

MS TEAMS CHAT INTRO

SCC IT Help Desk

402-437-2555

Helpdesk@southeast.edu

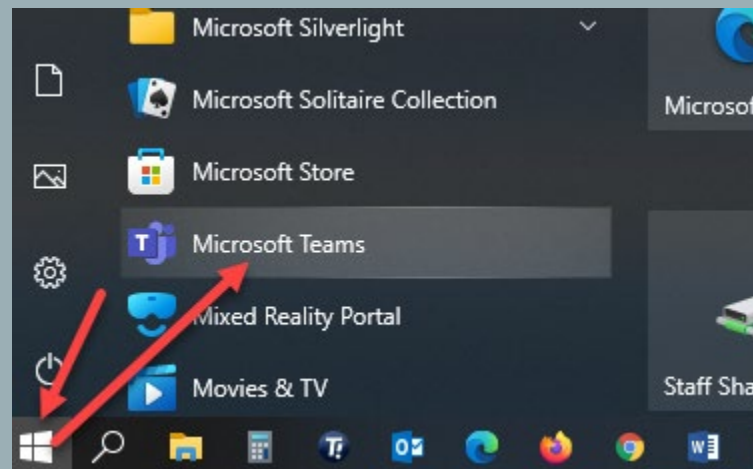
Teams Chat

Microsoft Teams has replaced Skype for Business at SCC and offers improved Chat function and integrates with Teams Calendar, Meetings and other Teams functions

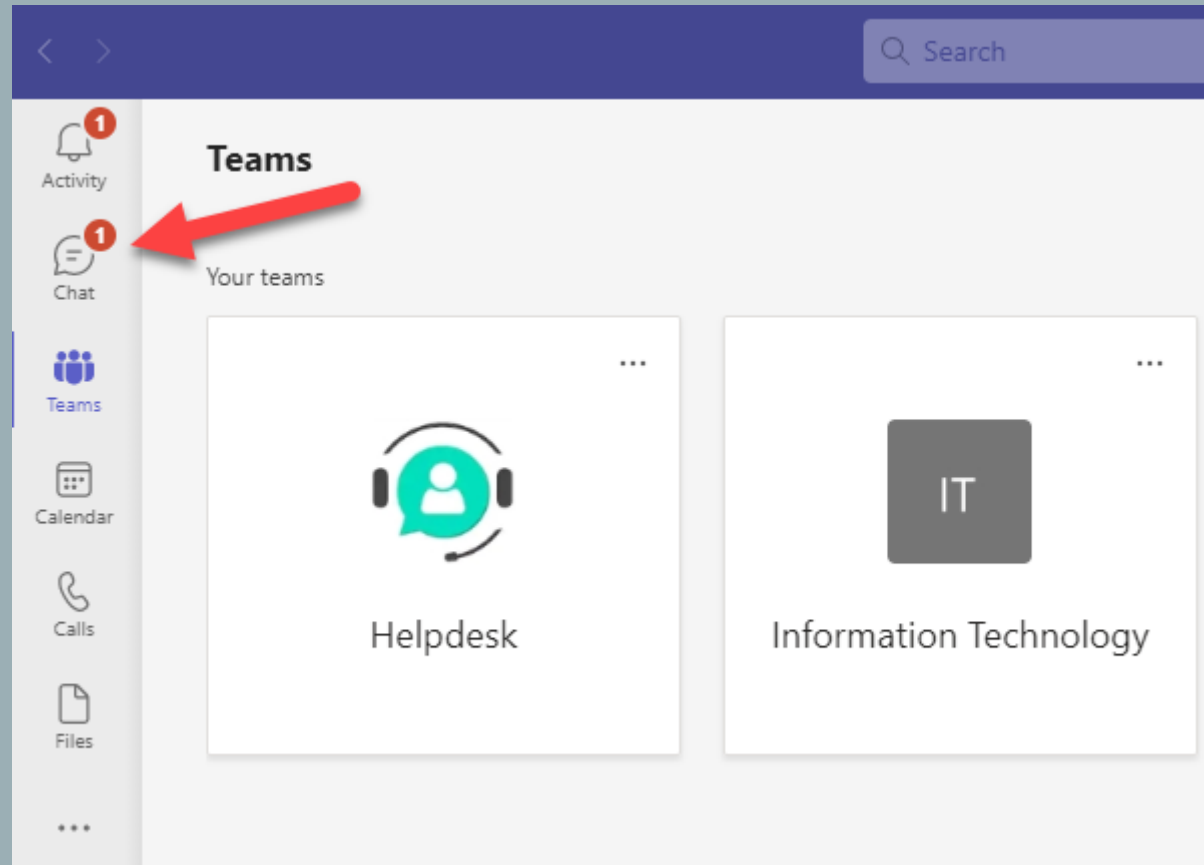
Teams should be installed on your SCC Computer and starts automatically by default so you can launch it by clicking on the open Teams Program Icon in the taskbar



If you do not see Teams on the taskbar, you can launch it from the Windows Start Button. If Teams does not appear in either location or you have any questions, please call the Help Desk at 402-437-2447



From the Teams Main page, click on the **Chat** icon on the left hand side of the screen

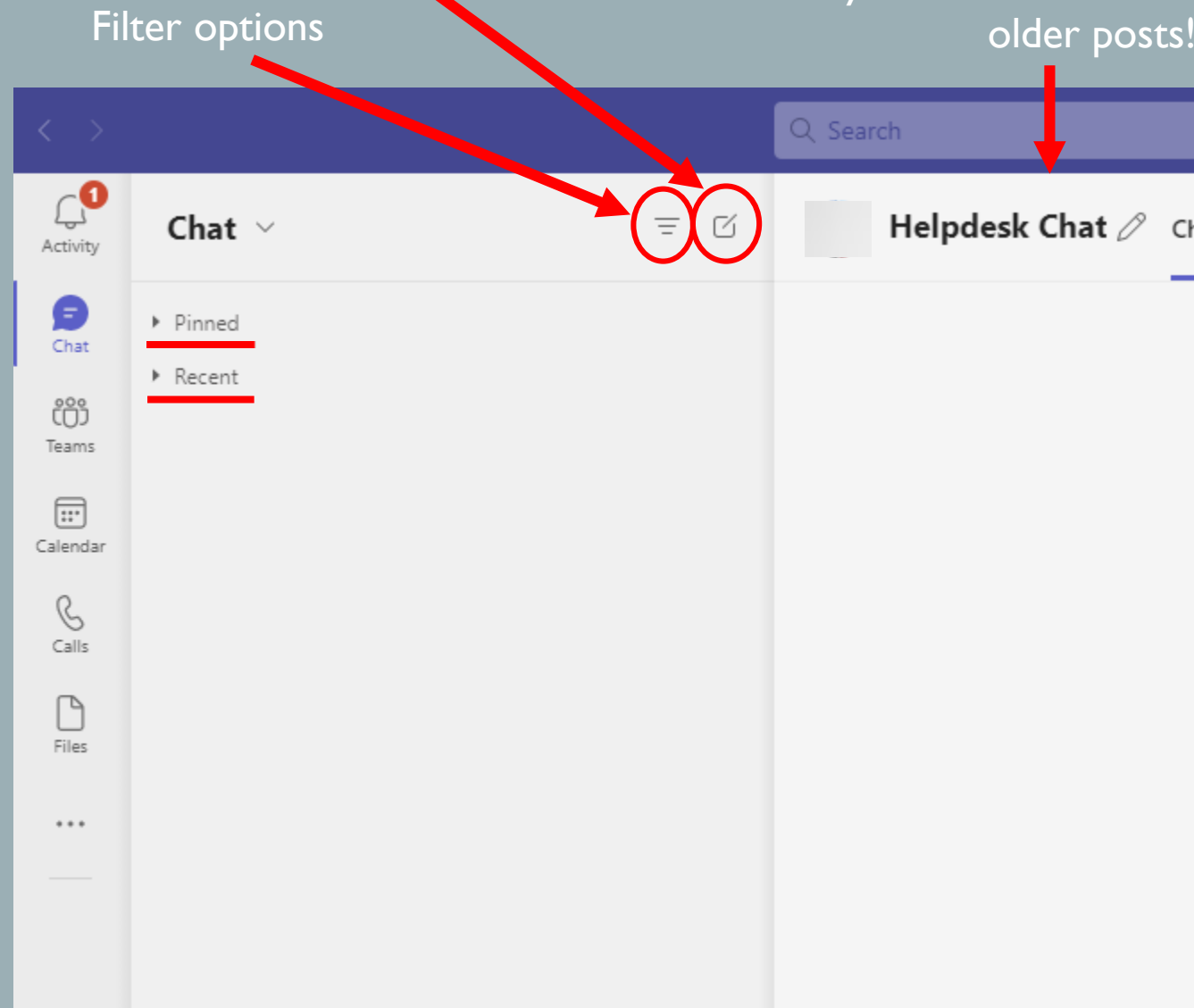


To start a new chat, click here!

Latest open chat will display in the box to the right. Chats are saved automatically and you can scroll back to reveal older posts!

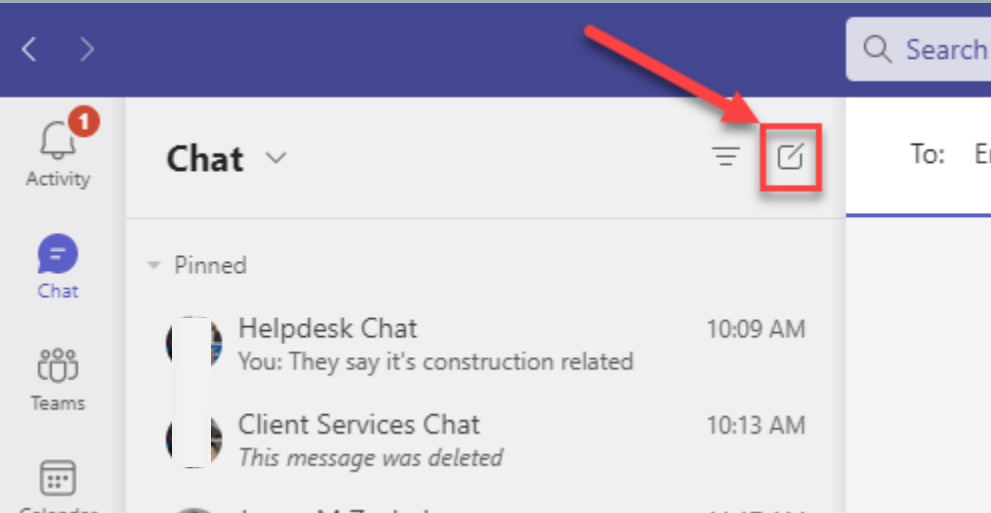
This will open the Main Menu in **Chat** view, the two key lists are:

- **Pinned** (Chats with groups or individuals you regularly access) and
- **Recent** (Chats that are not pinned, listed in order of chats with most recent activity on top)

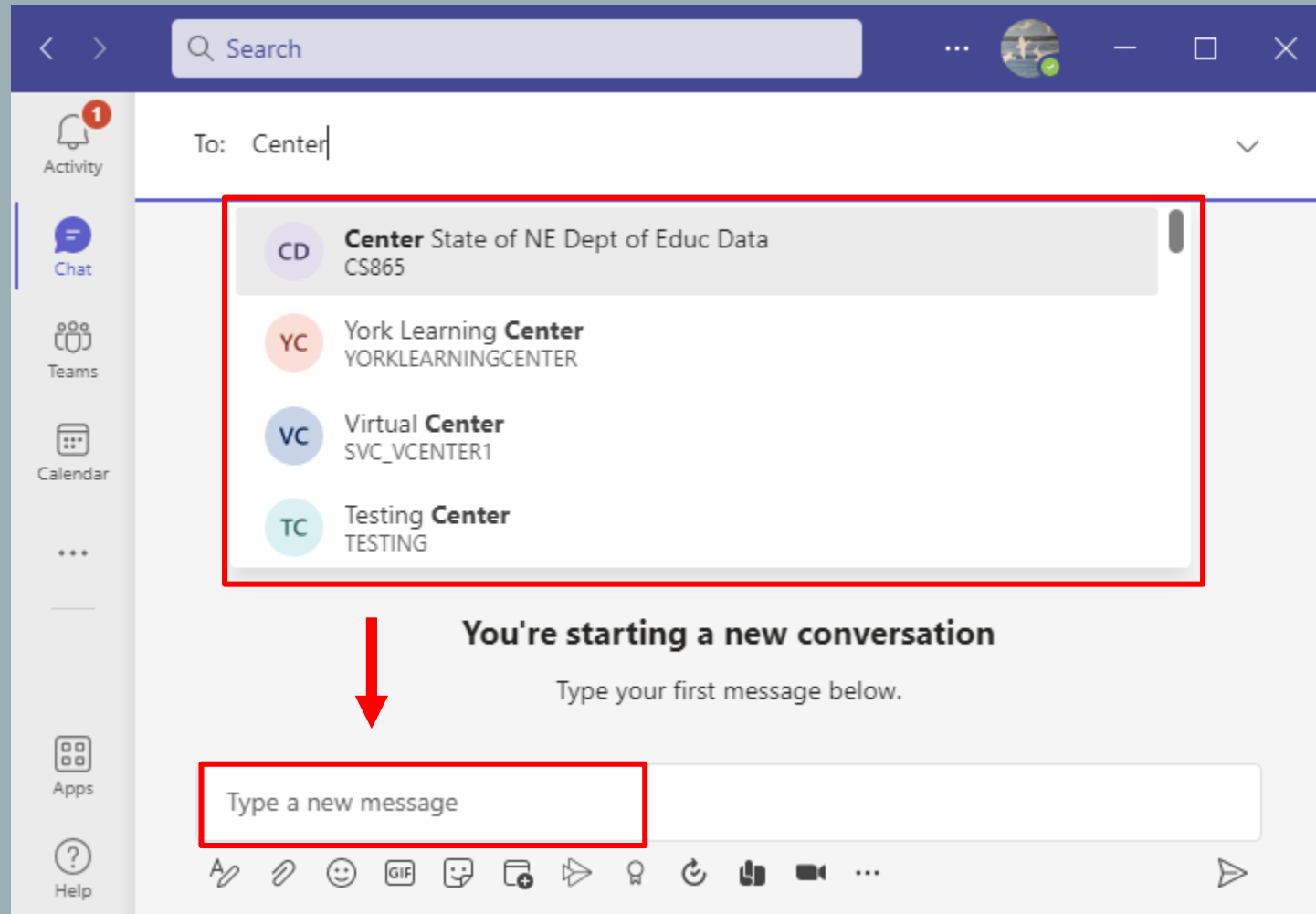


Start a new Chat

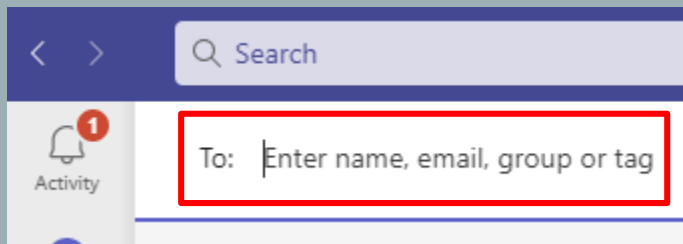
Click on the New Chat icon or press Ctrl-N



Your search will populate with contacts from the SCC Global Address book, click on a name to add and then you are ready to type your message



Search by name, email, group or tag



You're starting a new conversation

Type your first message below.

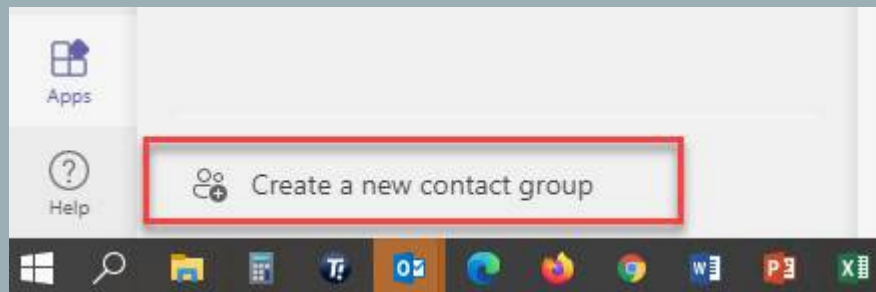
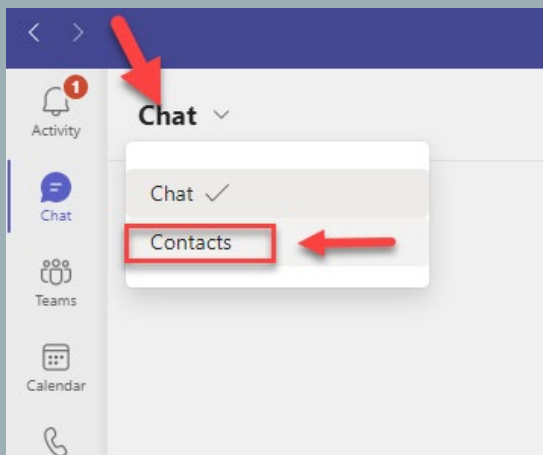
Type a new message

Contacts and Groups

You can toggle to the **Contacts** view by clicking on Chat > Contacts

Click on Create a New Contact Group at the bottom of the Contacts list to create a new group

Select a name for your Group



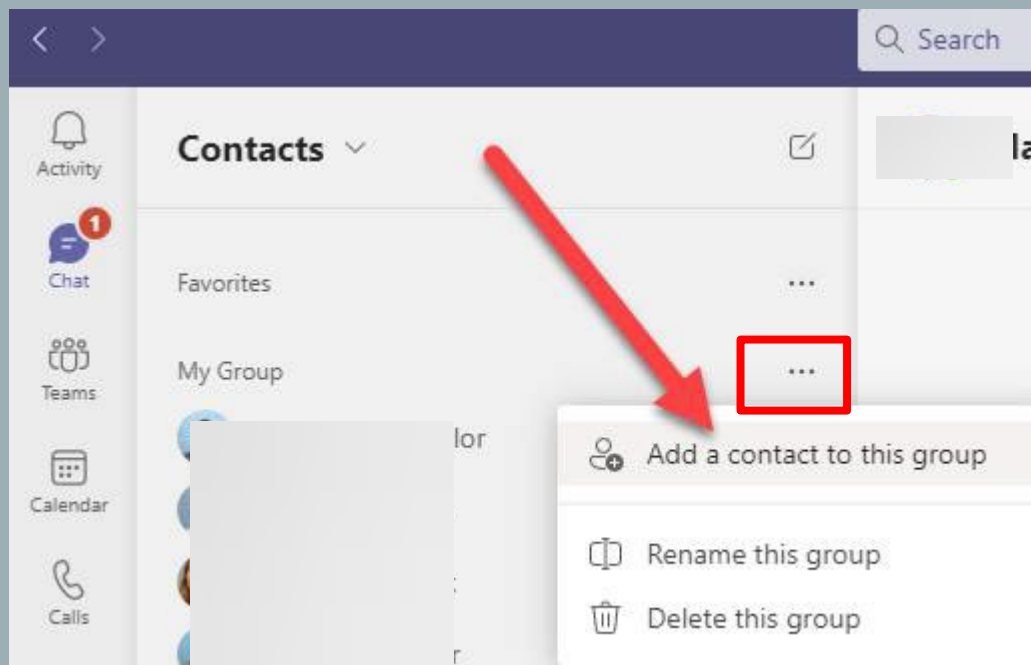
Create a new contact group

Organize your contacts into groups to find them more easily.

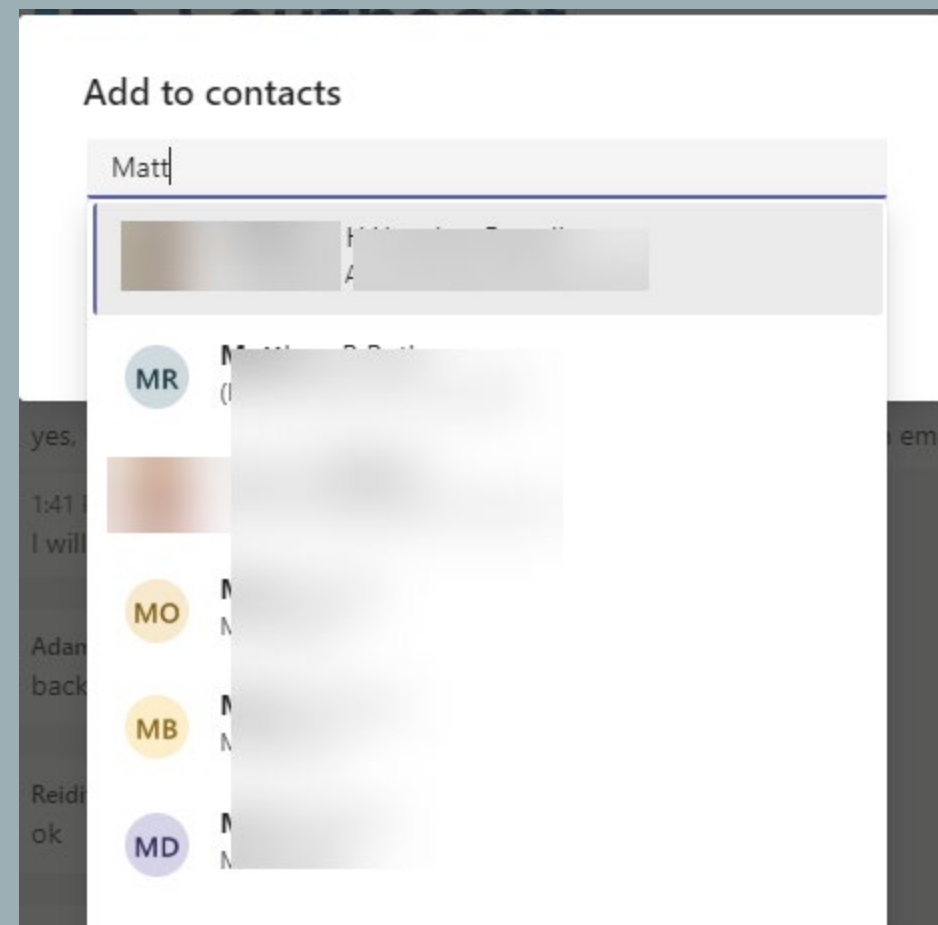
Contact group name

Contacts and Groups

Click on the 3 Dot Icon to the right of the group name. You can add to an existing group or create a new group from the create a new contact group at the bottom of the screen:

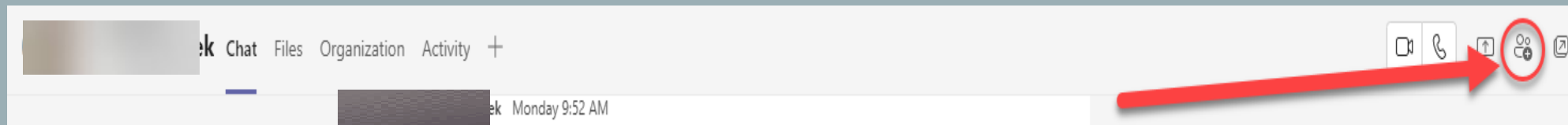


Add to contacts: Begin by typing the first name, last name or first and last initial and you will receive suggestions from the SCC Global Address Book

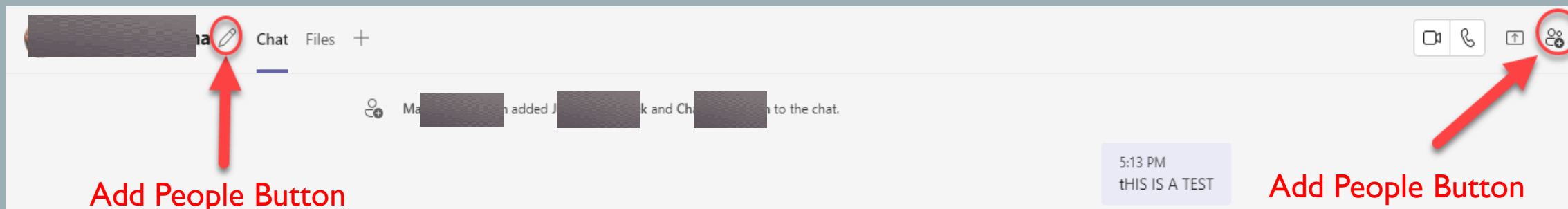


Contacts and Groups

A group chat can be created by adding members to an individual chat using the Add People button in any individual, ongoing chat.



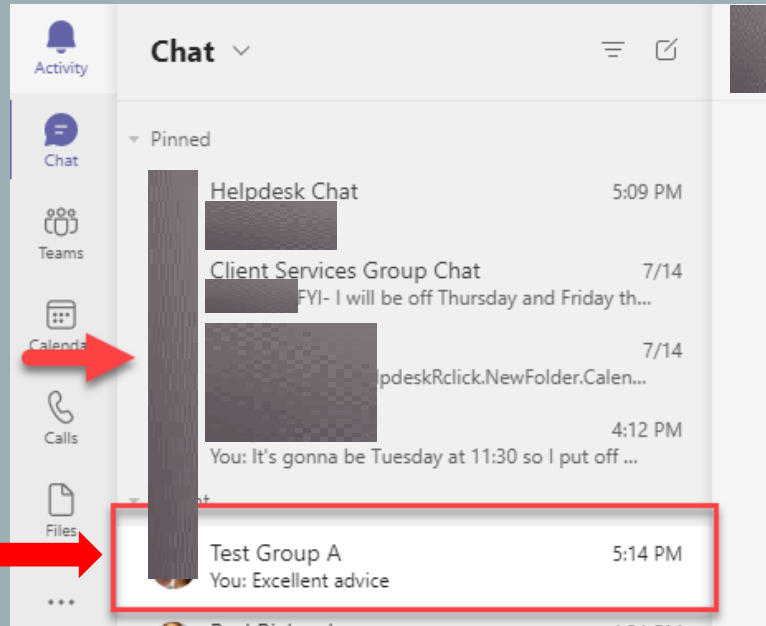
Once a new member is added to an individual Chat, it creates a new **Group Chat**. After the first message is sent in group Chat, the group can be given an individual name, you can add additional people with the add people button, or change the group name with the edit button to the right of the names of the participants



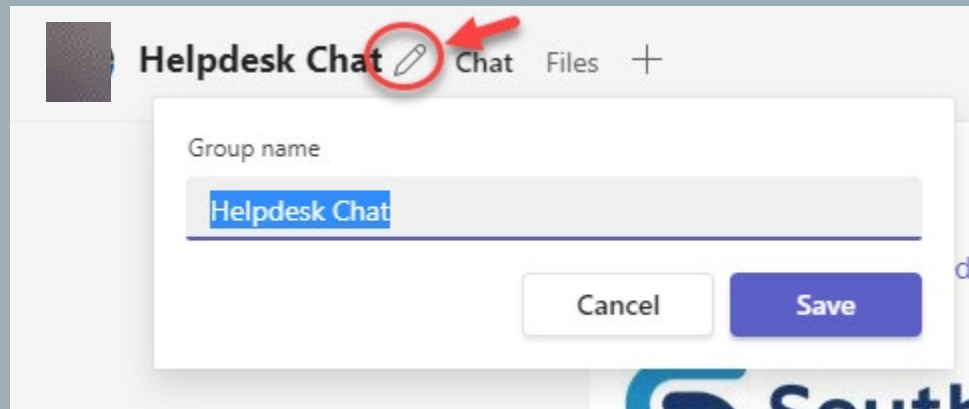
In this shot you can see that I have now created a new group chat with two participants and that it has not affected the original, pinned conversation

Original two person chat:

New Group Chat after addition of new participant and renaming

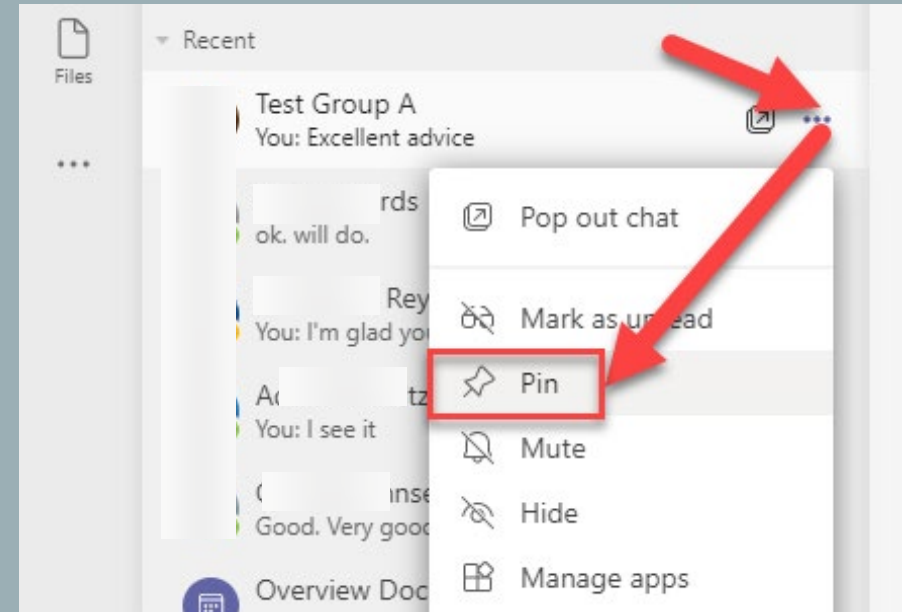


To rename a group chat, click on the pencil (Edit) icon next to the group name

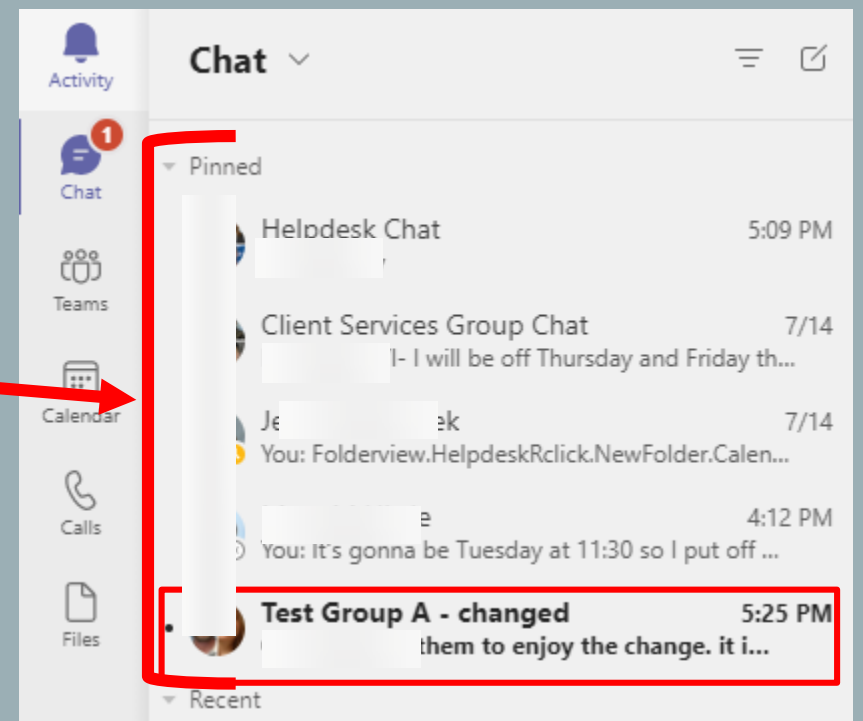


PINNING CONVERSATIONS

To pin an individual or group chat, simply click on the chat, then this will reveal the 3 dots for "More Options" to the right of the chat. Click on the three dots and then "Pin" the Chat to the top of your list.



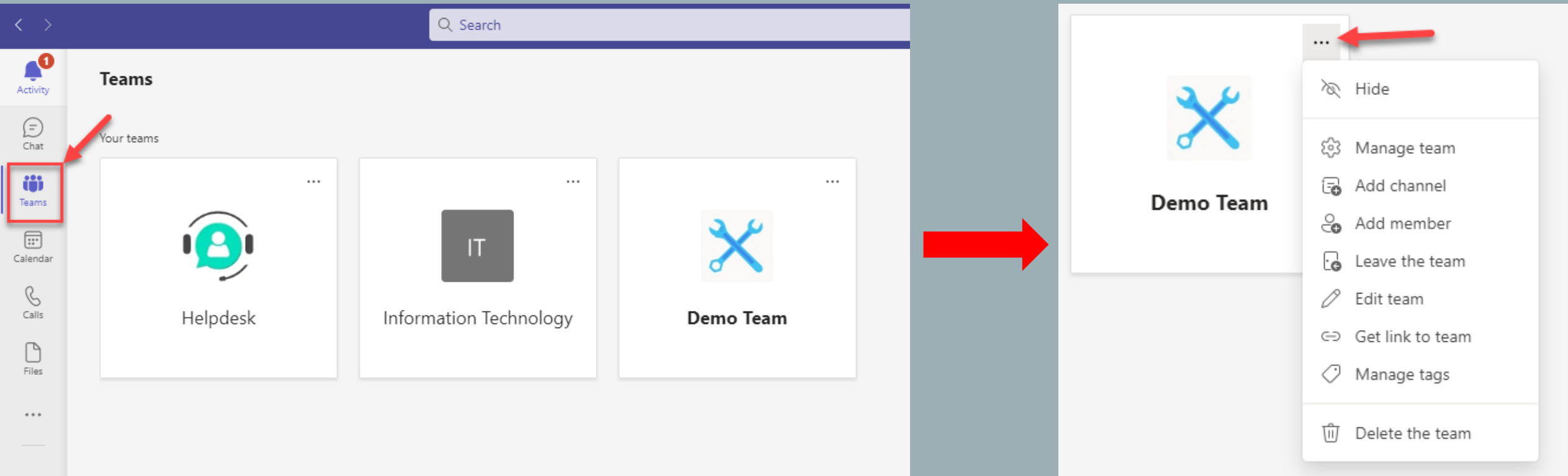
After this is done, the Chat will be pinned to the top of your active chats in your Pinned list for easier access



Additional MS Teams resources

MS Teams is more than just a Chat platform! Click on Teams in the main menu to explore the Teams function

For example, the user below is a member of three teams in an Owner, Member or Guest capacity. Clicking on a Team icon will open that team for the user in the "General" Channel chat flow and offer access to all of the specific Team channels and apps that team member is authorized to open. You can also click the 3 dot icon for your team from this menu to access some of the Team options directly



Additional MS Teams resources

CREATING A TEAM: Any SCC Employee can request that a Team be set up by the Information Technology department! To do so, please email a request to helpdesk@southeast.edu with a Team name. Once the Team is created you will have access as a Team Owner and can add team members as needed.

What is a Team in the MS Teams App?

In Microsoft Teams, teams are **groups of people brought together for work, projects, or common interests**. Teams are made up of two types of channels — standard (available and visible to everyone) and private (focused, private conversations with a specific audience)

Microsoft offers an easy to use Video series to get you started, discover more and learn about various Teams tools including:

- Set up and Customize your Team
- Collaborate in Teams and Channels
- Start Chats and Calls
- Manage meetings
- Search and find files and more
- Explore Apps and Tools
- Teams on the go (Mobile App)

Click here to
get started!



[Microsoft Teams
video training](#)

Additional MS Teams resources

In addition to the Teams Video Training, MS Support offers menu-based tutorials to help familiarize you with Team functions. Please click on a link below to get started!

- [Teams & Channels](#)
- [Chat](#)
- [Meetings](#)
- [Calls & Devices](#)
- [Apps & Services](#)
- [Troubleshooting](#)

SCC Help Desk

The SCC Help Desk is here for you. If you have any Information Technology questions, please contact us!

Call at: **402-437-2447**

Email us at: helpdesk@southeast.edu

OR

Visit the Help Desk website at: <https://helpdesk.southeast.edu/>