

# Indian Health Service

## Microsoft Teams

---

SINA KASRAIAN

IHS HQ IT SERVICE MANAGER

AUG 2024



# Presentation Objectives and Agenda

---

## Objective

The objective of this presentation is to provide an overview and training of the IHS Enterprise use and continual service improvement of Microsoft Teams.

## Agenda

- Microsoft Teams Introduction
- What Is Teams & Features
- Terminology
- Availability
- Training
  - Create & Manage Teams & Channels
  - Collaborate In Teams & Channels
- Useful Links
- Q & A



# What is Teams

---

**Microsoft Teams is cloud-based team collaboration software that is part of the Microsoft 365 and Office 365 suite of applications. The core capabilities in Microsoft Teams include business messaging, calling, video meetings and file sharing. Businesses of all sizes can use Teams.**

- Teams is Microsoft's core cloud-based unified communications (UC) offering, and it competes with similar products, such as Slack, Cisco WebEx and Google Workspace. As a business communications app, Teams enables local and remote workers to collaborate on content in real time and near-real time across different devices, including laptops and mobile devices. Microsoft Teams integrates with other Microsoft business applications, including Exchange, PowerPoint and SharePoint.



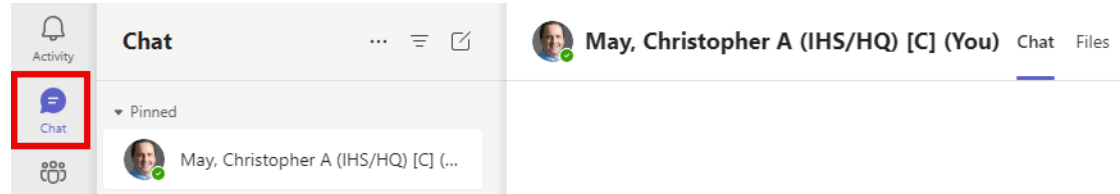
# Microsoft Teams Features

---

**Chat is at the center of whatever you do in Teams.**

- **Chat Function**

- At its core, Teams is a chat-based collaborative workspace that features group and individual messaging with threaded and persistent conversations. Users can elevate a group or one-on-one chat to a voice or video call.



- **Online Audio, Video Calling & Screen Sharing**

- Enjoy seamless and fast audio and video calls to employees within your business or clients outside your business.



# Microsoft Teams Features

---

You can send messages that include files, links, emojis, stickers, and GIF files. There are a few different ways to chat with people in Teams.

## **Private chat**

Private chats enable quick chats with a specific person or a group of people. It reduces email clutter and makes it easier to share pictures and documents. You can start one-on-one or group chats by selecting **Chat** icon in Teams.

**One-on-one chats:** chats with one other person.

**Group chats:** chats with a few people at once, but outside of a channel.

## **Channel messages**

Channels are where the work gets done. Channel conversations are public and visible to members of the channels. You can start conversations and make announcements in one or multiple channels simultaneously by selecting **new conversation** in the **Posts** tab of channels.

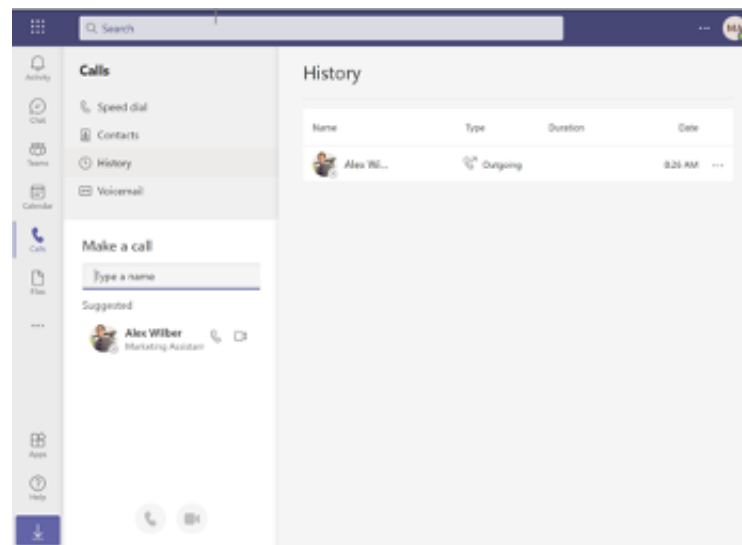
**Channel messages:** chats with everyone on the team who pays attention to that channel.



# Microsoft Teams Features

---

**Calls are a quick way to connect in Teams. With many calling options and useful features at your disposal, you can communicate with people or groups in familiar ways.**

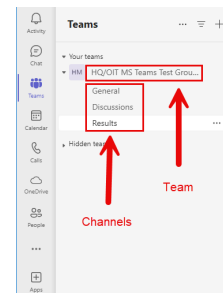


# Microsoft Teams Features

---

- **Teams & Channels**

- A team is a collection of people, content, and tools surrounding different projects and outcomes within an organization.



- **Conversations within Channels and Teams**

- A team is made up of channels. Channels are the collaboration spaces within a team where the actual work is done. Channels are where you hold meetings, have conversations, and work on files together.



# Microsoft Teams Features





# Microsoft Teams Features

---

- **Work within Channels**

- Within channels, you can have conversations visible to the members of the channel by starting and engaging with posts and announcements in the channel. Share files that are relevant to the conversation as attachments, or upload them directly to the channel for easy access.

**Standard channels:** Standard channels are visible to all team members, which are available for conversations that everyone on a team can participate in.

**Private channels:** Private channels create focused spaces for collaboration within a team. Anyone, including guests, can be added as a member of a private channel as long as they are already members of the team. Only the users on the team who are owners or members of the private channel can access the channel.

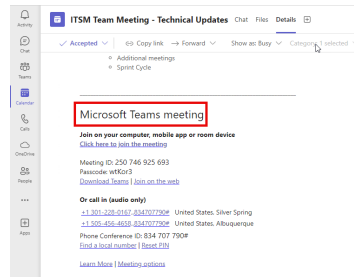
**Shared channels:** Shared channels create collaboration spaces where you can invite people who are not in the team. Users can securely collaborate with users or groups across teams and organizations.



# Microsoft Teams Features

- **Online Meetings**

- This feature can help enhance your communications, company-wide meetings, and even training with an online meetings function that can host up to 10,000 users. Online meetings can include anyone outside or inside a business. This feature also includes a scheduling aid, a note-taking app, file uploading, and in-meeting chat messaging.



- **Audio Conferencing**

- This is a feature you won't find in many collaboration platforms. With audio conferencing, anyone can join an online meeting via phone.

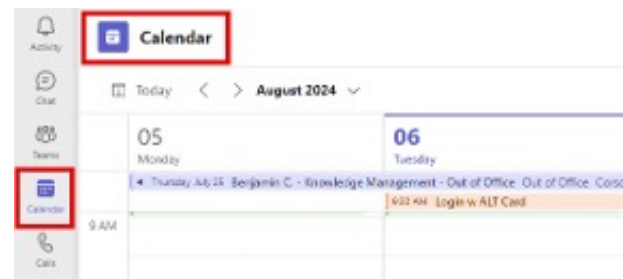


# Microsoft Teams Features

---

- **Calendar**

- Teams, like Microsoft Outlook email, features extensive calendaring so users can keep track of their workweek, meetings and other daily appointments. The Outlook and Teams calendars are tightly integrated.



# Microsoft Teams Features

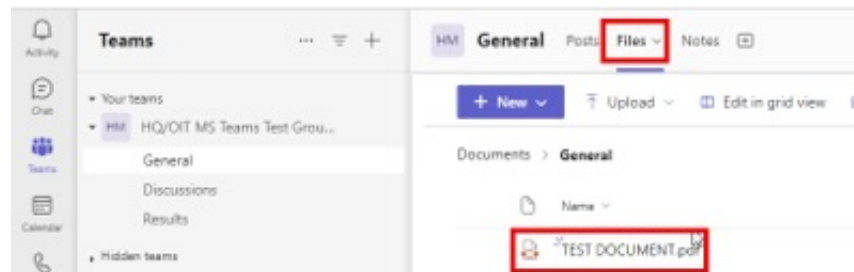
---

- **Webinars**

- Microsoft Teams supports interactive meetings and webinars for up to 1,000 attendees. Features include live reactions and host moderation controls to disable attendees' chat, audio and video.

- **File Sharing**

- In this document management feature, remote teams can store, share and edit files within Teams. Users can collaborate on the same document in real time within Teams.

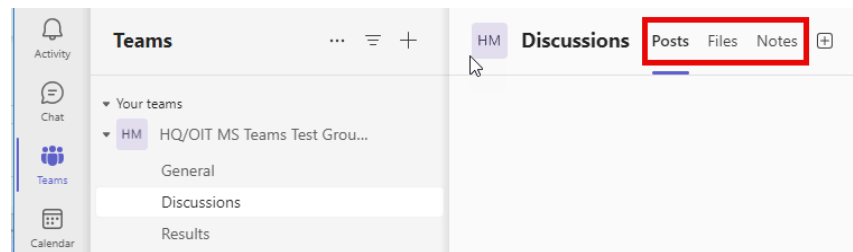


# Microsoft Teams Terminology

---

- **Tabs**

- At the top of each channel are tabs, which link to files, apps and services.
- Common tabs include files people have shared in the channel

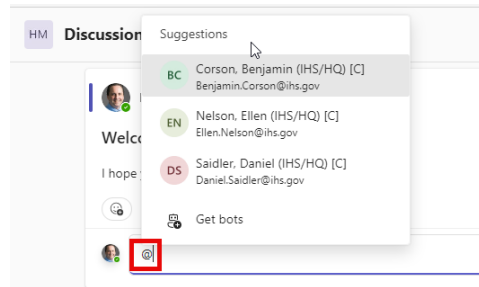


# Microsoft Teams Terminology

---

- **Mentions**

- Users can use mentions to message and alert other users. Mentions use the @ symbol followed by the person's name. Users can also @mention entire teams and channels.



- **Feeds**

- The activity feed provides a summary of messages, replies, mentions and other activity happening within team channels. The activity feed can be filtered by unread messages, mentions and other categories, as well as the user's own activity.

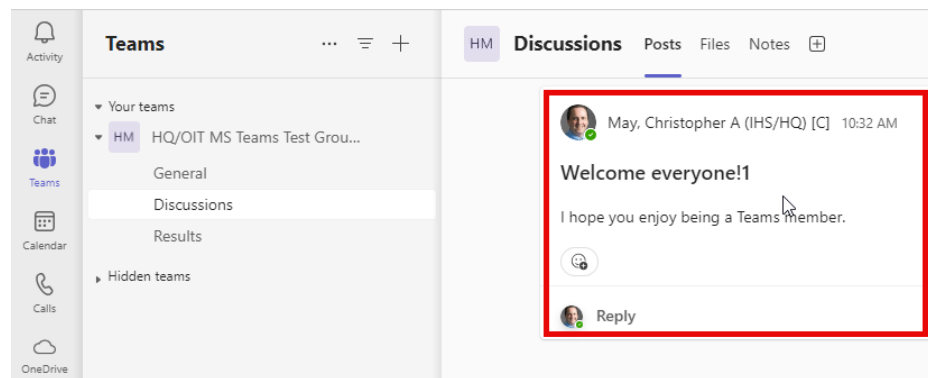


# Microsoft Teams Terminology

---

- **Threads**

- A series of messages creates a thread.



# Availability

---

## Some important information the availability of MS Teams:

- **PII/PHI will not be permitted at this time**, pending a comprehensive security review
- **Teams client/app is only authorized for government furnished equipment (GFE)** computers directly connected to the IHS network or through the IHS VPN during this phase
- **IHS employees can invite Tribal users to join** Teams meetings once we federate with the Tribe (requires Tribal users to use MS Teams)
- **Allows anonymous access to MS Teams meetings** (Presenter has to allow anonymous participant to join)





# Training: Overview

---

## **Create & Manage Teams & Channels**

**Learn how to create teams and channels, add apps and tools to your teams, and manage team settings as a team owner in Microsoft Teams.**

## **Collaborate In Teams & Channels**

**Learn how to collaborate in Microsoft Teams through conversations in channels and chats, sharing files, and using Outlook with Teams. Personalize your environment by managing your notification settings and organizing your teams, channels, and chats.**



# Training: Create & Manage Teams & Channels

---

## Create & Manage Teams & Channels

- Create a new team in Microsoft Teams
- Add public or private channels to a team in Microsoft Teams
- Manage team and channel settings in Microsoft Teams
- Add members to a team and manage their roles



# Training: Create & Manage Teams & Channels

---

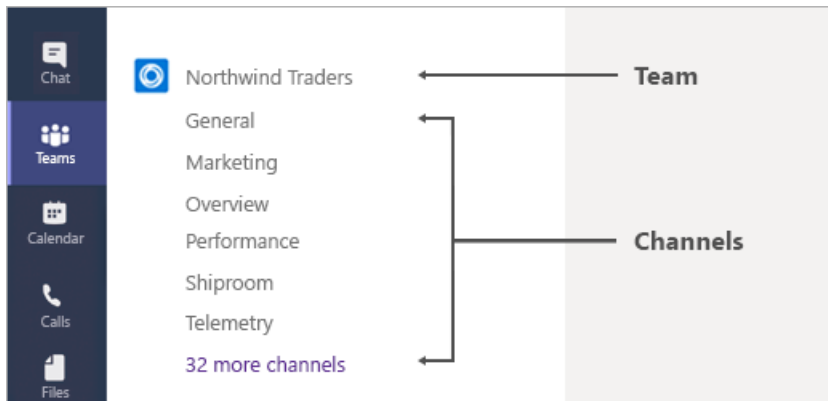
## Create & Manage Teams & Channels

- In the simplest terms, a team is any group of people working together to get something done: a sales team working together to sell something, a construction team working together to build something, a research team working together to test something. Teams created in Microsoft Teams can be large and broad, such as a team that brings together the members of an organization within a company. They can also be smaller, more focused teams, such as a group of people working on a project together.
- Teams are made up of channels, which are the conversations you have with your teammates. Channels are where the work actually gets done—where text, audio, and video conversations open to the whole team happen, where files are shared, and where apps are added. Each channel is dedicated to a specific topic, department, or project.



# Training: Create & Manage Teams & Channels

## Create & Manage Teams & Channels



Define **who** has access

### TEAMS

- Private or public
- Owners manage settings
- Members contribute
- Entire workgroup has visibility



Organize **what** you're working on

### CHANNELS

- Delineate subtopics, steps
- Fully accessible, moderated, or private
- Streamline shared workspaces

# Training: Create & Manage Teams & Channels

## Create & Manage Teams & Channels

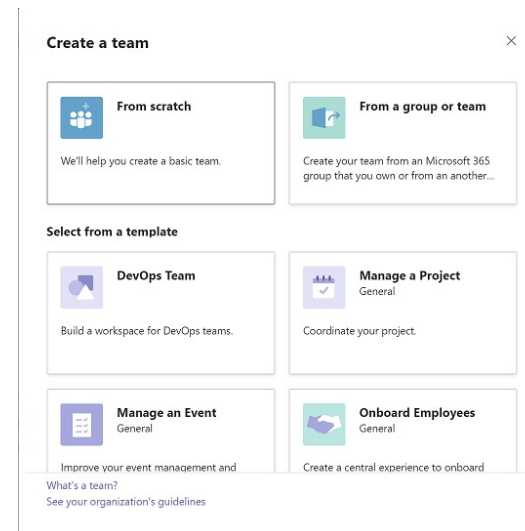
When you select Create team,  
you will have the following options:

**From Scratch**

**From Group or Team**

**From Template**

**Can be public or private**



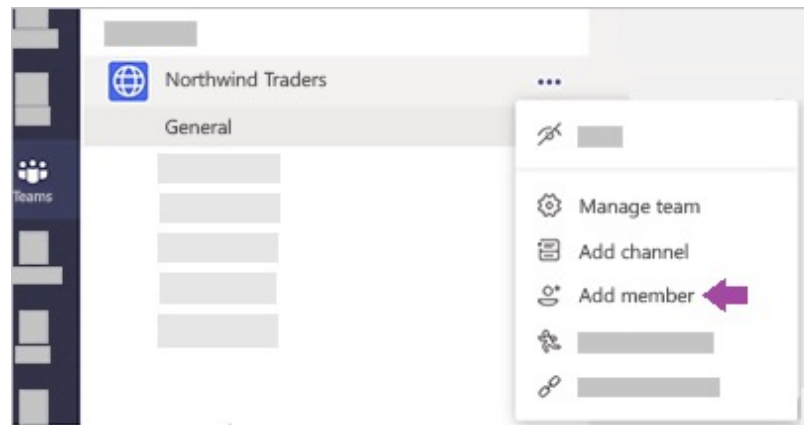
# Training: Create & Manage Teams & Channels

---

## Add Members

Once you have a team, you automatically become a team owner. Next, you can add members or invite people to join. (Only team owners can add members).

You can add people, groups, or even entire contact groups.



# Training: Create & Manage Teams & Channels

---

## Create Channels

Once you've set up your team, you'll want to set up channels related to the team's needs. People create channels for the topics that make sense for their team. These topics could be projects, department names, issues - whatever your team needs. By default, every team gets a General channel. This is a good channel to use for information or announcements that the whole team needs.

Channels have tabs within them. Additionally, you can add apps and files as tabs in your channels.



# Training: Create & Manage Teams & Channels

---

## Private Channels

Most Channels are public. Everyone on the team can see them as well as view and participate in conversations, share files, and more.

If you need to have focused, private conversations with people on your team, create a private channel. With a private channel, members of a team must be specifically added to it to participate, see content, and to see the channel appear in their list of channels.





# Training: Create & Manage Teams & Channels

---

## **Manage A Team**

**As the creator of a team, you are the owner. As a team owner, you can add new members and guests, change members into owners, manage channels and settings, and archive a team that's no longer in use. These options are available through the More options > Manage team menu of a team for which you are an owner.**

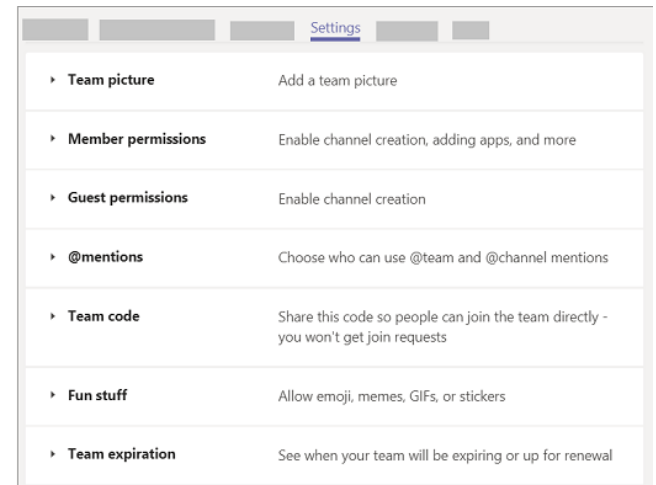
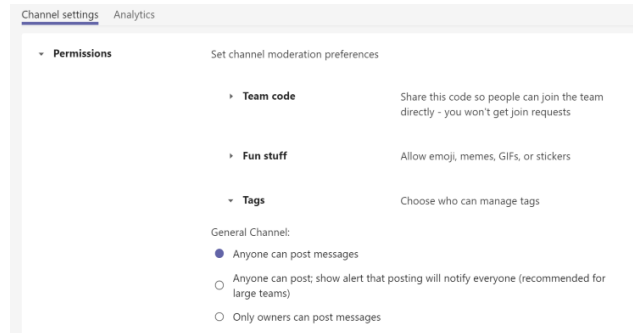
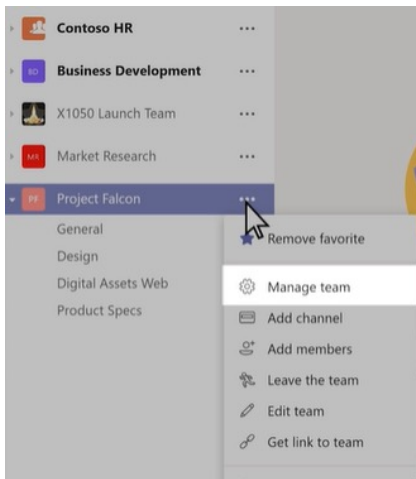
**Manage Members: As a team owner, you can manage team membership and roles.**

**Manage Channels: As a team owner, you can manage channel settings for your team.**

**Manage Settings: There are various team settings that you can manage as a team owner.**



# Training: Create & Manage Teams & Channels



# Training: Create & Manage Teams & Channels

---

## Command Box

Wherever you go in Microsoft Teams, the command box is always there at the top of the screen to help you search, take quick actions, or launch apps.

You can use the command box in the following ways:

**Search:** To search for a message, person, channel, or file anywhere in Teams, just type what you're looking for into the box. Pick one of the suggestions from the list or select Enter to obtain more results in a new view.

**Use / slash commands to perform tasks:** Slash commands help you perform tasks without breaking your flow. For example, to call someone, enter /call, press Tab, and select or enter the name of the person you want to call. Enter a slash to see a list of commands and descriptions.

**Use the @ command:**

Type @[someone's name], press Tab, and then type a message to message someone without moving away from what you're working on.

Type @[app name] to launch an app directly from the command box.



# Training: Collaborate In Teams & Channels

---

## Create & Manage Teams & Channels

- Post and interact with conversations in channels
- Start chats and calls
- Organize your teams list, channels, and chats
- Manage notifications

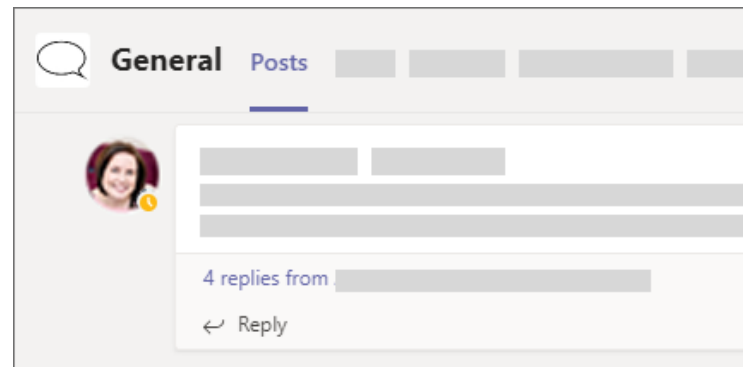


# Training: Collaborate In Teams & Channels

---

## Communicate In Channels

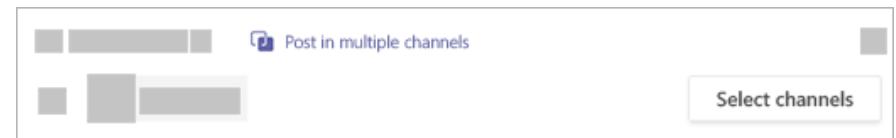
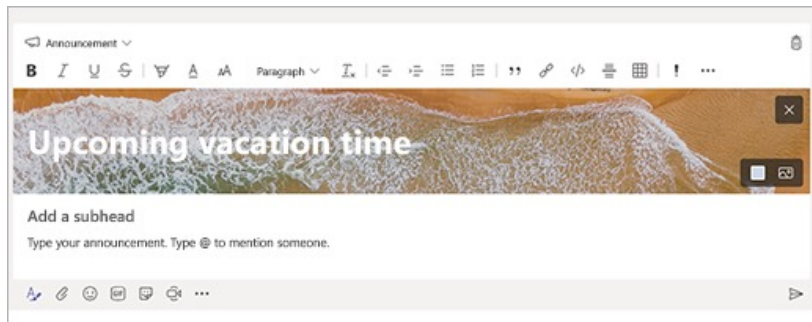
- Channels are a place for the members of a team to have conversations that are relevant and public to the entire team. In this unit, you will learn how to create, manage and engage with conversations in channels to communicate with your team.
- When you go to any channel in Microsoft Teams the first tab you'll see is Posts. Think of this as one big group conversation. Everyone who has access to the channel can see the messages on the Posts tab.



# Training: Collaborate In Teams & Channels

## Create An Announcement

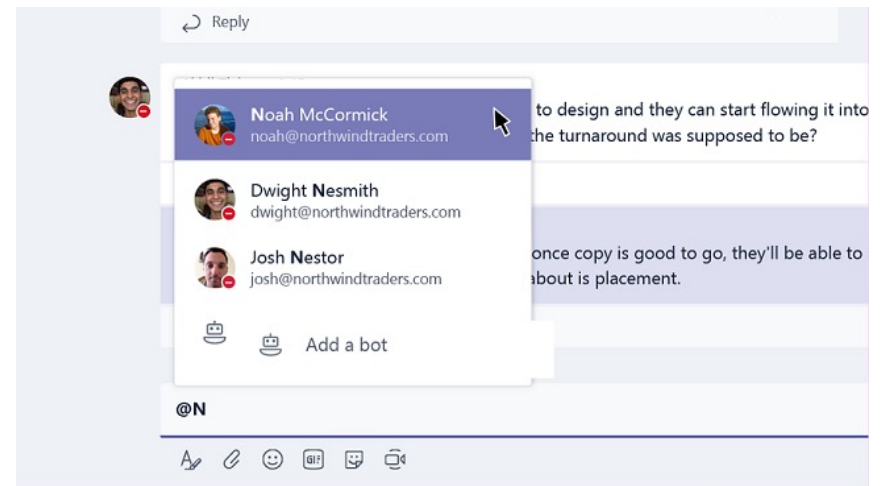
- Sometimes your message needs to stand out. When you create an announcement instead of a default message you have additional options for a headline and image, which can bring more attention to your message.
- If you have information that is relevant to members of multiple channels, you can cross-post an announcement or message to share it across multiple channels at once. You can cross-post to channels you are a member of.



# Training: Collaborate In Teams & Channels

## Get attention with @mentions

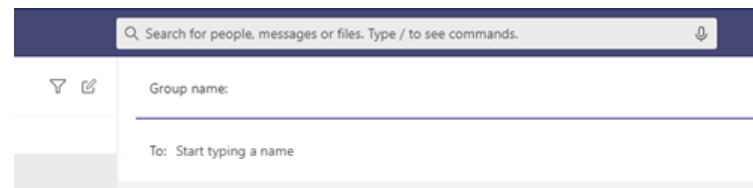
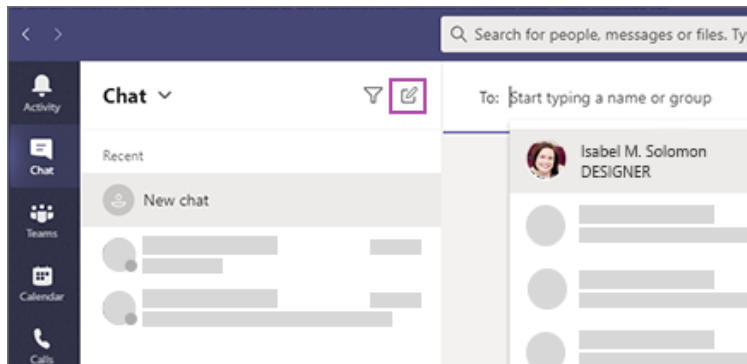
- To get someone's attention in a channel conversation or a chat, @mention them. Just enter @ before their name and then select them from the menu that appears.
- @mention an entire group
- Type @general to message everyone in the general channel.
- Type @team to notify everyone on that team.
- Type @channel to message everyone in that channel.



# Training: Collaborate In Teams & Channels

## Start Chats & Calls

- Channel conversations in Microsoft Teams are great, but sometimes you need to collaborate with a smaller group or talk privately. You can do this using chats and calls in Teams.
- One-on-one or Group Chat



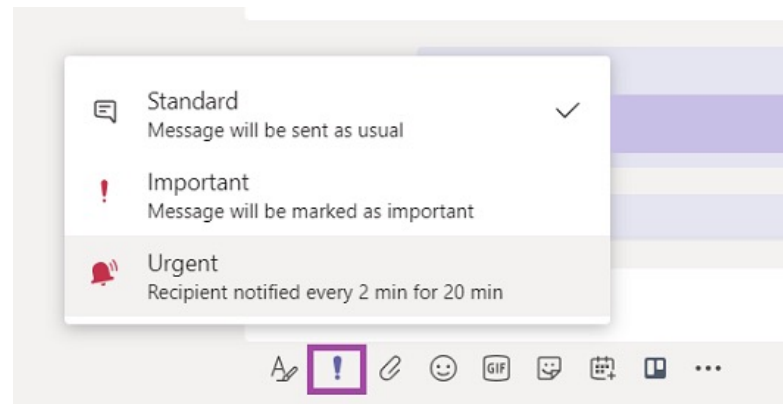


# Training: Collaborate In Teams & Channels

---

## Mark Message As Important Or Urgent

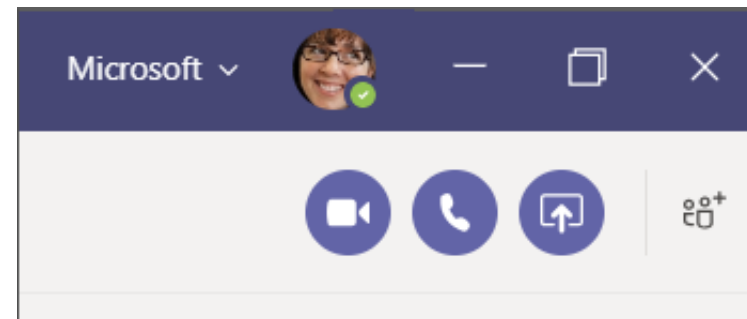
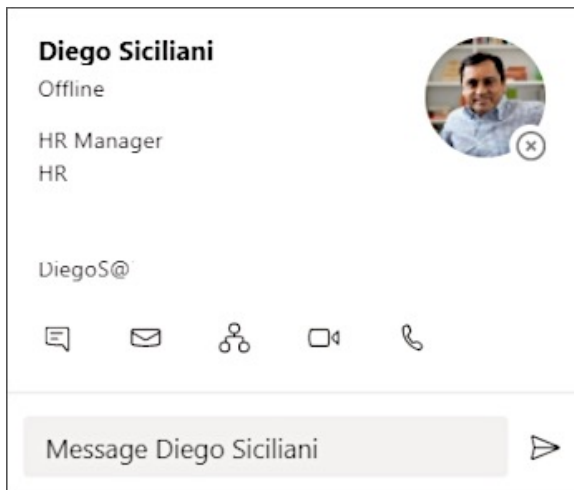
- If you want to make sure people pay attention to your message, mark it as important or urgent.



# Training: Collaborate In Teams & Channels

## Start Chats & Calls

- Makes Calls
- Turn a chat into a call

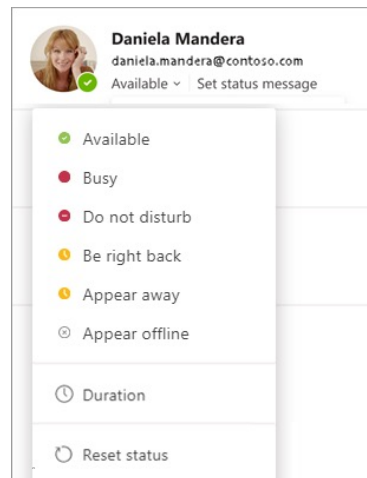


# Training: Collaborate In Teams & Channels

---

## Change Your Status In Teams

- If you want to make sure people know when you're busy or away from your desk, set your status in Teams. The little dot on your profile indicates if you're available or not.
- Teams will automatically set the status in some cases, like when you're in a call.



# Training: Collaborate In Teams & Channels

---

## Share & Work With Files

- Working in Microsoft Teams allows you to work on files with your teammates at the same time. Messages about the documents you work in stay with them and will show up in your team conversations.
- There are several ways to upload and share files using Teams. You can attach a file to a message or upload a file to a chat or channel using its Files tab.
- Every chat and channel in Microsoft Teams has a Files tab, where members of the chat or channel can find everything that's been shared there.



# Training: Collaborate In Teams & Channels

---

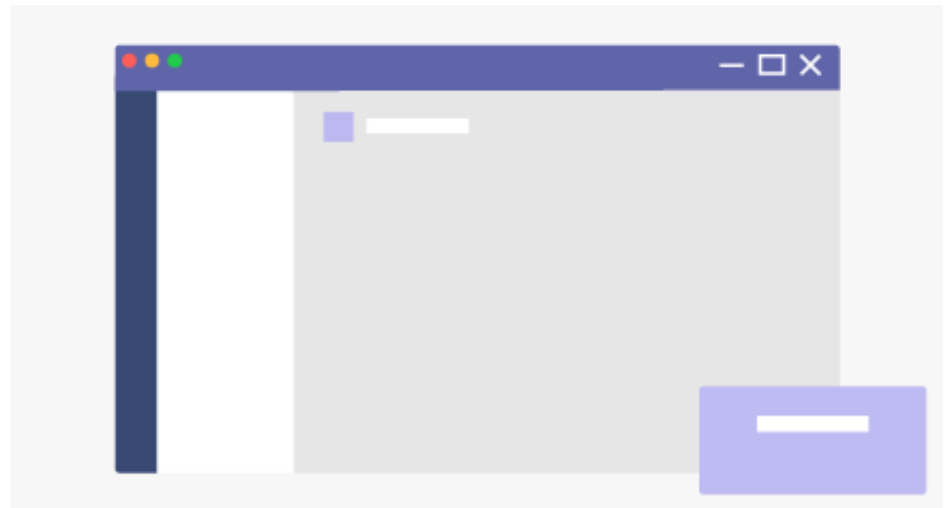
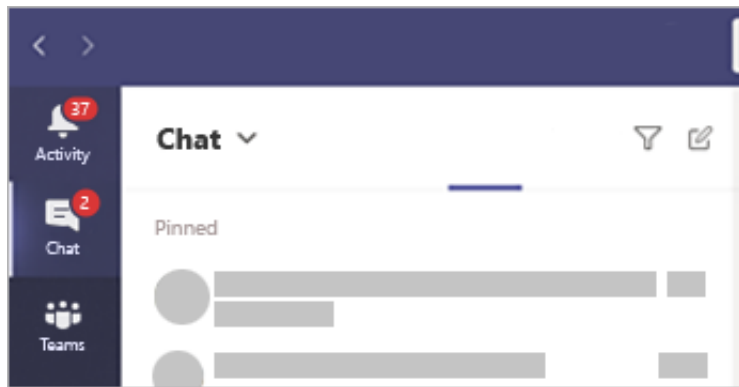
## **Manage Notifications**

- Notifications in Microsoft Teams allow you to stay up-to-date with what's happening across your teams, channels and conversations. In this unit, you will learn how to manage notifications and filter your activity feed based on your preferences.
- There are four ways to get notified in Teams.
  - Activity Feed
  - Chat
  - Desktop



# Training: Collaborate In Teams & Channels

---



# Training: Collaborate In Teams & Channels

---

## Customize Notifications

- You can change notification settings based on your preferences, you have the option to customize settings such as notification sound preferences and email notifications.
- Categories include Chat, Meetings, People, and Other. The following options may be available, depending on the category:
  - Only show in feed: All notifications for that type of activity will be sent to activity feed.
    - Choose this option if you only want to be notified in the app.
  - Banner: Receive a desktop notification.
  - Banner and feed: Receive notifications as both a desktop notification and as an alert in the activity feed.
  - Off: Turn off notifications for this type of activity.



# Training: Collaborate In Teams & Channels

---

## **Filter Activity Field**

- You have options to filter your activity feed based on the notifications that are important to you.
- Including the feed to show specific types of messages such as unread messages, @mentions, replies, and likes.





# Training: Collaborate In Teams & Channels

---

**How to create a Channel:** [How to create a Channel](#)

(<https://support.microsoft.com/en-us/office/create-a-standard-private-or-shared-channel-in-microsoft-teams-fda0b75e-5b90-4fb8-8857-7e102b014525>).

**Manage a Channel:** [Manage a Channel](#)

(<https://support.microsoft.com/en-us/office/show-channel-info-in-microsoft-teams-61c3319d-a2c0-4b60-99b9-3226b9e248f9>).

**Cross Post to Channel in Teams:** [Cross Post to Channel in Teams](#)

(<https://support.microsoft.com/en-us/office/cross-post-a-channel-conversation-in-microsoft-teams-9c1252a3-67ef-498e-a7c1-dd7147b3d295>).



# Reference Material

---

**The following Knowledge Base Articles (KBAs) are available via the ServiceNow Self Service Portal.**

[KB0015044 Microsoft Teams Support - Information for Users](#)

[KB0011091 How to Join a Microsoft Teams Meeting from another Organization](#)

[KB0016668 Microsoft Teams \(getting started\) Interactive training](#)



# Useful Links

---

## Additional Information & Useful Videos....

- If you would like more information on what Microsoft Teams is, please click on the link: [What is Microsoft Teams](#)
- For those interested in slightly more in-depth information on Microsoft Teams, please click on this link: [Getting started with Microsoft Teams](#)
- The links below introduce you to some of the essential Teams features that enable you to chat with, call, and meet with collaborators as well as organize your projects into teams/channels:
  - [Teams and Channels](#)
  - [Chats and Calling in Teams](#)
  - [Meetings in Teams](#)



# Useful Links

---

## Learning Path

- <https://learn.microsoft.com/en-us/training/paths/teamwork-specialist/>



# Contact Information

---

Sina Kasraian

301-348-3444

[sina.kasraian@IHS.gov](mailto:sina.kasraian@IHS.gov)

IHS Office of Information Technology



