



Microsoft Teams FAQs

What is Microsoft Teams?

Microsoft Teams is a platform where conversations, meetings, files, and notes can be accessed by everyone, all in one place. It's a place for collaboration and work to happen.

What are teams?

Teams are made up of a group of colleagues; and external guests can be invited to become a team member. They can represent a departmental group, a project or shared work outcome. A team is designed to bring together a group of people who work closely to get things done. They are a focused workspace for the team members to chat, share and collaborate on files, and utilise the apps within MS Teams.

What's a channel?

A channel is a dedicated section within a team to keep conversations organised by specific topics, projects, or department. 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.

If you need a select group of team members 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. Files that you share in a channel (on the Files tab) are stored in SharePoint.

[Learn more about teams and channels](#)

Can I create a team myself?

A departmental team has been created for you; any additional teams you require can be requested through a ServiceNow request. Once the team has been approved IT will create the team for you. The colleague named as the administrator of the team group then adds the team members, and manages the channels, content and sharing.

Will I still be able to use Skype?

Throughout the rollout and the early adoption of Microsoft Teams Skype for Business will remain available for all colleagues to use.

Can I use MS Teams on my company mobile?




If you have a Society issued mobile phone you can now download the Teams app through the Work Based Play Store, once it has installed sign into the app with your Midcounties email and password.

When setting up a meeting in Teams do all the attendees need to have MS Teams installed to their device?

Any attendee invited to a meeting in MS Teams can join a meeting through a web browser on any device (including a mobile device), providing the person creating the meeting has MS Teams.

Can I have one to one chats and calls with colleagues outside of a team?

You can make direct calls and group calls without having to host a meeting. These are private and won't appear in any team conversation. Use the search bar within Chat to search and find the colleague you wish to start a chat with or call.

Click  to start a new conversation, and then choose  or  to start a video or audio call.



Is there anything I need to do to keep MS Teams up to date?

It is good practice to sign-out of the application from time to time to enable a contact list refresh to take place. This can be done when exiting the application by clicking on your own image or initials in the title ribbon of the Teams and selecting Sign Out.

Can I use Teams for non-work purposes?

MS Teams is for business use only, as a society licensed solution it is fully tracked and audited for compliance purposes.

