

Q&A from Teams webinar on 3/19/2020

Question for later: ITS was super fast at creating a MS Teams site for my classes then they added all my students. But now I am getting requests from students to be added that I have to accept. Is that normal?

- If the students were not initially added, then yes. You can also add more students that may have been missed.
- To add users, click the ellipsis next to your team name and choose Add member

When I use zoom, I can't find the Q&A option. Is that something I need to add or click on to use?

- The Q&A is only available for the webinar feature.

Can I use the webinar feature when I am meeting with my class?

- Unfortunately, no. Our license only has 1 webinar available. Use the chat to take questions.

Can I create a MS Team site for my class myself or does it have to be done by ITS?

- It has to be done through ITS. We are very responsive at getting the sites created, we are trying to get them created within the hour. Even after normal hours within reason. Just fill out the form at:
<https://siuecougars.sharepoint.com/SitePages/Site%20Request.aspx>

will my students also have to download this desktop app?

- There is a web version, but the best experience is in the app. There is also a mobile app available for both iOS and Android.
- It can also be used in a web browser at teams.microsoft.com. They can also download the Microsoft Teams app from their app store.

When creating a Team, what impact does the "Type of Team" have on functionality?

- I'm going to take a stab at this since no one has yet, but yes, the type of team does impact what functionality is available. For example, the classes type has assignments available where anyone or staff members do not.
- Different types can have unique features pre-installed. If you hover over "What is this" on the Team request page, there are brief descriptions. For example, Staff, has a Staff Notebook based on OneNote.

I have a Teams enabled phone (in Chemistry). Is it OK to be logged into Teams on multiple computers at once?

- Yes. I am currently logged in to teams on 4 devices.

What if you are working off a none university desktop, will we have access to gain all of the functions if we download the software? Or is the only if we are functioning by VPN

- Teams is a cloud based system. So all functionality of teams is available from anywhere in the world without a vpn.

Does an added member receive a notification that they have been added to a team?

- Yes.

Can you give that bulk adds e-mail again. She turned it off very quickly. teamsadmin...???????

- teamsadmin@siue.edu

We are a grant program with multiple collaborators outside of SIUE. Can we add team members who are not SIUE employees or students?

- As long as they have an affiliate account, that account can be added to the team.

Do you have to join a team in order to see it in your list first? Or will it automatically show up on your list if you're name is included in that team?

- If you have been added to a team, you are automatically joined. so it will automatically show up on your list.
- When a Team owner adds you, the Team will automatically show up in your list of Teams. You won't be able to see the Team unless you've been added to it.

How do they get an affiliate account?

- You can request an affiliate account through the helpdesk. 5500 or help@siue.edu
- A request to the help desk. If they are collaborating in the Quali system, they should already have an affiliate account. If not, just call helpdesk @5500 or send an email to help@siue.edu ask for an affiliate account, let them know who the sponsor is, and what the purpose of the account request is.
- Please be mindful of adding a large number of affiliates. We are all trying access data over VPN from home.

Can non-university individuals be added to a team?

- In short. no. In long, they would need an affiliate account.

Okay, selected plcs for use by faculty and department staff.. can this be changed later if needed?

- It can not be changed once the Team is created, but you can add most of the features from other types after your Team is created.
- Not really. We would have to remove the team and recreate it. However if the team has not been created yet, send an email to teamsadmin@siue.edu and request a different type.

With a private channel can you add a member later to that private group?

- Yes. Members can also be removed. All user management is actually handled by the Team Owner.

Does teams put a notification in the Windows notification box when there is activity? Or does it need to be fully open on your machine for the notification to work?

- Yes. If you have the desktop app. Also, if you elect to only use the web version, as long as the browser is open it should. But again, the desktop app is the way to go. I would also recommend using the mobile app at the same time.
- Teams notifications for desktop app will pop up in the lower right corner. Teams can be minimized at the time.

If you delete a message in the post section, does that remove it on your screen only, or from everyone's post?

- It will remove it from everyone's screen. I believe it is put into a recycle bin that owners can recover.

Can you sort messages to show most recent at the top of the list instead of scrolling to the bottom of the page?

- The most recent appears at the bottom by default. It draws a line to show the last read.
- It will open to the bottom of the page by default. The most recent activity including replies will go to the bottom. You'll scroll up to view older messages.

Do I need people's phone numbers for video?

- No. It is all done by name in teams.

Where do we go to view recorded webinars?

- We'll place it in several places but it will for sure be on:
<http://www.siue.edu/its/idlt/teaching-learning-continuity/index.shtml>.

Where will be the recorded version of this be found?

- We'll have it in several places, but for sure it will be on:
<http://www.siue.edu/its/idlt/teaching-learning-continuity/index.shtml>.

How does the "Make a Call" option work? Do individual's phone numbers need to be entered in some fashion, or does it work strictly through this application and that is not needed. Is it different if you use a phone app?

- live answered
- If someone is logged into Teams, the "make a call" can generate a call to the other person's device. You do not need a phone number as long as they are logged into Teams in our system. However, calling needs the phone numbers to allow people to call you remotely at home.

Since this uses SharePoint are we ok to upload documents with 800#'s and other private information here?

- PII should not be uploaded to Teams or SharePoint. If there is a legitimate reason to store PII in the cloud, we can submit a query to CSO for approval.

File sharing feature - is it secure??? HIPPA, FERPA?

- It is secure, but by university policy, PII information should not be stored in the cloud(Teams/SharePoint) If there is a need, we can submit a special exception request to the CSO.

Do you recommend that if SharePoint is used, we move everything to Teams for collaborative works? How does SP and Teams together?

- This is a really good question. Basically, SP content can be mostly migrated to Teams. Teams is a frontend for SP. That being said, if you need fine grained security permissions, then stick with SP. But if you want to migrate SP to Teams, we can assist with that, but it could be a couple of days before we get to the request.
- If you didn't create custom permissions to SharePoint, it's pretty easy to move files from SharePoint to Teams. I would suggest moving data from SharePoint to Teams so users don't have to jump back and forth between Teams and SharePoint. Another option is to add document library tab in your Team to your SharePoint document library.

Do those comments on a Word doc appear in Activity or just in the doc?

- Comments in word appear in just the word document.

If you create/add files in Teams, are those also accessible through a separate SharePoint location?

- Yes. If you click the ellipses(...) at the top of the Files tab, there is a link to "Open this site in SharePoint"

Does everyone on the team have read/write access to the files?

- Yes.

If I have updates to access permissions (adding and deleting students) periodically would it be easier to keep SP vs Teams?

- No. Team Owners have the ability to set permissions just as SharePoint Admins do. The process is slightly different, but available.

Is there a way to batch-add students in my classes, or do we need to do it manually one-by-one?

- We do not have a way to batch add. You can send us the list and we can add them in for you.

Will students be able to use this? I'm very confused by all of this new information and will have to practice quite a bit with this first.

- Yes, this is available to anyone with an @siue.edu email address.

Do all student automatically have access to teams?

- Yes. Anyone with an @siue.edu email address.

How do we get approval to use documents that use Banner numbers and other info with SharePoint and Teams? Is there a form?

- Send an email to teamsadmin@siue.edu to start the conversation.

Can you work with Microsoft Access files in Teams?

- No. Access is not supported online. There are other solutions we may be able to work out for basic Access databases using SharePoint Lists. Send a message to teamsadmin@siue.edu to start the conversation.

Can we post a link under files (like I do in Blackboard), or do i need to create a doc with the link in it?

- A link can't be posted in the Files tab. You could add as a tab (choose website) if you want to pin a website in your Team.

Is there a way to restrict access to files to read only?

- Not exactly. There is an exception for Course Materials folder in the Class Teams. It is read only for students. If you need finer control of security, a SharePoint site is the way to go.
- <https://support.office.com/en-us/article/share-sharepoint-files-or-folders-1fe37332-0f9a-4719-970e-d2578da4941c?ui=en-US&rs=en-US&ad=US>

Is it best to add the files through Teams or SharePoint? If you add to SharePoint, will it populate in Teams as well?

- The Files tab in Teams is a SharePoint site. You can choose "open in SharePoint" from the Files tab to add files via the SharePoint interface or you can upload directly in the Files tab. Files will be seen in both places. If you're asking in regards to a Document Library tab, the same answer applies.

How do I remove tabs from the channel at the top?

- Right-click on the Tab and remove. Only Team owners can do this.

I know they will have access I meant would they really understand how to use it because this is too overwhelming for me.

- It is hard to speculate on the abilities of students. As connected as SIUE students are, I would like to give them the benefit of the doubt. It is overwhelming at first, but we tend to adjust to new ways of doing things. Main thing is don't be afraid to ask for guidance. Even a quick google search can give good results too.

Can team owners be added later?

- Yes. The current owner can promote members to owner.

I have a Teams phone in my office. How do I forward calls to an outside number so I can answer my phone remotely?

- you don't have to forward your phone. As soon as you login with the Teams app on your computer at home, plug in the headset we provided and your computer works as your phone
- I have teams installed on my cell phone and am able to receive calls through teams on the go. Also on my laptop and home desktop with a headset.

Can I do the reverse and create a link in SP to Teams?

- Yes.

Does Teams offer an alternative to zoom for conferences, class meetings that would run over 40 minutes?

- Yes, but we are very close to getting "Pro" licenses for everyone. So hold on to that.
- Yes. You can use the Meet Now or Schedule a Meeting feature to do a video/audio conference call. There is no 40 minute limit on a Teams meeting. You can do screen sharing or use a Microsoft Whiteboard during a meeting. Meetings can be recorded if needed, but are not recorded by default.

Is Wiki like Notes rather than creating a document?

- Yes. It's similar to notes in OneNote.

Will we be able to access these Q and A's later? Possibly save or print them?

- We had not planned on saving them as there is no way to download them in a nice format.

Is tagging your team in every post only for the purpose of them getting a notification?

- Yes. If the team isn't tagged, they see something happened, but are not notified.
- Yes

I've been told there is a way to forward my office phone to my cell phone using Teams. Can you talk about how that works?

- If your office phone is migrated to a teams phone. Installing the Teams App on your cell will allow incoming calls to answered on your phone, but not using your cell phone number.
- Niki will get to that shortly. But in order for your phone to transfer, we need to convert your desk phone to a Teams phone.

So would any other MS Office type documents be read only and the Wiki version is open for anyone to make changes and collaborate on their own?

- All files that are added to the team are for collaboration. Wiki is just a different type of area that's good for brainstorming. There is a page about file permissions: <https://support.office.com/en-us/article/share-sharepoint-files-or-folders-1fe37332-0f9a-4719-970e-d2578da4941c?ui=en-US&rs=en-US&ad=US>

I was able to remove some tabs, but not all. Are some default? I removed the WIKI tabs, but I can't remove the Class Notebook, Assignments, or Grades tab.

- Those are the core tabs to a Class Team and are fixed.

Can you see the different Distribution Lists for campuses in the chat contacts automatically, or do you have to add them manually?

- Users need to be added to a group chat individually. Once that chat group is created, it can be reused, so you don't have to create it again.

When you request a new Team, can the name of that team be changed after it's created? Or would you have to request a new Team?

- Yes. The Team name can be changed after created.

how about if I want to do video or call?

- <https://kb.siue.edu/85569>

I am on Teams web app at the moment and there is no screen share button next to video & audio in chat. Is this only on desktop app?

- Yes. It should also work from the phone apps.

Can I use this as my classroom?

- Yes, but I recommend using blackboard for assignments.

Using a channel in a team and chat looks very similar. Are there more benefits in a channel?

- The team posts area is for everyone. The chat is for one-on-one or private chats.

Sorry, should have posted here, not in chat window. :-) What was the bit about posting externally to SharePoint? Can I add a new member to an existing MS Teams site based on a non-siue.edu email address? (e.g., if a student wants to use an alternate email)

- No. Both SharePoint and Teams requires @siue.edu email address to sign in.
- It will need to be their @siue.edu account.

Is it possible to synch the calendar on Teams with the Outlook one? I apologize if you already said this -- working on things while watching the webinar...Thanks!

- It does this for you automatically.

I'm sorry if I missed this- Does the calendar just show me my calendar or do others have access to view my calendar?

- It only show your calendar to you.
- Calendar is your individual calendar. It's the same calendar you would access through your email. Others won't see your calendar.

Is it possible to share calendars this way? See everyone's, or some?

- Shared calendars can be accessed through calendar in your email. I don't believe you can see shared calendars in Teams.

Can you share Theresa Rohrback contact info here?

- trohrba@siue.edu 618-650-5605. For Teams phone requests, follow this link - <https://forms.office.com/Pages/ResponsePage.aspx?id=IX3zmVwL6kORA-FvAvWuz9WPORGW9A9Ksl8OD4CFLpNUM0pGRkhKRVdJVVZaS0dGUU41UDVGVVdQUCQIQCN0PWcu>

How do we know if our desk phone has been switched to being accessible in Teams?

- You would have a different phone or no phone on your desk.
- You would have had to go through the process to have it converted. please contact me and we can work on getting this set up. trohrba@siue.edu or x5606 - Theresa Rohrbach

It seems that teams can do most everything that zoom can do. Am I accurate in that?

- Yes. Zoom can be better at webinars where they have been doing this for much longer.

Is permission needed from the team owner to add files?

- No.

how do we redirect desk phones?

- you will have to have your phone go through the process. Fill out this form to begin the process - <https://forms.office.com/Pages/ResponsePage.aspx?id=IX3zmVwL6kORA-FvAvWuz9WPORGW9A9Ksl8OD4CFLpNUM0pGRkhKRVdJVZaS0dGUU41UDVGVVdQUCQIQCN0PWcu>

I understand that we lose the Bell phone if we take Teams phone. Right?

- For right now, we will distribute the headsets to allow you to work from home. When we return, you will get a phone (if needed) to place on your desk.

Would there be any issue for employees working in the office with those working at home?

- There shouldn't be. If there are specific issues you are concerned with, let me know.
- Nope. should be seamless at any location

Do you suggest we create Team group for our classes?

- This is just another tool you are welcome to use. Really whatever makes your life easier.
- It is great for quick communications and file storage, but we suggest keeping your assignments in blackboard.

Would it be helpful to create a Teams for academic advisors to contact their students?

- Answered live

Ben, can the ORP access database be shared through Teams?

- Call me and we will talk.

Where is Whiteboard? Is it an app?

- Whiteboard is integrated in to Meeting. You can use Meet Now and Schedule a meeting. Click the share icon during a meeting and whiteboard is to the far right.

It all seems straightforward now, until we actually have to this, what's the first place to turn if we get stuck?

- Please reach out to ITS Helpdesk at x5500 or help@siue.edu