MS Teams: FAQs and Top Tips

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

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

The Show conversation (chat) icon normally sits next to the Show participants icon in the meeting options toolbar.

Occasionally, in a Teams meeting, you may find that the Show conversation icon is missing:

If this happens, either:

1. **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 Show conversation icon should be there
   or
2. **Try using the Teams web app**
   - Launch OWA – https://outlook.com/abdn.ac.uk
   - Click the App launcher (the ‘waffle’ icon) and choose Teams from the available apps
   - Go to the Calendar and rejoin your Teams meeting – the Show conversation icon should be there

FAQ – Why am I not able to use the conversation icon in my Teams meeting?

In a Teams meeting, if you see the following message “Only team members can chat. Ask the team owner to make you a member”, you will **not** be able to use the Show conversation icon (greyed out).

This is because the organiser of the meeting has set it up **within a Team or Channel** rather than making it independent. You are able to attend the meeting but only members of that Team or Channel are able to chat.

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, e.g. 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**

![Website](https://365abdn.sharepoint.com/…/sharepoint.aspx)

*Make sure you’re only linking to sites that start with ‘https://’ and contain trustworthy web content. That way, you and your team can stay secure.*

- [ ] Post to the channel about this tab
- [ ] Back
- [ ] Save

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: Internet Explorer 11\(^1\), Microsoft Edge, and the latest versions of Chrome and Firefox.

**Note:** Safari\(^2\) is not currently supported.

**Tip – 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`, e.g. `s99jb7@abdn.ac.uk`.

**Tip – Chat flags**

- ![Warning](https://example.com) Use to indicate your message is **important**
- ![Bell](https://example.com) Use to indicate your message is **urgent** – note, recipient will be notified every 2 mins for 20 mins
- ![Eye](https://example.com) Indicate your message has been **sent**
- ![Eye](https://example.com) Indicates your message has been **seen**

**Tip – Posting in a channel**

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

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\(^1\) Microsoft Teams will not support Internet Explorer 11 starting 30/11/20.

\(^2\) To check on supported browsers see Microsoft Support updated when changes take effect
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
  
  Everyone 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 go to the burger bar (3 lines) and choose **More apps**

2. Choose **Camera** to open your camera.

3. **Choose** Photo, Document, Whiteboard or Business Card, as appropriate

4. Take a picture

5. When you have captured the image, use the editing options as required, e.g. crop, or add text, etc.

6. Once you are happy with your image click **Done**

7. This takes you to a recipient screen
   - **Choose** the Chat, Team or Channel you want to send your image to and click **Send**

  **Note:** The image does not remain on your mobile device! [Read Blog post about this feature](#).

**Tip – Attendance Report in a Meeting**

If you are the meeting **organiser**, you will see the option to download an **attendance** list at the top of the **People** pane. This includes join and leave times for all participants. You must do this *during* the meeting, so the best advice is to download the report at the end of the meeting but *before* you, as organiser, physically **end** the meeting.

For guidance on how to use this feature, see the [Microsoft Teams support page](#).

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3 Don’t see the camera icon? Try signing out of the Teams app, then sign in again.
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 guidance on how to use this feature, see the Microsoft Teams 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, you can 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.
   - Choose Transfer to this device, then choose Transfer now (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. (Please note that currently it is not possible to do this from within the Meeting window, as Microsoft describe.)

Tip – Poll attendees during a meeting

Meeting organisers and presenters can create polls before their Teams meeting, then launch them during it so attendees from any endpoint (mobile, web, desktop) can view and respond (vote). Find out more.

Help within Teams

Type /help in the search bar or click the Help icon in the app bar to view Topics, Training and What’s new.

Help and Support

See Guides and Links in our MS Teams resource on Toolkit or contact the IT Service Desk: https://myit.abdn.ac.uk