

# MS Teams: FAQs and Top Tips

This guide includes answers to some of your most frequently asked questions about MS Teams, and some hints and tips we think you might find useful.

## Frequently Asked Questions

### FAQ – I have deleted a file from a Team, can I recover it?

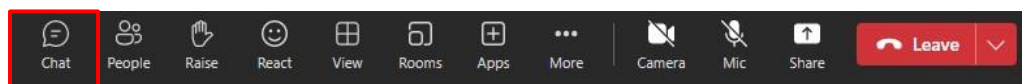
If you delete a file from a Team it will move to the Recycle Bin and remain there until it is **permanently deleted after 93 days**.

To restore a file deleted in error:

1. Go to the Team **Files** tab and choose **Open In SharePoint**
2. Click on the **Recycle Bin**.
3. **Select** the file and choose **Restore**

### FAQ – Where has the Chat icon gone in my Teams meeting?

The **Chat** (Show conversation) icon normally sits in the meeting toolbar.



Occasionally, in a Teams meeting, you may find that the **Chat** icon is missing.

One possible cause is that the meeting organiser has set the meeting up **within a Team or Channel which you are not a member of**. You can attend the meeting but only members of that Team or Channel are able to chat.

If this is not the case, *either*:

- Sign out of Teams and then sign back in:
  - Click your profile icon (top right) and choose **Sign out** from the drop-down menu
  - **Sign in** again
  - Go to the **Calendar** and rejoin your Teams meeting – the Chat icon should be there


*or*

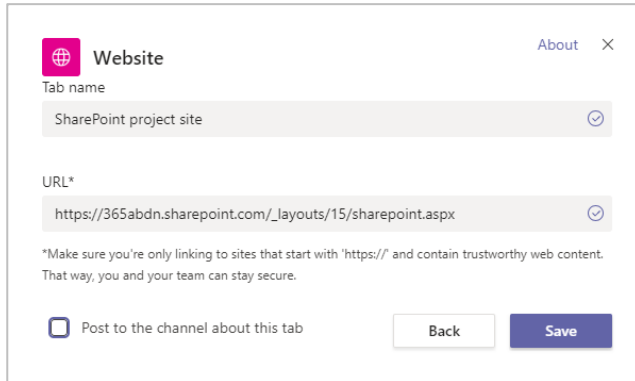
- Try using the Teams web app:
  - Launch Outlook Web Access – [outlook.com/abdn.ac.uk](https://outlook.com/abdn.ac.uk)
  - Click the **App launcher** (the ‘waffle’ icon in the top-left corner) and choose Teams from the available apps
  - Go to the **Calendar** and rejoin your Teams meeting – the Chat icon should be there

### FAQ – How can I link to files on an existing SharePoint site?

The simplest method is:

1. In a browser, go to the existing SharePoint site and **copy the URL** of the site to your clipboard, eg <https://365abdn.sharepoint.com/sites/training/SitePages/Home.aspx>

2. In Teams, go to your Team and to the Channel you want to add the SharePoint link to.
3. Click + at the top of your Channel to **Add a tab**, and choose **Website** 
4. Give your tab a meaningful **name**
5. Paste in the **URL** of your existing SharePoint site



6. Choose whether to Post to channel about the new tab or not, then **Save**

## FAQ – I have to use the web version of Teams – which browsers can I use?

Supported browsers are Microsoft Edge, and the latest versions of Chrome and Safari.

**Note:** Internet Explorer 11 is no longer supported.

For [up to date and full detail of supported browsers](#) see Microsoft Support.

## FAQ – An external colleague from another organisation wants to add me to their Team as a guest. What details will they need from me?

You should supply your University email address in the format **username@abdn.ac.uk**, eg **s99jb7@abdn.ac.uk**.

## Tips

### Tip – Chat flags



Indicates your message has been **sent**



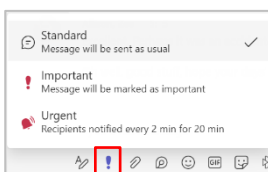
Indicates your message has been **seen**



Use to indicate your message is **important**




Use to indicate your message is **urgent** – note, recipient will be notified every 2 mins for 20 mins

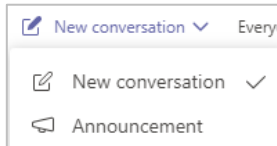


To apply the **Important** or **Urgent** flags to a chat message, click on the **Set delivery options** exclamation mark icon and select one of them from the pop-up menu.

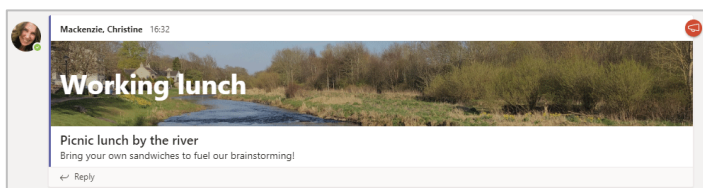
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## Tip – Posting in a channel

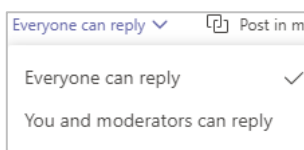
- Use **@mention** (eg @Bloggs, Joe) to draw your post to the attention of an individual, individuals or the whole team
- Click on the **Format** icon  to see more options for your post, for example:
  - Choose to create a **new conversation** or an **announcement**



Use **announcement** to communicate important things that are happening in a channel, by adding a header, subheader and background image if appropriate



- Choose who can reply



- Choose to post in multiple channels at one time



## Tip – Camera function within Teams mobile app

The Teams mobile app has a **camera** function that allows you to take a picture and send it straight to a Team or Channel *without* saving it onto your phone/tablet.

This can be useful for sharing information when you are working on a mobile device and on the move.

1. In MS Teams app on your mobile device, click on the **More** ellipsis (...)
2. Choose **Camera**<sup>1</sup> to open your camera
3. You may be asked whether to:
  - Allow Teams to access photos, media and files on your device
  - Allow Teams to take pictures and record videoSelect **Allow** for both of these if you wish to use the Camera app in Teams.
4. Take a picture

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<sup>1</sup> Don't see the camera icon? Try signing out of the Teams app, then sign in again.



Depending on your phone's operating system, you might see photo editing options, eg Crop, Rotate. Use these to make any changes you require. If these options do not appear, your phone's operating system does not support them.

5. Once you are happy with your image click **Done**
6. This takes you to a **Chats & Channels** screen
  - **Choose** the Chat or Channel you want to send your image to and click **Send**

**Note:** The image does not remain on your mobile device!

### Tip – Attendance Report in a Meeting

If you are the meeting **organiser** or a **co-organiser**, you will have the option to download an **attendance list**. This includes join and leave times for all participants. You can do this during or after the meeting.

- **During the meeting:** From the **Participants** pane, click the **More actions** ellipsis (...) and select Download attendance list.
- **After the meeting:** An Attendance report tile will appear automatically in the meeting chat a few minutes after the meeting ends. *Only* the meeting **organiser** and **co-organisers** can see this in the Chat history. Click on the tile to download the report.

For [further guidance on how to get attendance reports](#), see the Microsoft Teams support page.

### Tip – Use the Lists app

Lists are simple and flexible, so you can stay on top of what matters most to your team, by tracking loans, issues, assets, routines, contacts, inventory, and more. You can customise views, rules and alerts to keep everyone up to date. There are ready-made templates to create lists from directly within Teams and their Channels quickly. Access them on the Teams mobile app Lists tab via the channel.

For [short guidance videos on how to use Lists in Teams](#), see the Microsoft support page.

### Tip – Transfer meetings between devices

It is possible to transfer active meetings across devices. For example, if you are participating in a Teams meeting on your laptop from your upstairs office, you can transfer the meeting to your mobile device while you go downstairs to make a hot drink. You don't have to leave the meeting, so you won't miss anything.

**Note:** You'll need to have the Teams app installed on both devices and be signed into the same account.

In the following example, we'll assume you are already participating in a meeting on your laptop and want to transfer the meeting to your mobile device.

1. Open Teams on your mobile device.
2. You'll see a banner at the top of the screen stating that a meeting is in progress on another device and asking if you want to join
  - Click **Join**.
3. On the next screen, *either*:
  - Choose **Add this device** to keep the meeting open on your laptop.

If you subsequently leave the meeting from your mobile device, it will remain open on your laptop.

*or*

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- Choose **Transfer to this device**, check your device settings, then choose **Transfer** (or **Join now**).  
Your laptop will leave the meeting. However, you can rejoin on your laptop by clicking **Join** on your Teams calendar, then Transferring the meeting back again – at which point your mobile device will leave the meeting.

### Tip – Add Noise Suppression to your device settings

Noise Suppression allows you to reduce background noise around you during a Teams meeting – useful if the washing machine is on!

For [guidance on setting noise suppression levels](#), see Microsoft’s support page.

### Tip – Poll attendees during a meeting

Meeting organisers and presenters can create polls before their Teams meeting using Microsoft Forms. They can then launch the polls during the meeting so attendees from any endpoint (mobile, web, desktop) can view and respond (vote). Find out [more about creating polls](#) on the Microsoft support page.

## Help within Teams

To access the Teams Help section, *either*:

- Type **/help** in the search bar and press enter

*or*

- Click the **Help** icon in the app bar and select Topics, Training or What’s new.



## Help and Support

See [Guides and Links](#) in our MS Teams resource on Toolkit or contact the IT Service Desk: [myit.abdn.ac.uk](http://myit.abdn.ac.uk).