



# Microsoft Teams

A quick guide to getting started on  
Microsoft Teams



## **What is Microsoft Teams?**

Microsoft Teams (sometimes shortened to MS Teams) is software that allows voice and video calling, text chat rooms and document sharing. Nottinghamshire Healthcare has been using this over recent months to help enable staff continue working from home.

Many meetings are now being held online through MS Teams, so we've put together this guide to help volunteers to still have a chance to get involved.

**If you want to learn more, [Microsoft's website](#) has more hints, tips and free video tutorials about how to use all the different elements of MS Teams.**

If you're reading this guide electronically, click on the headings below to take you directly to a section.

## **[How to access Microsoft Teams](#)**

How to download and access Microsoft Teams from your computer, tablet or phone. How to open it and a brief overview of the overall layout

## **[Video and Audio calls](#)**

How to voice call or video call others or take part in online meetings by video or voice only.

## **[The "Chat" function](#)**

What the chat groups are, how to view documents and how to write to others.

## **[Advice and guidance for attending online meetings](#)**

A few tips and advice to help adapt to a virtual meeting space.

## **[Advice and guidance for hosting online meetings](#)**

A few tips and advice for hosting meetings in a virtual meeting space.

## How to access Microsoft Teams

You can download MS Teams on your computer, laptop, tablet or phone. You can search for it on your App Store or through the link below on the Microsoft website. This is a free app to download.

<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>



If you're using MS Teams to attend meetings by a desktop or laptop computer, you will need a microphone to take part in audio or video meetings and a webcam for video meetings. Most tablets and phones will use their inbuilt camera and microphones. You will need an internet connection or a data allowance. Be mindful of your data allowance as you may be charged by your service provider.

Once downloaded, you will need to register your account with a valid email address. This needs to be the same email address you want to use when attending meetings. If this is different to the usual email address that the Involvement, Experience & Volunteering Team contact you on, please let us know. **Be aware that due to how MS Teams works, the name you register with will be shared with others when you're attending meetings.**

Most meetings will be through an email invite. To attend the meeting, just click on the link received and it should open through MS Teams.

---

### [Join Microsoft Teams Meeting](#)

[Learn more about Teams](#) | [Meeting options](#)



**Nottinghamshire Healthcare**

**NHS Foundation Trust**

Legal

---

For more help or advice in setting up MS Teams, take a look at their [online "Quick Start" guide](#).

## Video and Audio Calls

Most meetings will be sent by an email invite. To attend the meeting, just click on the link received at the time the meeting is due to start and it should open through MS Teams.

---

### [Join Microsoft Teams Meeting](#)

[Learn more about Teams](#) | [Meeting options](#)



**Nottinghamshire Healthcare**

**NHS Foundation Trust**

Legal

---

If the meeting hasn't started yet, you may be held in a virtual waiting area before the Chair of the meeting grants access. This is to ensure the meeting and participants are secure.

Where possible, try to make sure you're in a quiet room where you won't be interrupted. If you're using video, make sure you can be seen and that there's nothing inappropriate in the background. Headphones can help with the sound quality. Mute your microphone when you're not speaking to help minimise disrupting the meeting with background noise.

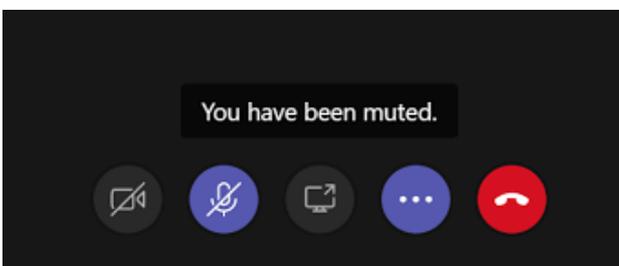
### Turning your video on/off and muting your microphone

Some meetings may be video and some may be audio. You can join a meeting as either. You might not want your video on all the time, but when it comes to your turn to talk, you may want to turn your video on so others can see you.

Select the video camera icon to toggle your video on and off.

**Info:** Toggle means switching something on and off by pressing the same button or key

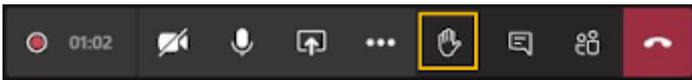
To turn off your microphone, select the "Mute" button, shown by the microphone with a line through. To turn it back on, simply select the same button.



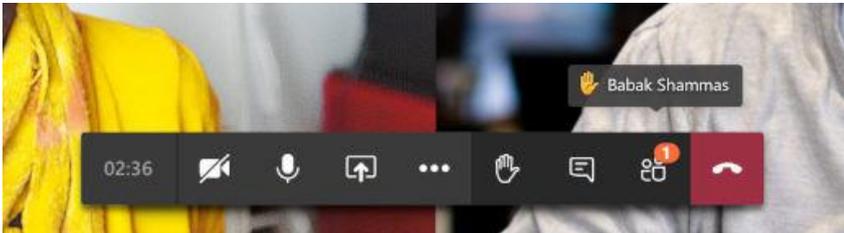
### Raising your hand

If you have a point you want to say, you can virtually raise your hand to indicate this to the Chair. This shows that you want to contribute without interrupting the conversation.

Just select **Raise your hand**  in the meeting controls.



Everyone in the meeting will see that you've got your hand up.

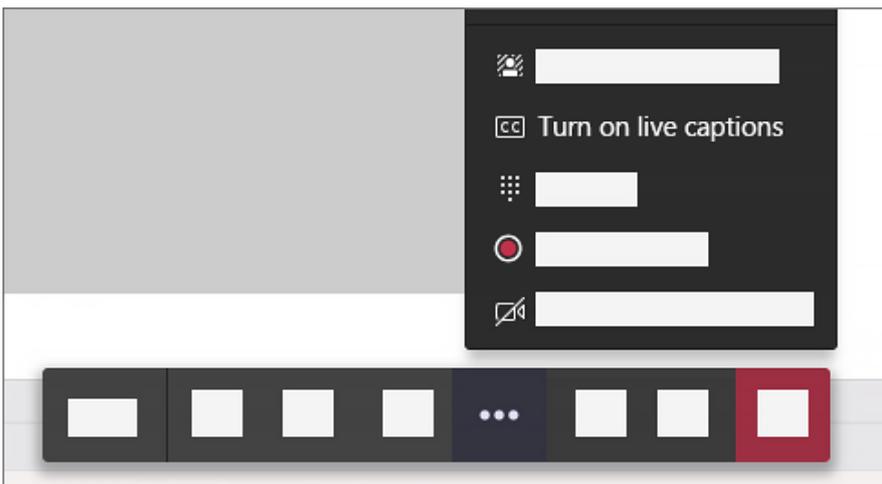


Meeting presenters will also receive a notification that your hand is raised, and they can lower your hand once you've had a chance to talk.

Select **Show participants**  to see a list of everyone in attendance. Anyone who's raised their hand will have an icon next to their name. When multiple people raise their hands, they'll be listed in the order in which they raised them.

## Captions

MS Teams can convert speech into live captions. Be aware that these captions aren't always entirely accurate, but it can help with inclusivity in meetings. To use live captions in a meeting, go to your meeting controls and select **More options**  > **Turn on live captions (preview)**.



To stop using live captions, go to the meeting controls and select **More options**  > **Turn off live captions (preview)**.

For more information on Video and Audio calls, see [Microsoft's online guide](#).

## The “Chat” Function

In most meetings with MS Teams, there will be a “Chat” area where people can type messages to other participants of the meeting.

This is also an area where files can be shared and edited by other meeting participants. This is also a useful area to type a message to other members of the meeting if you’re having issues with your audio connection. Be aware that messages in this space can be viewed by all members of the meeting. Some Chairs may suggest typing in questions or comments into this space to come back to later in the meeting.

The tips below are from [Microsoft's website](#):

### Chats can be one-on-one or in a group.

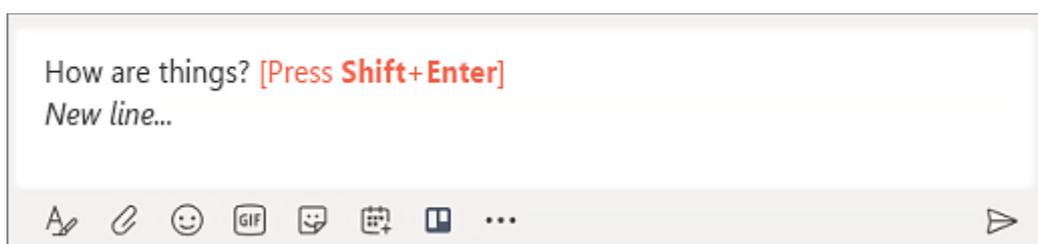
Sometimes you’ll want to talk one-on-one with someone. Other times, you’ll want to have a small group chat. In **Chat**, you can do either.

### Press Shift+Enter to start a new line when you’re on a laptop.

If you keep hitting Enter to start a new line, which goes ahead and sends the message before you’re ready, try this tip:

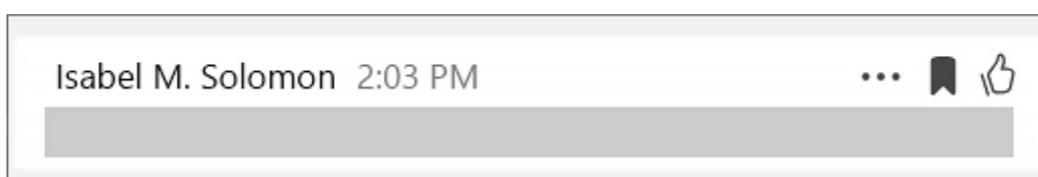
When you want to start a new paragraph, press **Shift+Enter** to insert the line break, and you’re done. FYI—If you’ve opened-up all your formatting options (see step 3 for details), you can press **Enter** to start a new line of text.

**Info:** Formatting means the way your message or document looks

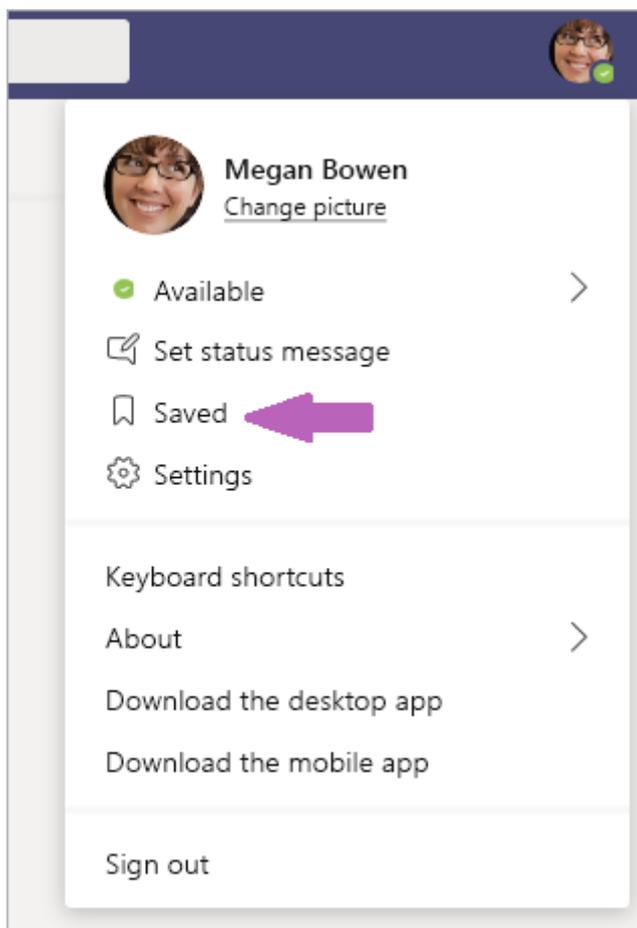


### Save messages.

To save a message, select **Save message**  just to the right of the text.



To see a list of your saved messages, select your profile picture at the top of the app, then choose **Saved**. Or just type **/saved** in the command box at the top of the app.



### **Hide or mute chats to keep them out of your way.**

While you can't delete an entire chat conversation in Teams, you can hide the chat from the chat list, or mute it so you stop getting notifications. For details, see [Hide, mute, or pin a chat in Teams](#).

**For more information on Chat and how to access documents and files, see [Microsoft's online guide](#).**

## Advice and guidance for attending online meetings

A few tips and advice to help adapt to a virtual meeting space.

- Many of us are new to this way of working, so remember to be considerate, kind and patient with others.
- Don't overly worry if you do get interrupted during the meeting by your children or other members of your household. Mute your microphone to speak with them. Many others are in a similar situation and people are generally very understanding.
- Treat the virtual meetings the same way you would treat attending meetings in person at the Involvement Centre. The same standards of confidentiality and Information Governance still apply.
- Put your microphone on mute when you're not talking.
- Log on a couple of minutes before the meeting is about to start to make sure you're connected properly.
- If you're late joining a meeting, wait for the Chair to greet you or wait for an opportunity to mention you've joined the call.
- Check your backgrounds! Make sure there's nothing inappropriate on display or that you're not sat with a window or light source behind you.
- If you're not confident or want to run a trial run of a video or audio call, get in touch with a member of our team and we'd be happy to set up a quick virtual meeting with you.
- If you're having a problem with your audio connection or need to leave abruptly, you can always put a quick message in the main chat box for others in the meeting to see.
- If you have technical issues, we may be able to support you in attending the meetings by using equipment in one of the Involvement Centres.
- Remember the virtual nod. If people can't see you, you need to say something or make a noise to acknowledge a comment or so people know you're there.

## Advice and guidance for hosting online meetings

A few tips and advice for hosting meetings in a virtual meeting space.

- Ensure participants are welcomed, the purpose of the meeting is explained and any agenda is shared.
- Draw attention to the chat area if needed and explain where documents are being shared and can be viewed.
- Make sure everyone has the link for the meeting in good time.
- Give people clear instructions about joining.
- Make any presentations short and digestible. People only listen for about 5–10 minutes. Keep slides very simple. Increase the font size.
- Be conscious of the length of time a meeting is running for and the time of day.
- For smaller meetings, many of the same guidelines apply when joining a meeting, but smaller meetings give an opportunity to create more trust and intimacy.
- For smaller meetings, don't use the mute button. Encourage people to speak spontaneously. A small group can quickly learn to recognise each other's voices if they regularly work together virtually.
- Try to avoid having some virtual and some face-to-face participants. So, don't have part of the group gathered around a speaker phone in one room and others dialling in individually. This can create an 'inner group' with eye contact and side jokes, which does not help overall engagement or build trust across the group.
- Small meetings are more interactive and may last longer. If they are longer than 1.5 hours do build in short breaks – listening and watching a screen are tiring.