# What is Teams and why should I use it?

Microsoft Teams is the ultimate messaging app for your organization!

A workspace for real-time collaboration and communication, meetings, files, and app sharing, even emoji's and GIFs! All in one place and accessible to everyone.

Here’s why you should consider using Teams:

* Modern chat with text, audio, video, and file sharing.
* [Have a private chat](https://support.microsoft.com/en-us/office/start-a-chat-in-teams-0c71b32b-c050-4930-a887-5afbe742b3d8) to develop an idea, [then share it with the entire org.](https://support.microsoft.com/en-us/office/learn-about-teams-and-channels-5e4fd702-85f5-48d7-ae14-98821a1f90d3)
* Please keep your files, documents and more in [one place.](https://support.microsoft.com/en-us/office/explore-the-files-list-in-teams-287ba970-2bdf-473d-a2da-76247ea4cf8f)
* [Integrate your favorite](https://support.microsoft.com/en-us/office/five-things-to-know-about-apps-in-microsoft-teams-747492ee-7cdd-4115-a993-8c7e7f98a3d0) apps Planner, Trello, GitHub, and many more.

# Who can use Microsoft Teams?

Teams is part of Microsoft 365, so you need a Microsoft 365 license to use it.

Specifically, you need one of these licenses:

* Business Essentials or Business Premium
* Enterprise F1, F3, E1, E3, or E5
* Microsoft 365 A licenses for education/school also include Teams.

Read [how to get access to Microsoft Teams](https://support.microsoft.com/en-us/office/how-do-i-get-access-to-microsoft-teams-fc7f1634-abd3-4f26-a597-9df16e4ca65b) for more info.

To add someone from your organization to Teams, just open the app and add them to a team. They will automatically receive an email with the invitation.

[For private use, Teams is free](https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/teams-for-home).

# I'm switching from Skype for Business?

You'll find a lot of familiar features as you make the switch from Skype for Business to Microsoft Teams, plus some new things we hope you'll enjoy!   
Teams also offers:

* [Teams and channels for](https://support.microsoft.com/en-us/office/learn-about-teams-and-channels-5e4fd702-85f5-48d7-ae14-98821a1f90d3) projects, conversations, files, and meetings in one place
* [Integration of Office apps](https://support.microsoft.com/en-us/office/five-things-to-know-about-apps-in-microsoft-teams-747492ee-7cdd-4115-a993-8c7e7f98a3d0#bkmk_tabs)
* Customizable [apps and](https://support.microsoft.com/en-us/office/five-things-to-know-about-apps-in-microsoft-teams-747492ee-7cdd-4115-a993-8c7e7f98a3d0) [bots](https://support.microsoft.com/en-us/office/five-things-to-know-about-apps-in-microsoft-teams-747492ee-7cdd-4115-a993-8c7e7f98a3d0)
* @mentions to [get someone's attention](https://support.microsoft.com/en-us/office/use-mentions-to-get-someone-s-attention-in-teams-eb4f059d-320e-454e-b111-03361d4d6855)

If you found this helpful, there’s a whole guide for [making the transition to Teams from Skype for Business.](https://support.microsoft.com/en-us/office/switch-to-teams-from-skype-for-business-6295a0ae-4e8e-4bba-a100-64cc951cc964)

# What's the difference between a team and a channel?

A team is a group of people gathered to get something big done in your organization. Sometimes it's your entire organization.

A team consists of channels, where you collaborate and communicate with your team members. Each channel is dedicated to a specific topic, department, or project.

For example, a team might have general, marketing, inspiration, and more channels. All conversations, meetings, files, and apps in your marketing channel have to do with marketing, and everything in that channel is visible to everyone on your team.

Channels are where the work actually gets done, where [text, audio, and video conversations](https://support.microsoft.com/en-us/office/meetings-in-teams-e0b0ae21-53ee-4462-a50d-ca9b9e217b67) for the entire team take place openly, where files are shared, and where [apps are added.](https://support.microsoft.com/en-us/office/add-an-app-to-microsoft-teams-b2217706-f7ed-4e64-8e96-c413afd02f77)

While channel conversations are public, chats are just between you and someone else (or a group of people). Think of them like instant messages in Skype for Business or other messaging apps.

# What does it mean to be @mentioned?

Being @mentioned is like a gentle tap on your shoulder, a way to get your attention in a channel conversation or chat.

When someone @mentions you, you get a notification in your Activity feed, and you also see a number next to the channel or chat you were @mentioned in. Click the notification to go directly to the point in the conversation where they mentioned you.

If you ever feel a little overwhelmed by all your @mentions, you can always [filter your Activity feed](https://support.microsoft.com/en-us/office/explore-the-activity-feed-in-teams-91c635a1-644a-4c60-9c98-233db3e13a56) to help sort them out.

To @mention someone, just type ‘@’ in the compose box and select their name from the menu that appears.

# How do I create a new team?

**Click the Teams button** on the left side of the app, then click **Join or create a team** at the bottom of your teams list. Click on **Create a Team**. From there, you can invite people or even entire contact groups (also known as “distribution lists") to join your team.

Now that you have a new team, you can [add a new channel](https://support.microsoft.com/en-us/office/create-a-channel-in-teams-fda0b75e-5b90-4fb8-8857-7e102b014525) (only if it serves a purpose). Or perhaps [invite guests](https://support.microsoft.com/en-us/office/add-guests-to-a-team-in-teams-fccb4fa6-f864-4508-bdde-256e7384a14f) from outside of your organization to help with a project.

*Please note! Your employer may have adjusted these options.*

# How do I add a member to a team?

If you're a team owner, go to the team name and click **More Options,** and then click **Add Members**. This is also where you can [invite guests](https://support.microsoft.com/en-us/office/add-guests-to-a-team-in-teams-fccb4fa6-f864-4508-bdde-256e7384a14f) outside your organization to join your team. To add multiple people, type the name of a contact group (also  
known as “distribution list"), security group, or Microsoft 365 group.

# How do I start a group chat?

To send a private message, first click **New chat** at the top of the app to start a new conversation. In the **To** field, type the name of the person or people you want to chat with. Compose your message and click **Send.**

To add someone to a chat that is already in progress:

Just click **Add people**.

A **group chat** is then automatically created.

You choose whether the new person can see all, some or nothing of the chat history.

Remember to name your group chat. It’ll be easier to find and everyone understands what you’re talking about.

# Can I delete an old chat?

While you can't delete an entire chat, you can hide it to get it out of your chat list.

And you're also able to [delete individual messages you've sent](https://support.microsoft.com/en-us/office/edit-or-delete-a-sent-message-in-teams-5f1fe604-a900-4a07-b8b7-8cf70ed6b263).

# How do I remove someone from a group chat?

You can [leave a group chat yourself or remove others from it.](https://support.microsoft.com/en-us/office/l%c3%a4mna-eller-ta-bort-n%c3%a5gon-fr%c3%a5n-en-gruppchatt-7db55a67-0ba4-4409-a399-5ed502a1d094?ui=en-us&rs=en-us&ad=se)

1. Open a group chat with three or more people.
2. Click the number of members, and then hover over the person you want to remove.
3. Select **X** and confirm that you want to remove the participant from the chat.

# How do I add guests to a team?

If you're a team owner, you can invite guests outside your organization to your team.

Go to the team name, click **More options,** and then click **Add** **Members.**

Enter the guest's email address.

Please note:

* Guests only need a valid email address.
* *If you get a permission error, your organization does not allow guests. Contact your IT administrator for more info.*

Now that you have guests on your team, you might be curious to know [what your guest can do](https://support.microsoft.com/en-us/office/team-owner-member-and-guest-capabilities-in-teams-d03fdf5b-1a6e-48e4-8e07-b13e1350ec7b) while they're here or what [settings you can change for your guests](https://support.microsoft.com/en-us/office/set-guest-permissions-for-channels-in-teams-4756c468-2746-4bfd-a582-736d55fcc169).

# How do I change guest permissions?

If you're a team owner, you can change guest permission settings by going to the team name and clicking **More options,** and then click **Manage** **team**.

On the **Settings** tab**,** click **Guest permissions**.

If you're curious, here's a rundown of [what guests can do in Teams.](https://support.microsoft.com/en-us/office/team-owner-member-and-guest-capabilities-in-teams-d03fdf5b-1a6e-48e4-8e07-b13e1350ec7b)

# What are apps in Teams and why should I use them?

Apps help you find content from your favorite services and share it right in Teams. Here’s how:

**Chat with a bot**

Bots provide answers, updates, and assistance in a channel. You can chat with them to get help with task management, scheduling, and more.

**Share content on a tab**

Tabs help you share content and functionality from a service in a channel. Connect to services like Excel, SharePoint, Zendesk, or a website of your choice.

**Get updates from a connector**

Connectors send updates and information directly to a channel. Get automatic updates from services like Twitter, RSS feeds, and GitHub.

**Add rich content to your messages**

These apps find content from different services and send it straight to a message. You can share things like weather reports, daily news, images, and videos with anyone you're talking to.

**Get or make an app**

Go to the Store to [add a bot, tab, connector, or messaging app](https://support.microsoft.com/en-us/office/add-an-app-to-microsoft-teams-b2217706-f7ed-4e64-8e96-c413afd02f77) to Teams. If you're interested, you can even [build your own custom app](https://aka.ms/microsoftteamsplatform)**.**

# How do I block a bot?

If you’re tired of hearing from a bot, just relax. You've got options.

To stop a bot from talking, find the name of your chat with the bot in your chat list, then click More options and then **Mute**.

If you’re looking for a more permanent solution, you can remove a bot from a channel entirely. Find the channel name, then click **More options** and then **Manage team**.

On the **Apps** tab, click **Uninstall** next to the name of the bot you want to remove.

# Can I use Planner in Teams?

Good news for fans of organization and collaboration, Teams and Planner go hand in hand!

To start using them together, add a **Planner** tab to Teams. Just click **Add a tab** next to your tabs at the top of a channel. Select **Planner**, then do one of the following:

* Click **Create a New Plan** and type a name for the new Planner board.
* Click **Use an Existing Plan** and select an existing Planner board from the menu.

If you want to delve deeper into the details to manage your Planner tasks in Teams, see [Microsoft Teams: Using Planner to stay organized.](https://support.microsoft.com/en-us/office/anv%C3%A4nda-planner-i-microsoft-teams-62798a9f-e8f7-4722-a700-27dd28a06ee0)

# Can I restore a deleted team or channel?

To restore a deleted team, talk to your IT administrator. You can share [this blog post](https://www.thewindowsclub.com/how-to-restore-deleted-teams-and-channels-in-microsoft-teams) if they need instructions.

To restore a deleted channel, go to the team name and click **More options**, and then click **Manage** **team**. Go to the **Channels** tab**.** Find the channel in the **Deleted** section and click **Restore**. All channel conversations, files, and tabs will be restored.

# What kind of information protection does Teams offer?

To meet your legal, regulatory and content security needs, Teams offers the following information protection capabilities through the [Microsoft 365 Security & Compliance Center](https://support.microsoft.com/en-us/office/7e696a40-b86b-4a20-afcc-559218b7b1b8)

**Archive:**Any content stored in any Teams-related workload needs to be preserved immutably according to the enterprise corporate policy.

**Compliance content search:** Any content stored in any workload can be searched through rich filtering capabilities. All content can be exported to a specific container for compliance and litigation support.

**eDiscovery:**Rich eDiscovery in-place capabilities, including case management, preservation, search, analysis, and export are available to help our customers simplify the eDiscovery process and quickly identify relevant data while decreasing cost and risk.

**Legal hold:**When any team or individual is put on in-place hold or litigation hold, the hold is placed on both the primary and the archived messages (not including edits or deletes).

**Audit log search:**All team activities and business events must be captured and available for customer search and export.

**Exchange online protection:**Email messages that are sent to a channel are filtered for spam, malware, malicious links, spoofing, and phishing via Exchange Online Protection and Advanced Threat Protection for Microsoft 365.

**Conditional access:**We ensure that access to Teams is restricted to devices that are compliant with your IT admin or corporate organization set policies and security rules. This includes MDM and MAM support with Intune for iOS and Android.

For more information about these compliance features, see [Overview of security and compliance in Microsoft 365](https://support.microsoft.com/en-us/office/dcb83b2c-ac66-4ced-925d-50eb9698a0b2).

For more details about content searches and Teams, see the Teams section of [Run a Content Search in the Microsoft 365 Security & Compliance Center](https://support.microsoft.com/en-us/office/61852fd9-fe8a-4880-a339-cb19ed3bff4a#teams).

# How do I edit a file in Teams?

If you have Office documents in the Files of a general channel in Teams, you can click on the ellipses to expand a menu of action options for that file.

When you select Edit in Teams you will have the ability to make changes to your document and save it.

# How do I open a file from Teams on my phone?

Teams is a great place to manage files from your phone. If you go into a channel file from your Teams mobile app, you have the option to open or send a copy to someone.

# What is a team member?

People who team owners invite to join their team.

# How do I start a private chat?

In the search bar, type the name of the person you want to chat with. Select the person, and then type your message and click the Send arrow.

If it's an external person, type their email address.

*Note! This requires technical prerequisites in the respective organizations:*

[*Communicate with users from other organizations in Microsoft Teams*](https://docs.microsoft.com/en-us/microsoftteams/communicate-with-users-from-other-organizations)

# Delete a sent message?

If you need to [undo and delete something you just sent](https://support.microsoft.com/en-us/office/redigera-eller-ta-bort-ett-skickat-meddelande-i-teams-5f1fe604-a900-4a07-b8b7-8cf70ed6b263?ui=sv-SE&rs=sv-SE&ad=SE), go to the message and select **More options** on the three dots "... " > Delete (the trashcan).

If you haven't sent the message yet, select Format (A with pen) to expand the box. Then select Delete (the trashcan).

# How do I change my team picture?

Go to the team name and click **More options** > **Manage team**. In the **Settings** tab, click Team picture > Change Picture.

# How do I rename the team?

Go to the team name and click **More options** > **Edit team**. From there, you can set the team name, description, and privacy settings, if necessary.

# Is there any restriction on files stored in Teams?

File upload limit is 250 GB per file. Because Teams runs on a SharePoint online backend for file sharing, SharePoint limitations apply to the Files section within a team.

# What is the limit for number of participants in a meeting?

[The maximum number of people in a regular Teams](https://docs.microsoft.com/en-us/microsoftteams/limits-specifications-teams#meetings-and-calls) [meeting is](https://docs.microsoft.com/en-us/microsoftteams/limits-specifications-teams#meetings-and-calls) currently 300. View-only allows for up to 10,000 listen-only participants to join.

# What is the maximum number of members I can have in a team?

[The maximum number of members of a team is](https://docs.microsoft.com/en-us/microsoftteams/limits-specifications-teams#teams-and-channels) currently 25,000 people

# How do I hide a channel?

Go to the team name and click **More options** > Hide.

# How do I view or follow a channel?

In a Channel, click More options > Show.

# How do I view a hidden channel?

Go to your team’s name and click Hidden Channels. Select Show on any channel you want to see in your channel list.

# What is Microsoft 365?

Microsoft 365 is the universal toolkit for collaboration. [Read more here!](https://www.microsoft.com/en-us/microsoft-365)

# What is SharePoint?

SharePoint is used by organizations to create websites. You can use SharePoint as a secure place to store, organize, share, and access information from almost any device. All you need is a web browser.

[See the full list of SharePoint capabilities.](https://support.office.com/en-za/article/What-is-SharePoint--97b915e6-651b-43b2-827d-fb25777f446f)

# How do I know if my device can run Office?

Office 365 is compatible with Windows, Mac, iPhone, Android. For compatible versions of Windows and macOS, and for other feature requirements, see [System Requirements](https://products.office.com/en-us/office-system-requirements)

# Will Office be identical on a PC, Mac, and mobile device?

Office applications are tailored to work best on each platform and device. The Office applications available to Mac users or on your phone and version numbers may be different from those available to PC users.

# Can people with earlier versions of Office open documents I've created using Office 365?

People using Office 365, Office 2019, Office 2016, Office 2013, and Office 2010 applications can open documents created using Microsoft 365 without any further action.

# Does Office require Internet access?

You don't need to be connected to the Internet to use office applications, such as Word, Excel, and PowerPoint, because the applications are fully installed on your computer.

Internet access is required to install and activate all the latest editions of Office Suites and all Office 365 subscription plans. Internet access is also required to access documents stored on OneDrive, unless you install the [OneDrive desktop app.](https://go.microsoft.com/fwlink/p/?LinkID=403721)

You should also connect to the Internet regularly to keep your version of Office up to date and take advantage of automatic upgrades. If you don't connect to the Internet at least every 31 days, your applications will go into reduced functionality mode, which means you can view or print your documents, but can’t edit the documents or create new ones. To reactivate your Office applications, just reconnect to the Internet.

# What is OneDrive?

OneDrive is an online storage service that you can use to store documents, notes, photos, music, videos, or other types of files. With OneDrive you can access your files from nearly any device, and you can share them with others.

# How much OneDrive space do I get with Microsoft 365?

Most users receive 1 TB (1,000GB) of storage space in OneDrive

[Based on your licensing](https://docs.microsoft.com/en-us/onedrive/set-default-storage-space) this can be raised to 5 TB (5,000 GB) per user.

# Are my saved documents in OneDrive also available offline?

If you are using Windows 10, OneDrive is preinstalled. To access your documents when you are not connected to the Internet, open File Explorer on your PC and go to the OneDrive folder. When you reconnect, OneDrive updates the online versions with changes you made offline.

Visit [OneDrive for Windows 10](https://go.microsoft.com/fwlink/p/?LinkID=717896) for more details.

# How can I get OneNote?

Depending on which device you use, [there’s a OneNote to fit your needs](https://support.microsoft.com/en-us/office/what-s-the-difference-between-the-onenote-versions-a624e692-b78b-4c09-b07f-46181958118f).

* **OneNote** (formerly called “OneNote 2016”) is a free desktop app and part of Office 2019 and Microsoft 365.
* **OneNote for Windows 10**, is pre-installed on all editions of Windows 10, and can be downloaded for free in the [Microsoft Store](https://www.microsoft.com/store/productId/9WZDNCRFHVJL)

# Will attendees hear a notification when a user joins or cancels a meeting?

By default, attendees are notified when users connect. To change these settings, see [Change participant settings for a Teams meeting](https://support.microsoft.com/en-us/office/change-participant-settings-for-a-teams-meeting-53261366-dbd5-45f9-aae9-a70e6354f88e)

# Simple tips for better Teams meetings?

Here are some simple t[ips for better](https://support.microsoft.com/en-us/office/tips-f%C3%B6r-b%C3%A4ttre-m%C3%B6ten-80640ac4-b009-42ea-abcb-660e729e63e5) meetings with Microsoft Teams (with subtitles)

# What are the benefits of phone conferences (audio conferencing)?

Calling in to meetings is very useful when people are on the road, for example, and cannot attend a meeting using the Microsoft Teams app on their laptop or mobile devices.

But there are other scenarios in which using a phone to attend a Microsoft Teams meeting can be a better option than using an app on a computer: Internet connectivity is limited, a meeting is audio only, the call quality is better if they dial in, and people can join a meeting hands free using Bluetooth devices.

Some people may find it is easier and more convenient for their situation.

# Who can attend a phone conference call? And who can I hear?

Anyone who has the dial-in number and conference ID can join a Microsoft Teams meeting, unless the meeting organizer has locked the meeting.

Whether you are calling in using a phone or the Microsoft Teams apps, you will be able to hear everyone else on the call, and they can hear you. The meeting organizer has the ability to mute meeting attendees if they do not want to hear them.

# Maximum length of a phone conference call (audio conferencing meeting)?

The meeting ends after 24 hours.

# How many total phone participants can I have in meetings?

[The](https://docs.microsoft.com/en-us/microsoftteams/limits-specifications-teams#meetings-and-calls) [number of people who can participate by phone in a meeting](https://docs.microsoft.com/en-us/microsoftteams/limits-specifications-teams#meetings-and-calls) is currently 300. View-only allows for up to 10,00 listen-only participants.

# Can a user get a personal conference ID?

Microsoft Teams users will be randomly assigned conferencing IDs and cannot reserve or enter a static conference ID that only they can use.

# Can a user receive operator assistance during a meeting?

A user cannot get operator help or support by pressing \*0 during the meeting. If there are audio conferencing issues, an organization administrator can contact [Microsoft Support for Office 365](https://docs.microsoft.com/en-us/microsoft-365/admin/contact-support-for-business-products?redirectSourcePath=%252farticle%252fMicrosoft-support-for-Office-365-32a17ca7-6fa0-4870-8a8d-e25ba4ccfd4b&view=o365-worldwide)

# How does a user access or change their conference ID?

A Microsoft Teams user can find the conference ID assigned to them by scheduling a meeting in Teams, in Outlook, and Outlook on the web. Users can also find the conference ID in the email that will be sent to them when the meeting is booked.

Users will not be able to restore their conference ID. The conference ID can only be reset by admin for your organization.

# How does a user access or change their PIN?

The PIN can only be reset by the Admin for the organization.

# Which in-meeting dial-pad commands are supported?

\*6 (Mute/Unmute Yourself)

\*1 (Plays the keypad commands descriptions available)

# Can attendees dial out to international phone numbers when they're in a Microsoft Teams meeting?

Yes, attendees can dial out internationally and invite other callers into a Microsoft Teams meeting. See: [Dial out from a Microsoft Teams meeting so other people can join it.](https://docs.microsoft.com/en-us/microsoftteams/dialing-out-from-a-teams-meeting-so-other-people-can-join-it)

# Do my Teams meetings also show up in Outlook?

If you schedule a meeting in Teams, it appears under "**Calendar**" in Teams and in your Outlook calendar.

Please note: The Outlook calendar is used for both Teams and Outlook

# How do I share files in Teams?

Each channel has a tab called **"Files"**. There you can [upload files in Teams](https://support.microsoft.com/en-us/office/dela-en-fil-i-teams-0c4d34ee-5dd8-46d5-ab35-0d227b5e6eb5).   
You can also share files in your channel's chat. These will then automatically be found in the channel’s “**Files”** tab.

Files shared in a private or group chat can be shared with the people in that conversation.

You can print, share, or collaborate on documents in real time without leaving the Teams platform.

# How do I open a file in SharePoint from Teams?

If you select "Open in SharePoint" from the document options in Teams, you'll get additional ways to manage your document:

* Find and open previous versions of a document using document history features.
* Sync to OneDrive for Business using the OneDrive sync client to view the Teams document libraries in File Explorer.
* View and manage who has access to your document.

**Tip:** Avoid making changes to files or folders in the SharePoint view. If possible, do this directly in Teams.

# How do I send an email to a channel in Teams?

**Best:** Select the "Share to Teams" button directly from a message in Outlook.

**If you don't have this button:**

Each channel has an email address and you can [send emails directly to a Teams channel.](https://support.microsoft.com/en-us/office/skicka-e-post-till-en-kanal-i-teams-d91db004-d9d7-4a47-82e6-fb1b16dfd51e?ui=en-us&rs=en-us&ad=se) To do this, find the channel that you would like to email and click the channel name. Select **More options** and select **Get email address** and copy.

In Outlook, forward your email to the channel's email address. You will see the email in the channel you send it to. Any attachments are extracted and saved under **Files** in the channel.

**Tip:** You can save your channel's email address in Outlook to quickly forward all received emails to that email address.

# Can I schedule a meeting directly from Teams?

Meetings can be configured either through Microsoft Teams or Outlook. The meeting will be seen the same way. You can try to [book your meeting directly in Teams!](https://support.microsoft.com/en-us/office/schemal%C3%A4gga-ett-m%C3%B6te-i-teams-943507a9-8583-4c58-b5d2-8ec8265e04e5#ID0EAACAAA=Dator)

To schedule a meeting directly from Teams:

* From Teams, go to **Calendar** and click **New meeting.**
* Select the people and/or channel you want to invite.
* Use the Schedule Assistant to find a time that suits most people.
* Choose how often you want the meeting to recur (if it’s a meeting series)

To schedule a meeting from Outlook:

* On the Meeting tab in Outlook, select Teams Meeting in the Outlook toolbar
* Enter meeting details and use the Schedule Assistant to find an appropriate time.
* Include a conference room, if relevant.

# How do I join a Team meeting?

[You can join a Teams meeting at any time](https://support.microsoft.com/en-us/office/ansluta-till-ett-m%C3%B6te-i-teams-1613bb53-f3fa-431e-85a9-d6a91e3468c9#ID0EAACAAA=Dator). Click the link in your meeting invite or select **Join** directly in Teams.

Through the Calendar in Teams, you can view your calendar and join and/or schedule Teams meetings. If your organization offers audio conferencing as an option, a dial-in number will be shown in the meeting invitation.

# How do I join a meeting in Teams from my phone?

From your mobile device, open the Teams app and tap the Calendar. Then click the **Join** button for the desired meeting. [See this link for more options](https://support.microsoft.com/en-us/office/ansluta-till-ett-m%C3%B6te-i-teams-1613bb53-f3fa-431e-85a9-d6a91e3468c9#ID0EAACAAA=Mobil)

# How do I start a conversation in a team?

In every channel in Teams, the very first tab is "Posts". Think of this as one big group chat. Everyone who has access to the team can see messages on the **Posts** tab.

[Follow the steps to send a message to everyone in the](https://support.microsoft.com/en-us/office/skicka-ett-meddelande-till-en-kanal-i-teams-5c8131ce-eaad-4798-bc73-e33f4652a9c4) channel:

* First, select the channel you want to type in.
* Then click "Reply" to reply to the existing thread or press the "New conversation” button to start a new one.
* Type your message in the box and select Send.

Voila! Your message is now live in the channel

**Tip:** If you just want to talk to one person or a small group, [start a chat](https://support.microsoft.com/en-us/office/starta-en-chatt-i-teams-0c71b32b-c050-4930-a887-5afbe742b3d8).

# What is a Teams channel?

Channels are collaboration spaces within a team where the work itself is done. Channels are dedicated sections within a team to keep conversations organized by specific topics, projects, disciplines, whatever works for your team! A channel is the place you go where everyone on your team can openly have conversations.

Files that you share in the chat in a channel, are organized under the Files tab in each channel.

# What is a Team Owner?

The team owner is the person who creates and/or administers the team. Team owners can make members of their team into team owners when they invite them to the team or at any time after they have joined the team. With multiple team owners, you can share responsibility for managing settings and memberships, including invitations.

**Quick Tip**:

As an owner, you can add a team picture, set permissions for team members to create channels, add tabs, @mention the entire team or channel, and control the use of GIFs, stickers, and memes. Finally, be sure to have at least two owners per team. This guarantees a backup contact in case one of the owners is unavailable.

# What is the General Channel?

By default, the General channel is created for you in each team. There are many useful purposes with the General Channel:

* Use it to share an overview of what the team wants to achieve. For example, a project overview or who is who on the team.
* Use it for new team member onboarding and other general information that a new team member would find useful.
* Use it for announcements.

When naming channels, remember that the channels will be ordered alphabetically after the General channel. Currently, you cannot delete the General channel.

# How do I create a Team?

There are two options: [Create a team from scratch](https://support.microsoft.com/en-us/office/skapa-ett-team-fr%C3%A5n-grunden-174adf5f-846b-4780-b765-de1a0a737e2b) or from a template/existing team.

To create a Team:

In the Teams sidebar, click Team (at the bottom of the list), click "Join or create a team" and then click Create a new team.

**From scratch:**

You can create a new team with the following settings:

-Private: Owners need to invite colleagues to join the team

-Public: All colleagues have the option to join

Only for admins: Org-wide team: All colleagues are automatically added to the team.

**From a group or team:**

You can reuse the existing structure and settings for a new team. Choose an existing team or a Microsoft 365 group. Adjust what you wish to replicate.

After you have created your team, you can invite people. You can add individual users, groups, and even entire contact groups (distribution lists).

Tip: Don't forget that you should be at least two team owners in each team.

# How can I create a team from an existing team?

[Create a team from an existing team](https://support.microsoft.com/en-us/office/skapa-ett-team-fr%C3%A5n-ett-befintligt-team-f41a759b-3101-4af6-93bd-6aba0e5d7635)

You can reuse the existing structure and settings for a new team.

To create a Team: In the Teams sidebar, click Teams. At the bottom of your teams list, click “**Join or create a team**" and then click Create a new team.

Select the "**From a group or team**" option. Select the existing team or the [Microsoft 365](https://support.microsoft.com/en-us/office/skapa-ett-team-fr%C3%A5n-en-befintlig-grupp-24ec428e-40d7-4a1a-ab87-29be7d145865) group you want to create a team from. Choose a new name and review your settings.

After you create your team, you can invite people. You can add individual users, groups, and even entire contact groups (distribution lists).

Tip: Don't forget that you should be at least two team owners in each team.

# How do I add more team owners?

Find the team you've created, click More options > Manage Team.

Then go to the Members tab. Find the people you want to designate as team owners. Under Role, click Owner.

Tip: Be sure to have at least two owners per team. This ensures a backup contact in case one of the owners are unavailable.

# How do I @mention a channel?

To get everyone’s attention in a channel, @mention the channel.

Just type @ before the channel name, and then select the channel from the menu that appears. By using @channel name, each member showing the channel receives a notification.

The type of notification depends on each individual’s settings. Use this option sparingly because it’s like using “reply all” in e-mail.

# Is it possible to get individual user’s attention in a channel?

To get someone's attention in a channel conversation or a chat, @mention them.   
Just type @ before their name and select them from the list that appears. By using @team in a conversation, each member of the team receives an alert. The type of notification depends on each individual's settings.

Tip: You can also mention someone simply by typing their name and choosing their alias. Start by typing the first name and as you continue typing, the person or a list of matching people will be displayed. Choose the person you want to @mention.

# How do I @mention the entire team?

To get everyone’s attention in the team @mention the team name. Just type @ before the team name, and then select the team from the menu that appears.

By @team name, all members of the team receive a notification. The type of notification depends on each individual's settings. Use this option sparingly because it is like using “reply all” in e-mail.

# How do I Change Teams notifications?

Microsoft Teams offers different ways to access, receive, and manage notifications.

These settings include how, when, and where your notifications appear, custom settings for channels and chat, appearance, and sounds, turning off specific messages, and so on.

To manage your notifications, select your profile picture in the top right of Teams. Then select Settings > Notifications.

See more about [managing your notifications in Microsoft Teams](https://support.microsoft.com/en-us/office/manage-notifications-in-teams-1cc31834-5fe5-412b-8edb-43fecc78413d#:~:text=%20Manage%20notifications%20in%20Teams%20%201%20Stop,receive%20notifications%20as%20both%20a%20desktop...%20More%20).

# How do I edit a sent message?

You can edit any messages you've sent to a chat or channel. Go to the message and select **More options** > **Edit**. Make changes to your message, and then press Enter to save the update. There is no limit to the number of times you can make changes to a sent message.

*Note: Some organizations or some teams may have disabled this option.*

# Where can I change my Team settings?

Go to the team name and click **More options** > **Manage Team**. From there you can access your team’s Settings, which lets you:

* Change the team image.
* Set member permissions.
* Enable @team mentions in a channel.
* Allows team members to send Gifs, emojis and stickers.
* And more

# Can I use special characters for my channel name?

Always name the channel in letters only first. You can then edit the name and add an icons for increased understanding

However, channel names cannot contain the following characters or words.

Characters: ~ # % & \* { } + / \ : < > ? |' ' .

Words: Forms, CON, CONIN$, CONOUT$, PRN, AUX, NUL, COM1 to COM9, LPT1 to LPT9, desktop.ini, \_vti\_

Please note: Channel names cannot start with an underscore (\_) or period (.), or end with a period(.).

# How do I make beautiful posts?

You can add pictures, emojis, animated GIFs, stickers and more.

You can use a title to make your post stand out. It will help you find it later.

# How can I title my posts?

You can use a title and subtitle to make your topic stand out. It will help you search for it later. To add this, select the formatting button (looks like an A with a pen) and add a title.

# How do make an announcement?

You can make an announcement that stands out from the rest of the conversations and really be heard

To create an announcement, select the formatting button (looks like an A with a pen) and drop-down menu | New Conversation and choose Announcement.

Choose a background image for more effect

# How do guests join a team?

To add a guest to your team in Teams: Select Teams and go to the team in your list of teams. Choose **More options** > **Add member**. Enter the guest's email address.

# What is a guest in Teams?

Guest access allows teams in your organization to collaborate with people outside your organization by giving them access to existing teams and channels in Teams.

Anyone who has a business or regular email account, such as Outlook, Gmail, or others, can [be invited as guests in Teams](https://support.microsoft.com/en-us/office/l%C3%A4gga-till-g%C3%A4ster-till-ett-team-i-teams-fccb4fa6-f864-4508-bdde-256e7384a14f) and join team chats, meetings, and files.

# How do I search in Teams?

You've got a few search and filtering options to help you find messages, people, files, and other information shared in Teams. Start a search from the search box at the top of the app. When you type a word or name, Teams will start coming up with suggestions. Either click one of the suggested items, or press Enter to get a complete list of results. You'll be taken to a search results page. Select one of the items to get a complete view on it or use additional filters.

Tip: Use CTRL+F (CMD+F on macOS) to find messages when you’re in a specific chat or channel in Teams. [Search for messages and more in Teams](https://support.microsoft.com/en-us/office/search-for-messages-and-more-in-teams-4a351520-33f4-42ab-a5ee-5fc0ab88b263)

# Where can I find the Outlook add-in for Teams meetings?

The Teams Meeting add-in is automatically installed for users who have Microsoft Teams and either Office 2013, Office 2016, or Office 2019 installed on their Windows PC. Users see the Teams meeting "add-in" on the ribbon in the Outlook calendar.

Use [the Teams meeting add-in in Outlook](https://docs.microsoft.com/en-us/microsoftteams/teams-add-in-for-outlook)

For Outlook on the web, Teams meetings are created automatically when attendees are invited (can be disabled).

# Meeting recording in Teams?

In Microsoft Teams, users can record their Teams meetings and group calls to capture audio, video, and screen sharing activity. There is also an option for recordings to have automatic transcription, so that users can play meeting recordings with subtitles and search for important discussion items in the transcript.

Please note! Recordings must be started manually, otherwise nothing is saved in a Teams meeting other than information shared in the chat.

See this article for details: [Meeting recording](https://docs.microsoft.com/en-us/microsoftteams/cloud-recording#:~:text=Teams%20cloud%20meeting%20recording%201%20Prerequisites%20for%20Teams,4%20Compliance%20and%20eDiscovery%20for%20meeting%20recordings.%20) in Teams

# How do I record a meeting?

Start or join the meeting.

To start recording, go to **More options "..."** and select **Start recording**. Everyone in the meeting is informed that recording has started and a message in the chat confirms this. End recording in the same way.

Read more here: [How to record a meeting in Teams](https://support.microsoft.com/en-us/office/spela-in-ett-m%C3%B6te-i-teams-34dfbe7f-b07d-4a27-b4c6-de62f1348c24)

# Can I get an attendance report?

Meeting organizers can view and download a meeting attendance report. Find this report in the Participants pane of the meeting, by clicking the download arrow as shown below. You can download the report as a .CSV (can be opened in Excel).

See this article for details: [Microsoft Teams meeting attendance report](https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/meeting-attendance-report)

# How do I Enable pop-out chat?

You can instantly pop out your one on one or group chat into a separate window. Then, resize, reposition, or close the window as you wish. It is a great way to get a lot done when you are in a meeting or in a call.

Please note: You can pop out multiple conversations, but not the same chat twice.

[Pop out a chat in Teams](https://support.microsoft.com/en-us/office/pop-out-a-chat-in-teams-cff95cb0-34af-423f-8f69-fe9106973790)

# Enable the modern meeting experience?

Open settings in Teams.

Click General Settings.

Select **Turn on new meeting experience**.

Restart Teams by right clicking its icon and selecting Quit.

*This choice will/has become the standard going forward and does not need to be made.*

# How do I move files between channels in Teams?

Du can move the files via the tab "Files" in the respective channel.

Check out this if you want a step-by-step guide: [Move or copy files in Teams](https://support.office.com/en-us/article/move-or-copy-files-in-teams-f83ed547-359b-4fc8-bf5a-60467f53dd60)

# What is Exchange Online?

Exchange Online is part of Microsoft 365. It provides email and calendar. Click the Outlook icon in Office 365 to launch.

# Can inactive teams be automatically deleted after a certain number of days or months?

Automatic removal of inactive teams can be managed using Teams’ expiration policy. It's a great way to clean up inactive teams that aren't in use and it removes clutter

See this [article about expiration dates](https://docs.microsoft.com/en-us/microsoftteams/team-expiration-renewal) and automatic renewal [of teams](https://docs.microsoft.com/en-us/microsoftteams/team-expiration-renewal)

# Can we limit who can create Teams?

By default, all users with an Exchange Online mailbox have permission to create Microsoft 365 groups and therefore a team in Microsoft Teams. You can have tighter control and limit the creation of new teams and thus the creation of new Microsoft 365 groups, by delegating group creation and management rights to a set of users.

For instructions, see Manage who [can create Microsoft 365groups.](https://docs.microsoft.com/en-us/microsoft-365/solutions/manage-creation-of-groups?view=o365-worldwide)

Tip: Check out the Teams app "Request a Team" [Request-a-team - Free app template](https://docs.microsoft.com/en-us/microsoftteams/platform/samples/app-templates#request-a-team)

# What are Live Events?

With Teams live events, users in your organization can broadcast video and meeting content to large groups. See [What are Microsoft Teams live events](https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/what-are-teams-live-events)

# Can I chat with external users in Teams?

When you need to communicate and collaborate with people outside your organization, you can use Microsoft Teams External Access (also known as federation) to find, call, and chat with users in other domains (for example, contoso.com).

You can try typing in the external user's e-mail in the Teams search bar. If the person shows up, select their external address, and try chatting.

*Please note! This requires certain options to be enabled at the respective organizations:*

[*Communicate with users from other organizations in Microsoft Teams*](https://docs.microsoft.com/en-us/microsoftteams/communicate-with-users-from-other-organizations)

# Use spotlight to draw the attention of someone during a meeting?

Spotlighting someone’s video is like pinning it for everyone in the meeting.

If you're an organizer or presenter, you can choose that all users' video (including your own) should be the main video that participants see.

There are two ways:

* Right-click the person's video and choose **Spotlight** from the menu.
* You can also find the name of the person you want to spotlight in the participants pane. Right-click or touch the participant's name and select **Spotlight**. When you're ready to exit the spotlight, right-click again and select **Exit spotlight**.

# Who can create live events?

**To create a live** event, a person needs to have the following: A Microsoft/Office 365 Enterprise E3/A3, or E5/A5 license.

*(Your IT administrator can provide more information)*

**Then the following is required:**

- Permission to create live events in the Microsoft Teams admin center.

- Permission to create live events in Microsoft Stream (for events produced using an external broadcast application or equipment).

- Full team membership in the organization (cannot be a guest or from another org).

- Private meeting scheduling, screensharing, and IP video sharing, turned on in Teams meeting policy.

More details can be found here: [Get started with Microsoft Teams live events](https://support.microsoft.com/en-us/office/get-started-with-microsoft-teams-live-events-d077fec2-a058-483e-9ab5-1494afda578a)

# Who can participate in live events?

**Public events:**

If an event is public, anyone with the link can participate without signing in.

**Private events:**

If attendance is limited to your organization or to specific people and groups, attendees must sign in to join. If the event is produced externally, they will need a license that includes Microsoft Stream.

For more details, see [get started with Microsoft Teams live events](https://support.microsoft.com/en-us/office/get-started-with-microsoft-teams-live-events-d077fec2-a058-483e-9ab5-1494afda578a).

# Live Event system requirements?

**Supported operating systems:** Windows 7 and later (32-bit and 64-bit), macOS 10.10 and later.

**Supported mobile operating systems:** Android 4.4 and later, iOS 10 and later

**Supported Browsers:** Microsoft Edge RS2 and later, Chrome (latest 3 versions), Firefox (latest 3 versions), Internet Explorer 11, Safari.

# How do I Pin a chat or channel?

You can pin chats or channels to the top of your chat or list of teams.

Select Chat or Teams. Find the name of the conversation or channel you want to pin.

Then select **More options "..."** > **Pin**.

This ensures that the chat or channel stays at the top of your list.

If you change your mind, just select it again from your Pinned list and select **Unpin**.

# How do I turn on Together mode?

Together mode increases the feeling of being together and, according to studies, reduces the cognitive burden on us in digital meetings. You're likely to be less tired than from regular views in digital meetings!

Go to the meeting options during the meeting "..." and click Together mode to enable this view for you (only affects how you see the meeting). To be visible in Together mode, you must have your camera turned on. Currently, up to 50 different people can be seen in Together mode at the same time depending on the choice of scene.

[Learn more about your](https://support.microsoft.com/en-us/office/anv%c3%a4nda-video-i-microsoft-teams-3647fc29-7b92-4c26-8c2d-8a596904cdae?ui=sv-SE&rs=sv-SE&ad=SE) video options in Teams.

# Is accessibility support available in Teams?

Teams provides accessibility and support for everyone to meet, chat, and collaborate inclusively with Teams. [Here you'll find an updated accessibility overview of Teams](https://support.microsoft.com/en-us/office/%C3%B6versikt-%C3%B6ver-hj%C3%A4lpmedel-i-microsoft-teams-2d4009e7-1300-4766-87e8-7a217496c3d5).

One fantastic example is the [Immersive Reader in Teams](https://support.microsoft.com/en-us/office/anv%C3%A4nda-avancerad-l%C3%A4sare-i-microsoft-teams-a700c0d0-bc53-4696-a94d-4fbc86ac7a9a).

If you wish to have text read aloud or speak a different language, you can make text in Teams suit your needs. Color, shape, size can all be adapted to your preferences, which for example makes it easier for people with dyslexia and learning disabilities.

Picture dictionary, line focus and word classes are also available for visual support.

On any message in Teams, click **More options** **“...”** and select **Immersive Reader**.

# What is Immersive Reader?

[Click here for a guide to](https://support.microsoft.com/en-us/office/anv%C3%A4nda-avancerad-l%C3%A4sare-i-microsoft-teams-a700c0d0-bc53-4696-a94d-4fbc86ac7a9a) Immersive [Reader in Teams (with photos)](https://support.microsoft.com/en-us/office/anv%C3%A4nda-avancerad-l%C3%A4sare-i-microsoft-teams-a700c0d0-bc53-4696-a94d-4fbc86ac7a9a)

If you wish to have text read aloud or speak a different language, you can make text in Teams suit your needs. Color, shape, size can all be adapted to your preferences, which for example makes it easier for people with dyslexia and learning disabilities.

Picture dictionary, line focus and word classes are also available for visual support.

On any message in Teams, click More options “...” and select Immersive Reader.

Try this message for example. The settings are unique to you.

# Where can I find digital training on Teams?

Here you can take advantage of:

[Video Training for Microsoft Teams](https://support.microsoft.com/en-us/office/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7?ui=en-US&rs=en-US&ad=US)

# Where can I find the latest news about Teams?

Glad you're curious. Just type "**/News**" in the Teams search box!

You can also click the Help button in Teams and select “What's new”.

*Please note! Your organization may have chosen to disable some features.*

[All new enabled features are also published continuously here](https://support.microsoft.com/en-us/office/nyheter-i-microsoft-teams-d7092a6d-c896-424c-b362-a472d5f105de#PickTab=Desktop_and_web) on the web

Choose which device you want to see news for.

# How do I use breakout rooms?

Breakout rooms are helpful in many scenarios. [Check this always up-to-date guide for how to use breakout rooms in Teams](https://support.microsoft.com/en-us/office/use-breakout-rooms-in-teams-meetings-7de1f48a-da07-466c-a5ab-4ebace28e461).

**Is Teams secure enough for my information?**

[Teams offers world-class security](https://www.microsoft.com/en-us/microsoft-teams/security) and meet GDPR requirements and over 90 other certifications including ISO standards.

*Please note that your organization may have its own policies for where to save sensitive information.*

Your data in Teams is already secure, but in case your organization has specific policies you can help/prevent users from writing sensitive information in the chat or in files. For example, social security numbers, EU passport numbers, health data, or custom defined content can be automatically prevented from being shared in Teams. [You can read more about how your employer can set it up here.](https://docs.microsoft.com/en-us/microsoft-365/compliance/dlp-microsoft-teams?view=o365-worldwide)

**How do I use Whiteboard in Teams?**

There are two ways you can whiteboard in Teams: use Microsoft Whiteboard or Freehand by Invision.

**Use Microsoft Whiteboard**

Each Teams meeting has a dedicated whiteboard where participants have space to sketch together.

For detailed info about using Whiteboard in Teams, see [Use Whiteboard in Microsoft Teams](https://support.microsoft.com/en-us/office/7a6e7218-e9dc-4ccc-89aa-b1a0bb9c31ee).

**Use Freehand by Invision**

Freehand is a whiteboarding tool from Invision that you can use in meetings to sketch with other participants.

To use Freehand in a meeting, click **Share** in your meeting controls, then click **Freehand by Invision** in the **Whiteboard** section. As the sharer, you'll need to sign in with your Invision account.

Then, you can begin sketching and sharing with participants.

Once you've shared a whiteboard, the meeting will have a whiteboard tab so participants can easily reference it later.

**Note:** This feature is only available if an admin has enabled it.

**How to Remote work from anywhere?**

[Collaborate with Microsoft 365](https://support.office.com/article/collaborate-with-office-365-ac05a41e-0b49-4420-9ebc-190ee4e744f4) - how to work better together across all Microsoft 365 workloads.

**Can I customize the meeting experience in Teams?**

There are several apps for Teams meetings available. They allow you to customize the meeting experience to fit your needs. [View apps designed to improve Teams meetings](https://www.microsoft.com/en-us/microsoft-teams/meetings-apps).

If you’re a developer, you can [build your very own app for Teams meetings](https://docs.microsoft.com/en-us/microsoftteams/platform/apps-in-teams-meetings/teams-apps-in-meetings).

**Can we optimize our network for Microsoft Teams?**

[Follow this guide to prepare and optimize your organization’s network for Teams](https://docs.microsoft.com/en-us/microsoftteams/prepare-network).

It’s important to optimize the performance, especially if many in your organization work remotely. For administrators, there’s a [short course about optimizing your network on Microsoft Learn](https://docs.microsoft.com/en-us/learn/modules/m365-teams-rooms-optimize-network/).