Interface Overview
Microsoft Teams
# University Information Technology Services

## Interface Overview

### Microsoft Teams

#### Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>4</td>
</tr>
<tr>
<td>Learning Objectives</td>
<td>4</td>
</tr>
<tr>
<td>Accessing Microsoft Teams through the Web</td>
<td>5</td>
</tr>
<tr>
<td>Downloading Microsoft Teams App</td>
<td>6</td>
</tr>
<tr>
<td>Microsoft Teams Interface – General</td>
<td>7</td>
</tr>
<tr>
<td>Activity Interface</td>
<td>8</td>
</tr>
<tr>
<td>Chat Interface</td>
<td>9</td>
</tr>
<tr>
<td>Starting a New Chat</td>
<td>10</td>
</tr>
<tr>
<td>Additional Chat Options</td>
<td>10</td>
</tr>
<tr>
<td>Primary Teams Interface</td>
<td>11</td>
</tr>
<tr>
<td>Specific Team Interface</td>
<td>12</td>
</tr>
<tr>
<td>More Team Options</td>
<td>13</td>
</tr>
<tr>
<td>Calendar Interface</td>
<td>14</td>
</tr>
<tr>
<td>Scheduling a Meeting</td>
<td>15</td>
</tr>
<tr>
<td>Meeting Details Tab</td>
<td>15</td>
</tr>
<tr>
<td>Scheduling Assistant Tab</td>
<td>16</td>
</tr>
<tr>
<td>Joining a Meeting Organized by Someone Else</td>
<td>17</td>
</tr>
<tr>
<td>Calls Interface</td>
<td>18</td>
</tr>
<tr>
<td>Make a Call</td>
<td>18</td>
</tr>
<tr>
<td>Speed Dial</td>
<td>19</td>
</tr>
<tr>
<td>Contacts</td>
<td>20</td>
</tr>
<tr>
<td>History</td>
<td>21</td>
</tr>
<tr>
<td>Voicemail</td>
<td>22</td>
</tr>
<tr>
<td>Files Tab</td>
<td>23</td>
</tr>
<tr>
<td>Additional Help</td>
<td>23</td>
</tr>
</tbody>
</table>
Introduction

Microsoft Teams is a chat-based workspace that makes collaboration and teamwork easy with the ability to co-author and share files using popular Office 365 apps like Word, Excel, PowerPoint, and OneNote. Microsoft Teams works with Firefox, Chrome, Safari, and Edge web browsers, but full functionality may vary. This booklet is a brief introduction to the Microsoft Teams interface and highlights some of its key features.

Learning Objectives

After completing the instructions in this booklet, you will be able to:

- Access Microsoft Teams from a variety of web browsers
- Navigate the general, high-level interface of Microsoft Teams
- Change your availability status in Microsoft Teams
- Discover more features in Microsoft Teams
Accessing Microsoft Teams through the Web

You can access *Microsoft Teams* using your *KSU Mail* account or by accessing *Office 365*.

1. Navigate your web browser to [ksumail.kennesaw.edu](http://ksumail.kennesaw.edu) or [o365.kennesaw.edu](http://o365.kennesaw.edu).
2. The *Office 365* log in screen will appear. Enter your *KSU email* and *password* (See Figure 1).
3. Click *Sign in* (See Figure 1).

![Figure 1 - Enter NetID & Password & Click Sign In](image1)

4. If prompted, use your preferred method to authenticate your account through DUO.

![Figure 2 - Verify Using DUO](image2)
5. In the upper-left corner, click the App Launcher.

![Figure 3 - Click App Launcher](image)

6. Select Teams from the list of available apps.

![Figure 4 - Click Teams Icon](image)

**Downloading Microsoft Teams App**

Once you are signed into Microsoft Teams on the web, you can download the desktop app or mobile app.

1. Click the profile icon in the top right corner (See Figure 5).
2. From the resulting dropdown menu, click either Download the desktop app or Download the mobile app (See Figure 5).

![Figure 5 - Click Profile Icon & Select Download app](image)
Microsoft Teams Interface – General

By default, *Microsoft Teams* will display the tab that was last accessed. The primary functions of all tabs are listed below.

**Figure 6 - Microsoft Teams Interface**

- **Activity**: View any mentions, replies, and other notifications (See Figure 6).
- **Chat**: Access chat with individuals or groups from your organization (See Figure 6).
- **Teams**: Access all your teams and click on a specific team to leave messages, notes, files, and other content that can be accessed by other members of the team (See Figure 6).
- **Assignments**: If any teams you are a part of are classified as *Class* teams, view any assignments from that team here (See Figure 6).
- **Calendar**: Syncs your meetings with your *Outlook* calendar. From this tab, you can view, access, or join your meetings or schedule future meetings (See Figure 6).
- **Calls**: Make calls using your computer’s camera and microphone to other users in your organization (See Figure 6).
- **Files**: Access files shared within your teams or your *OneDrive* storage (See Figure 6).
- **More Options**: Click to see additional options for *Microsoft* Integration (See Figure 6).
- **Apps**: Click to see a list of more *Microsoft* apps such as *Planner* and *OneNote* (See Figure 6).
- **Help**: Click to see a menu offering Help topics and training resources (See Figure 6).
Activity Interface

The Activity panel will show you any conversations within Team Channels that you have replies from, unread conversations, and conversations where you are @ mentioned. The Activity panel can also be used to show your recent activity.

Figure 7 - Activity Panel View

a. Activity Panel: Click to display a list of any mentions, replies, and other notifications. A notification badge will also display on the Activity icon to indicate how many notifications are waiting (See Figure 7).

b. Feed/My Activity: Click to toggle between viewing a summary of everything happening in the team channels you follow (Feed) and viewing only your activity (My Activity) (See Figure 7).

c. Filter: Filter activity items by type (Unread Messages, Mentions, Replies, Reactions, Missed calls, Voicemails, Apps, and Trending activity) (See Figure 7).

d. Settings: Click to modify how you are notified about Mentions, Messages, and Other communications (See Figure 7).

e. Activity feed pane: A list of Activity items appears here with filters, if applicable. Click an item to view more details (See Figure 7).

Note: The selected notification will be shaded in gray, and what appears in the panel to the right will be a link to that current notification area.
Chat Interface

From the Chat Panel, you can access recent chats and/or start new chats with contacts in your organization. You can also add new contacts/groups, share attachments, and set up meetings within a chat.

![Chat Panel View](image)

**Figure 8 - Chat Panel View**

- **Chat Panel**: Click to display your recent chats. A notification badge will also display on the Chat icon to indicate how many messages are unread (See Figure 8).
- **Chat/Contacts**: Displays your recent chat messages (Chat) or contacts you added in Microsoft Teams (Contacts) (See Figure 8).
- **Filter**: Search for a person’s name in your chats or filter by Unread Messages, Messages with Meetings, or Muted Conversations (See Figure 8).
- **Compose New Message Icon**: Click here to begin a new chat conversation (See Figure 8).
- **Chat Panel**: A list of your recent chat conversations is displayed here (See Figure 8).
- **Currently Selected Chat**: The chat selected in the Chat Panel will display here (See Figure 8).
- **Chat Box**: Click to reply to currently selected chat conversation (See Figure 8).
- **Text Formatting and Insert Menu**: Modify text in the chat box or send other elements, such as gifs, emojis, or files (See Figure 8).
- **Send Icon**: Click to send message in the chat box or press enter (See Figure 8).
- **Video/Audio Call and Share Screen**: Click on these icons to audio call, video call, or share your screen with the participants in the currently selected chat, respectively (See Figure 8).
- **Participant List**: Click to view a list of all the participants in the currently selected chat (See Figure 8).
- **Open Chat in New Window Icon**: Click to open the currently selected chat in a new window (See Figure 8).
Starting a New Chat

1. From the Chat panel, click the pencil and notepad icon (See Figure 9).
2. Begin typing the name of the individual you want to contact and select them (See Figure 9).
3. Type your message in the text box (See Figure 9).

Additional Chat Options

1. To access more options, click on the ellipses to the right of the chat.

a. Pop out chat: Opens the chat in a new window (See Figure 10).
b. Mark as unread: Message thread will display as unread (See Figure 10).
c. Pin: Pin the message thread to the top of the chat feed to easily find it (See Figure 10).
d. Mute: Disable notifications for the message thread (See Figure 10).
e. Hide: Remove the message thread from the recent chats panel. To unhide, search for the contact and compose a new message (See Figure 10).
f. Leave: In a group message, you will have the option to leave the chat conversation (See Figure 10).
Primary Teams Interface

In the Teams panel, you can view all Teams you are a part of and create new Teams. Teams can be public or private and are limited to 5,000 members.

![Teams Panel View: All Teams](image)

**Figure 11 - Teams Panel View: All Teams**

a. **Teams Tab**: Click to display a list of teams you belong to. A notification badge will also display on the Team icon to indicate if you have been @ mentioned in a Teams conversation (See Figure 11).

b. **Individual Teams**: Each Team you belong to will appear here. Click a team to view its activity and chat (See Figure 11).

c. **Filter**: Click to filter the Teams displayed by type of team (See Figure 11).

d. **Settings**: Click to manage the teams you are a part of or change the way the teams are displayed (See Figure 11).

e. **Join or create team**: Click to join an established team or create your own team (See Figure 11).
Specific Team Interface

Once you have selected a team, the interface will change to reflect the content of that specific team.

![Figure 12 - Teams Panel View: Selected Team](image)

a. **All teams button**: Click here to return to the previous view with all Teams displayed (See Figure 12).

b. **Team Name**: The name of the team is displayed here (See Figure 12).

c. **Channels**: A list of available channels will display here. The default channel available to all members is called General. Additional channels can be public or private. Private channels will be indicated to members with a lock icon and will not be visible to team members not a part of that channel (See Figure 12).

d. **Posts Tab**: The conversation for the selected channel will appear here (See Figure 12).

e. **Files Tab**: Click on the Files tab to view any files created in or added to the channel (See Figure 12).

f. **Add Tabs Icon**: Click this icon to add other tabs to the navigation for the channel (See Figure 12).

g. **New Conversation**: If no one has written anything in the Posts tab, this button will appear prompting you to begin by typing the first post in the conversation (See Figure 12).

**Note**: Each channel will have its own distinct Posts, Files, and tab area.
**More Team Options**

Clicking on the ellipses beside the team name will open a dropdown menu with additional options.

![Figure 13 - Additional Teams Option Menu](image)

---

**a. Manage Team:** Click to access the Manage team menu, which allows you to manage team members, channels, team settings, and analytics (See Figure 13).

**b. Add Channel:** Click to add a channel. Once clicked, you will be prompted name the channel (See Figure 13).

**c. Add Member:** Click to open the Add Member window and add more members to the team (See Figure 13).

**d. Leave the team:** Click to leave the team (See Figure 13).

**e. Edit team:** Click to change the name of the team, the privacy settings (Public or Private) and the Team avatar (See Figure 13).

**f. Get link to team:** Click to generate a link for the team (See Figure 13)

**g. Delete the team:** Click to delete the team. You will be prompted to confirm your decision before the team is deleted (See Figure 13).

**Note:** Some of these options, including the *Delete the team* option, will only be available to team owners.
Calendar Interface

The Teams calendar automatically syncs with the Microsoft Outlook calendar. See and manage upcoming meetings and schedule new meetings. Appointments and meetings appear as blocks on your calendar. Click one to see more information and adjust times, dates, locations, and details.

Note: Teams uses the time zone identified in the system setup.

![Figure 14 - Calendar Panel View](image)

a. **Calendar Tab**: Click to display your Teams calendar. A notification badge will also display on the Calendar icon to indicate any notifications (See Figure 14).

b. **Day/Week View**: Click Today to navigate to the day’s date or use the backwards/forwards arrows to move from week to week. Click the Month/year to display and navigate a month/year calendar (See Figure 14).

c. **Meet Now Button**: Click to instantly begin hosting/organizing a meeting. Share video/audio if you wish and select which camera and microphone to use if you have more than one (See Figure 14).

d. **New Meeting Button**: Click to see the screen for scheduling a meeting, inviting attendees, and more meeting-related controls. The Details field an attendee sees automatically includes a link to join the meeting (See Figure 14).

e. **Week View**: Click to choose your view (Day, Work Week, or Week) (See Figure 14).
Scheduling a Meeting

After clicking New Meeting, the New Meeting panel will open with two tabs. Use the Details tab to insert all the details of the meeting. The Scheduling Assistant tab shows you the availability of invited attendees, change the date and times here, and send an update to all attendees.

Meeting Details Tab

1. Enter the Title of the meeting (See Figure 15).
2. Begin typing the name or NetID of a person to add them in the Required Attendees text field. A list of available options will appear in a dropdown menu; select the name of the person. To add optional attendees, click +Optional (See Figure 15).
3. Click on the date and start/end times to edit; if applicable, click the switch to toggle this meeting to an all-day event (See Figure 15).
4. If applicable, click inside the Does not repeat text field to schedule a Recurring Meetings. A dropdown menu will appear prompting you to select the interval (Every weekday, Daily, Weekly, Monthly, Yearly, or Custom). Additional prompts will appear according to the selection (See Figure 15).
5. If applicable, click inside the Add Channel text field to attach the meeting to a specific channel within a team (See Figure 15).
6. If applicable, click Add Location to include a location for the meeting (See Figure 15).
7. If desired, click inside the Type details for this new meeting box to add information about the meeting. You can format the information in this field using the toolbar (See Figure 15).
8. Click Save to save the meeting (See Figure 15).

Figure 15 - Schedule a Meeting
Scheduling Assistant Tab

1. **Attendee availability**: See who is unavailable during the proposed time frame of your meeting.
2. **Send Update**: Click the **Send update button** to share the updated meeting information to all attendees.
Joining a Meeting Organized by Someone Else

When you click a link to join a Teams meeting, you are invited to, you can choose how to join the meeting.

1. Click one of three (3) choices for joining the meeting:
   a. **Download the app**: Select this option to download the desktop app version of Microsoft Teams (See Figure 17).

   b. **Continue on this browser**: Select this option for the meeting to open in a new window on the browser you are currently accessing (See Figure 17).

   c. **Open your Teams app**: If you have already downloaded the desktop app, select this option to launch it (See Figure 17).

![Figure 17 - Joining a Teams Meeting Options](image-url)
Calls Interface

The Calls panel allows you to communicate with your contacts by voice call and video call. The Calls panel also catalogues all contacts, tracks a history of your calls, and allows you to listen to any voicemails.

Make a Call

1. Click the Make a call button in the bottom left to open the panel and search for a person’s name.

![Figure 18 - Make A Call Button](image)

2. Suggestions are presented as you type. Click the person's name to select it (See Figure 19).
3. Click the icon for video or audio call (See Figure 19).

![Figure 19 - Find & Call an Individual](image)

*Note:* The Make a Call panel closes when you navigate away from the Calls tab.
Speed Dial

The *Speed Dial* tab can be used to quickly identify and call those you communicate with most often. You can also organize your contacts into groups to make it easier to find them.

![Speed Dial Panel](image)

**Figure 20 - Speed Dial Panel**

- **Speed dial Panel**: Click this tab to quickly view and call your contacts (See Figure 20).
- **Make a call Button**: Click to open *Make a Call* menu (See Figure 20).
- **Contacts**: Users you communicate with frequently or added to speed dial will appear in this panel (See Figure 20).
- **Add speed dial button**: Click this button to search for a user and add them to the speed dial panel below (See Figure 20).
- **New group button**: Click this button to create a group. Once a group is created, you can add and organize your contacts (See Figure 20).
Contacts

The Contacts tab contains a list of your contacts. From this tab, you can search your contacts or add more contacts to the list.

![Contacts Panel](image)

Figure 21 - Contacts Panel

a. **Contacts Panel**: Click this tab to view and search a list of your contacts (See Figure 21).
b. **Make a call Button**: Click to open Make a Call menu (See Figure 21).
c. **Contact List**: A list of your contacts will display in this panel. You will be able see a name, title, and phone number for each contact in the list (See Figure 21).
d. **Search Box**: Click inside this search box and begin typing to narrow your list of displayed contacts (See Figure 21).
e. **Add contact**: Click this button to search for and add a new contact to your list (See Figure 21).
History

The History tab displays a history of the calls you have made, received, and missed from others in your organization. Your call history is cumulative, and entries cannot be deleted from this list.

![Figure 22 - Call History Panel](image)

a. **History Panel:** Click this tab to view a list of phone calls you have made, received, or missed (See Figure 22).

b. **Make a call Button:** Click to open Make a Call menu (See Figure 22).

c. **Call History List:** A list of the calls you have made, received, or missed will appear here. For each call, you will see a name, the type of call (Outgoing, Incoming, or Missed), the duration of the call, and the date the call was made (See Figure 22).

d. **Additional Options Menu:** Click the ellipses icon to the right of a phone call to see additional options for replying to the call and adding the contact to your speed dial (See Figure 22).
Voicemail

The *Voicemail* tab is a centralized place where voice recordings and transcripts are found for missed calls.

![Voicemail Tab Panel](image)

**Figure 23 - Voicemail Tab Panel**

- **a. Voicemail Panel:** Click this tab to view and play voicemails that you have received through Teams (See Figure 23).
- **b. Make a call Button:** Click to open the *Make a Call* menu (See Figure 23).
- **c. Play Voicemail:** Once a voicemail is selected, a player will appear. Click the *play* button to listen to the voicemail (See Figure 23).
- **d. Voicemail Text:** Once a voicemail is selected, a transcript of the voicemail will display to the right of the player (See Figure 23).
- **e. Additional Options Menu:** Click the ellipses icon for more options, including deleting the voicemail and adding the caller to your speed dial or contacts (See Figure 23).
Files Tab

The *Files* Tab provides an easy location to access all of your recent files, files that have been uploaded/posted across teams that you are a member of, and files within your *OneDrive for Business* account.

![Files Tab Panel](image)

**Figure 24 - Files Tab Panel**

a. **Files Tab**: Click this tab to access your files and files shared with you (See Figure 24).

b. **Views**: Select one of the locations to view a list of available documents in the *Files* panel (See Figure 24).

c. **Files Panel**: A list of available files is displayed in this panel. For each item, you will see the file type, file name, last modified date, and location. Click on a file to access it (See Figure 24).

Additional Help

For additional support, please contact the KSU Service Desk:

**KSU Service Desk for Faculty & Staff**

- Phone: 470-578-6999
- Email: service@kennesaw.edu
- Website: http://uits.kennesaw.edu

**KSU Student Helpdesk**

- Phone: 470-578-3555
- Email: studenthelpdesk@kennesaw.edu
- Website: http://uits.kennesaw.edu