Using Microsoft Teams to Manage and Modernize the Workplace

March 2020

Workshop Agenda
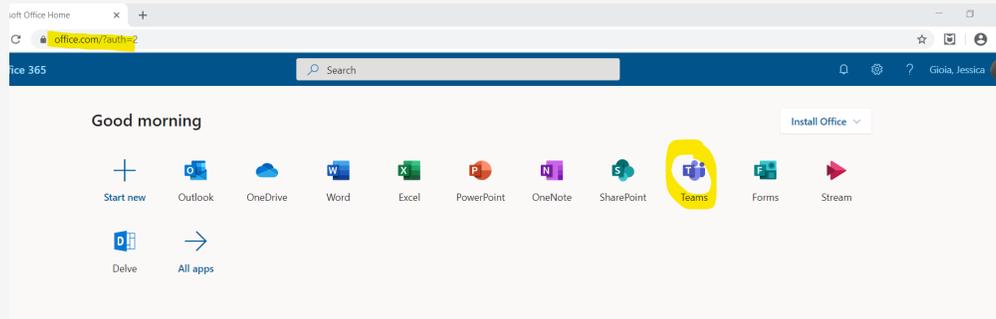
1 Brief Overview of Microsoft Teams

2 Review Managing Attendees through Microsoft Teams

3 Best Practices on Virtual Meetings through Microsoft Teams

4 Working Inside of a Microsoft Team Site

5 How to Make Microsoft Teams a Success for Your Agency

Brief Overview *What is Microsoft Teams?*

Launch from Your PC with Microsoft Teams Client:
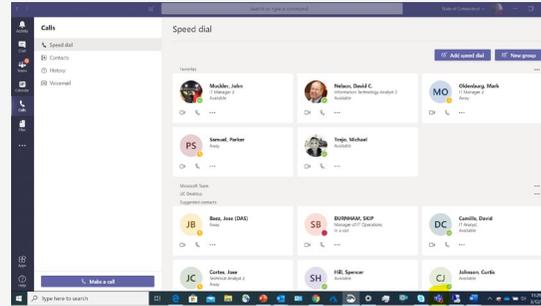
Launch from the Browser

Meet from anywhere
Instantly go from group chat to video conference with the touch of a button. Teams of 10 or 10,000 can meet in one place, no matter how many places they're in.

Collaborate from anywhere
Never do that frantic, searching-for-files thing ever again. In Teams you can access, share, and edit Word docs, PowerPoint, and Excel files in real time.

Chat from anywhere
Share your opinion, and your thoughts. Send emojis in a group chat or in one-to-one messages.

Let's Launch Teams Now!

Managing Attendees Through Microsoft Teams

<u>Instant Communications through Chat</u>

- Understanding Presence Indicators

- Start a New Chat (Chat History)

- Hold a PC to PC Phone Call (Call History)

    - ✓ Users must have microphone and speakers

- Video Chat (must have camera)

- Screen Share, Allow Remote Control between Users, Upload a file

Let's Walk Through This Now in Microsoft Teams!
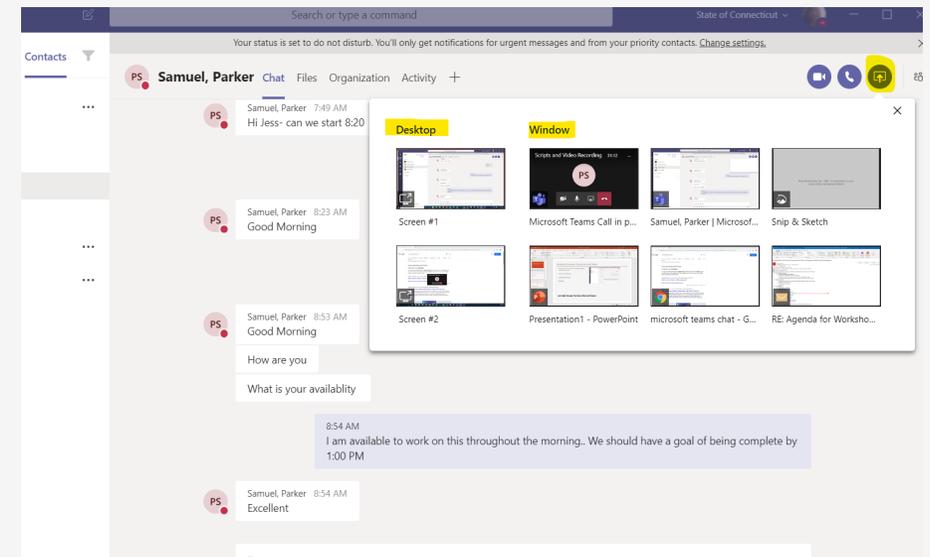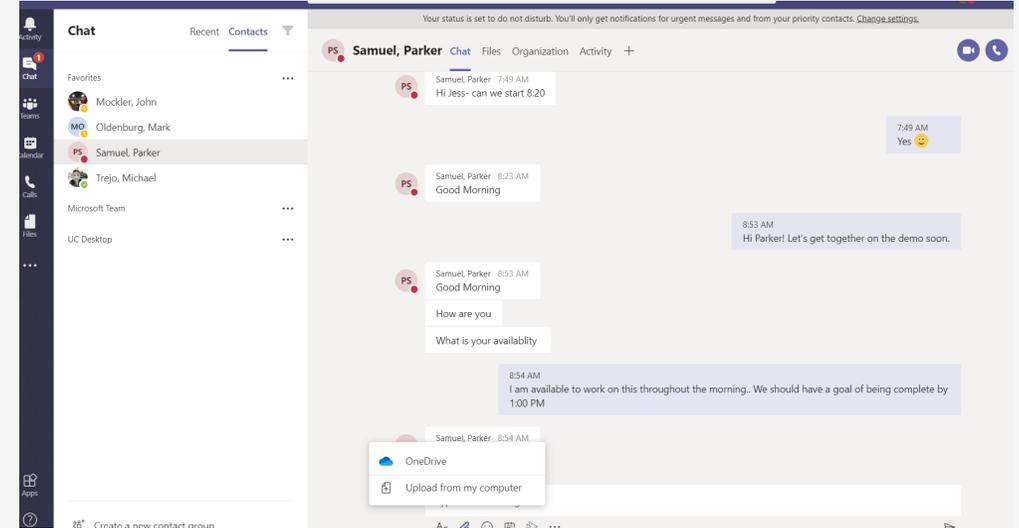
Virtual Meetings in Microsoft Teams

Best Practice for Virtual Meetings

- Mute All Participants: to eliminate noise distractions
  - If noise distraction occurs, locate the "bolded participant" to see where the sound is coming from and mute that participant.

- Chat Moderator: to answer and review users input during and after the meeting (Conversation history stays with Teams Meeting)

- Audio Line: This is an additional license for a cost of $41/Year. If you are using this during the meeting, dial into the line to allow users to access through phone only or in combination with Teams meeting on PC (if there are no headsets or audio issues on user side);

Virtual Meetings in Microsoft Teams *Continued*

<u>Best Practice for Virtual Meetings</u>

o Sharing the Screen / Presentation: If you have a presentation to display, ensure you share your screen during the Teams Meeting for users to view.

o Keeping Your Cool (with technical glitches): If you encounter technical issues announce to the users that it may be a few moments before we resolved the issue.

   ▪ Sound Echoing Can Occur if:
      o Multiple people are nearby where both have sounds / mic turned on (resolution: mute all except presenter)
      o PC with sound and speakerphone also in use (resolution: mute the PC)

o Restarting the Meeting if Needed: If you cannot resolve the technical issues quickly, drop out of the meeting, and rejoin from your Teams Meeting invite. This should resolve most technical issues.

Let's Demo This Now in Microsoft Teams!

Working Inside of Microsoft Teams

Working Inside of a Teams Site

Agencies should ensure they have agency members in the Group Creator Role in O365, in order to have Team Sites built for Your Agency; Request the role here

- Reviewing Team Sites and Channels
  - Building a Team Site (Group Creator Role)
  - Active Team Sites
  - Hidden Team Sites and Channels
- Collaborating on Documents
  - Demonstrate modifying a document at the same time
  - Send a link to a document hosted inside of Teams
 - Review Edit/Read access to a Shared Document inside of Teams

Let's Demo This Now in Microsoft Teams!

How to Make Microsoft Teams a Success for Your Agency

Audio and Visual Settings

1 Ensure you and your staff become familiar with the audio and visual settings on your agency devices.

We will be posting a SOP for Windows 10 Audio and Visual Settings on our M365 SharePoint Site.
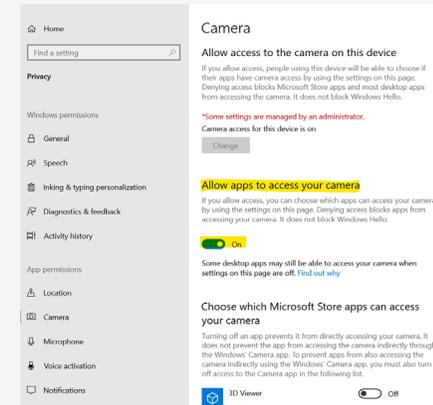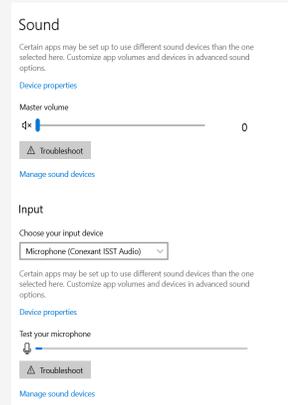
Amazon: Plantronics Blackwire 3210 USB-A Headset, On-Ear Mono Headset, Wired $33

Amazon: Logitech USB Headset H390 with Noise Cancelling Mic, $20

USB Headsets:

2 Amazon has many <u>economical</u> headsets that work well with Microsoft Teams. *This is not required, but will help with adoption and success!*

How to Make Microsoft Teams a Success for Your Agency
Continued

3 Strongly Encourage Your Staff to Utilize Microsoft Teams through Your Own Usage

4 Staff Should Attend the Microsoft Teams Training being held now by Directions Training, Inc.;

Training Sessions are available until March 31st, 2020
Portal Registration Link: https://stateofct.directions.training/

directions
Success is a Journey...Ask for Directions

Closing Remarks

1 Microsoft 365 Information Site: Updated with End-User Training Resources, FAQs and M365 News Posts https://ctgovexec.sharepoint.com/sites/das/m365

Microsoft 365 Information Site

2 MFA Reminder: Multi-Factor Authentication is required for use of Microsoft Teams outside of the state network. Please ensure you and your staff understand this process. We recommend you contacting your Agency IT Support for assistance.

Please feel free to email the M365 Program Mailbox at DAS.BEST.M365ProgramTeam@ct.gov with any questions or assistance regarding MFA, or feel free to review the Microsoft 365 Information Site.

Office 365
Multi-factor Authentication