

**Reference Owners:** Information Systems

**Contact:** [helpdesk@whitworth.edu](mailto:helpdesk@whitworth.edu)

## **Overview**

You will find information on the following topics in this resource:

[Help Resources](#)

[Request a New Team](#)

[Open/Install Teams App](#)

[Prepare for Teams Meeting/Call](#)

[Meeting Tips](#)

[Hardware](#)

[Group/Team Owners standards](#)

## **Help Resources**

### **Training Resources:**

- General Teams Topics
  - [Microsoft End-User Training](#)
  - [Microsoft Instructor-led Training](#)
- [Join a meeting in Teams](#) (joining by dialing in is not an option for Whitworth users)
- [Share Content in a Meeting](#)
- [Schedule a meeting in Teams](#)
- [Start a Call from a Chat](#)
- [Share your screen from a Chat](#)
- [Manage Notifications](#)

### **Support:**

- Join the [Help with Teams/SharePoint/OneDrive](#) team and post questions for other experts (also accessible by opening Teams, clicking Teams from the left-hand navigation, clicking Join or create a team, then clicking on the Help-Teams/SP/OneDrive Team and selecting Join).
- Call or email the Help Desk (509.777.3911; [helpdesk@whitworth.edu](mailto:helpdesk@whitworth.edu)).

## **Request a New Team**

Please complete the New Team form to request creation of a new team; requests are generally processed within two business days.

<https://www.whitworth.edu/forms/form/teams-request>

## Open/Install Teams App

Verify the Teams app is not already installed on your computer:

- **PC:** Type Teams into the search bar next to your Windows start icon. If the app comes up with an open option, you have it installed and may open it and begin use.
- **Mac:** Open Launcher and type Teams into the search bar. If it comes up you have Teams installed and may open it and begin use.

### **Install Teams on PC/Mac by doing the following:**

1. Go to Pirate Port and click Email from Campus Systems
2. Once logged into Office 365 email, click the app launcher (nine-dot icon to the left of the Whitworth logo) then select Teams
3. Once Teams is open click the Download option at the very bottom of the left-hand navigation (screenshot below) and follow download/install prompts.



### **Install Teams on a Mobile Device**

1. Go the Play or App Store and search for Microsoft Teams
2. Install the App

## Prepare for Teams Meeting/Call

Please see the links under help resources for information on using meetings/calls; below you'll find information on making sure your device will allow you to fully utilize these features.

### **Prepare to join a Teams Call from a PC/Mac**

1. Verify the Teams app is installed using the instructions in the install section above
2. Verify Audio and Microphone:
  - a. In Teams, click the icon with your profiled picture
  - b. Click Settings
  - c. Click Devices
  - d. Change Speaker/Microphone if needed then click the **Make a test call button**.
  - e. Make sure you hear the system prompts then talk when prompted; speak into your mic for at least 5 seconds before ending call.
  - f. Verify there are no warning on your test call results page.

### Prepare to join a Teams Call from a Cell Phone/Mobile Device

1. Verify the Teams App is installed using the instructions in the install section above
2. Open the Teams App Prior to Receiving/Joining the Call

### Meeting Tips

- **Mute your Microphone:** As microphones pick up a lot of background noise; it will be easier for all participants to hear if users keep mics muted when not speaking.
- **Check your Status:** To ensure you receive Teams calls, make sure your status in Teams is not set to *do not disturb*. Check/set your status by clicking your profile picture in Teams, hovering over the status under your name, and selecting the appropriate status.
- **Overlapping Conversation:** As online meetings can have a slight audio delay, it's very easy for participants to talk over one another. Conversations may need to be slowed a bit to ensure one participant is finished speaking before another begins.

### Hardware

Microsoft Teams may be used for screen sharing, video calls, and audio-only calls. No additional hardware is needed for screen sharing but to utilize video/audio calls your computer does need to have a web cam (not required for audio-only calls), microphone, and speakers. All laptops should have these built in, but if you wish to add a webcam (with built-in mic and speakers) to your desktop computer below are some recommendations that you may purchase from Staples or Amazon.

- Logitech C920 HD Pro or C930 -- \$70 - \$100
- Microsoft Lifecam (several options: get at least 720p or 1080p) -- \$70 - \$90

### Team/Group Owner Standards

Team owners have access to share potentially sensitive information and are asked to agree to the following to help protect student, employee, and institutional information.

#### **Security:**

- I understand that I have the option to add other users to my group.
- I will consider the sensitivity of the data before adding any new users to my group.
- If I add a new owner, who will have the same elevated privileges I have, I will first have them read these group owner standards.
- I will not add students to groups that have access to any personally identifiable information (PII) unless it is a student worker who has completed FERPA

**Document Management:** I understand that Microsoft Teams is not recommended for permanent file storage and that recommendations state that I link to files stored in OneDrive or SPO as opposed to adding them as attachments in Microsoft Teams.

**Delete:** I understand that I have the ability to delete my Team or Planner and neither can be restored if I choose to take this action.

**Use:** I understand that Teams or Planners that have not seen use in over 365 days will be deleted after I have been notified.

**Help:** I understand that I am encouraged to reach out to Information Systems at any point if I need training, have questions, no longer wish to manage my Team or Planner, or would like my Team or Planner deleted.