

# Microsoft Teams FAQ

In this guide, you will find answers to frequently asked questions about using Microsoft Teams.

 [Eesti keeles](#)

Useful materials:

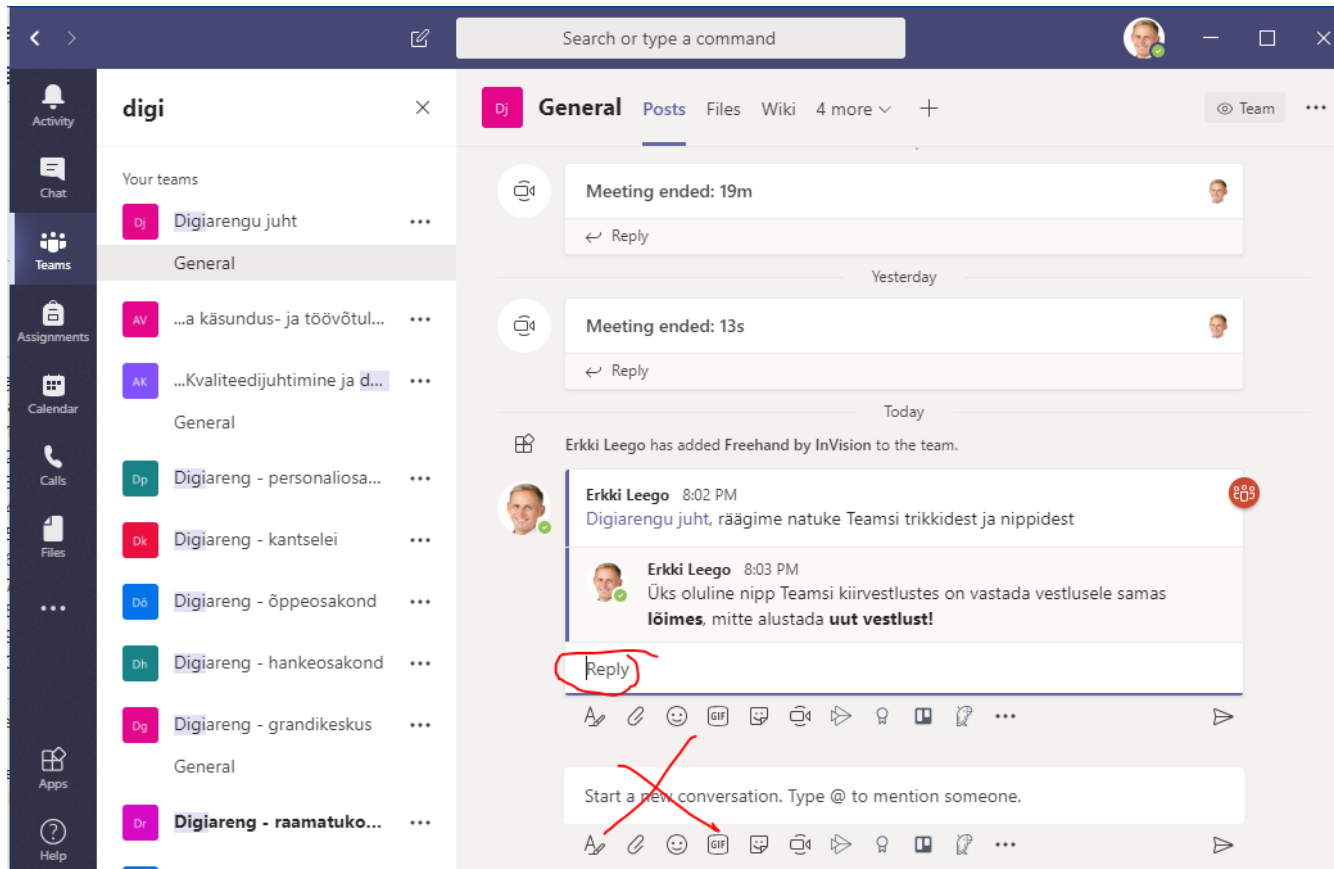
- [The slides](#) and [annotated video recording](#) of the training course "Using Microsoft Teams" that took place on 19 December 2019.
- [Short videos by Microsoft](#) on using MS Teams.

## FAQ

Check [Microsoft Teams for team work](#).

**NB! To log in to Teams**, enter [username@ut.ee](#), not `firstname.surname@ut.ee`.

- An important trick in an MS Teams chat is to reply to a conversation in the same thread instead of starting a new conversation:
  - Use the Reply field in the conversation.
  - Do not reply by writing to the field `Start a new conversation`.



- If you belong to many teams, it may be rather difficult to keep an eye on all discussions in all groups.
- If you want to get the attention of a group, channel or person, use the @mention.
- Then the mentioned person will receive an active notification- a red alert in the Activity and/or Teams and/or Chat menu.
- A person who does not actively use MS Teams (for instance, an external guest) also receives the notification by e-mail.
- If you have switched on the notifications of a channel, you will also be notified if you are not @mentioned.
  - By default, notifications of new messages in groups are switched off in MS Teams.
  - See [Creating a team workspace in MS Teams](#) (turn on notifications on new group messages in MS Teams).

The screenshot displays the Microsoft Teams interface. On the left is a dark sidebar with navigation icons for Activity, Chat, Teams, Assignments, Calendar, Calls, Files, and Help. The main area shows the 'General' channel of the 'Digi' team. The chat history includes two meeting end notifications: 'Meeting ended: 19m' and 'Meeting ended: 13s'. A message from 'Erkki Leego' at 8:02 PM is visible, stating 'Digiarengu juht, räägime natuke Teamsi trikkidest ja nippidest'. Below this message, a 'Suggestions' dropdown menu is open, showing a suggestion for 'erkki.leego (Guest)' with the email 'erkki.leego@gmail.com'. The suggestion is circled in red. The bottom of the chat window shows a search bar and a list of icons for various actions like reply, edit, and share.

Microsoft Teams interface showing a chat window for the "digi" team. The chat history includes messages about meeting endings and a message from Erkki Leego.

**General** | Posts | Files | Wiki | 4 more | +

Team | 1 Guest

March 19, 2020

Meeting ended: 19m

Yesterday

Meeting ended: 13s

Today

Erkki Leego has added Freehand by InVision to the team.

**Erkki Leego** 8:02 PM  
Digiarengu juht, räägime natuke Teamsi trikkidest ja nipidest

**Erkki Leego** 8:03 PM  
Üks oluline nipp Teamsi kiirvestlustes on vastada vestlusele samas **lõimes**, mitte alustada **uut vestlust!**

erkki.leego (Guest), Pane tähele, see sõnum on sulle!!!



Activity

Chat

Teams

Assignments

Calendar

Calls

Files

...

Apps

Help

digi

Your teams

Dj Digiarengu juht

General

AV ...a käsundus- ja töövõtul...

AK ...Kvaliteedijuhtimine ja d...

General

Dp Digiareng - personaliosa...

Dk Digiareng - kantselei

Dö Digiareng - õppeosakond

Dh Digiareng - hankeosakond

Dg Digiareng - grandikeskus

General

Dr Digiareng - raamatuko...

Search or type a command

Dj

General

Posts

Files

Wiki

4 more

+

Team 1 Guest

← Reply

Yesterday

Meeting ended: 13s

← Reply

Today

Erkki Leego has added Freehand by InVision to the team.

Erkki Leego 8:02 PM

Digiarengu juht, räägime natuke Teamsi trikkidest ja nippidest

← Reply

Erkki Leego 8:03 PM

Üks oluline nipp Teamsi kiirvestlustes on vastada vestlusele samas **lõimes**, mitte alustada uut vestlust!

← Reply

Erkki Leego 8:15 PM

erkki.leego (Guest), Pane tähele, see sõnum on Sulle!!!

← Reply

Start a new conversation. Type @ to mention someone.

A

📎

😊

GIF

🗨️

📺

▶️

💡

📅

🔍

...

➤



The screenshot displays the Microsoft Outlook application window. The top ribbon includes tabs for File, Home, Send / Receive, Folder, View, and a search bar. The left sidebar shows the 'Favorites' section with folders like 'Inbox 143', 'Deleted Items 27', and 'Sent Items - Erkki.Leege@ut.ee'. The main pane shows an email from 'Erkki Leego Teamsis <noreply@email.teams.microsoft.com>' with the subject 'Erkki mainis sind kanalil Digiarengu juht'. The email body starts with 'Tere,' and mentions a Teams meeting. It includes a button 'Vasta Teamsis' and a section for downloading the Microsoft Teams app for iOS and Android. The bottom of the email shows the Microsoft logo and copyright information.

Check [How to start a meeting or seminar in MS Teams?](#)

Check [Microsoft Teams - Add a video background.](#)

- With the large gallery view, you can watch up to 49 video streams at a time.
- **"New Meeting Experience"** must be enabled before using large gallery view.
- At least 10 participants must share their video for the large gallery view to be available.
- During a meeting, select "... " > select **"Large Gallery"**. If it is not grayed out, it means that there are at least 10 active video streams.

blocked URL

- MS Teams allows pinning important channels.
- Select Pin under "... " next to a channel name.

Microsoft Teams interface showing a channel named "General" with a context menu open over the "General" channel in the left sidebar.

**Left Sidebar (Navigation):**

- Activity
- Chat
- Teams
- Assignments
- Calendar
- Calls
- Files
- ...
- Apps
- Help

**Channel List (Left Sidebar):**

- Pinned
  - General (LTAT.02.005 2020 kevad)
- Your teams
  - ITO juhtimine
  - General** (selected, with context menu open)
  - Infotehnoloogia osakond
    - General
    - 2020-2 Delta karjäärpäev
    - Küberturvalisus**
    - Random**
    - Rikked
    - Ülikooli 18a majainfo
  - Microsoft and University ...
    - General**
- Join or create a team

**Channel Context Menu (Open over "General"):**

- Channel notifications
- Pin** (highlighted with a red circle)
- Manage channel
- Get email address
- Get link to channel
- Connectors

**Main Chat Area (Channel "General"):**

Search or type a command

Team 1 Guest

Yesterday

Meeting ended: 13s

Reply

Today

Erkki Leego has added Freehand by InVision to the team.

Erkki Leego 8:02 PM

Digiarengu juht, räägime natuke Teamsi trikkidest ja nipidest

Erkki Leego 8:03 PM

üks oluline nipp Teamsi kiirvestlustes on vastada vestlusele samas aegses ajavahemikus, mitte alustada uut vestlust!

... has added erkki.leego (Guest) as a guest to the team.

... 8:15 PM

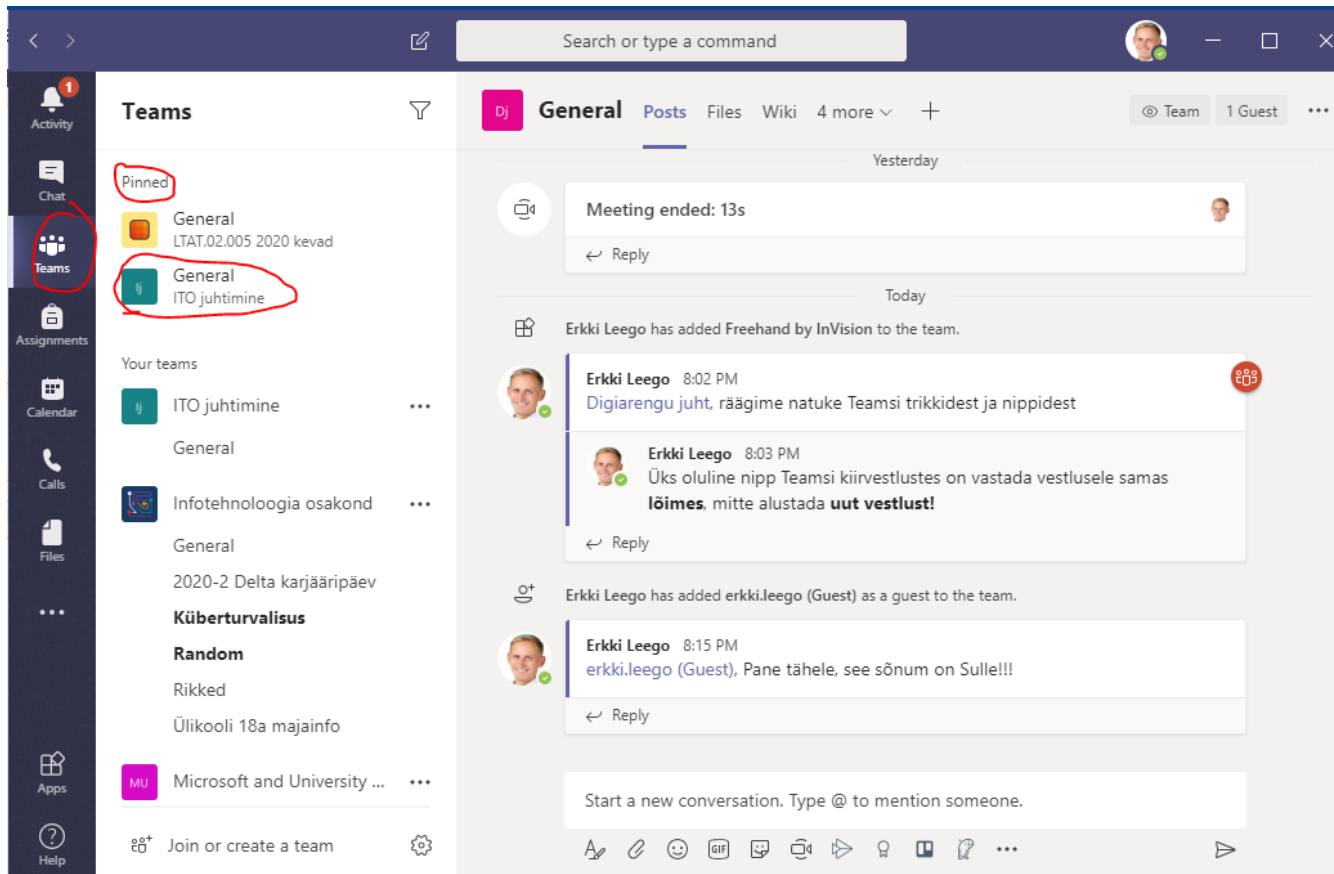
... (Guest), Pane tähele, see sõnum on Sulle!!!

Reply

Start a new conversation. Type @ to mention someone.

Icons: @, #, : (emojis), GIF, Video, Screen, Lightbulb, Document, ...





- MS Teams allows creating channels with private access.
- When you create a new channel, you can choose to give access to the entire team or only some members.
  - By default, access is granted to the entire team.
- Creating a private channel.
  - Click on "... " next to the team name and then **Add channel**.
  - **Insert the channel name**.
  - Select **Private - accessible only to specific group of people within the team** from privacy settings.
  - Click **Next**.
  - Add members and click **Done**.

Activity

Chat

Teams

Assignments

Calendar

Calls

Files

...

Apps

Help

Teams

Microsoft and Universi...

LTAT.02.005 2020 kevad

Digiarengu juht

General

Privaatne kanal

ITO büroo

Taristutalitus

General

1 hidden channel

Andmekaitse

Delta ÖTT hange

General

Hange - demolabori seadmete ...

Join or create a team

Privaatne ...

Posts

Files

+

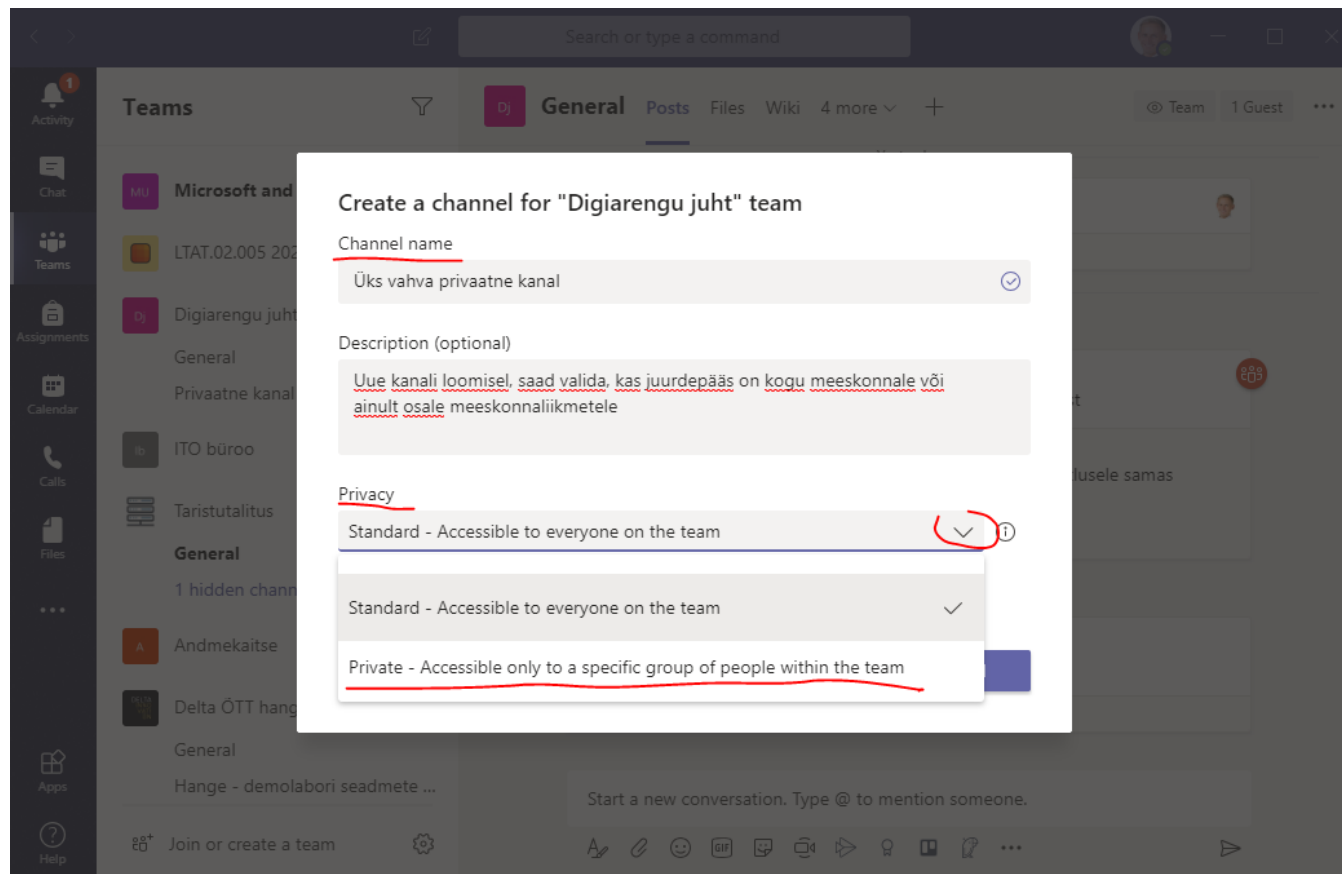
Channel

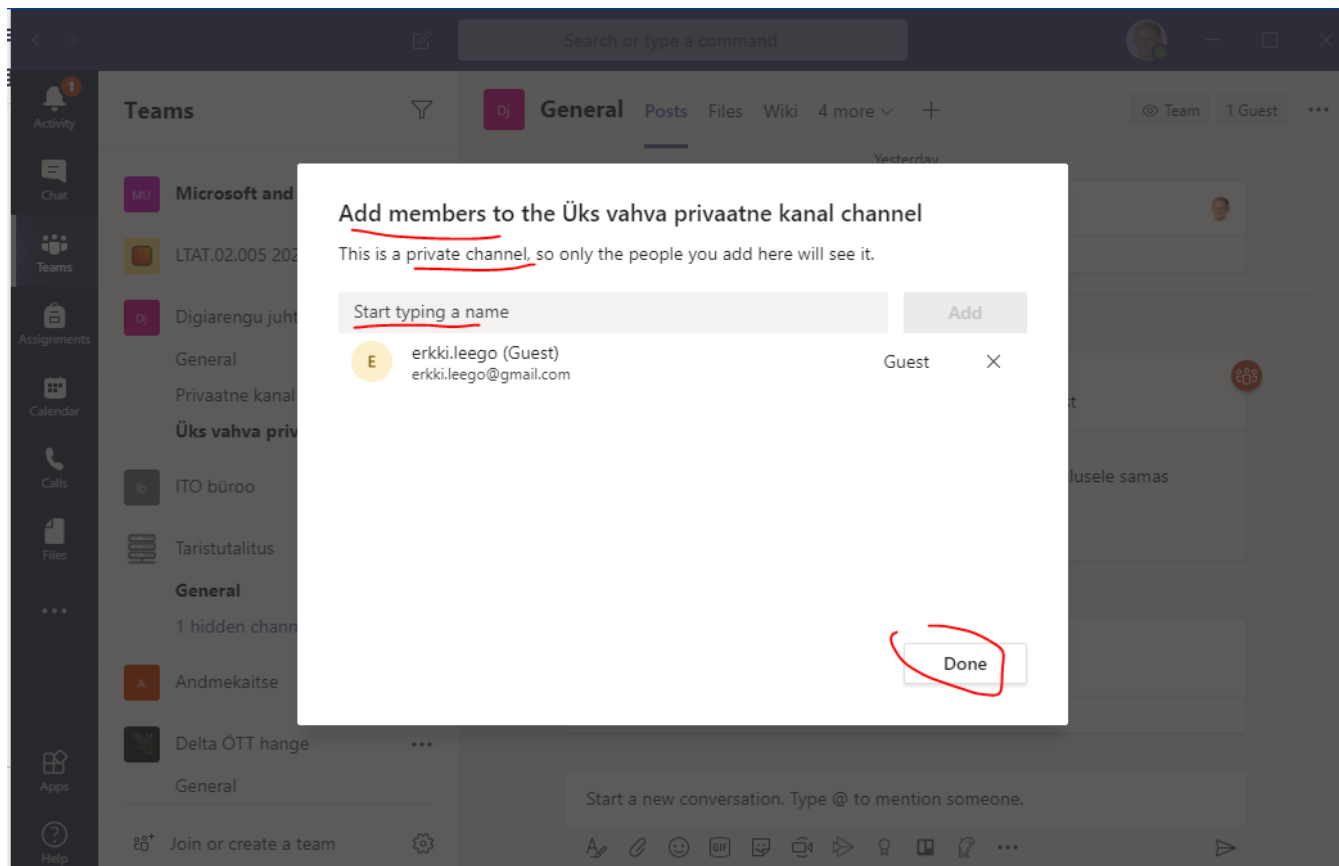
...

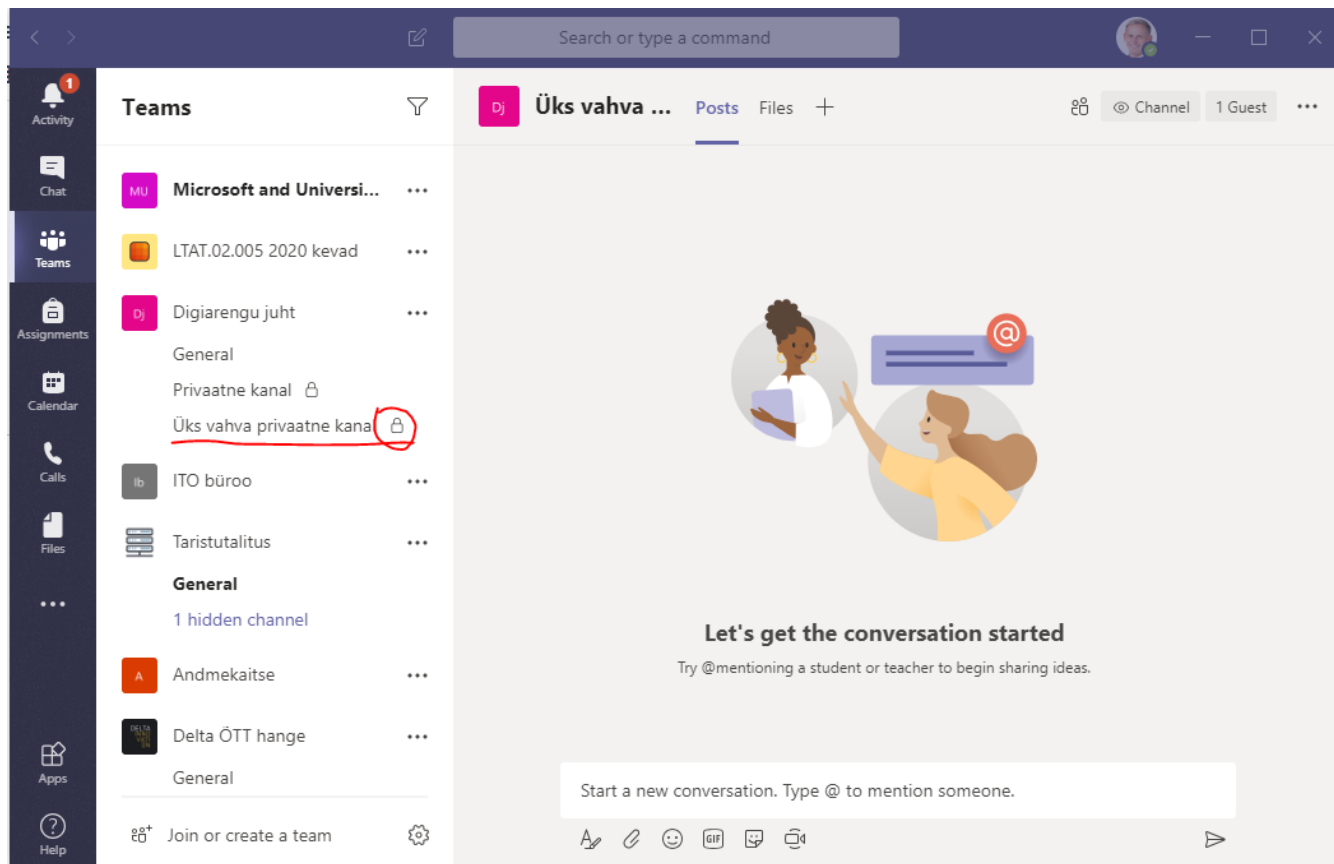
Let's get the conversation started

Try @mentioning a student or teacher to begin sharing ideas.

Start a new conversation. Type @ to mention someone.







- We advise choosing the type **Other**.
- If you choose another team type (Class, Staff, etc.), the menu bar of the team will include pre-configured modules you won't probably need (e.g. Staff notebook).

### Select a team type



#### Class

Discussions, group projects,  
assignments



#### Professional Learning Community (PLC)

Educator working group



#### Staff

School administration and  
development



#### Other

Clubs, study groups, after school  
activities

Cancel

Check [Screen sharing in Teams](#).

Check [Creating a team workspace in MS Teams](#).

- MS Teams allows adding modules to be used within a team.
- MS Forms and Polly are suitable for voting and polls.
- Check [Organizing a vote in Teams \(old\)](#).

Otsi rakendust



Viimatist



Polly

Soovitused



Confluence  
Cloud



Forms



Jira Cloud



Jira Server



Power BI

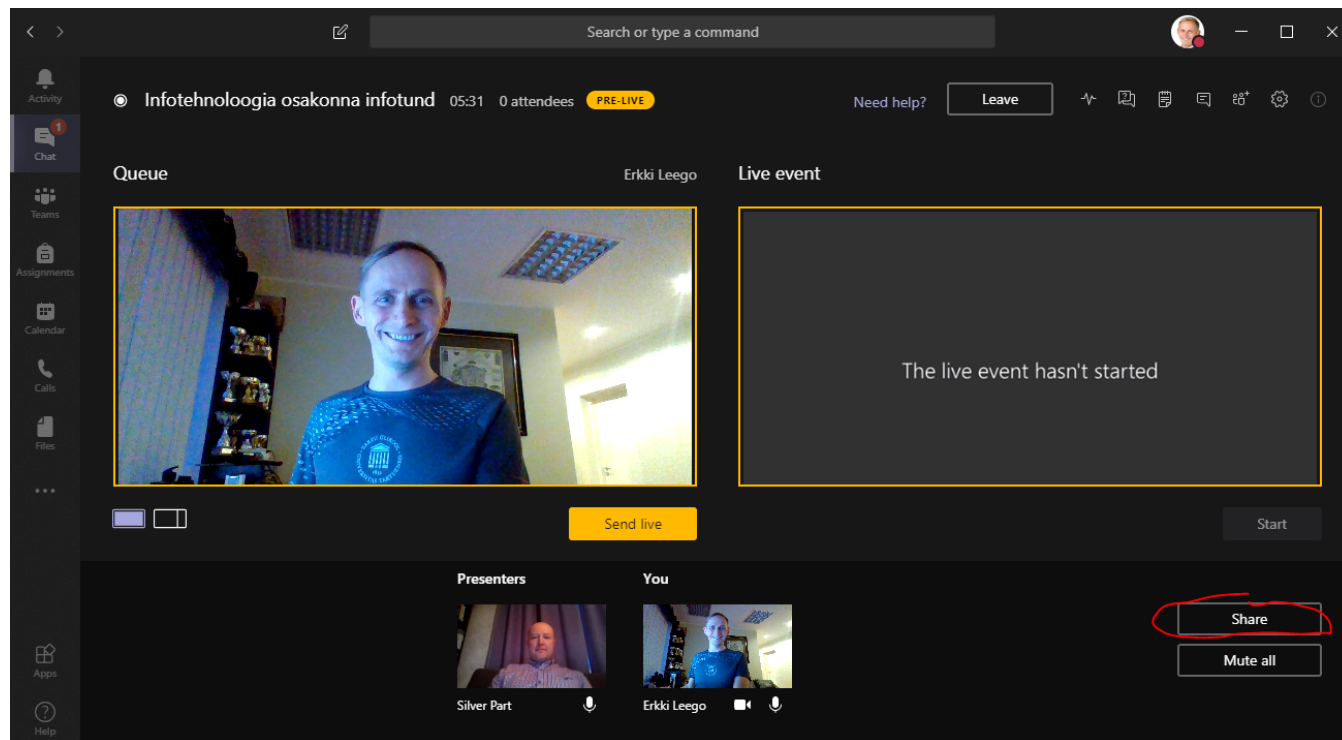
Rohkem rakendusi >

- Ask for advice from the e-learning specialists of the university.
  - See [Recommendations for teaching staff to replace classroom teaching with e-learning](#).
- See [Quick Start Guide - Microsoft Teams for Education](#).

See [Archiving a team in MS Teams](#).

- It is wise to archive the workspace when the team workspace is no longer needed.
  - See [Archiving a team in MS Teams](#).
- If a team workspace is deleted, all the content, conversations, etc. created in the team will be lost.
- A deleted group can be restored by an administrator within 30 days after deletion.
  - Contact the IT helpdesk to restore a deleted group.

- MS Teams offers simple tools for producing and broadcasting video of a public seminar using its [Teams Live Event](#) function.
  - An event can have up to 10,000 viewers.
  - Viewers can watch the video and ask questions.
- See [Videoconference for large audiences - Teams Live Event](#).



- An MS Teams chat is not the best option for sending work assignments and requests to others.
  - Since the main focus of MS Teams is conversations, it is not easy for people to take on assignments from there.
- The MS Teams menu **Assignments** is meant for teaching activities and **is not** suitable for managing a team's work assignments in general.
- A more convenient tool for joint management of work assignments is the Planner that can be added to an MS Teams workgroup as a module.
  - See [reating a team workspace in MS Teams](#) ("Create a work assignment management space for your team using Planner").
  - See [FAQ - tips and tricks of Planner](#).



Search or type a command

Activity

Chat

Teams

Assignments

Calendar

Calls

Files

...

Apps

Help

Choose a class

Search classes

LK

LTAT.02.005 2020 kevad


L

LTAT.05.002\_2019\_TÜ

Next

< >

Search or type a command



—

□

×

Activity

Chat

Teams

Assignments

Calendar

Calls

Files

...

Apps

Help

digi

×

Your teams

Dj

Digiarengu juht

...

General

AV

...a käsundus- ja töövõtul...

...

General

AK

...Kvaliteedijuhtimine ja d...

...

General

Dp

Digiareng - personaliosa...

...

General

Dk

Digiareng - kantselei

...

General

Dö

Digiareng - õppeosakond

...

General

Dh

Digiareng - hankeosakond

...

General

Dj


General

Posts

Files


Wiki

4 more ▾




Team

...




Meeting ended: 18s



← Reply


March 18, 2020



Erkki Leego

Wednesday 10:19 AM

See on üks vahva näidisseminar




Üks vahva seminar

Wednesday, March 18, 2020 @ 10:00 AM


...

← Reply

March 19, 2020




Meeting ended: 19m




← Reply

Yesterday





Meeting ended: 13s





← Reply


Start a new conversation. Type @ to mention someone.
























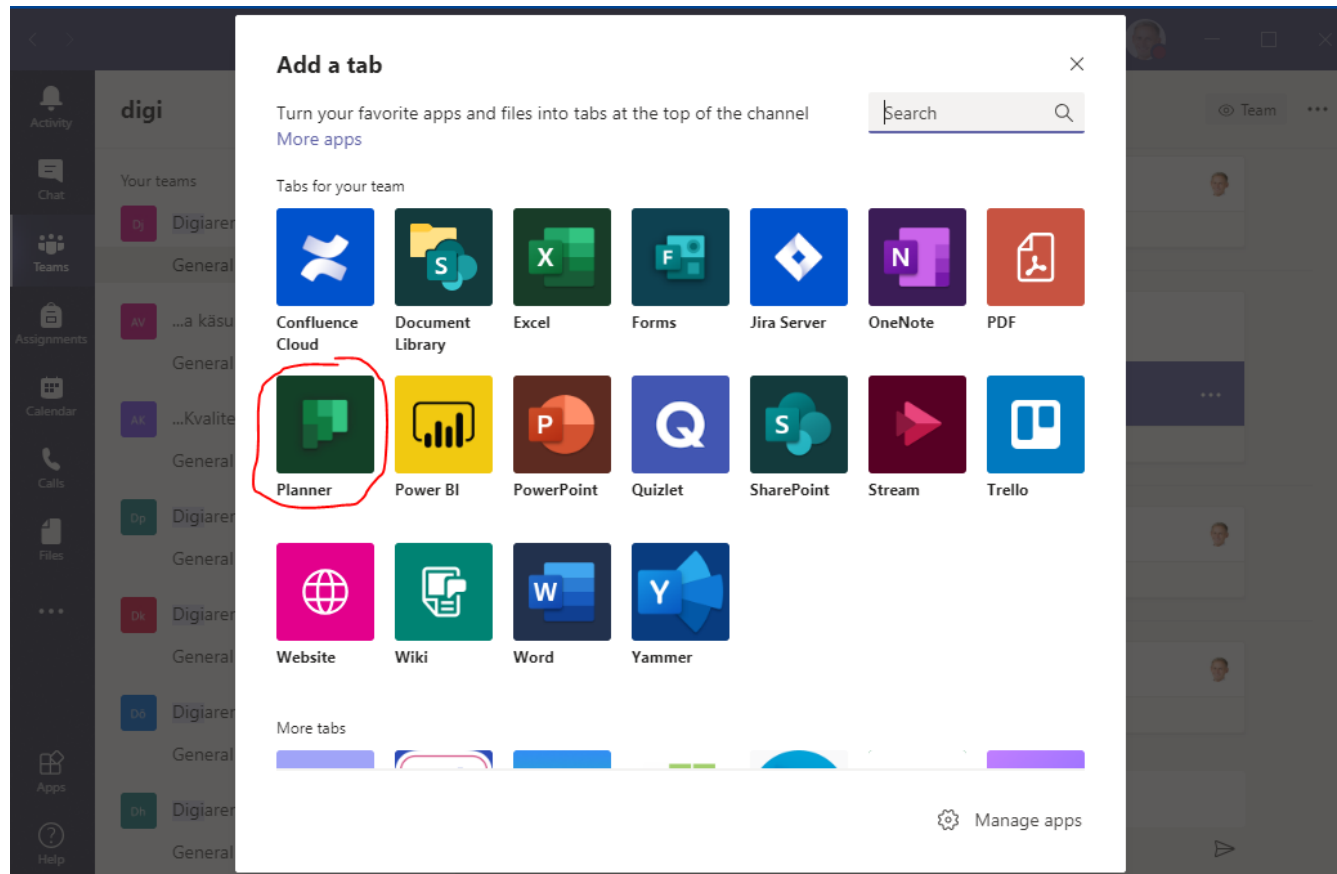






...





- An external member can be added to an MS Teams team as a guest, using the person's e-mail address.
- If the person has not used MS Teams before, he/she must first create a free account of MS Teams and can then join the corresponding workgroup.

Activity

Chat

Teams

Assignments

Calendar

Calls

Files

...

Apps

Help

Teams

Infoturbe juhtimine

AP-089 Kvaliteedijuhtimine ja digiprot...

ITKT juhtimine

ITIS juhtimine

ITTT juhtimine

ITVM juhtimine

Digiarengu juht

General

Arendussoovide haldus

Tugiteenuste spetsialist

AP-019 Salvestusruumi hankimine

Digiareng - personaliosakond

AP-035 Igaaastane paroolide korrasta...

Digiareng - kantselei

AP-094 - Dekaanide valimiste läbiviim...

AP-072 CRM lahenduse loomine

AP-39 Igaaastane kontode ülevaata...

Digiareng - õppeosakond

AP-099 Uuendada Tallinna tulemüür

Join or create a team

Search or type a command

Dj

Digiarengu juht ...

Digiarengu juht

Private

Members

Pending Requests

Channels

Settings

Analytics


Apps

This team has guests.

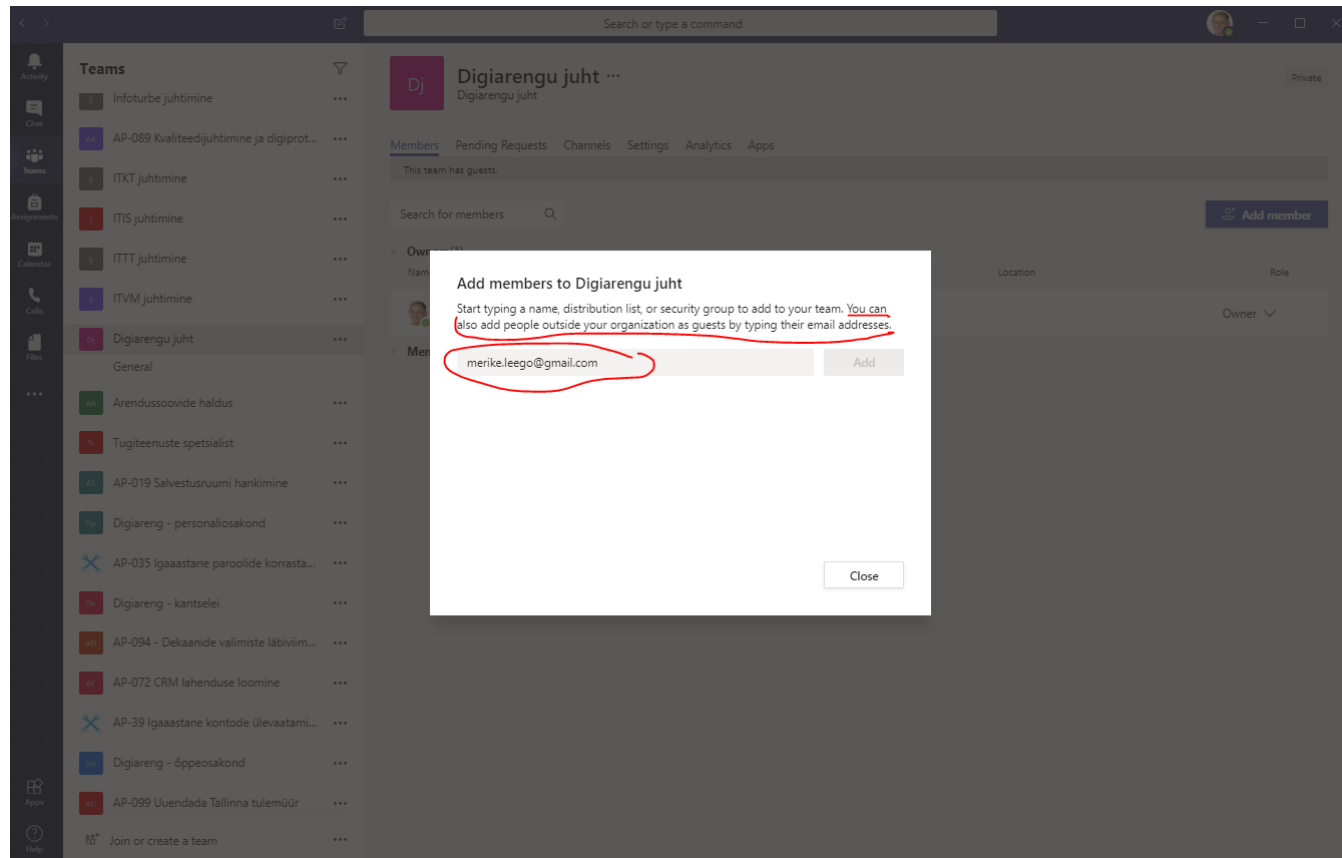
Search for members

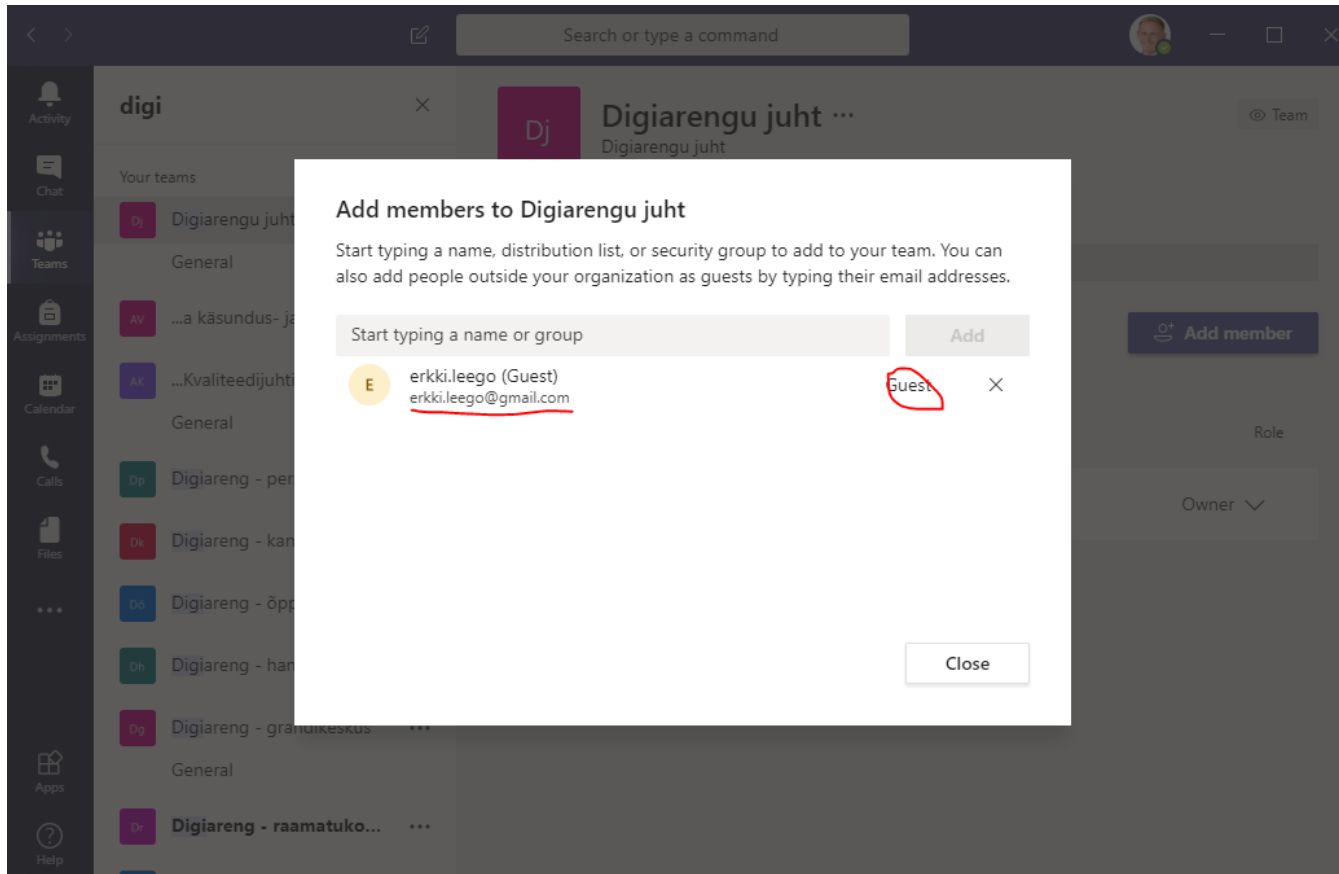
Add member

Owners (1)

Name	Title	Location	Role
 Erkki Leego			Owner

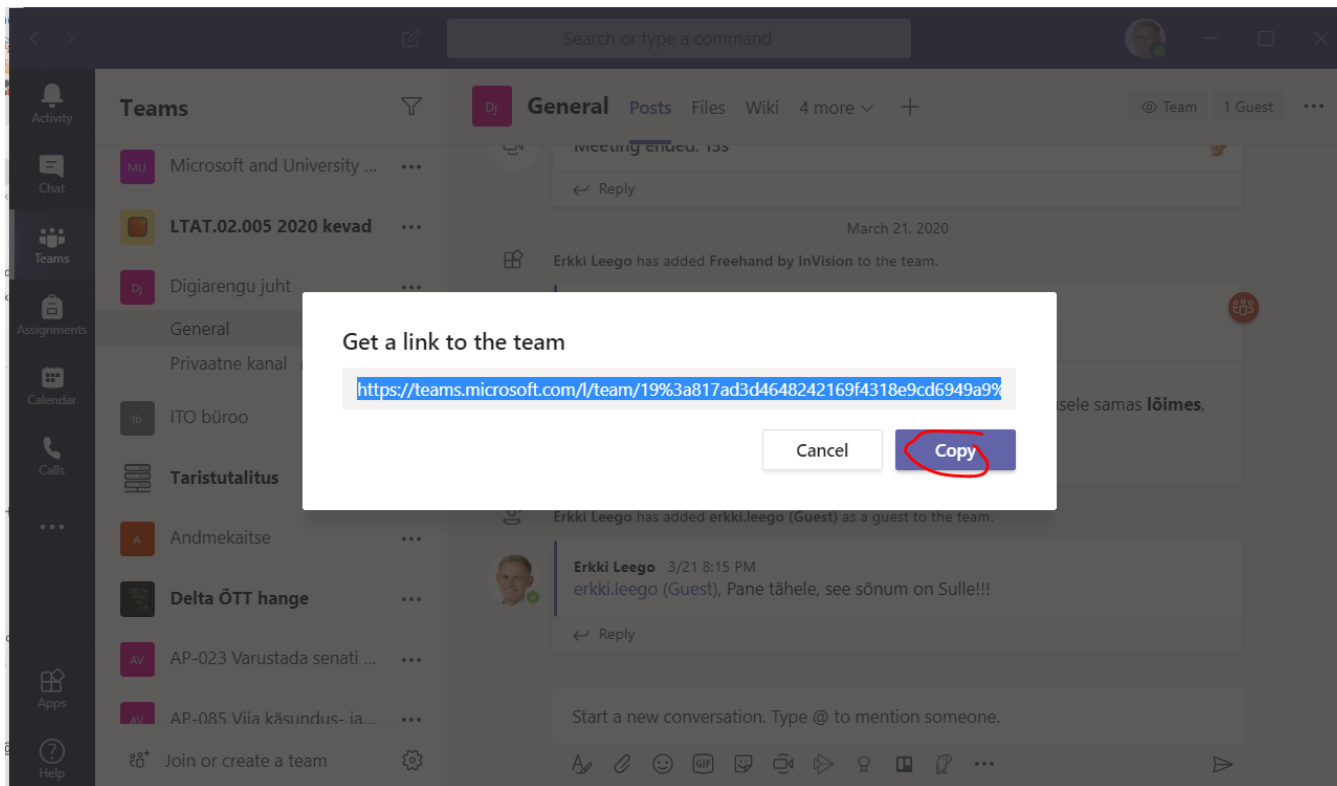
Members and guests (1)





- Click "... " next to the team name.
- Select **Get link to the team**.
- Select **Copy**.
- You can share the copied link through other channels.
- The team owner needs to accept the requests sent through the link.
  - Manage Team Pending Requests Accept.
- Tip: if you want people with the link to join the team right away, without the acceptance, you can create a team code:
  - Manage Team Settings Team code Generate.
  - You can share this code together with the invite link via other channels.

Microsoft Teams interface showing a team chat window. The left sidebar contains navigation icons for Activity, Chat, Teams, Assignments, Calendar, Calls, and Help. The main area displays the 'General' channel of a team named 'Digiarengu juht'. A context menu is open over the channel name, listing options: Hide, Manage team, Add channel, Add member, Leave the team, Edit team, **Get link to team** (highlighted with a red circle), Manage tags, and Delete the team. The chat history shows messages from 'Erkki Leego' dated March 21, 2020, including a message about adding 'Freehand by InVision' to the team and another about adding 'erkki.leego (Guest)' as a guest. The bottom of the chat window shows a text input field and various communication icons.





The screenshot displays the Microsoft Teams application interface. On the left, a dark sidebar contains navigation icons for Activity, Chat, Teams, Assignments, Calendar, Calls, and Apps. The main area is divided into a left pane for team selection and a right pane for the selected team's content. The 'Teams' list on the left includes 'Microsoft and University ...', 'LTAT.02.005 2020 kevad', and 'Digiarengu juht'. The 'Digiarengu juht' team is selected, showing a 'General' channel. A context menu is open over the 'General' channel, listing options: 'Hide', 'Manage team' (highlighted with a red circle), 'Add channel', 'Add member', 'Leave the team', 'Edit team', 'Get link to team', 'Manage tags', and 'Delete the team'. The right pane shows a chat history for the 'General' channel, including a message from 'Erkki Leego' dated March 21, 2020, and a system message about adding a guest.

Search or type a command

Teams

General

Hide

Manage team

Add channel

Add member

Leave the team

Edit team

Get link to team

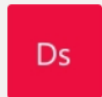
Manage tags

Delete the team

Erkki Leego 3/21 8:02 PM

Erkki Leego 3/21 8:03 PM

Erkki Leego 3/21 8:15 PM



## Digiarengu strateegia väljatöötamine ...

Tartu Ülikooli digiarengu strateegia 2020 - 2025 väljatöötamise tööala. Aktiivselt täiendatav mustand asub TÕ Wikis -...

Team

Members

Pending Requests

Channels

Settings

Analytics

Apps

Search for members



Accept all

Deny all

Name

Title

Location

Requested by

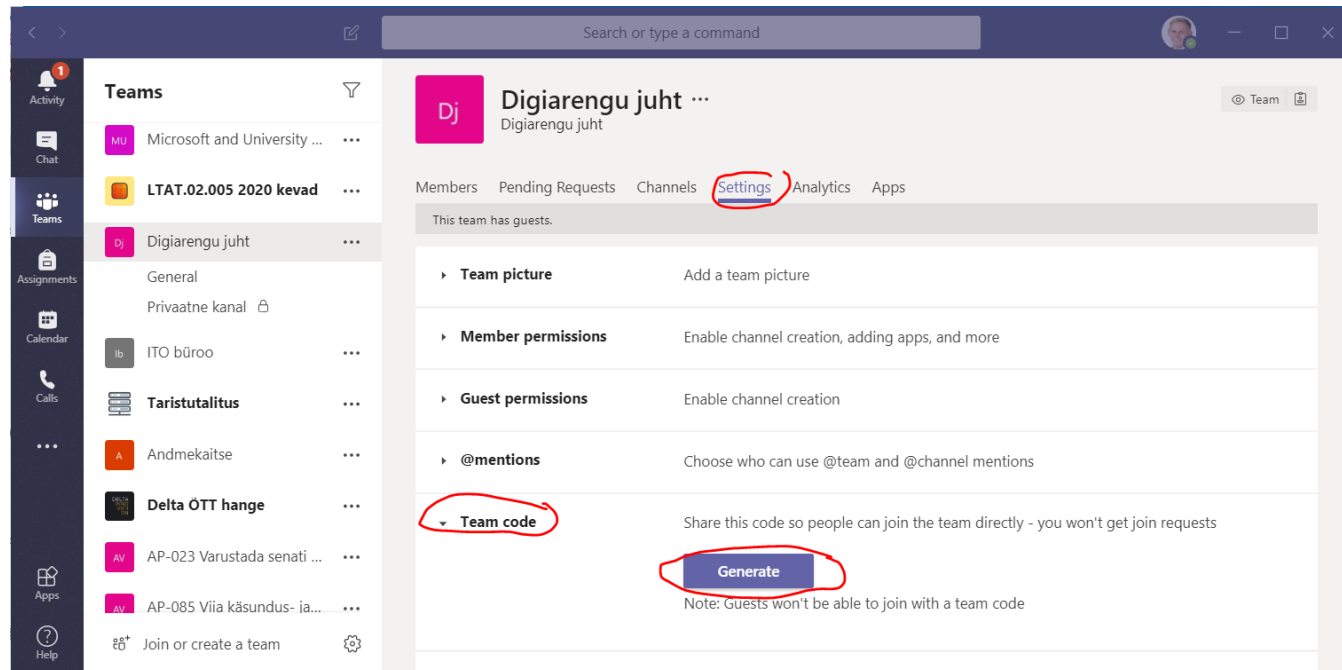


Helina Riisalu

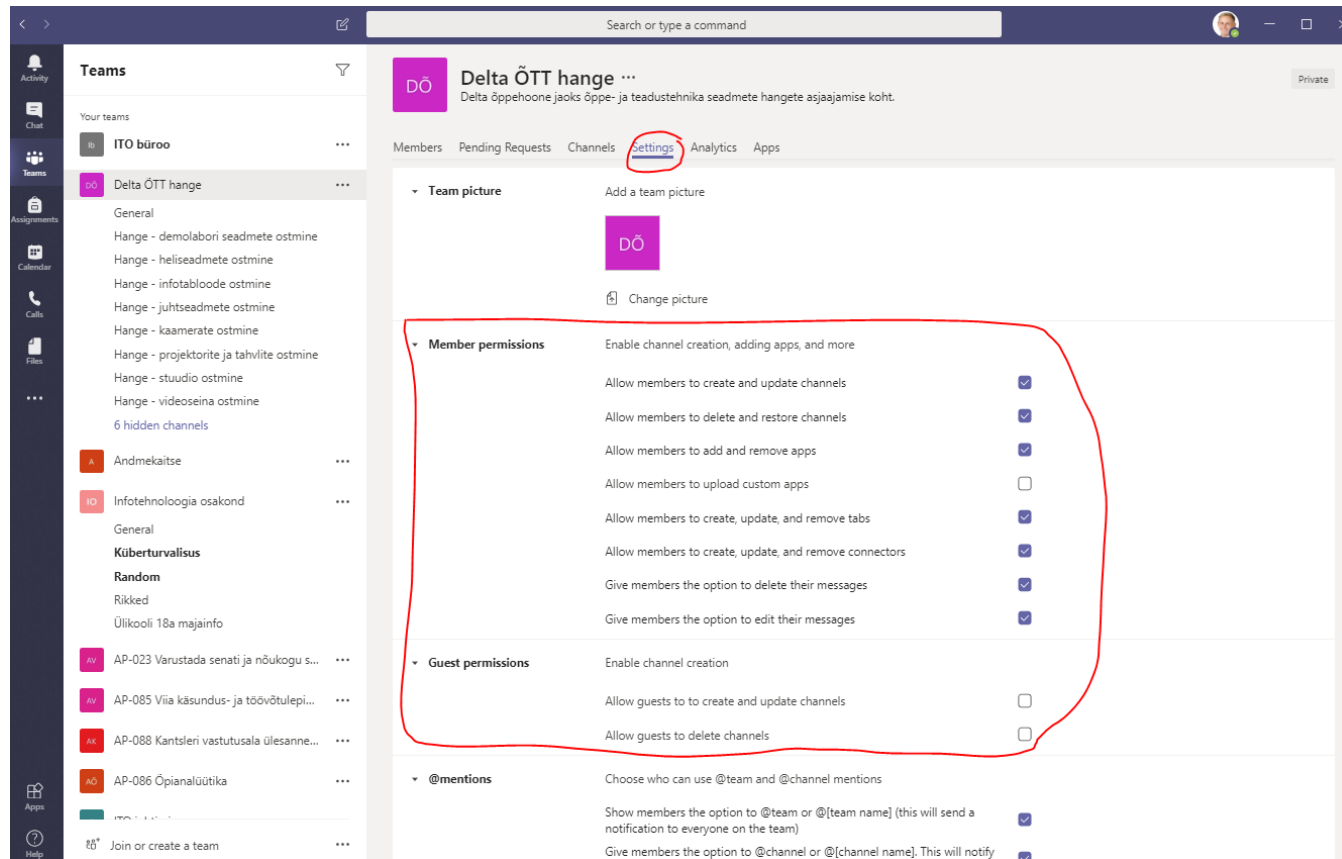
Accept

Deny

Generating a Team code:



- MS Teams allows configuring the rights of the team members to create and delete elements of the workgroup.
- The following elements can be managed:
  - Allow members to create and update channels.
  - Allow members to delete and restore channels.
  - Allow members to add and remove apps.
  - Allow members to upload custom apps (by third parties).
  - Allow members to create, update and remove tabs.
  - Allow members to create, update and remove connectors.
  - Give members the option to delete their messages.
  - Give members the option to edit their messages.
  - Allow guests (members outside the university) to create and update channels.
  - Allow guests to delete channels.



Your browser does not support the HTML5 video element

- It is possible to discuss a document in MS Teams - share additional comments, assign tasks, etc.
  - Select the function **Conversation**.
- The conversation is visible also in the main chat view.
- Please note! This function only works with documents added to MS Teams.
  - External resources (e.g. a Sharepoint folder) do not support the Conversation function.

The screenshot shows the Microsoft Teams interface with a spreadsheet application open. The top navigation bar includes 'File', 'Home', 'Insert', 'Data', 'Review', 'View', and 'Help'. The 'Conversation' button in the top right toolbar is highlighted with a red circle. The spreadsheet displays a table with the following data:

ID	Start time	Completion time	Email	Name
1	10.23.19 18:07:27	10.23.19 18:07:39	leegoer@ut.ee	Erkki Leego

Kas Teams on lahe rakendus\_xlsx

Search or type a command

FileHomeInsertDataReviewViewHelpTell me what you want to do

CommentsConversationClose

Calibri11B

General

116

	A	B	C	D	E	F	G	H	I	J	K	L
1	ID	Start time	Completion time	Email	Name							
2	1	10.23.19 18:07:27	10.23.19 18:07:39	leegoer@ut.ee	Erkki Leego							
3												
4												
5												
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7												
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ActivityChatTeamsAssignmentsCalendarCallsFilesAppsHelp

Form1

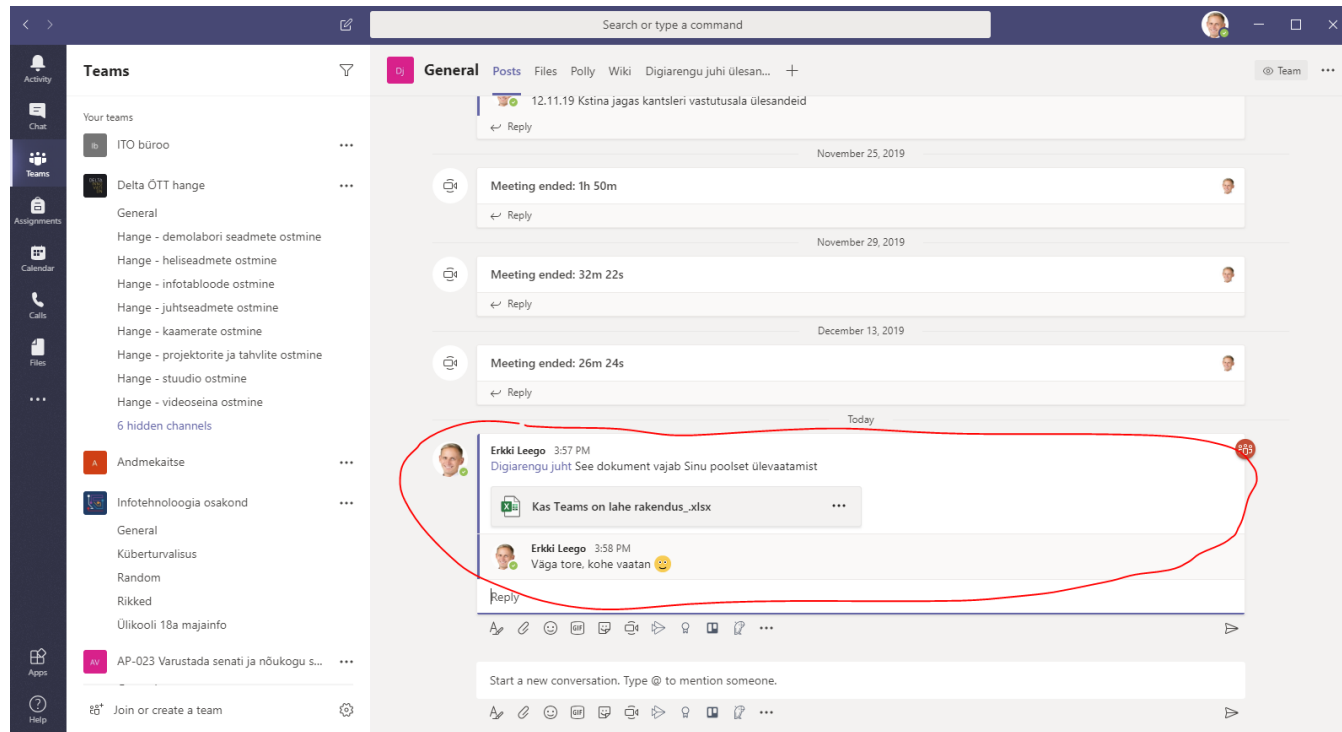
Help Improve Office

3:57 PM

Digiarengu juht See dokument vajab Sinu poolset ülevaatamist

Kas Teams on L...

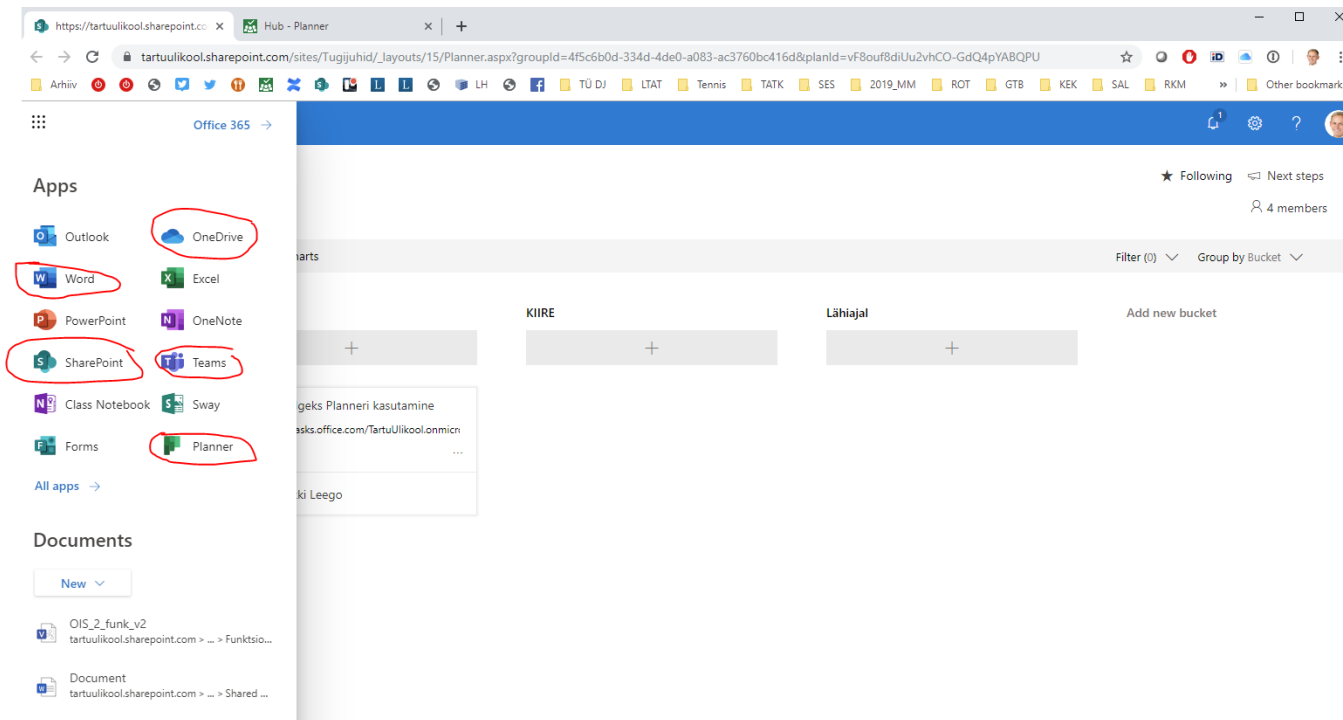
Reply



- Each MS O365 online application has a button of nine dots in the top left corner. Clicking on it opens a menu of different MS O365 applications.







- By default, notifications are disabled in Teams groups. Generally, it is reasonable to **turn them on**.
- It is important to use the @ mark before a member's or team's name in messages to **call their attention**: @name, @channel, @team. This way the person or the group will get a notification.

Your browser does not support the HTML5 video element

1. Click your profile picture in the Teams window.
2. Select **Settings**.
3. In the **General** menu you can choose between three themes: Default, Dark or High Contrast.

Your browser does not support the HTML5 video element

- Problem: Screen sharing does not work after MacOS Catalina update.
- Solution: Select System Preferences -> Security & Privacy, under Privacy find "Screen Recording" and allow Teams.

Also check the [Microsoft forums](#).

Set the account status to **Do Not Disturb**.

