LSU | Information Technology Services

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)

When To Use Microsoft Teams?

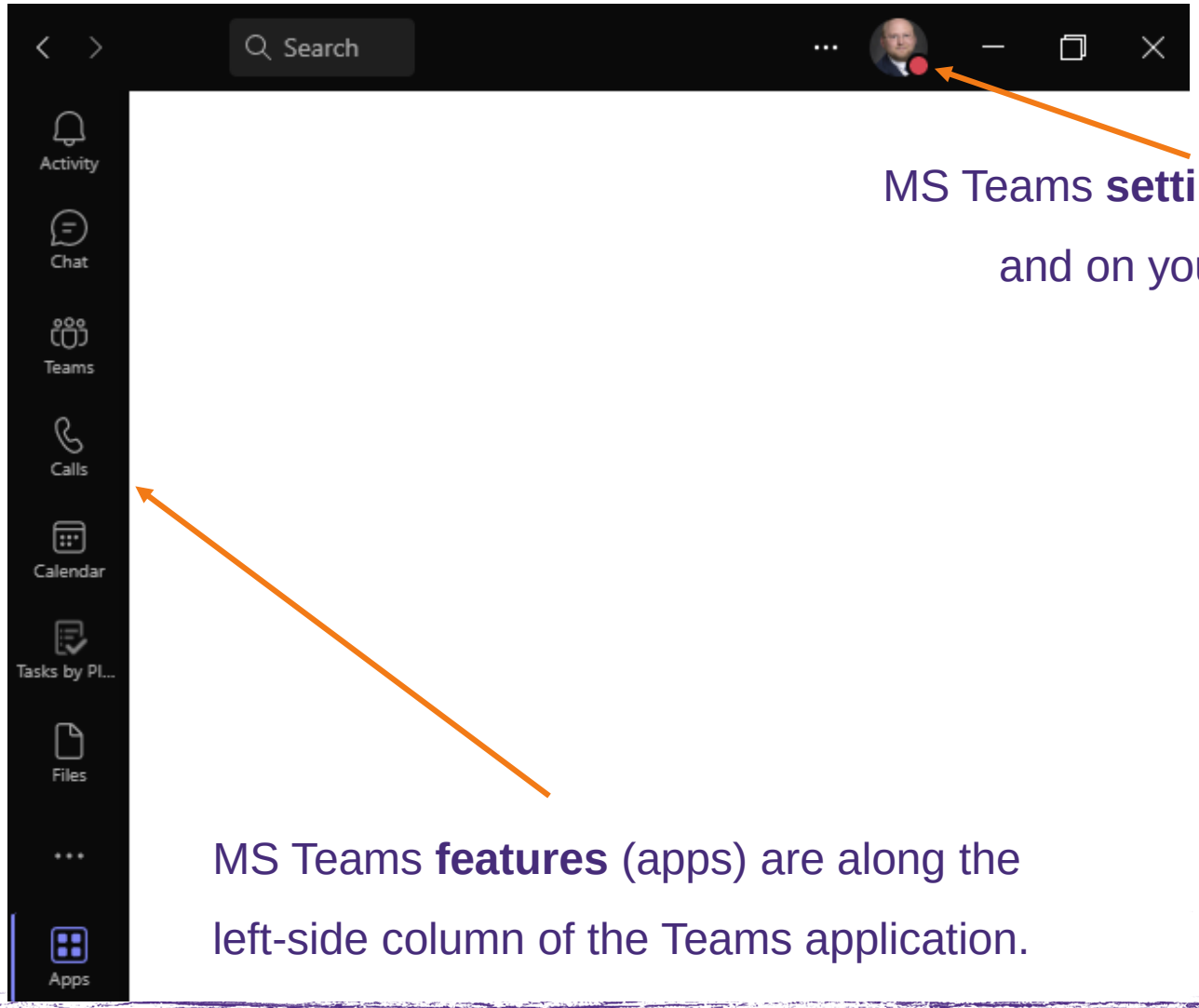
Security and Privacy Reasons:

- **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

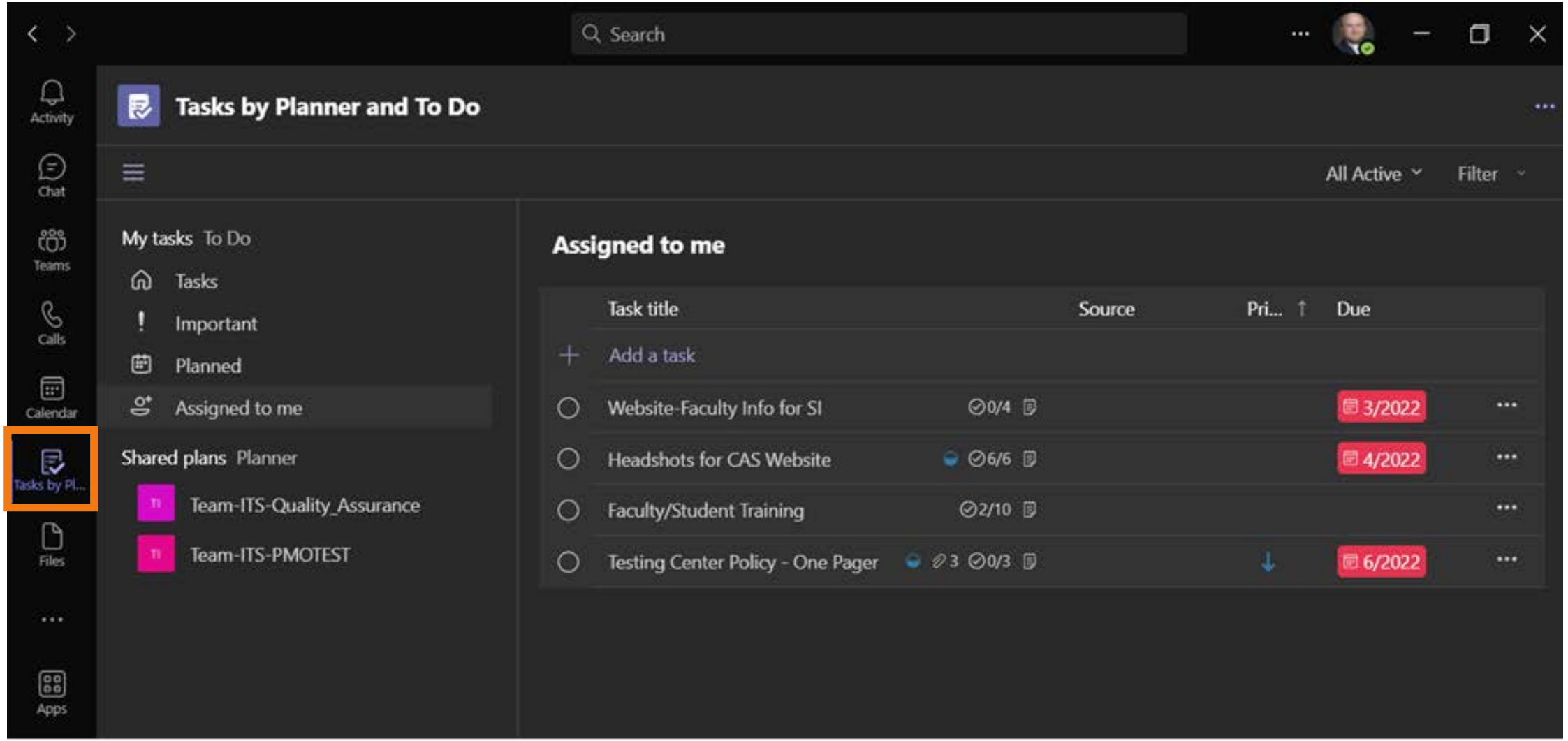
presenting/do not disturb (red with bar)

Appear Offline

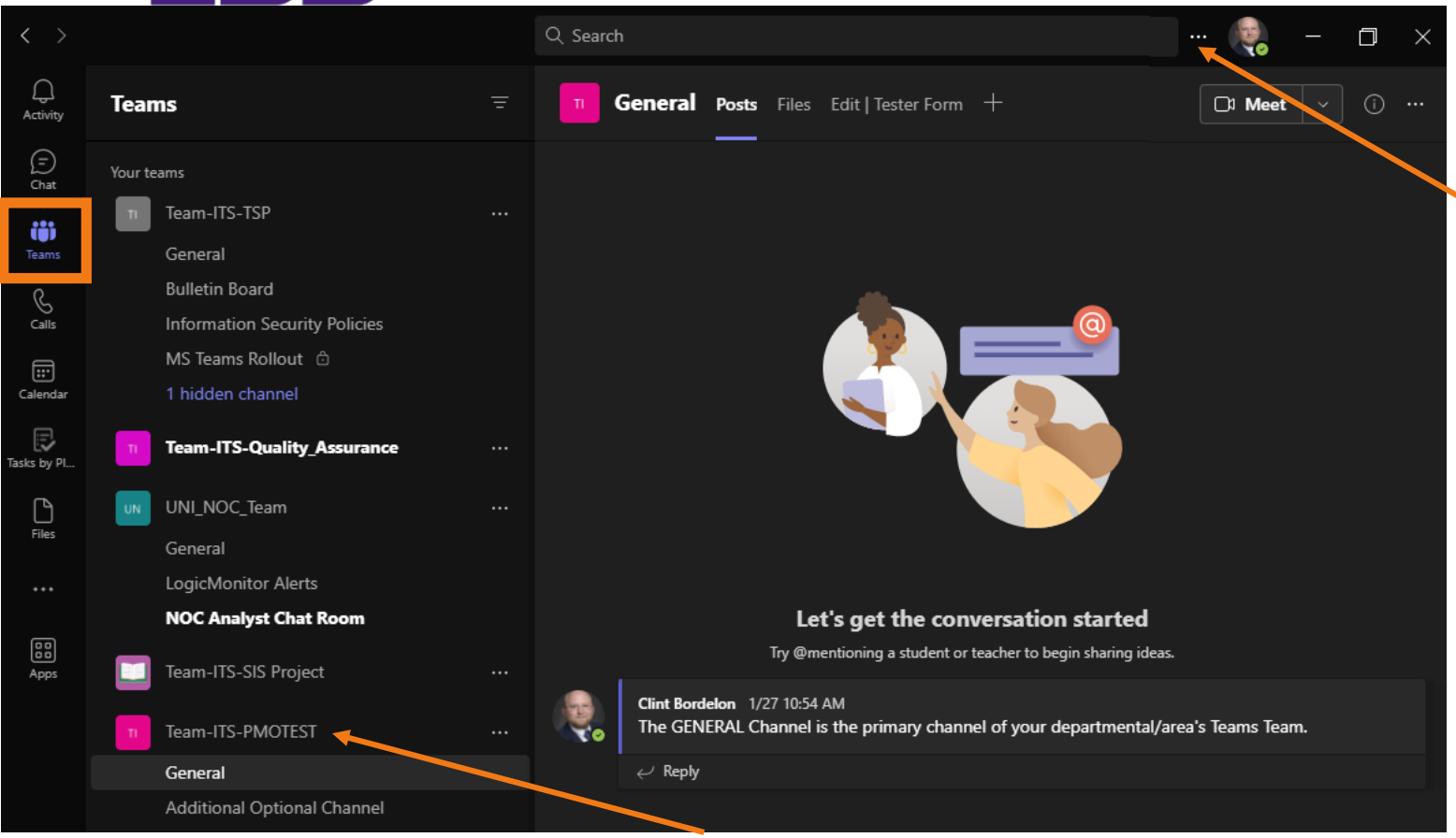
These may also be set manually.

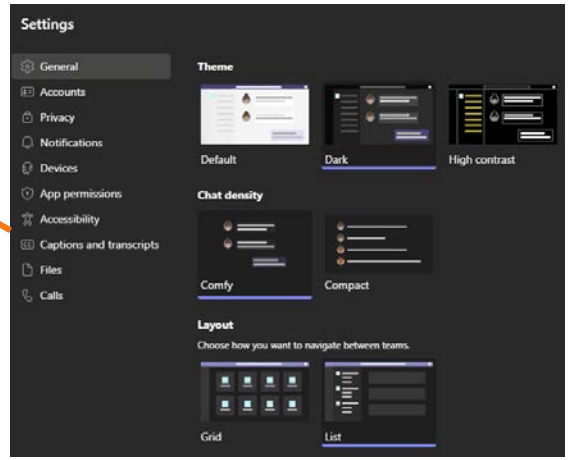
MS Teams **features** (apps) are along the left-side column of the Teams application.

Basic Microsoft Teams application navigation – TASKS BY PLANNER



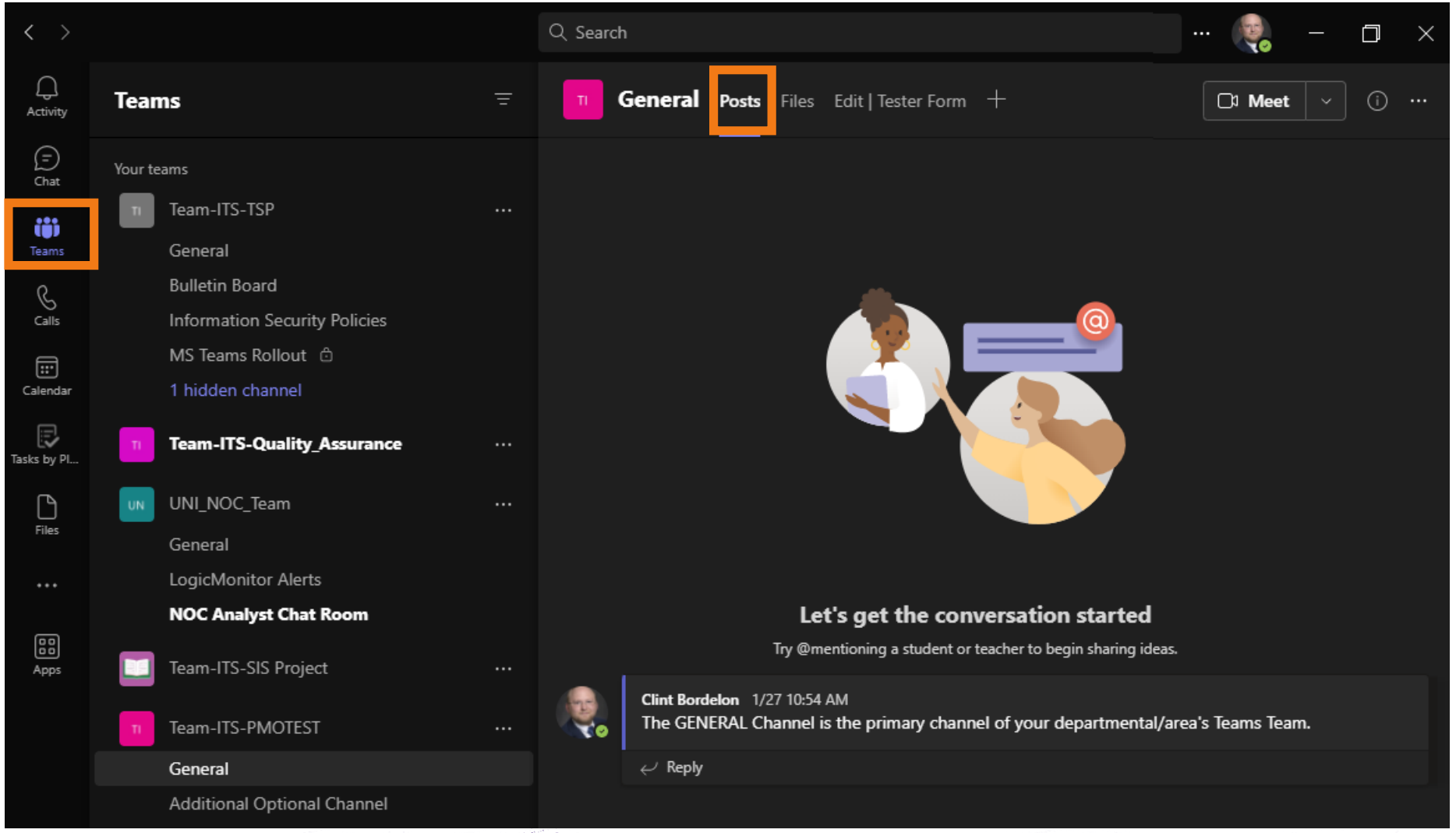
Basic Microsoft Teams application navigation – THE TEAM FEATURE



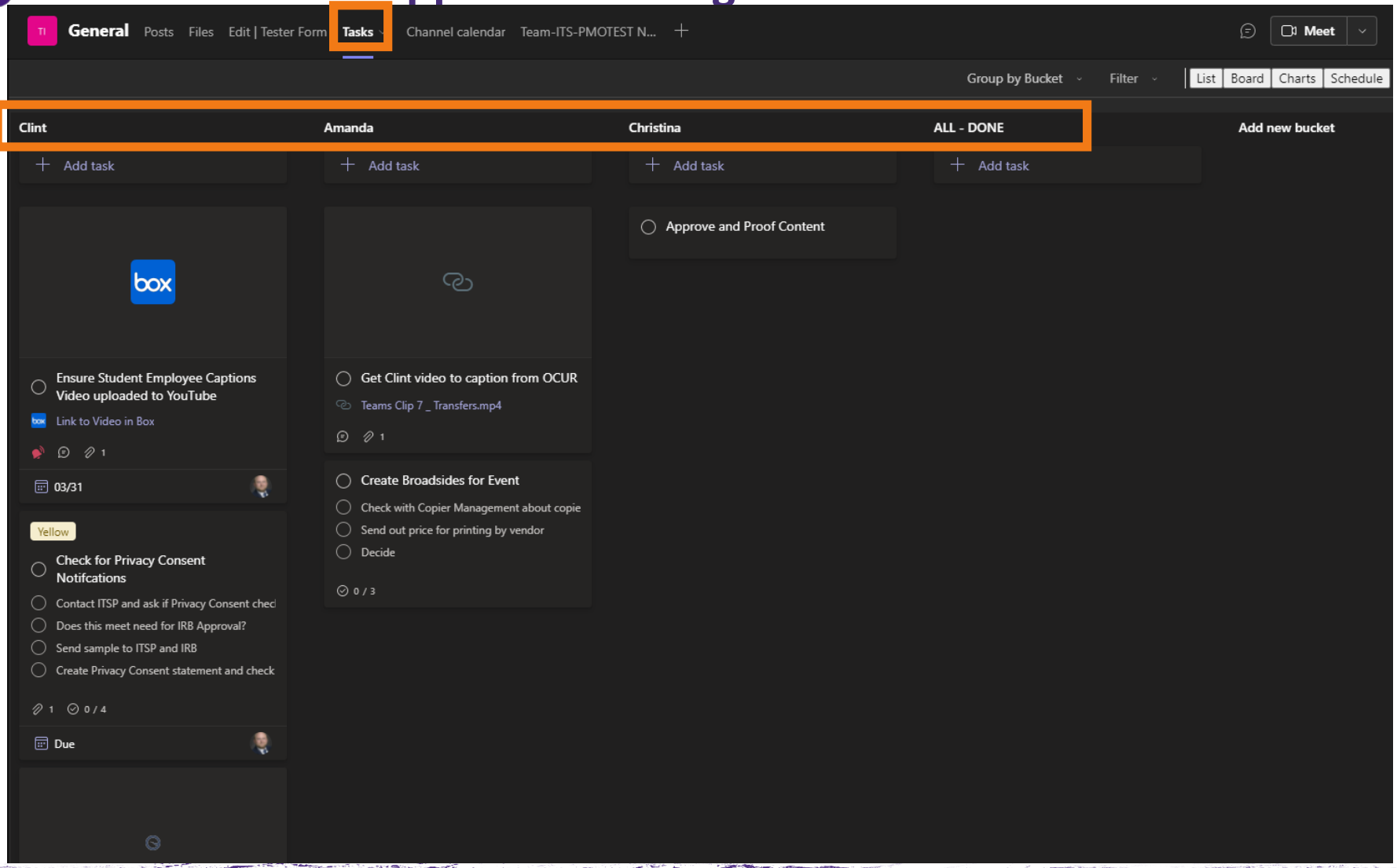


- New *Teams* (and sub-Teams, called *Channels*) will be added in this left-side column. Note the *Team-ITS-PMOTEST* team.
- Each Team has a primary channel called *General*, but others may be created, including Private Channels, which a selected subset of Team members can see. Due to their more closed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

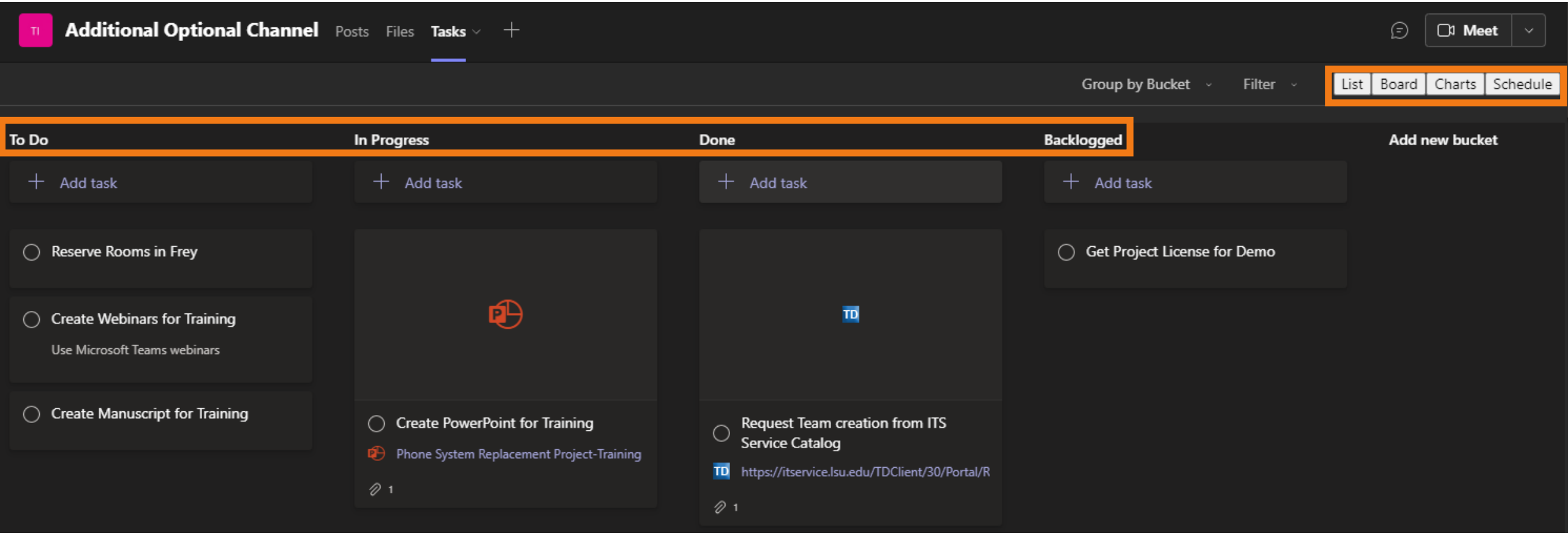
Basic Microsoft Teams application navigation – The Team Feature - Posts



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

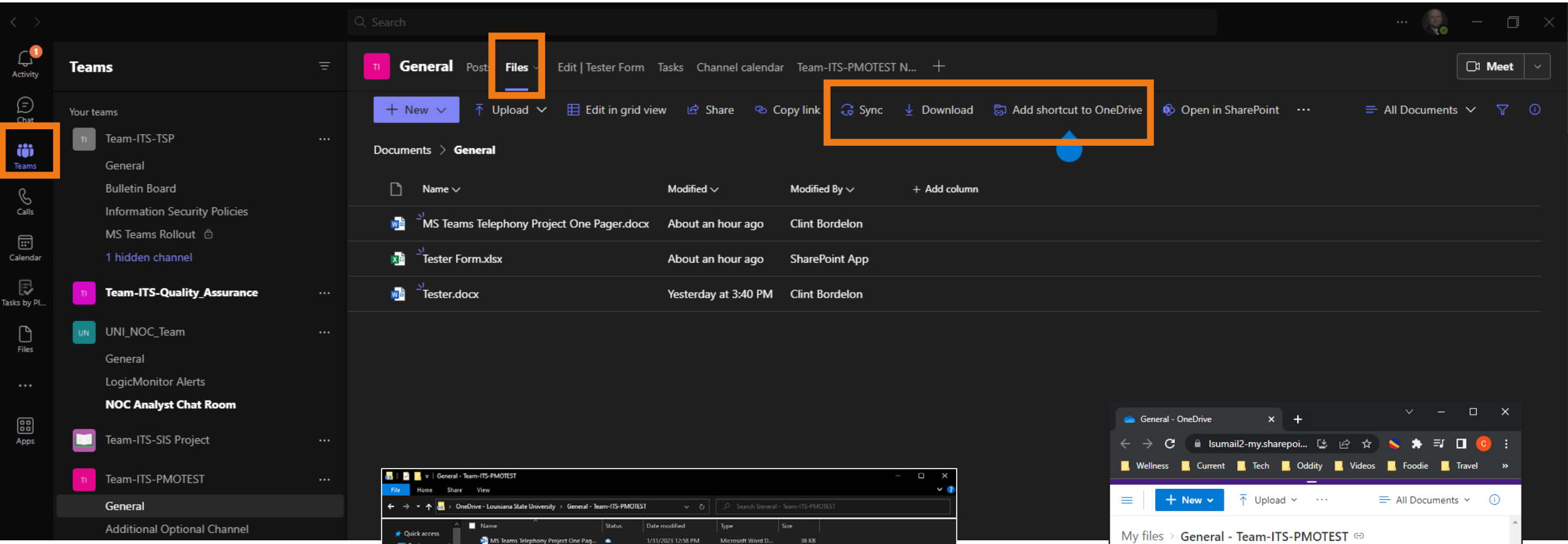


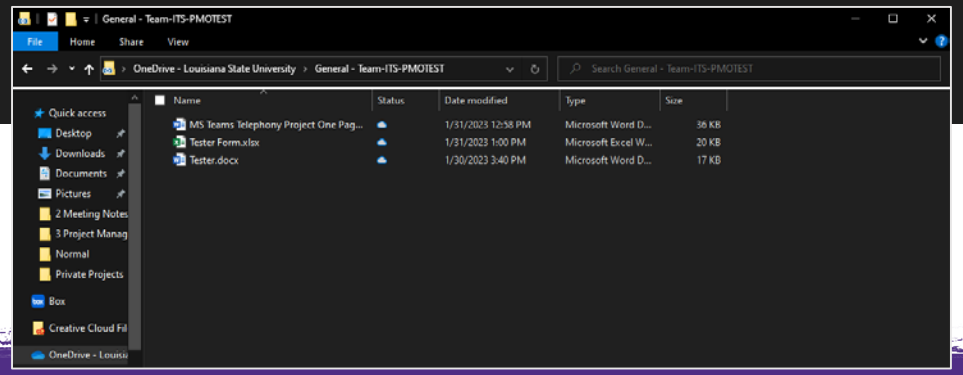
Microsoft Teams application navigation – The Teams Feature - Tasks (Planner 2)

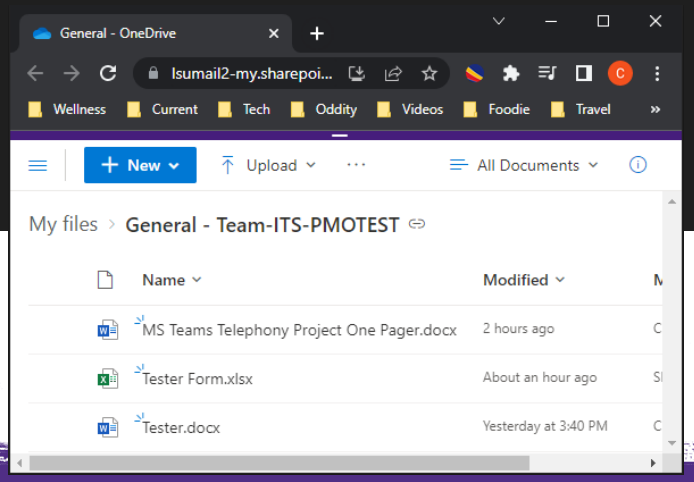


- Can assign columns “buckets” however you wish. In this example, they are something like a traditional Kanban or sticky-note board with *To Do*, *In Progress*, *Done*, and *Backlogged*
- Also note additional views (List, Board, Charts, Schedule). Reporting is very limited with Planner, it’s best for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

Basic Microsoft Teams application navigation – THE TEAM FEATURE - FILES







Questions & Resources

- grok.lsu.edu article 19796 (type in search)
  https://grok.lsu.edu/Article.aspx?articleid=19796
- app.quickhelp.com/lsu
  Brainstorm/Quickhelp Teams-focused help areas
- 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

teamstelephony@lsu.edu
privacy@lsu.edu
security@lsu.edu
itstelecombill@lsu.edu