2nd Edition

Microsoft Teams® For Dummies®

A Wiley Brand

Video call with colleagues and build knowledge

Work remotely and collaborate on Microsoft's shared workspace

Connect with groups outside your organization

Rosemarie Withee

Best-selling author of *Office 365 For Dummies* and *SharePoint For Dummies*

Microsoft Teams®

2nd Edition

by Rosemarie Withee

for dummies®
A Wiley Brand

Microsoft Teams® For Dummies®, 2nd Edition

For general information on our other products and services, please contact our Customer Care Department within the U.S. at 877-762-2974, outside the U.S. at 317-572-3993, or fax 317-572-4002. For technical support, please visit https://hub.wiley.com/community/support/dummies.

Wiley publishes in a variety of print and electronic formats and by print-on-demand. Some material included with standard print versions of this book may not be included in e-books or in print-on-demand. If this book refers to media such as a CD or DVD that is not included in the version you purchased, you may download this

Microsoft Teams® For Dummies®

To view this book's Cheat Sheet, simply go to www.dummies.com and search for "Microsoft Teams For Dummies Cheat Sheet" in the Search box.

Table of Contents

List of Tables

Chapter 7

List of Illustrations

Chapter 1

Chapter 2

Chapter 3

Chapter 4

Chapter 5

Chapter 6

Chapter 7

Chapter 8

Chapter 9

Chapter 13

Chapter 17

Chapter 18

Introduction

Is it just me or does the pace of technology seem to be speeding up? It feels like just the other day Microsoft bought Skype and transformed its Lync product into Skype for Business. Well, hold on, because Microsoft Teams has come along and it has displaced all of them! After its release in 2017, Teams has gone on to become the fastest growing product in the history of Microsoft.

Microsoft Teams is a communications and collaboration tool that enables you to chat, call, and meet and collaborate with others in real time. It is available either as a free, stand-alone app that you can download from the Internet, or as part of a bundle of software, such as Microsoft 365. If you are ready to learn what all the hype is about with Microsoft Teams, you are in the right place.

About This Book

This book is designed to get you the information you need to use Microsoft Teams quickly and efficiently without getting bogged down in the weeds. You learn how to get up and running with Teams in just a few minutes. You then discover how to add users, create teams, and communicate and collaborate with others in real time. In addition to learning the basics of Teams, you discover many tips and tricks you need to know to get the most out of the product to facilitate remote work and learning, and even how to use Teams to stay connected to family and friends.

To make the content more accessible, the book is organized into seven parts:

» Part 1: Getting Started with Microsoft Teams

- » [Part 2](): Exploring Chat, Teams, Channels, and Apps
- » [Part 3](): Staying in Sync with Meetings and Conferencing
- » [Part 4](): Taking Communications to the Next Level with Voice
- » [Part 5](): Becoming a Microsoft Teams Administrator
- » [Part 6](): Molding Teams to Fit Your Unique Organization
- » [Part 7](): The Part of Tens

Each part is organized based on the way you will use Teams. For example, in [Part 2](), you learn about the different methods of communication available in Teams. In [Part 5](), you learn about Teams administration. You might need to jump straight into Teams administration if you find yourself as an "accidental admin," or you might want to start at the beginning of the book and build up your knowledge bit by bit. The Part of Tens offers three top ten lists: tips for getting the most out of Teams, the best apps to install in Teams, and the best places you can go to learn more and continue your Teams journey.

The book is designed so you can read the chapters and parts in any order and jump back and forth as you explore and use Teams.

Foolish Assumptions

In this book I assume that you have at least heard of Microsoft Teams, have an interest in getting the most out of the product, and have access to a computer. In the chapter about using Teams on a mobile device, I assume you are interested in using Teams on your iOS or Android smartphone or tablet. Microsoft designed Teams from

the ground up to be intuitive and easy to use, so if you have access to a computer, you should be all set.

Icons Used in This Book

Throughout this book, icons in the margins highlight certain types of valuable information that call out for your attention. Here are the icons you'll encounter and a brief description of each.

The Tip icon marks tips (duh!) and shortcuts that you can use to make learning about Teams easier.

Remember icons mark the information that's especially important to know. To siphon off the most important information in each chapter, just skim through these icons.

The Technical Stuff icon marks information of a highly technical nature that you can skip over if you don't want all the technical detail.

The Warning icon tells you to watch out! It marks important information that may save you headaches when getting up to speed with Teams.

Beyond the Book

As you continue to learn and work with Microsoft Teams, you may want to find shortcuts. I maintain an online cheat sheet that you can use as a quick reference to get common tasks done in Teams in a hurry. You can find this cheat sheet online by going to www.dummies.com and searching for *Microsoft Teams For Dummies Cheat Sheet* in the search box.

Where to Go from Here

Now that you know a little about this book, it is time to get started. If you are new to Microsoft Teams, then jump right into Chapter 1 where you get up and running in just a few minutes. If you already have Teams installed, then skip ahead to areas of Teams you would like to learn more about right away. If you find yourself with Teams administration tasks on your plate, then head straight to Part 5. There is no right or wrong answer in where to start when learning Teams. The best advice I can give is to just jump in and start using it to communicate with others!

Part 1

Getting Started with Microsoft Teams

IN THIS PART ...

Discover what makes Teams so special and why it has surpassed SharePoint as the fastest growing product in Microsoft's history.

Find the Teams app online and take a quick spin around the Teams interface.

Learn the basic Teams terminology.

Get a feel for the Teams layout and how Teams can be used across multiple devices.

Create a new team and invite others to that team.

Discover how to manage the team you created and set personalized settings for each team.

Chapter 1

Getting Up and Running with Microsoft Teams

IN THIS CHAPTER

» **Gaining a general understanding of Teams**

» **Getting familiar with basic Teams terminology**

» **Finding Microsoft Teams on the Internet**

» **Figuring out where to sign up and sign in**

I admit that when I first heard about Microsoft Teams, I was not very impressed. The market was already filled with chat programs. Microsoft even purchased the most popular one, Skype! So why did Microsoft decide to create more software that was redundant? Well, that was a few years ago, and since then, I have experienced firsthand the vision Microsoft had for Teams, what it has become, and why it has surpassed SharePoint as the fastest growing product in Microsoft's history.

In this chapter, you see what makes Teams so special. First, you take a quick spin around the Teams interface and learn some of the basic Teams terminology. Then, you get up and running with the Teams app in a quick tutorial that helps you find the Teams app online. After that you find out how to sign up and sign in. Let's get *Team*-ing!

Wrapping Your Head Around Microsoft Teams

Microsoft Teams is a relative newcomer to the world of business communication software. It was first announced in 2017, and when I first heard about it, I wasn't sure what to make of it. I had been using Skype to chat with friends and family for years, and I had used Lync (later rebranded Skype for Business) for business communications. Since its announcement, Teams has been integrated with just about every product Microsoft offers and has swallowed all the features that used to make Skype for Business so great. You can make phone calls, chat, conduct meetings, share your screen, and have video calls, just to name a few of the features Teams offers.

Microsoft Teams as a communications platform, replacing Skype for Business, is nice, but that is not what has made it the fastest growing product in Microsoft history. What makes Teams so special is that Microsoft has invested heavily to make it the face and entry point to almost all other Office services. For example, I am writing this book using Microsoft Word, but I am doing so from within the Teams app, as shown in Figure 1-1.
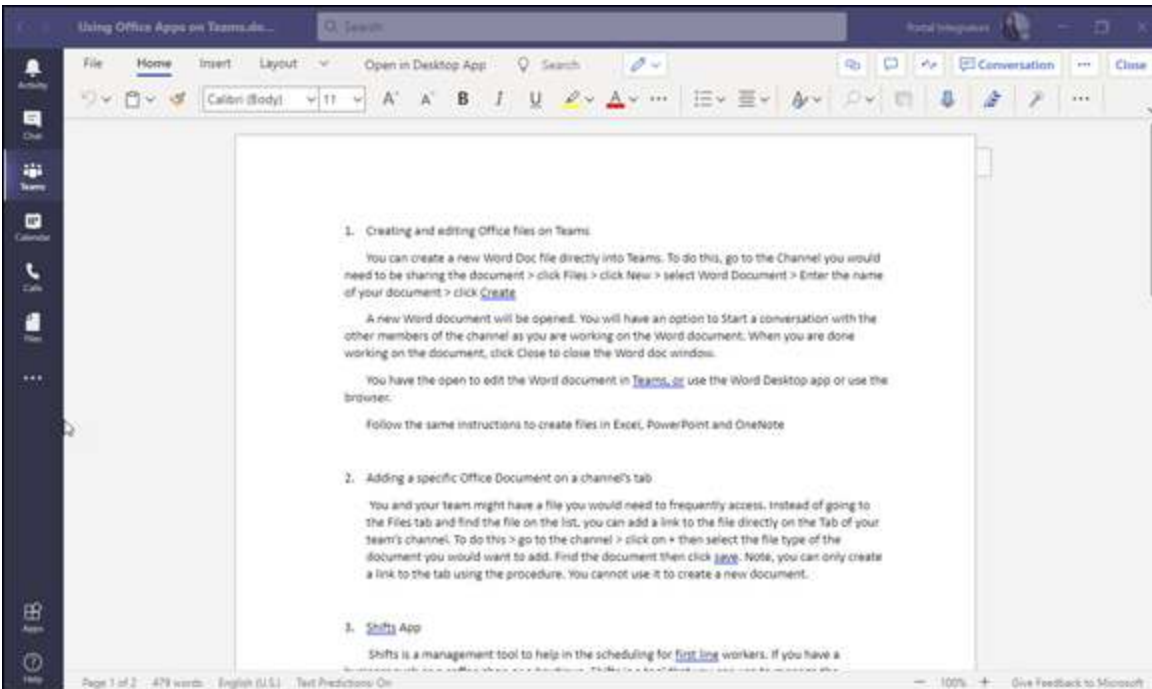
FIGURE 1-1: Using Microsoft Word from within Teams.

In addition to integrating with Microsoft Office, Teams also integrates with many third-party applications, as shown in Figure 1-2.
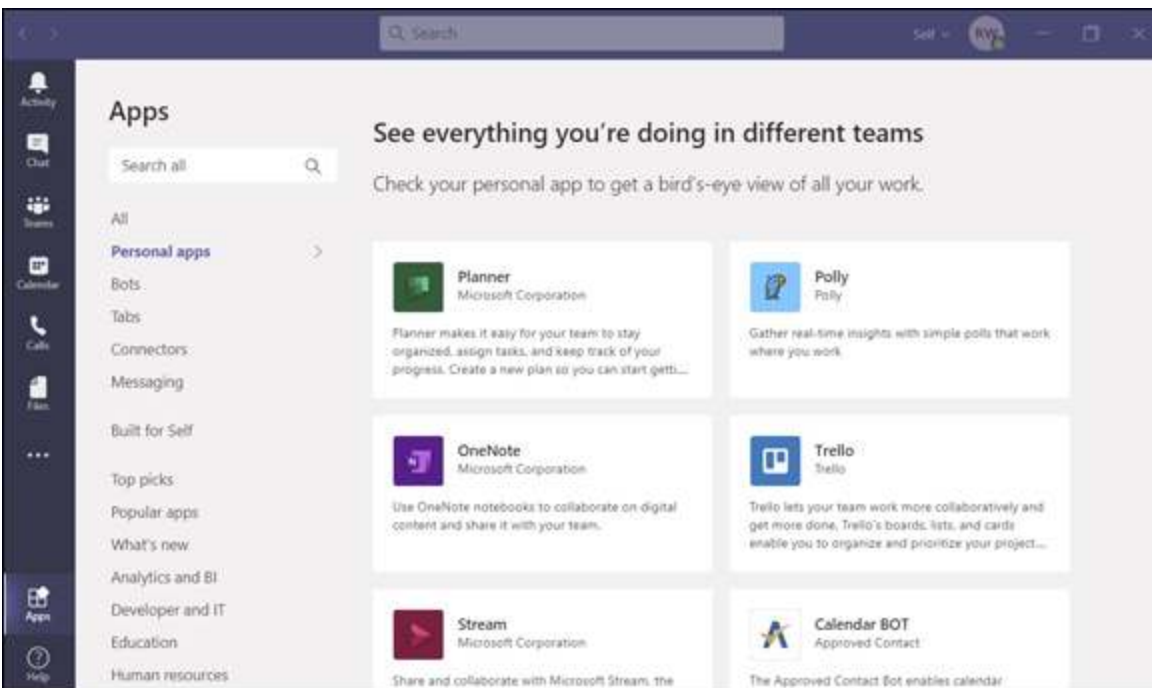
FIGURE 1-2: Some of the apps that integrate with Teams.