

HOW TO USE TEAMS – THE BASICS

1. iOS Installation

To install Microsoft Teams onto iOS, unlock your iPhone/iPad and navigate to the home screen. From here, locate the App Store application and open it. From the bottom menu, select 'Search', then tap the search field above the 'Trending' tab. Your keyboard should pop up, and you can then search 'teams' in the App Store. Press the blue 'Search' button in the bottom right corner of your keyboard, and once the results have loaded, there should be a panel saying, 'Microsoft Teams'. On the right-hand side of the panel, there should be a small grey button that says 'GET'. Tap this button, then enter your password if prompted. Navigate back to the home screen, and on the last page to the right, a Teams icon should appear. Wait for it to finish installing, then tap the icon to open Teams.

2. Android installation

To install Microsoft Teams onto an Android device, start by unlocking your phone/tablet and navigate to the home screen. From here, swipe up from the bottom of your screen or select the 'All Apps' icon (depending on your Android version) and find the 'Play Store' icon. Tap it, then at the top of the Play Store screen tap the 'Search for apps & games' text. Your on-screen keyboard should appear. Type in 'teams', and then press the magnifying glass in the bottom right corner. Once the results have loaded, a panel should appear saying 'Microsoft Teams'. To the right of the screen, there should be a green button with the word 'Install' written inside. Tap this, then enter your password if prompted. If you are asked for a payment method, look out for a small grey button saying 'SKIP', and press it. Wait for Teams to finish installing, then tap the green 'Open' button to launch Teams.

3. Signing up

When you open Microsoft Teams for the first time, you will be brought to a screen that prompts you to 'Enter email, phone, or Skype'. If you do not have a Microsoft account, e.g. for Skype, Hotmail, or Outlook, look at the bottom of this screen, where there should be a button with the Windows logo and the text 'Sign up for free'.

(If you already have a Microsoft account, skip to section 4).

Tap this button, then choose 'Personal' for your account type. A window will then pop up with an entry field for a phone number. Tap the text saying, 'Phone number', and enter your mobile number without the leading 0, then tap the blue 'Next' button underneath the entry field on the right. You will then be asked to create a password. Make sure you make your password something memorable, or alternatively write it down in case you forget it. Once you are happy with your password, tap the blue 'Next' button again. You will now be prompted to enter your name. Tap the entry fields for 'First name' and 'Surname' and enter your details, then tap 'Next'. Teams will then ask you for your country/region and date of birth. Once you have filled these details out, tap 'Next' again. Finally, Microsoft will send a code to the mobile number you entered at the start. Enter this code into the field on the Teams window and tap 'Next'. You will then be brought to a screen with the title 'Let's get started', where it should show the name you entered earlier underneath a circle with your initials inside.

(OPTIONAL: If you would like to set a profile picture in Teams, instead of just showing your initials, tap the small 'Edit Image' text underneath the circled initials, where you can then either select a picture from your phone's storage or take a photo).

Tap the blue 'Continue' button at the bottom of this screen. You will then be prompted to 'Find your friends on Teams', which is optional, but allows you to synchronise your device's contacts with Microsoft Teams, to show anyone in your phone who also uses Microsoft Teams. By default, the check box to sync your contacts will be ticked, but you can simply tap the tick in order to prevent Teams from accessing your contacts. Once you have picked an option, tap the blue 'Continue' button at the bottom of the screen. You will then be taken to the main Teams page.

4. Signing in

If you already have a Microsoft account, for example if you use Skype, Hotmail or Outlook, or if you were told at sign up that you already have an account, you can simply sign into the Teams application using these credentials. To begin, tap the text 'Enter email, phone, or Skype'. Your keyboard should appear on-screen and you can type in the email, phone number, or Skype username that you use for other services. Once you have entered this, tap the blue 'Sign in' button below it. A window will then appear prompting you to enter your password. Tap the grey 'Password' text, and your keyboard should appear, allowing you to type in your password. This will be the same password you use for any other Microsoft services, including Outlook, Hotmail or Skype.

(If you have forgotten your password, tap on the blue 'Forgotten your password?' text underneath the password entry field. You will then be taken to an identity verification page, where Microsoft will prompt you to get a security code. You will be able to send the code to any registered email addresses or phone numbers on your Microsoft account. If you have multiple email addresses/phone numbers registered, you will be able to choose which one you would like your security code to be sent to. If you do not have access to any of the email addresses or phone numbers connected to your account, tap the blue 'I don't have any of these' text above the 'Cancel' button. You will then have to have access to an internet browser, where you must follow the link provided and follow the steps. If you are completely locked out of your account, not to worry; you can simply make a new Teams account. Go back to section 3 for steps on how to do this).

Once you have entered your password, you may be prompted to 'Select an org'. If so, simply tap 'Personal'. You may also be prompted to add a phone number if there isn't one already linked to your Microsoft account. Please note that a phone number is mandatory to use Microsoft Teams. Tap the text saying, 'Phone number', and enter your mobile number without the leading 0, then tap the blue 'Next' button underneath the entry field on the right. Microsoft will then send a code to the mobile number you entered at the start. Enter this code into the field on the Teams window and tap 'Next'. You will then be brought to a screen with the title 'Let's get started', where it should show the name you entered earlier underneath a circle with your initials inside.

(OPTIONAL: If you would like to set a profile picture in Teams, instead of just showing your initials, tap the small 'Edit Image' text underneath the circled initials, where you can then either select a picture from your phone's storage or take a photo).

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Teams from accessing your contacts. Once you have picked an option, tap the blue 'Continue' button at the bottom of the screen. You will then be taken to the main Teams page.

5. Starting a Chat

Now that you have successfully logged into Microsoft Teams, you will be taken to the main 'Chat' page in the application. This page is where you will be able to see any conversations that you have with different people or groups, but when you first join Teams this page will be empty, with the text 'Invite friends to start the conversation'. To start a chat with another Teams user, tap the circular blue icon in the bottom right corner of the application which has a small pencil inside a square drawn into it. When you tap this icon, a new window should appear with the headline 'New chat'. Underneath the headline, there should be an entry field, where you can type in the phone number or email of another person with a Teams account. If you chose to sync your contacts to Teams, you can also search by name in this field, however if you did not sync your contacts you will not be able to do this. Type in the phone number or email address of the other person, then tap the copy of what you typed under the 'Suggestions' tab. If the person does not have Microsoft Teams, you can send them an invite link to chat, but if they do have Teams their name should appear where you typed their email/phone number. You can then close the keyboard by pressing the small downwards facing arrow at the very bottom of your screen, and you will be able to see the 'Type a message' box. If you tap this, the keyboard will reappear, and you can begin typing a message to your recipient. Once you begin typing, just above the keyboard on the right-hand side of the screen a blue icon representing a 2D paper aeroplane will appear. Press this button to send any text you have typed.

6. Creating a Group

From the Chat page in Microsoft Teams, tap the circular blue icon in the bottom right corner of the application which has a small pencil inside a square drawn into it. When you tap this icon, a new window should appear with the headline 'New chat'. Underneath the headline, there should be an entry field, where you can type in the phone number or email of another person with a Teams account. In order to turn a chat into a group, simply enter all the email addresses/mobile numbers of the different people who you would like to be able to communicate with. You can then close the keyboard by pressing the small downwards facing arrow at the very bottom of your screen, and you will be able to see the 'Type a message' box. If you tap this, the keyboard will reappear, and you can begin typing a message to your new Group. Once you begin typing, just above the keyboard on the right-hand side of the screen a blue icon representing a 2D paper aeroplane will appear. Press this button to send any text you have typed.

7. Creating a Team

Along the bottom of your Teams application, press the icon that says 'Teams', to the right of 'Chat'. At the top of the Teams page, on the right-hand side of the screen, tap the three vertical dots next to the magnifying glass. In the menu that pops up, tap 'Create new Team'. From this menu, you can enter a Team name and description, so people who join your Team know what it's for. At the bottom of the menu, there is a 'Privacy' button. Tap it, and in the proceeding menu you can choose to make your Team either 'Private' or 'Public'. A 'Private' Team is one where only team owners can add members (more on this later), and a 'Public' Team is one where anyone can freely join your team without you inviting them. Finally, at the bottom of this menu, there is a toggle option (slider) with the label 'Discoverable'. If you chose to create a Public Team, this slider will be disabled, however for Private Teams by default it is set to on. If the Team is discoverable, people can search for the Team by name, however if it isn't, people can only join your Team from an invite you send them.

Once you have set all of your Team options, tap the tick icon in the top right corner of the screen. You will then be brought to another page where you are prompted to 'Add members'. Here, you can type in the name of any contacts you already have on Teams, or alternatively you can type in any email address regardless of whether someone already has Teams installed. Once you have entered all of the names/email addresses of the people you want to add, simply tap the tick in the top right-hand corner of the screen to create your Team. You will now be brought back to the original Teams menu, where you can see your new Team. Under your team, you will see the word 'General' – this is the main chat page for your Team. Tap it, and you can send a chat to your Team.

8. Making a call

Along the bottom of your Teams application on the right-hand side, there should be a button that says 'More' with ellipses above it. Tap this button, and a popup window will appear with various options. Tap the first option, 'Calls', to view your call history. In the bottom right-hand corner of your call history, there is a blue circular button with a phone and a small plus sign in it. Tap this, and the 'Make a call' menu will appear. Here you can search your Teams contacts and call anyone in the list. Under the 'Directory contacts' list, next to each person's name, there will be two buttons – the one to the left of the phone icon allows you to video call, and the phone icon will make a normal voice call to that person. Tap either of these icons to start a call. You can also add multiple people to the call by typing multiple names and selecting them. Once you have entered all of the names you would like to conference call, simply tap the phone icon next to their list of names on the top right-hand side of your screen.