

# **MS Teams Training**

## Business Managers' Meeting

4/11/2023

LSU ITS Service & Operations

## What is Microsoft Teams?



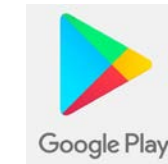
- LSU's official, secure, solution for:
  - Telephony (voice calls, audio calls) *and* inter-office chat
  - One of two solutions for webinars and meetings (other is Zoom)
  - One of two file collaboration tools (other is Box)
  - A supported project management tool (together with MS Project)



- Accessing Teams:



- Teams.microsoft.com (portal.office.com → waffle → Teams)
- Teams Application (Software Center, download from Microsoft, the app store for your Operating System)





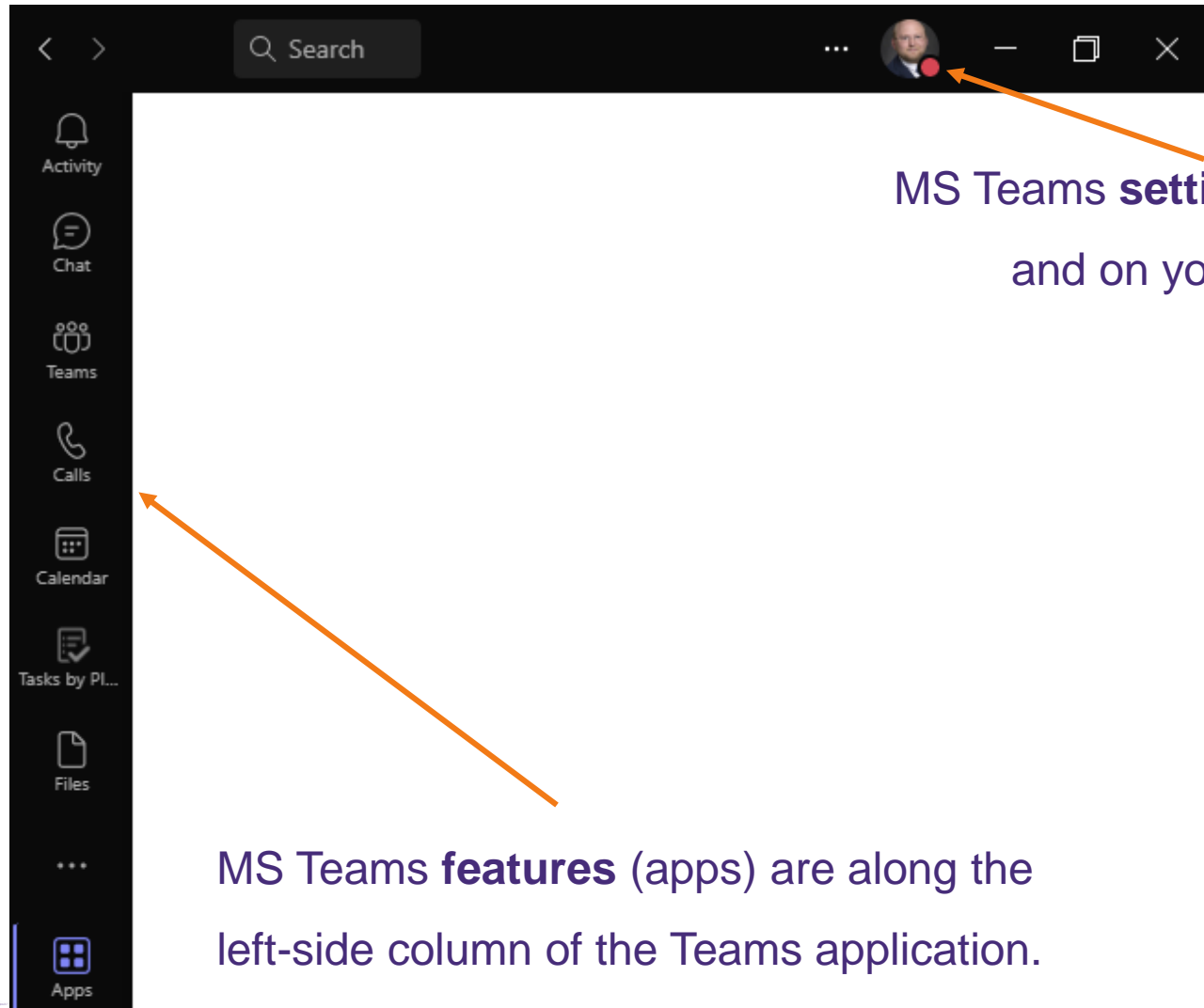
## Security and Privacy Reasons:

- **Teams** and **Zoom** offer similar functionalities for online meetings; however, if any meeting involves discussion of sensitive information such as Health information, we recommend utilizing Teams instead of Zoom. This is specifically for Compliance purposes as LSU's contract with Microsoft is broader in coverage for compliance needs.
  - Similar to online storage between Microsoft **OneDrive** and **Box**: Microsoft OneDrive should be utilized over Box when sensitive data is involved.

## Convenience Reasons:

- Only Teams supports traditional telephony dialing at LSU.
- Larger attendance meetings (webinars) can be hosted through Teams without ITS involvement required for Zoom equivalents.

# Basic Microsoft Teams application navigation 1



MS Teams **settings** are at the top of the application, at the ellipsis (...) and on your card (here with a headshot but may be your initials).

Notice the red dot– this is your presence (status card).

Teams (and Outlook) know if you're:

**available (green)**

**idle (yellow-orange),**

**busy (red), or**

**presenting/do not disturb (red with bar)**

**Appear Offline**

*These may also be set manually.*

MS Teams **features** (apps) are along the left-side column of the Teams application.

# LSU Basic Microsoft Teams application navigation – TASKS BY PLANNER

Tasks by Planner and To Do

My tasks To Do

- Tasks
- Important
- Planned
- Assigned to me

Shared plans Planner

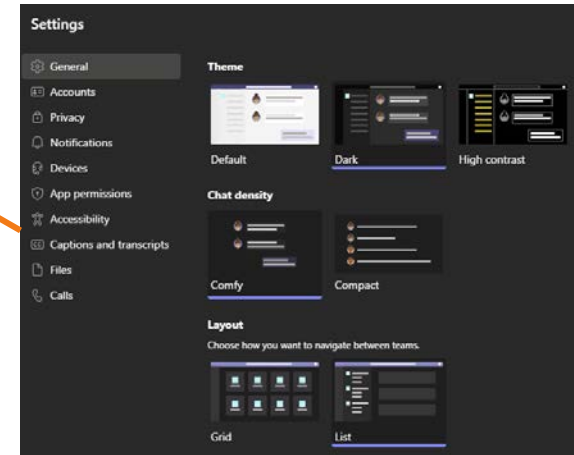
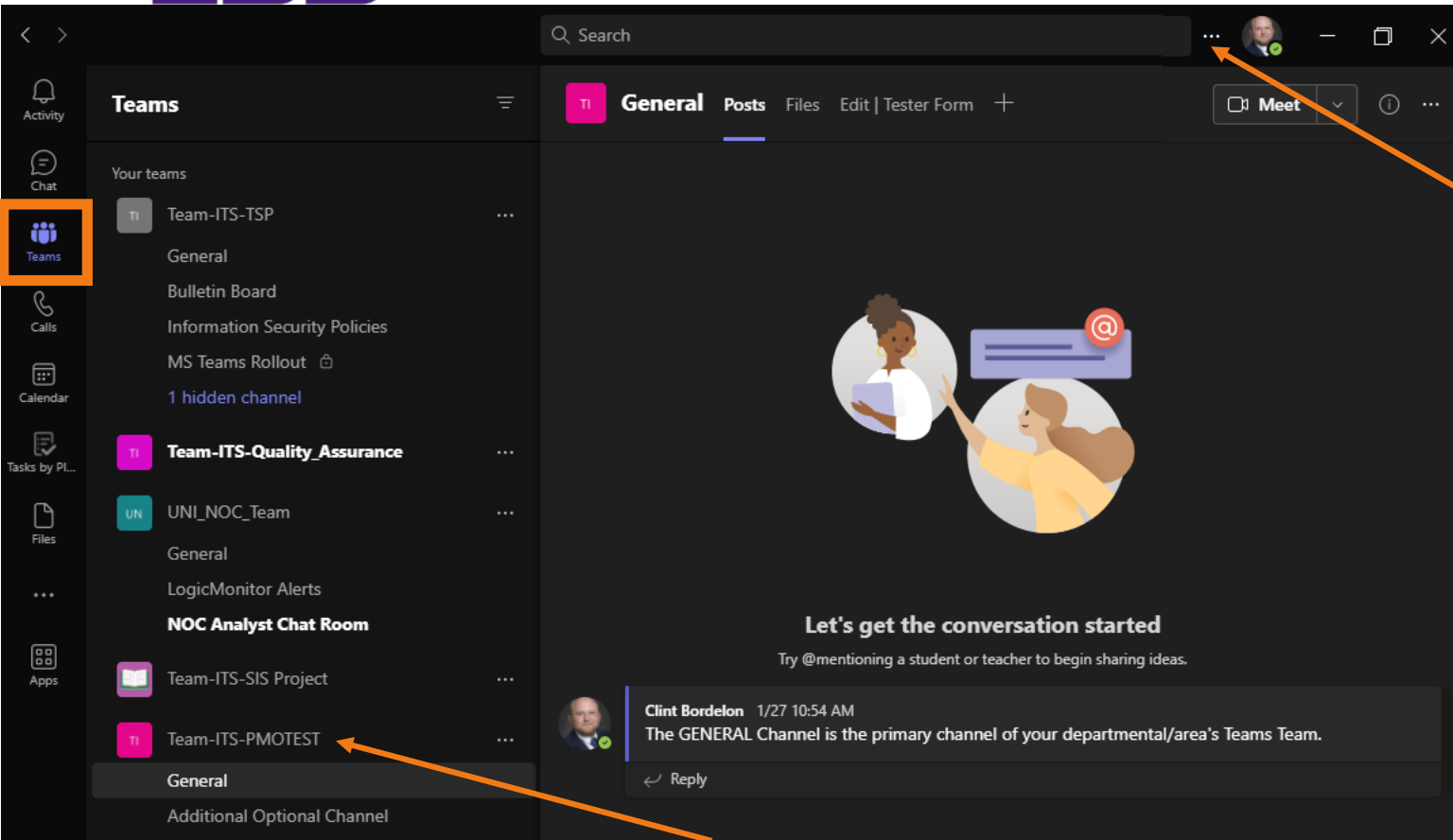
- Team-ITS-Quality\_Assurance
- Team-ITS-PMOTEST

Assigned to me

Task title	Source	Pri... ↑	Due	
+ Add a task				
Website-Faculty Info for SI	0/4		3/2022	...
Headshots for CAS Website	6/6		4/2022	...
Faculty/Student Training	2/10			...
Testing Center Policy - One Pager	3 0/3	↓	6/2022	...



# Basic Microsoft Teams application navigation – THE TEAM FEATURE



- New *Teams* (and sub-Teams, called *Channels*) will be added in this left-side column. Note the *Team-ITS-PMOTEST* team.
- Each Team has a primary channel called *General*, but others may be created, including Private Channels, which a selected subset of Team members can see. Due to their more closed nature, Private Channels do not support all features.



# Basic Microsoft Teams application navigation – THE TEAM FEATURE - POSTS

The screenshot displays the Microsoft Teams application interface. On the left, a navigation pane includes icons for Activity, Chat, Teams (highlighted with an orange box), Calls, Calendar, Tasks by Planner, Files, and Apps. The main area shows a list of teams: 'Team-ITS-TSP' with channels 'General', 'Bulletin Board', 'Information Security Policies', and 'MS Teams Rollout'; 'Team-ITS-Quality\_Assurance'; 'UNI\_NOC\_Team' with channels 'General' and 'LogicMonitor Alerts'; and 'NOC Analyst Chat Room'. Below these are 'Team-ITS-SIS Project' and 'Team-ITS-PMOTEST'. The 'General' channel is selected and highlighted. The top bar shows 'General' and 'Posts' (highlighted with an orange box), along with 'Files', 'Edit | Tester Form', and a '+'. A 'Meet' button is also visible. The main content area features an illustration of two people and a message box with the text: 'Let's get the conversation started. Try @mentioning a student or teacher to begin sharing ideas.' Below this is a post from 'Clint Bordelon' dated '1/27 10:54 AM' with the text: 'The GENERAL Channel is the primary channel of your departmental/area's Teams Team.' A 'Reply' button is located below the post.

# LSU Microsoft Teams application navigation – The Teams Feature - Tasks (Planner 1)

The screenshot displays the Microsoft Teams Planner interface. At the top, the 'Tasks' tab is highlighted with an orange box. Below the navigation bar, a horizontal bar contains four task buckets: 'Clint', 'Amanda', 'Christina', and 'ALL - DONE', all of which are highlighted with an orange border. Each bucket has a '+ Add task' button. The 'Clint' bucket contains a task titled 'Ensure Student Employee Captions Video uploaded to YouTube' with a 'box' logo and a link. The 'Amanda' bucket contains a task titled 'Get Clint video to caption from OCUR' with a video icon and a Teams clip. The 'Christina' bucket contains a task titled 'Approve and Proof Content' with a radio button. Below these, there are more tasks under 'Create Broadsides for Event' and 'Check for Privacy Consent Notifications'. The interface also shows a 'Meet' button in the top right and various view options like 'List', 'Board', 'Charts', and 'Schedule'.



- Can assign columns “buckets” however you wish. In this example, they are something like a traditional Kanban or sticky-note board with *To Do*, *In Progress*, *Done*, and *Backlogged*
- Also note additional views (List, Board, Charts, Schedule). Reporting is very limited with Planner, it’s best for smaller projects.



# Basic Microsoft Teams application navigation – THE TEAM FEATURE - FILES

The screenshot shows the Microsoft Teams interface. On the left is the navigation pane with icons for Activity, Chat, Teams (highlighted with an orange box), Calls, Calendar, Tasks by PL..., Files, and Apps. The main area shows the 'General' channel for the 'Team-ITS-PMOTEST' team. The 'Files' tab is selected and highlighted with an orange box. Below the tab is a toolbar with options: New, Upload, Edit in grid view, Share, Copy link, Sync, Download, Add shortcut to OneDrive, and Open in SharePoint. A blue arrow points to the 'Add shortcut to OneDrive' button. Below the toolbar is a table of documents:

Name	Modified	Modified By	+ Add column
MS Teams Telephony Project One Pager.docx	About an hour ago	Clint Bordelon	
Tester Form.xlsx	About an hour ago	SharePoint App	
Tester.docx	Yesterday at 3:40 PM	Clint Bordelon	

This screenshot shows a Windows File Explorer window displaying the contents of a OneDrive sync folder. The address bar shows 'OneDrive - Louisiana State University > General - Team-ITS-PMOTEST'. The file list is as follows:

Name	Status	Date modified	Type	Size
MS Teams Telephony Project One Pag...	▲	1/31/2023 12:58 PM	Microsoft Word D...	36 KB
Tester Form.xlsx	▲	1/31/2023 1:00 PM	Microsoft Excel W...	20 KB
Tester.docx	▲	1/30/2023 3:40 PM	Microsoft Word D...	17 KB

This screenshot shows a web browser window displaying the OneDrive web interface. The address bar shows 'lsumail2-my.sharepoi...'. The page title is 'General - OneDrive'. The interface shows a toolbar with 'New', 'Upload', and 'All Documents' options. Below the toolbar is a table of files:

Name	Modified	M
MS Teams Telephony Project One Pager.docx	2 hours ago	C
Tester Form.xlsx	About an hour ago	SI
Tester.docx	Yesterday at 3:40 PM	C

# LSU Questions & Resources

- [grok.lsu.edu article 19796](https://grok.lsu.edu/article/19796) (type in search)  
<https://grok.lsu.edu/Article.aspx?articleid=19796>
- [app.quickhelp.com/lsu](https://app.quickhelp.com/lsu)  
Brainstorm/Quickhelp Teams-focused help areas
- [lsu.edu/its/units/service-desk](https://lsu.edu/its/units/service-desk)  
Submit troubleshooting and issues to the LSU Service Desk, or use a direct link below
  - [Request a New Team](#) within Microsoft Teams
  - [Request a license for Microsoft Project](#) (Project for the Web)
  - [Report an issue with telephony](#) (Calls feature) within Microsoft Teams
  - [Report non-Telephony Issues](#) within Microsoft Teams
- [Additional Training Sessions for Teams / Teams Telephony](#)
- [Non-LSU Teams Resources](#)  
Provided as a courtesy, please reach out to the respective organization with concerns or issues
  - [Microsoft's Teams Adoption Resources](#) – The [Adoption Guide](#) and the [Teams for Education Playbook](#)
  - [Coursera](#) – Louisiana Workforce Commission (open to all Louisiana residents)
  - [Udemy](#) (Gale) – East Baton Rouge Parish Library (open to EBRP residents and through reciprocal program, all LSU campus students and employees)
  - [LinkedInLearning](#) (MyLynda) – East Baton Rouge Parish Library (open to EBRP residents and all LSU campus students and employees)

**When in doubt:**

[servicedesk@lsu.edu](mailto:servicedesk@lsu.edu)

[teamstelephony@lsu.edu](mailto:teamstelephony@lsu.edu)

[privacy@lsu.edu](mailto:privacy@lsu.edu)

[security@lsu.edu](mailto:security@lsu.edu)

[itstelecombill@lsu.edu](mailto:itstelecombill@lsu.edu)

**LSU**