Microsoft Teams - Zugang, Docs und FAQs

Access

To Access Microsoft Teams you have to create a user. Since SSO is already implemented, the generic E-Mail-Address can be used to log in with the already established TU-password.

Teams is available for free for employees without the need for further approval by ordering it at the Campussoftware. Students can order it via the usual Campussoftware ordering process in the Campussoftware while skipping the step "Payment". Should the user be an employee as well as a student the resulting user (with the employee's email address) will get several licenses.

You can use Teams via:

- Downloading and installing the Desktop-Version: https://products.office.com/de-at/microsoft-teams/download-app or on our swsupport page https://service.it.tuwien.ac.at/swsupport/tools/msteams/
- Via Browser: https://teams.microsoft.com
- By using the Mobile App from the App-Store of your mobile device

Coming changes

You can find a Roadmap for further development and upcoming changes via https://tinyurl.com/teamsroadmappreview

Upcoming changes

- Coming in April or May Microsoft will supply a Webinar-Feature for Meetings which will be available in the Calendar Drop Down Menu (New Meeting -> Webinar). This will allow users to add registrations for meetings and webinars for people in your organization and outside of your organization which will allow the creation of a registration page with E-Mail confirmation as well as detailed reporting for registration and attendance. As soon as future features is available a tutorial for this new feature will be included in this FAQ.
- Proper implementation for full Skype Customer integration during calls, chats, and when using the search function
- Multi-Window Meetings and Calling experiences - Users will have the ability to pop out meetings and calling into separate windows to help them optimize their workflow. These experiences can be turned on directly within Teams for PC and Mac clients.
- Simplification of the calling experience in the Teams desktop app by combining contacts, voicemail, and calling history.
- CarPlay support for Teams Calling
- Teams Admins can take advantage of the Teams and OneDrive or SharePoint integration and make OneDrive or SharePoint the default calls recording storage location, in lieu of Stream.
- Teams will identify potential spam calls and digitally attest to outgoing calls to prevent them from being rejected by external recipients.

Since the last update, there's the option to try out most of the new features! Simply choose "Settings" "General" "Turn on new meeting experience". You can then try the following features:

- Pop-Out Meetings & Videos
- Breakout rooms
- The maximum amount of participants in chat rooms has been increased to 250, once more than 20 people have joined the room the typing indicator, audio, and video call, sharing, and read receipt-feature will be disabled.
- Meeting controls permanently available on top of the screen
- See up to 49 video streams at once
- Together-Mode to experience the meeting in a lecture hall setting
- Meeting notes to jot down information during your meeting
- Focus mode to pay close attention to shared material without seeing any other video streams

Further information is available via:

Important: If you do not see any changes this can be fixed by signing off and signing back into your Teams-Client. If you prefer to install the new client manually you can find the installer here:
https://statics.teams.cdn.office.net/production-windows-x64/1.3.00.19565/Teams_windows_x64.exe

Calendar usage in Teams & Outlook

Currently, there are several requests inquiring about the synchronization of calendars between MS Teams and MS Outlook since there is no automatic transfer of scheduled meetings and appointments. Currently, there is no option to enable such a synchronization, a fact that Microsoft has been made aware of. Currently, there is no information available if this function will be implemented in a future update - once there is further information on this topic this FAQ will be updated accordingly to reflect the current state.

Workaround: The free E-Mail-Client "eM Client" (Version 8.2 and upwards) supports the synchronized usage for both the calendars in Teams and Outlook and allows the option to create and edit appointments in both calendars at once. The current version of eM-Client can be downloaded cost-free via TU Software on: https://www.it.tuwien.ac.at/services/software/softwarebereitstellung/campussoftware/softwareliste

Apps in Teams

Teams offers a broad range of Apps for furthering the number of features and functions you can access during your meetings. You can find a short introduction here:

Apart from the usual applications like Word, Excel, Forms & Powerpoint which you can add via the "+-"-Symbol you can - for example - add features like:

- Microsoft Whiteboard & Freehand - Create and share Whiteboards
• **Planner** - Planning tasks and managing users
• **Microsoft Stream** - Create and Share Videos together with other users
• **Microsoft Forms** - Create polls and counts quick and easy
• **Wiki** - Jot down notes and instructions with users that cannot access the general Wiki

You will find step-for-step instructions on how to use the Apps on their appropriate store pages.

**Breakout Rooms**

Breakout rooms are now available to use since the latest update - this feature allows you to create separate rooms within your meeting and to assign participants, for example, to discuss topics in smaller teams.

Only the organizer can start a breakout room from within the Teams desktop app. Participants can join and use the breakout rooms from desktop, web, or mobile.

To use the new feature, you should make sure that the new meeting experience is enabled (Teams -> Settings -> General -> Check “Turn on new meeting experience”).

The organizer can create a new breakout room by pressing the new Button (Directly to the right of the "Raise hand"-Symbol) and choose to allow it to be filled automatically or assign participants manually. In the room settings, you can also configure if you want to allow participants to return to the main meeting by themselves or if you want to do this manually.


**Meeting & Conference-Rooms**

We expect that in the near future there will be separate licenses to use in meeting- and conference rooms. As long as this feature is not implemented a viable workaround is to create a separate user and assigning it to the conference room in question. This user will have to be invited to all future meetings in this conference room and represents the devices in use in this room. As soon as the appropriate licenses for using conference rooms are available we will notify you in this article.

**Archiving Teams after finishing a project**

It is now possible to archive an entire Team-Channel with all its data and set it in a read-only state. A detailed step-by-step instruction on how to do so is available via: [https://support.microsoft.com/en-us/office/archive-or-restore-a-team-dc161cfd-b328-440f-974b-5da5bd98b5a7](https://support.microsoft.com/en-us/office/archive-or-restore-a-team-dc161cfd-b328-440f-974b-5da5bd98b5a7)

**Using the Lobby**

It is now possible to use the Lobby-Feature in your Meetings. To change the Lobby-Settings you simply have to access your "Meeting options" (either via the "Calendar", during the meeting invitation, or during a meeting in the "Show participants" screen), where you can enable different modes on how to enter or bypass the lobby. "Only me" will put all new users into the Lobby by default, enabling the host to select who can join the meeting and who will have to wait. Further information can be found via: [https://support.microsoft.com/en-us/office/change-participant-settings-for-a-teams-meeting-53261366-dbd5-45f9-aae9-a70e6354f88e](https://support.microsoft.com/en-us/office/change-participant-settings-for-a-teams-meeting-53261366-dbd5-45f9-aae9-a70e6354f88e)

**Integrating the O365-Calendar in Outlook, Thunderbird, Apple Mail & Co.**

You can use your Office 365 Calendar in your local E-Mail-Client. To do so you should:

1. Start O365 and open Outlook
2. Click on the cogwheel symbol on the upper right
3. Click on "Show all Outlook-Settings"
4. Choose "Calendar", then "Shared Calendars"
5. Choose which Calendar you want to share
6. Choose "Show all Details"
7. Click on "Publish"

You can now use the ICS-Link to subscribe to your calendar locally

**UseOneDrive for Business and SharePoint or Stream for meeting recordings**

Microsoft Team now supports storing your meetings in OneDrive (Business) and Sharepoint in addition to the option to storing it in the Stream. A detailed timetable for the implementation of all the features as well as a manual on how to use this feature is available on: [https://docs.microsoft.com/en-gb/MicrosoftTeams/tmr-meeting-recording-change](https://docs.microsoft.com/en-gb/MicrosoftTeams/tmr-meeting-recording-change)

**FAQ**

• I can't find one of the Features mentioned in this FAQ, what can I do?
  New or changed features are often hidden until after you log out and then log back in again, whereupon they should show up as described.

• What should I do if I already connected my private Microsoft Account with my generic TU E-Mail-Address?
  Log in by clicking on "Business Account"

• Can I use a dial-in telephone number in MS Teams?
  We received the wish to use regular phone numbers from within Teams to reach users without Teams capability. This will take an additional license from Microsoft, so we need to know how many people would be interested in that. A current polling can be found at: [https://service.it.tuwien.ac.at/wish/home/idea/87/microsoft-teams-besprechung-einwahlnummern/cok](https://service.it.tuwien.ac.at/wish/home/idea/87/microsoft-teams-besprechung-einwahlnummern/cok)
As a workaround you can use audio devices, for example, the spiders from Jabra, to directly input a meeting into Teams via laptop. It is also possible to have phone calls on Teams by using the Cisco Jabber App for single chats. A way to integrate the Cisco Jabber app to use in meetings is currently being investigated.

- How can I raise my hand during a meeting?
  The last update introduced the feature to raise your hand during a meeting - to do so simply press the 'hand icon' in the calling bar at the bottom of your screen.

- How can I control my camera and turn it on or off?
  A short introduction on how to use Videos in Microsoft Teams can be found at: https://support.office.com/en-us/article/using-video-in-microsoft-teams-3647f29-7b92-4c26-8c2d-8a596904cdae?omkt=en-001&ui=en-US&rs=en-001&ad=US

- Are there keyboard shortcuts available in Teams?
  A full overview of all the keyboard shortcuts can be found at: https://support.office.com/en-us/article/keyboard-shortcuts-for-microsoft-teams-2e8e2a70-e8d8-4a19-949b-4c36dd5292d2?ui=en-US&rs=en-US&ad=US
  One of the most important shortcuts is STRG + SHIFT + X, which vastly increases the size of the input area.

- How to switch from Skype for Business to Teams?
  https://docs.microsoft.com/de-de/MicrosoftTeams/upgrade-start-here

- How can I turn on notifications for new messages in my Teams and Channels?
  Notifications are disabled by default but can be turned on and configured by opening the Menu (Three Dots on the upper right) and clicking on "Channel notifications".

- Is there a quick start Tutorial available?

- I have several accounts in Teams since I am a guest or employee somewhere else - how can I switch which one I am using right now?
  Using the mobile application, you have to open the three lines to the upper left and choose "Settings" "Add Account".
  After you have done so you can access all the additional accounts by just pressing the three lines and choose your account under "Your orgs". The Teams-App will allow you to switch your account on the upper right (signified by a small dropdown arrow next to your user image), although it may be necessary to restart the application first.

- How can I directly answer or forward a message in the Desktop-App or while using the browser interface?
  Sadly this is not possible to do at the moment, Microsoft is still reviewing the implementation of this feature outside the Mobile Apps. A viable workaround for answering is by using the shortcut SHIFT + > which can be used to quote another message.

- How can I use Microsoft Forms to create forms and polls? How do I create an anonymous poll?
  Forms is an excellent and fast way to create polls in your Team - which is of course also possible to perform in an anonymous way. To add Forms to your team simply press the "+" symbol located at the top of your Team and enter "Forms". Forms is now available to use in your entire Team and can also be used to create real-time polls during your meetings. A step-by-step instruction (also describing how to perform an anonymous poll) is available via: https://support.microsoft.com/en-us/office/add-a-poll-to-your-teams-channel-or-chat-a3f9112c-01e1-4ee4-bd88-25e4e243b80b

- How can I change my Two-Letter-Token?
  It's not possible to change it. The icon-image is automatically imported from tiss.

- How can I change my User Picture?
  Click on your current picture in the Teams App / Software and choose the Option "Upload new Picture" to replace your current Icon with a new one.

- Which Browsers are supported?
  Microsoft Edge
  Chrome
  Firefox
  Safari

- How to integrate Microsoft Teams in Outlook (Win/Mac/Mobile)?
  Windows: The appropriate Add-In is automatically installed
  Mac: Outlook Build 16.24.414.0 or higher (O365 recommended by Microsoft)
  Mobile: Teams Meeting Button is usable in the latest build of the Outlook iOS/Android App
  https://docs.microsoft.com/en-us/microsoftteams/teams-add-in-for-outlook
  The Teams-Plugin is known to be fickle, so Microsoft recommends switching to using a regular O365-E-Mail-Account to avoid strange behavior.
  macOS only supports Outlook 365 in tandem with the Online Mailbox.

- The application crashes when I log in, what can I do?
  • For windows, use the cache empty tool from https://service.it.tuwien.ac.at/swsupport/tools/cleanteams/index.html
  • Deinstallation/Neuinstallation; temporär ausweichen auf die Web-Applikation
  • Löschen der client credentials über Systemsteuerung-Benutzerkonten-Windows-Anmeldeinformationen

- Where can I find further assistance?
  https://technology.gsu.edu/technology-services/it-services/collaboration-tools/microsoft-teams/microsoft-teams-faq

Dokumentation
• Distance-Learning für Hochschulen
• Live Events in MS Teams