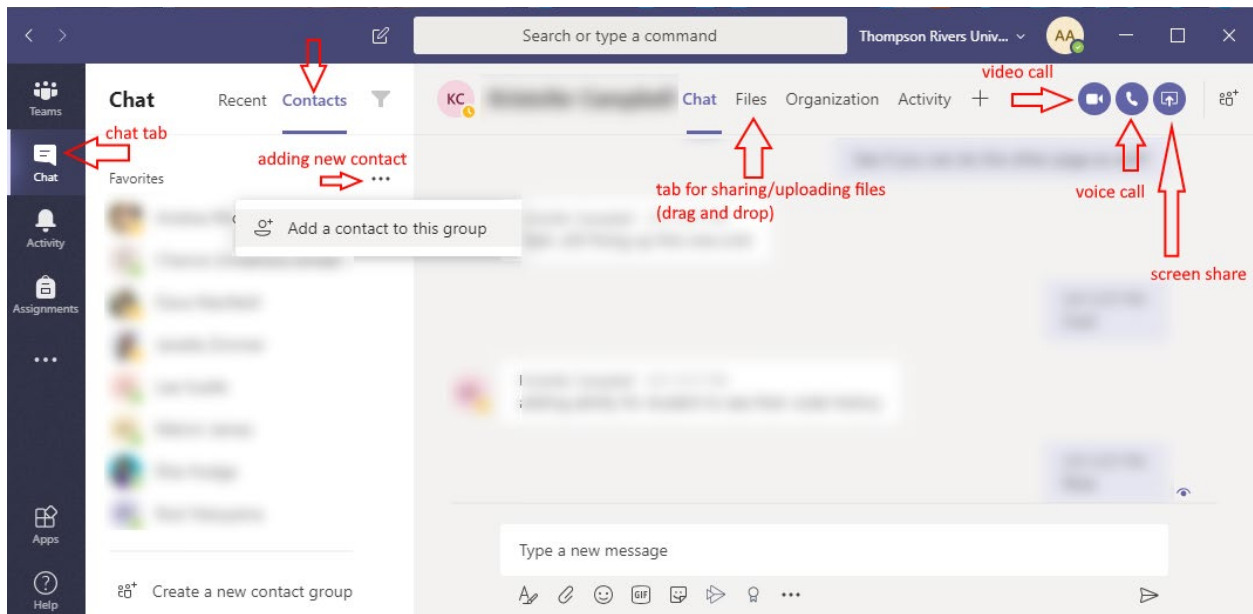
If an attendee's microphone or audio isn't working they may need to change their device:



Make sure the speaker is not muted, and can see feedback on the microphone meter.

Using Chat in Teams

Teams can be used for instant messaging by accessing the Chat tab



Adding a New Contact: you will be prompted with a screen to enter name, simply start typing the persons name, it should automatically start populating based on office 365 accounts. Only staff (not students) will automatically will populate at this time.

File sharing: You can click the files tab to share files with the current contact, you can either drag and drop files into the window or click the Share > Upload from my computer. Note: you may need to click on another tab and the back to the files tab for the files list to refresh.