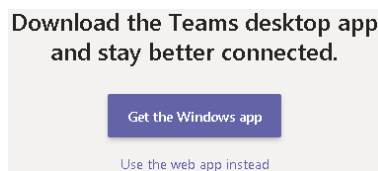**NHS Lothian**

Microsoft Teams is a workspace chat application bringing people, conversations, and files together into a single location. This enables everyone in your team to have instant access to collaborative data files, conversation history and much more. Teams has various potential uses, which include self quarantine or for staff working from home
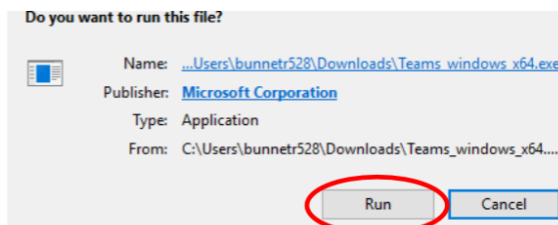
ACCESSING MICROSOFT TEAMS

1. In your browser, enter the following address: http://teams.microsoft.com/
2. Sign in with your main desktop credentials, in the format username@nhslothian.scot.nhs.uk e.g. Joe.Bloggs@nhslothian.scot.nhs.uk
3. A verification code will be sent via text message to your mobile phone – type in this code where prompted and click Verify
4. If this is your first time using Microsoft Teams, you will be prompted to install the desktop app. This is recommended as it has greater functionality than the web application. To install the desktop Teams app, use the following steps:

   - Click "Get the Windows App"
     The file will start to download

     Download the Teams desktop app
     and stay better connected.

     Get the Windows app

     Use the web app instead

   - Open the downloaded file
     and click "Run"

     Do you want to run this file?

     Name: ...Users\bunnetr528\Downloads\Teams_windows_x64.exe
     Publisher: Microsoft Corporation
     Type: Application
     From: C:\Users\bunnetr528\Downloads\Teams_windows_x64....

     Run   Cancel

5. If you wish, you can also install the app on your own PC following the above instructions. Mobile and tablet apps exist for users with iOS and Android devices who wish to use Teams remotely. All variations of the app synchronise with the web app **Note:** The mobile app provides a different layout, more focused on the communication features available in Teams.

SIGNING IN

1. In Windows 10, click **Start** or in Windows 7, click **Start** >> click Microsoft Teams and sign in with your main desktop credentials
2. From a mobile, tap **Teams** and, if required, sign in with your main desktop credentials
   Note: Sometimes you will be required to enter a verification code prior to signing in to the desktop or mobile apps

NAVIGATING AROUND TEAMS

The main features of Team appear down the left-hand side in the form of **Navigation icons**, namely **Activity**, **Chat**, **Teams**, **Call** and **Files**. There is also an **ellipsis** ••• (more options) menu, and icons at the bottom of the screen, relating to apps and feedback.
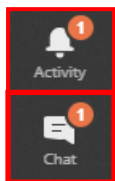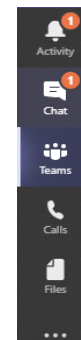
The **activity area** will show you any activity that you should be aware of. This will include notifications that someone is chatting with you, or that you have been added to a team.

A **chat** is a one-to-one or a one-to-several conversation. The **Chat** area will show you your conversation history with other team members.

To the right of the navigation icons, a content area will show you details of the feature you have selected i.e. if you click on **Teams**, a list of your teams will appear and if you subsequently select a Team, the content relating to that particular team will appear.
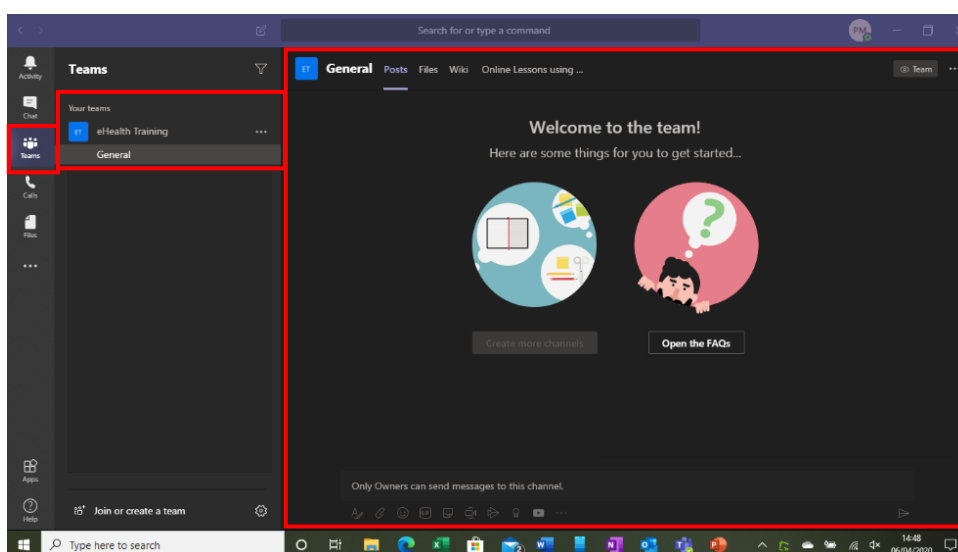
In the **Teams** area, you will find a list of all the teams you belong to **Note:** Conversations within the Teams area are with everyone within the selected team. When you click into Teams, it will display the channel that you last visited.
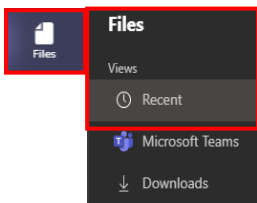
In the navigation bar, selecting **Files** will show your **Recent** files, providing quick access to them and files stored within your Teams.

The area within Teams where colleagues may communicate around a specified subject is known as a **Channel**. A channel can be thought of as being a topic. When you create a team, a **"General"** channel is automatically created. This channel cannot be renamed or deleted, at present. Up to 200 channels can be created within a Team. Clicking on a channel name will display conversations in the main area of the window.
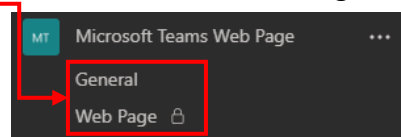
SETTING YOUR STATUS

All colleagues who have access to Teams can see your status and this indicates your availability. You can set this manually by clicking on the **Profile** icon. A coloured circle is placed next to your profile icon or your name where it appears in teams and will change dependent on the status you choose. **Note:** When you are presenting a meeting, a red circle with a white line is automatically set by Teams, which indicates you are not to be disturbed. Your status can be combined with a **status message**. The **status message** can also be set for a particular timescale, if desired. Click on the **Profile** icon >> **Set status message** and complete the options, as required >> Click **Done** to save changes.
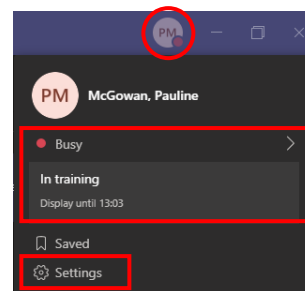
CHECK AUDIO AND VIDEO EQUIPMENT

Click **Settings** >> **Devices** to check your audio and video output.

SETTING NOTIFICATIONS FOR A MOBILE DEVICE

If you are also using Teams on your mobile device, you can set Quiet hours / days so that you do not receive notifications within those timescales

- Click ☰ at the top left hand corner of the screen >> **Notifications** >> **Quiet Times** and set Daily quiet hours and / or Quiet days

START A NEW PRIVATE CHAT

1. Select **Chat** on the left-hand side
2. Select **New chat** 📝 at the top of your chat list
3. Enter the name of the person you would like to chat to
4. Compose your message in the Compose box at the bottom of the screen and click ➢ – this starts the chat. During the chat, you can use the following features:
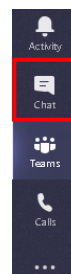
   - **Format Text:** Select the text you want to format and click 🅰 to use the formatting options available
   - **Send Important and Urgent Messages:** To set the delivery options, click ❗ and choose **Important** or **Urgent**. Important messages will be marked with a 🔴 symbol. Urgent messages will be marked with a 🔔 symbol – the recipient will be notified every 2 minutes for 20 minutes
   - **Attach a file:** To attach a file, click 📎 and choose a file to upload. Click ➢ to send the file
   - **Insert Emoji; GIF or Sticker:** Click 🙂 to select an Emoji from the menu; click GIF to search for a GIF and choose one from the search results; and click 🗒 to select or search for a sticker then click a sticker to add to the chat

5. You can also start a one-on-one chat from someone's profile card. Open it by clicking their picture in a channel or from a search

Note: A chat can be converted to a video or audio call by clicking on either of the first two blue buttons at the top right-hand corner of the chat screen
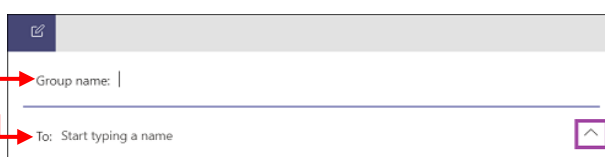
Note: The screen can also be shared whilst chatting by clicking on the third blue button at the top right-hand corner of the screen. The chat can be converted into an audio call by clicking on **Let's talk**
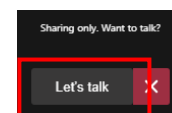
CREATE A GROUP CHAT

1. As above, select **New chat**
2. Select the **down** arrow to the far right of the **To** field and type a name for the chat in the **Group name** field
3. Type the names of the people you would like to add in the **To** field – this starts a new conversation. Everyone who has access to the group chat can send messages

Note: You can include up to 100 people in a group chat

Note: When you add a new person in to a group chat, you can choose whether to include chat history; include history from a past set amount of days or include all chat history

START A VIDEO / AUDIO CALL

1. As above, select **New chat**
2. Enter the name of the person you would like to chat to
3. Hover over the person's name and, from the profile card, choose **Video call** or **Audio call**
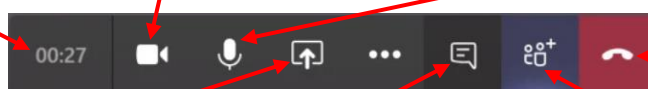
ON SCREEN TOOLBAR

During an audio or video call, a toolbar will appear towards the bottom middle section of the screen and contains different options that can be used during a call:

This area shows the duration of the call

Click the **video** icon to turn the camera on or off

Click the **microphone** icon to mute or enable it, as required

End the call by clicking here

Click the **screen-sharing** icon to share your screen with the call participants

Click the **chat** icon to show the message pane and display all typed messages

Click the **people** icon to show a list of the participants in the call

Screen-sharing in a Chat

1. Click **Share** in the onscreen toolbar and choose to share your screen, as follows:

   - Click **Desktop** to show the entire screen. This is ideal if you need to share multiple windows

   - Click **Window** when you need to share only one window with no desktop activity

   - Click **PowerPoint** to present PowerPoint files
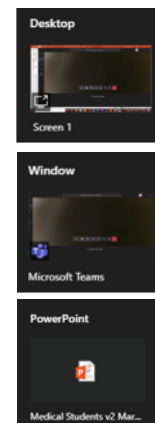
2. Click **Stop sharing** to stop sharing your screen

Note: the caller can **give** control of their screen to any participant in the call. This will show mouse cursors highlighted with the caller's and the participant's initials, which will enable them both to move around the shared screen and make changes etc – only two people can have control of the screen at any one time

Note: If you are using Teams on the web, you will only be able to share your screen if you are using Google Chrome or the latest version of Microsoft Edge

Additional Options

During a call, click the **ellipsis** (more options) on the on-screen toolbar. Additional options will be available including entering full-screen mode, transferring a call to another colleague, and recording the call

OVERVIEW OF A STAFF TEAM

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

- Teams can be created to be private to only invited users
- Teams can also be created to be public and open and anyone within the organisation can join (up to 5000 members)

A team is designed to bring together a group of people who work closely to get things done. Teams can be dynamic for project-based work, as well as ongoing, to reflect the internal structure of your organisation e.g. departments and office locations. Conversations, files and notes across team channels are only visible to members of the team.
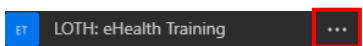
There are two main roles in Microsoft Teams:

- **Team Owner:** A team owner is essentially its administrator and is automatically set for the person who creates the team. The role provides functionality, which includes the capability to set the team type, control channels, members, their roles and associated settings. Team owners can make any member of their team co-owner when they invite them to the team or at any point after they've joined the team
- **Team Member:** the people who the owners invite to join their team

CREATE A STAFF TEAM

1. Click [Teams] on the left-hand side to view **Teams**
2. Click [Join or create a team] >> **Create team**
3. Choose to build a team from scratch or create a new team using an existing team as a template
4. Enter a name, using a prefix of **LOTH** and an optional description and click **Create**. The person who creates the team, is the default owner of the team – it is recommended that you have two or three owners in case of annual leave, sickness etc
5. New team members can be added at this stage or can be added later

ADD A TEAM MEMBER

1. Click [Teams] >> click the **Ellipsis** [...] to the right-hand side of [LOTH: eHealth Training ...] the **Team** name
2. Click [Add member]
3. Type in the name or email address of the person you wish to add >> select the appropriate person >> click **Add**
   Note: You can choose whether to add this person as a Member or Owner
4. The new team member will receive an email informing them they have been added to the team

REMOVE A TEAM MEMBER
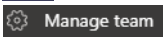
1. Click [Teams] >> click the **Ellipsis** to the right-hand side of the team name
2. Click [Manage team]
3. Under **Members**, click the cross [Member ⌄ ✕] at the far right of the name of the person you would like to remove

CHANGE A TEAM MEMBER'S ROLE

1. Click [Teams] >> click the **Ellipsis** to the right-hand side of the team name
2. Click [Manage team]
3. In the **Members** tab, under **Role**, click the down arrow and change **Member** to **Owner**
4. If you would like to change an **Owner** to a **Member**, follow the step above and click **Member**
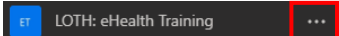
[Owner
Member
Member ⌄ ✕]
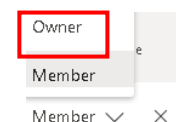
MANAGE TEAM

1. Click [Teams] >> click the **Ellipsis** to the right-hand side of the Team name
2. Click [⚙ Manage team] >> from there, you can access your team's **Settings** tab, which lets you:
   - Change the **Team** picture
   - Set member permissions i.e. allow them to create, update, or delete channels and tabs
   - Enable @team or @[team name] mentions in a channel
   - Set permissions for guests
   - Enable team members to send GIFs, emojis and stickers

OVERVIEW OF CHANNELS

Channels can be open to all team members or, if you need a more select audience, they can be private. Standard channels are for conversations that everyone in a team can participate in and private channels limit communication to a subset of people in a team. A team can have up to 200 channels including deleted channels. Deleted channels can be restored within 30 days. After 30 days, a deleted channel and its contents are permanently deleted and will not count towards the limit of 200 channels per team. A team can have a maximum of 30 private channels. Each channel is dedicated to a specific topic, department, or project. Two standard channels cannot share the same name in a team. **Note:** Name channels to explicitly identify their purpose.

By default, the **General** channel is created when a team is created. The General channel cannot be removed or renamed. This channel can be useful for team announcements and/or general updates.

CREATE A STANDARD CHANNEL

1. Click [Teams] and find the **Team** name you would like to add a channel to
2. Click the **ellipsis** to the right-hand side of the Team name [ET LOTH: eHealth Training ...]
3. From the displayed list, select [📖 Add channel]
4. When prompted, type in a name for the new channel using letters, numbers and spaces
5. Click [Add]

CHANNEL MODERATION

By default, channel moderation is turned off, which means that the usual channel settings apply to team owners and team members e.g. you can restrict new posts to only team members or allow everyone, including guests, to start new posts. Team owners are moderators by default. They can turn on moderation for a channel to control who can start new posts and reply to posts in that channel.

When you set up moderation, you can choose one or more team member to be moderators.

1. Navigate to the channel you would like to add the moderation to >> click the **ellipsis** to the right-hand side of the channel name
2. Select ⚙ Manage channel
3. From the permissions screen, click the **down arrow** at **Channel moderation** to choose **On** or **Off**
4. At the **"Who are the moderators"** section, click Manage >> Search for the team member you would like to set as a moderator and click Done **Note:** click on the **cross** to the right-hand side of the team member's name if you would like to remove them as a moderator
5. Under the **"Who can start a new post"** section, it will state **Only moderators**
   Note: from here you can also set Team member preferences

Note: Channel moderation is only available for standard channels. It's not available for the General channel or private channels. However, in the General channel you can set the channel preferences to allow anyone to post messages or only teams owners

CREATE A PRIVATE CHANNEL
1. Click 📋 and find the **Team** name you would like to add a private channel to
2. Click the **ellipsis** to the right-hand side of the Team name ET LOTH: eHealth Training ...
3. From the displayed list, select 📋 Add channel
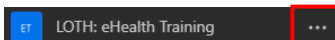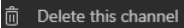4. When prompted, type in a name for the new channel using letters, numbers and space
5. At the privacy section, click on the **down** arrow and choose **Private – Only accessible to a specific group of people within the team** >> click Next
6. Search for the members you would like to add to the channel >> click Add The people you have added will see the channel appear in their channel list with a padlock Pauline 🔒 next to the name
7. Click the **Open People** 👥 pane in the top right-hand corner of the screen to see everyone that has been added to the private channel
   Note: Each person you add to the private channel must **first** be a member of the team
8. Click Done once all the members have been added
9. To add additional members to the private channel, click the **ellipsis** to the right-hand side of the channel name >> click 👤 Add members
10. Once additional members have been added, click Close
    Note: Private channels cannot be converted to Standard channels and vice versa

DELETE A CHANNEL

1. Navigate to the channel you want to delete >> click the **ellipsis** to the right-hand side of the channel name
2. Click [🗑 Delete this channel]
3. Click [Delete]
4. To restore a channel, click [⚙ Manage team] >> Navigate to Channels, click Deleted
5. Find the channel you want to restore, click [↺ Restore]

   Note: Any previous conversations within the channel will be lost when the channel is removed

CONVERSATIONS WITHIN CHANNELS

A conversation within Channels is visible to everyone who has access to the Team / Channels.

Create a conversation

1. To start a new conversation, compose your message in the **Compose** box at the bottom of the screen and click [▷] – this starts the conversation.
2. If you want to mark a conversation as important, click the ellipsis [•••] at the top right-hand corner of the Compose box >> choose **Mark as important**

   During the conversation, you can use the following features:
   - **Format Text:** Select the text you want to format and click [A̲] to use the formatting options available
   - **Attach a file:** To attach a file, click [📎] and choose a file to upload. Click [▷] to send the file
   - **Insert Emoji; GIF or Sticker:** Click [☺] to select an Emoji from the menu; click [GIF] to search for a GIF and choose one from the search results; and click [▯] to select a sticker category or search for sticker then click a sticker to add to the conversation

Reply to a conversation

1. Click [↵ Reply] just below the conversation box to respond to a message. When you respond to someone's message, they will receive a notification, helping to draw attention to your comment. Additionally, the reply will be marked in their **Activity** feed. Replies to a conversation stay attached to the original message. This means that the whole thread of the conversation can be easily followed by anyone reading it
2. If you want to draw someone's attention to a message, you can "@mention" them. **Note:** see **@MENTION** further down this page for more information
3. When you view the conversation, any messages in which you have been mentioned will appear with an [@] symbol on one side, and **your name** in **bold**

Message Reactions 👍 ❤️ 😄 😲 😢 😠

There are six reaction types available including like, love, laugh, surprise, sad, and angry

- Hover over the top right-hand corner of a message to see and choose one of the reactions – if you click a reaction, it adds a badge to the message and collects every reaction type and quantity. You can react to any message, message reply and even announcements independently

More Message Options

- Click the ellipsis ••• for more options i.e. save, edit, delete

@MENTION

When starting a conversation or asking a specific question, the @mention functionality can be used to get either the whole channel's attention by using the channel name, or a given team member name. The relevant people are then alerted to this new reply or conversation

- In the Compose box, type **@(surname)** or **@(forename)** to search for an individual team member. If you wish to shorten a person's title, delete any additional information to leave just their first name

- To alert a channel, type **@(channel name)** and select the appropriate channel
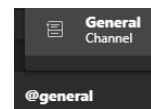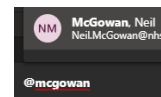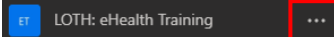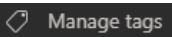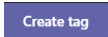
TAGS IN TEAMS

Tags in Teams allows users to communicate with a subset of people on a team. Tags can be added to one or multiple team members to easily connect with the right subset of people. Team owners can add one or more tags to a team member. The tags can then be used in @mentions by anyone on the team in a standard channel post or to start a conversation with only those people who are assigned to that tag

A team can have up to 100 tags, up to 100 team members can be assigned to a tag, and up to 25 tags can be assigned to a single user

Note: Tags are not yet supported in private channels

Create and Manage Tags in Teams

1. Click 🗂️ on the left side of the app >> find the appropriate **Team** in the list
2. Click the ellipsis to the right-hand side of the Team name | ET LOTH: eHealth Training •••
3. Choose 🏷️ Manage tags >> from here, you can create tags and assign them to people on your team
4. Click Create tag
5. Complete **tag name** and add **people** >> click Create

@mention a Tag in a Channel

- In a channel conversation, @mention a tag in your message e.g. **@trainers** and select the tag from the list. The tag will appear like any @mention, and the people associated with the tag will be notified

CHANNEL ANNOUNCEMENTS

You can send an announcement in a channel if you need your message to stand out, as follows:

1. In the appropriate channel, select **Format** 📝 under the Compose box
2. At the top of the box that appears, click the arrow next to **New Conversation** >> choose **Announcement**
3. Type a **headline**, change the background colour, or add a background image
4. Type the topic of your announcement in the **Add a subhead** area, then the body of your message and click ➤

   Note: Announcement messages are only available in channels – not in group or 1:1 chats

PIN A CHANNEL

Pinned channels stay at the top of the list so you don't have to keep looking for them every time you would like to access them

1. Navigate to the **channel name** you would like to pin
2. Click the **ellipsis** to the right-hand side of the channel name >> select **Pin**
3. Once you have pinned your selected channels, you can click and drag them into any order you would like
4. If you change your mind, carry out steps 1 and 2 as above, then select **Unpin**
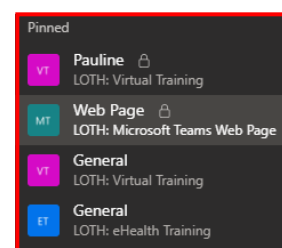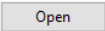
CHANNEL FILES

Teams makes it easy to share files and work on them together. If working in Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate on them within Teams. Each channel has its own file folder where you can share files for that specific channel.
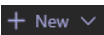
To access the **Files** library, navigate to the desired channel >> select the 🗂 **Files** tab above the conversation window. In the library, you can upload existing files or create new ones. When you upload a file, it creates a copy in Teams

Note: Ensure to use the **Files** tab at the top of the channel conversation window instead of the **Files** icon on the left-hand side of the app. That icon gives you access to **ALL** of your files, rather than just the files for a specific channel

Upload Existing Files

1. Navigate to the desired channel >> select Files
2. Click ↑ Upload
3. Select the files you would like to upload >> click Open

   Note: any files you upload will be accessible by any member of your team
4. For easy access to files / folders, Click the **ellipsis** to the right-hand side of the file / folder >> select **Pin to top**

Create a File

1. Click + New ∨
2. Select the kind of file you would like to create i.e. Word, PowerPoint or Excel – the new file will open in Teams therefore you can begin editing it straight away

MEETINGS IN TEAMS

Audio, video and screen sharing are included in meetings in Teams – one of the key ways to collaborate in Teams. A person doesn't need to be a member of an organisation or have a Teams account to join a Teams meeting

Instant Meetings

To start an instant channel meeting:

1. Click 📋 >> choose the channel you want to meet in from the list within the appropriate **Team**
2. In the **Posts** tab, navigate to the Compose box >> click **Meet Now** 📹
3. Or, to keep the context of a specific conversation, click ↵ Reply below any post, and click **Meet Now** 📹
4. Type in a title for your meeting
5. Choose whether you want to include video >> click Meet now >> the meeting is now up and running, and anyone in the channel can join it
6. To invite people to the meeting, start typing the name of someone you want to invite in the box under **People** in the top right
7. Select the appropriate person when they appear in the list, and they will get a call straight way to join the meeting
8. Click **Copy join info** 🔗 and paste the link in a message and send it to anyone you want to meet with

Schedule a Meeting

The current implementation of Teams doesn't allow for the scheduling of meetings using Outlook / Calendar however a workaround has been devised, as follows:

1. Click 📋 >> choose the channel you want to meet in from the list within the appropriate **Team**
2. In the **Posts** tab, navigate to the Compose box >> click **Meet Now** 📹 >> click Meet now
3. Click **Copy join info** 🔗

4. Click ⌢ to hang up from the meeting >> navigate to **Outlook** >> **Calendar**
5. Click **New** >> **Meeting Request** and paste the **join info** into the meeting invitation
6. Select the attendees or type in the attendee's email information >> set a date and time >> click **Send**
   Note: the meeting link can be reused and acts as a permanent link into e.g. a recurring meeting

Joining a Teams Meeting

Join a Teams meeting by Link, as follows:

1. In your meeting invite, click **Join Microsoft Teams Meeting** to be taken to a page where you can choose to either join on the web or download the desktop app. The meeting will open automatically if you already have the Teams app

Join a Teams meeting in a Channel, as follows:

1. If a meeting takes place in a channel, you will see an invitation to join, as well as who is in the meeting and any relevant content **Join** >> click to join the meeting
2. If you do not want to change your background before joining the meeting, click **Join now**

Change your background for a Teams meeting

You can blur your background or replace it entirely, if you want to change what appears behind you whilst you are in a meeting

Prior to a meeting, change your background, as follows:

1. Click **Background effects** 🖼 in between the video and audio options. The backgrounds will display on the right-hand side.
2. Choose **Blur** to blur your background – everything behind you will be subtly concealed whilst you appear nice and clear or choose to replace your background by clicking on one of the images provided – you will see a preview of the background in the middle of your screen.
3. Click **Join now** when you are ready to join the meeting

During a meeting, change your background, as follows:

1. Navigate to the onscreen toolbar and click the **ellipsis** •••
2. Click **Show background effects** and follow steps 2 & 3, as above

Note: If you do not see **Show background effects** as an option in the menu, the feature might not be available on your device yet

MEETINGS TOOLS

Raise your hand

During meetings you can raise a virtual hand to let people know you want to contribute without interrupting the conversation

1. Navigate to the onscreen toolbar >> click **Raise your** [hand icon] **hand** >> everyone in the meeting will see that you have your hand raised

2.

3. If you are the meeting presenter, click **Show participants** [icon] to see a list of everyone in attendance. Anyone who has raised their hand will have an icon next to their name [McGowan, Pauline hand icon] >> you will also recei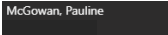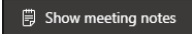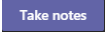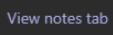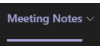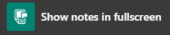ve a notification that a participant has raised their hand >> this can be lowered once they have been given a chance to talk

4. If multiple people have raised their hands, they will be listed in the order in which they raised them
   Note: this is not available in one-on-one calls

Meeting Notes

Meeting Notes is a good place to capture and share notes during and after a meeting however Meeting notes are not available in meetings with more than twenty people.

Note: To start or access meeting notes, people must be in the same organisation as the meeting organiser

1. During a meeting, navigate to the onscreen toolbar >> click the **ellipsis** [•••]

2. Click [Show meeting notes]

3. If you have not taken any notes yet, click [Take notes] otherwise start typing your notes. The controls at the top of the panel can be used to format and layout the text

4. If you want to add a new note or another section to existing notes, click **Add a new section here**

5. If you want to draw someone's attention to a specific note or assign an action item to them, you can use **@mention**

6. To expand the **Meeting Notes** area, click [View notes tab] at the bottom right-hand corner of the screen – you will now see the **Meeting Notes** in full screen view. The notes are automatically saved within the **Meeting Notes** tab [Meeting Notes ⌄] in the channel where the meeting was held

7. After the meeting, if you want to access notes from a channel meeting, go to the channel where the meeting occurred and find the meeting. Beneath it click **Show notes in fullscreen** [Show notes in fullscreen]

8. If you want to access previous Meeting notes, click the **Expand Wiki menu** icon [≡] within the **Meeting Notes** tab and click the appropriate **Meeting Note** to read and review it

Note: In a recurring meeting, the notes continue on from meeting to meeting, each meeting becomes a new section in the notes

Screen-sharing in a Meeting

1. Click **Share** in the onscreen toolbar and choose to share your screen, as follows:

   - Click **Desktop** to share multiple windows. This will show your entire screen, including notifications and other desktop activity

   - Click **Window** when you want to share one window and no other desktop apps or notifications

   - Click **PowerPoint** to present PowerPoint files that others can interact with. Participants are able to move through the presentation at their own pace

   - Click **Whiteboard** to access a whiteboard which can be shared and made available to all participants allowing them to draw, sketch and write together on a shared digital canvas
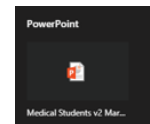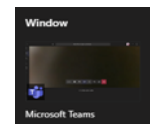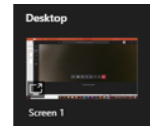
   Whilst you are sharing your screen, a red border surrounds what you are sharing

2. Click **Stop sharing** to stop sharing your screen

Note: If you are using Teams on the web, you will only be able to share your screen if you are using Google Chrome or the latest version of Microsoft Edge

Sharing PowerPoint Presentations in a meeting

As mentioned above, PowerPoint presentations can be presented through screen-sharing during a meeting

- Participants will be able to move around to different slides without interrupting the main presentation
- They can sync their view back to the presenter's view with one click

If you are a meeting participant:

1. Click **Navigate forward** to move forward in a presentation without interrupting the presenter
2. Click **To presenter** to sync your view back to the presenter's when you want

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Note: The presenter must share the file from the PowerPoint category in order for participants to navigate forward during a presentation

Note: If you do not want participants to be able to independently navigate through a PowerPoint file you are sharing, click 👁 next to **Stop presenting** to prevent it

Give control during screen-sharing

If you want another meeting participant to change a file, help you present, or demonstrate something, you can give control to that person. You will both be in control of the sharing, and you can take back control anytime

1. On the sharing toolbar at the top of the app screen, click the **down arrow** next to **Give Control**
2. Select the name of the person you want to give control to >> Teams sends a notification to that person to let them know you are sharing control. Selections, edits, and other modifications can be made to the shared screen
3. Click **Take back control**, to take control back of your screen

Take control during screen-sharing

1. On the sharing toolbar at the top of the screen, click **Request control**. The person sharing their screen can approve or deny your request >> you can make selections, edits, and other modifications to the shared screen
2. Select **Release control** to stop sharing control

Multitasking in a Teams meeting

During a meeting, you can continue to use Teams

1. Click outside of the meeting to reply to messages, check what activity is going on in other channels etc
    Note: whenever you click away from a meeting, it becomes a smaller window at the top left-hand side of the app
    Note: you will still have access to meeting controls i.e. unmute your microphone
2. Click the smaller window to return to your meeting

Recording a meeting in Teams

If you wish to record a meeting in Teams, please see separate guidance regarding this provided by NHS Lothian located on the Intranet here

TRAINING SUPPORT

For support, contact the eHealth Training Team on:

☎ 0131 536 5050 (85050) Option 2

✎ email eHealth.TrainingTeam@nhslothian.scot.nhs.uk

🌐 Website – also available from home page of the Intranet

ACCOUNTS / TECHNICAL SUPPORT

For account/password problems, contact:

☎ 0131 536 5050 (85050) option 1 then 1

For technical problems, contact the national MS Teams Service desk on:

☎ 0131 275 7777

🌐Website: http://nhsnss.service-now.com/teams

USING THE TEAMS COMMAND BAR

At the top of the Desktop and Web apps is the **Command Bar** – it is available in all the main Team views.

The Command Bar can be used as a search box to find Teams, channels and conversations. It can also be used to enter commands or start communications.

Frequently used /commands

Set your Status
A common reason for using the command bar is to quickly set your status or availability. For example, **/busy**, **/available**, **/dnd**, or **/away** to set your status

Quick Navigation
Move quickly aound Teams and channels using the **/goto** command and select the required destination

Quick Communication
Use **/chat** followed by the name of a person or Team and your message. The message is stored in Chat and is not a channel conversation

Access Recent Files
Typing **/files** will display a list of files you have accessed recently across all your Team and online Microsoft 365 locations

List of slash (/) commands

COMMAND	DESCRIPTION
/call	Start a call with someone
/help	Get help
/join	Join a Team
/keys	View keyboard shortcuts
/mentions	See all of your mentions
/org	View an organisational chart
/saved	View your saved list of messages
/unread	See all of your unread messages
/whatsnew	Discover new features or enhancements within Teams
/who	See details of your named colleague
/wiki	Add a quick note to your personal wiki

The **Command library** is updated all the time. Type **/** in the command box to see what new commands have been added to the menu

Microsoft Teams

GENERAL	
Go to Search	Ctrl + E
Start a New Chat	Ctrl + N
Show Commands	Ctrl + /
Show Keyboard Shortcuts	Ctrl + .
Go to	Ctrl + G
Help	F1
Settings	Ctrl + ,
Zoom In	Ctrl + =
Zoom Out	Ctrl + -
NAVIGATION	
Activity	Ctrl + 1
Chat	Ctrl + 2
Teams	Ctrl + 3
Calendar	Ctrl + 4
Calls	Ctrl + 5
Files	Ctrl + 6
MESSAGING	
Go to Compose Box	C
Expand Compose Box	Ctrl + Shift + X
Send from Expanded Compose Box	Ctrl + Enter
Attach File	Ctrl + O
New Line	Shift + Enter
MEETINGS AND CALLS	
Accept Video Call	Ctrl + Shift + A
Accept Audio Call	Ctrl + Shift + S
Decline Call	Ctrl + Shift + D
Start Audio Call	Ctrl + Shift + C
Start Video Call	Ctrl + Shift + U
Toggle Mute	Ctrl + Shift + M
Toggle Video	Ctrl + Shift + O
Toggle Fullscreen	Ctrl + Shift + F
Toggle Background Blur	Ctrl + Shift + P