



The user's quick guide to ***Microsoft Teams***

Teams makes group collaboration easier and more productive—but only if you follow these best practices.

1

Team channel vs. group chat: what's the difference?

First off, know when to create a Team channel vs. a group chat. Only then can you boost your collaboration both internally and externally.

Team Channel

- Allows multiple-channel chat inside a central team channel
- Handles multiple, ongoing conversations within sub-channels
- Holds shared files, links, and notebooks in a collaborative hub
- Controls membership in a structured, organized way

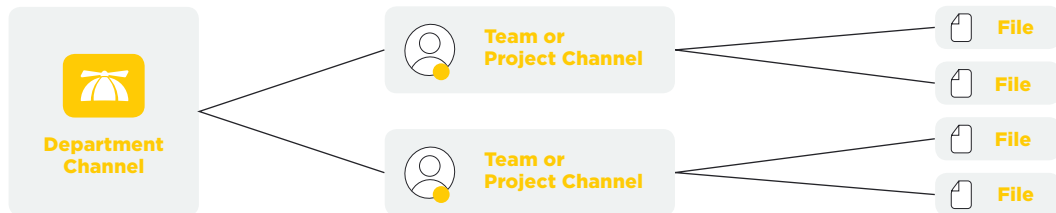
Group Chat

- Makes chatting with one or more individuals easy
- Creates an option for quick, short-term group conversations
- Safeguards confidential information from wider audiences
- Is a good option if you're not ready to create a team

2

Follow the channels most relevant to you.

Once you know the collaborative structure in Teams, you can share information and discuss topic in relevant groups or channels. You'll also help new team members ramp up faster.



Organize by a team or a project

Invite members to follow or favorite channels that fit their role

Access important files/conversations across multiple channels

3

Use @mention to target the right people.

Remember, even if you create a team within Teams, your members may not have time to read every chat. A quick @mention makes your chat immediately visible to the right people.

Individual @mentions



Alyce 01/12 1:00 PM

Heads up, @fred and @megan—Can we move the date up for the next webinar?



Teams @mentions



Joe 01/22 4:30 PM

Hey @marketing, we need 50 more branded water bottles by Monday.



Channel @mentions



Ruth 10/11 10:30 AM

Guys, can we share this doc to the @website channel instead?



4

Name and pin your chats so they're easy to find.

You probably collaborate more often with certain people. Wouldn't it be great to find those channels and chats more easily? With naming and pinning, you can.

What's in a name?

- Label chats in a recognizable way
- Track important conversations
- Identify specific projects

Why pin a group chat?

- Keep important chats top of mind
- See your most used chats
- Find chats quickly

5

Customize Teams to your preferences.

During the workday, even little shortcuts can boost productivity. Follow these tips to customize your Teams experience.

1. Favorite or unfavorite teams and channels.
2. Change your theme to dark or light under settings.
3. Use the Control + and CTRL - shortcuts to zoom in/out.
4. Reorder the Teams list by dragging and dropping to your priorities.
5. Control what you see (email, banner, etc.) within notification settings.



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