Tips for using Teams

If possible, download the desktop version. (This makes a significant difference on a Mac). The instructions in this document refer to the Desktop version – there are slight differences in the iOS and Android versions.

# Your information

(N.B. Guest users can only change some of this information.)

It should be possible to edit your profile picture, name and other personal details by clicking on the avatar at the top right-hand side of the screen.

If that doesn’t work for you then go to Office365 and log in using your University email address and password. Click on your avatar at the top right of the screen and then click on My profile.



You can then edit the information that is available about you.

You can change your preferred name by going to <https://subscribe.soton.ac.uk>

# Your Teams

## Organising the Teams you are in

Teams that you are in appear on the left-hand side of the screen. ‘Favourites’ appear at the top of the list, with other Teams appearing under ‘More’. You can choose to ‘favourite’ or ‘unfavourite’ a channel by clicking on the star icon under 

You can reorder the list of Teams by clicking on the name of a Team and then dragging it.

# Your channels

## Managing channels within a Team

The first five channels in a Team will be favourited for you. You can choose to ‘favourite’ or ‘unfavourite’ a channel by clicking on the star icon under  Favouriting a channel means that it will always be visible in your list of channels. Channels that are not favourited can be accessed by clicking on the ‘More channels’ link at the bottom of the list of channels within a Team.

## Follow a channel

If you follow a channel, you receive direct notification whenever there’s new channel activity. To follow a channel, go to the channel name and click  then ‘Follow this channel’.

## Tabs within a channel

The tabs at the top of each channel link to files, apps and services. The files are stored in Sharepoint. Channels may have a ‘Planner’ associated with them. Planner will be explained later in this document.

# Notifications and Conversations

## Order of conversations

It is not possible to change the order in which conversations appear in a channel. The conversation that has been commented on/started most recently will appear at the bottom of the stream.

It is possible to search for conversations using the search box at the top of the screen.

## Starting a conversation

There are some things that you can do with your ‘Conversations’ (posts) that will help colleagues to navigate channels.

When you click on  , you will see a Visual Textbox Editor (VTBE). This will give you more formatting options. Please:

* Add a subject
* Use the **!** icon if you want to mark something as IMPORTANT!
* Use the highlighter tool to draw attention to text
* Consider whether anyone needs to be notified that the message has been posted

## Notifications

If you have unread messages or unseen activity in a channel, then the name of the channel will appear in bold.

@team (e.g. *@Digital Learning*) notifies everyone on the Team.

@channel (e.g. *@Medicine*) notifies everyone who has favourited a channel.

You will also receive notifications if someone @ mentions you by name.

You can catch up on all your followed channels in your Activity feed. Click Activity  > Filter  > Following (or any of the other relevant options).

# Planner (within Channels)

Planner is very similar to Trello, which you may have used before.

|  |  |
| --- | --- |
| Trello | Planner |
| Board | Board |
| List | Bucket |
| Card | Task |

Each Board (page) within Planner will have Buckets (columns of information) on it. Each Bucket is broken down into Tasks (short checklists).

You will find that tasks have been allocated to you. You can browse the boards to see these or you can click on  in the far left hand menu, then click on Planner. Clicking on ‘My Tasks’ (a tab at the top of ‘Planner’) will show you all of the tasks that have been allocated to you. Each Task has a checklist.

# Help

If you want to find out more, Microsoft has provided extensive help on line: <https://support.office.com/en-us/teams>