**Webinar 1 Q&A on MS Teams**

| **Question** | **Answer** |
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| Have noticed Teams have updated the software. This is great. Will we see more screens in a video call beyond the 9/12 at present please? Thanks! Ruby | Great to hear that 3x3 is rolling out to you. We realise that in some cases 9 video feeds is not enough so we are continuing to work to include more videos during a meeting, as well as enabling support for mobile devices. |
| In MS Teams, is it possible to click back to previous versions of Word docs, for example? It's great for collaboration but not so good when someone wipes a lot of your work. | You can bring up the version history either on the opened document or by visiting the file in SharePoint |
| Is Mister Teams Twitter created by you guys or is he just an enthusiast? He | Sadly Mr Teams is not one of our marketing campaigns :) |
| Will Teams beat Zoom for online large events at some point? What are the plans? | We don't really think about "beating", we deeply respect others in the tech industry. We've needed a collective effort to help support everyone remote working. As for large events, we have Live Events functionality in MS Teams - you can broadcast to thousands of people. More here: https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/what-are-teams-live-events |
| Would we have to go through our IT departments to add in apps, usually? Or can users add them to adapt it to individual/small team needs? | IT may limit which applications you can add to your Microsoft Teams however if you click the apps section on the navigation bar it will display all the applications you are allowed to add to either a Teams chat or Team. |
| How can I do virtual backgrounds? | If you click on the three dots, you can choose "background effects" - from here, you're able to blur the background and/or select a custom image. |
| We’re getting Teams next month. What’s the top tips for getting Luddites using it well? | Teams is instantly useful for chat, so start here. You can create 1:1 chats and bigger chats with more people. Then move to setting up your different Teams. Worth thinking this through first - the groups of people that need to come together, collaborate and share. Within a Team, you can create channels too, which means you can start to build up knowledge, discussion, files and insight into different areas. My team has over 20 channels, ranging from learning, new product features, our weekly meeting and more.  Here's a good link for this question: https://docs.microsoft.com/en-us/MicrosoftTeams/get-started-with-teams-quick-start |
| Does anyone have any hints and tips for video meetings? | Worth thinking about:   1. Tech setup - putting the camera / laptop in a good position, making sure that if your microphone isn't great, you have a headset.   2. Lighting is important, think about how you get some light onto your face.   3. Talk to the camera, not the video feeds in the app (it's very tempting to watch yourself or others). If you're presenting, putting any aids / scripts at the top near the camera, so you're not looking up and down.   4. Don't wear clothing with complex patterns, these can make the image fuzzy.   5. Blur your background to keep the focus on you.   6. Don't forget to use body language and tone, as these are far more important than the words when it comes to delivering a message. |
| What is your advice for framing/guiding positive behaviour change enabled through MS Teams to boost team effectiveness? | I would say the most important thing you/other leaders can do is to role model the change to more open working.   Encourage people to post their documents into the Team so others can see the work evolve (and edit / add too).   React to people's posts with a quick thumbs up or like, it helps to bring a sense of community.   Think about how Teams can be a platform to broadcast updates, highlights, sharing great news. I write a weekly recap to my team on Teams, which I'm told is really nice to hear from me, celebrate great work and to hear general updates. |
| I’ve heard that Teams may be integrating with Yammer? We are looking for a more social platform across the whole organisation but having trouble with our IS team not supporting the Yammer roll-out. | You can add the new Yammer Communities app here: https://support.office.com/en-gb/article/use-the-yammer-communities-app-for-microsoft-teams-930c86f1-e1e2-4e45-a66a-ce8faca71a21 |
| Have you set up an all staff team of 2,000 people? | A Team with thousands, no, because you really want Teams to be for smaller groups of people. Yammer is a much better tool for bigger communities and Teams Live Events for broadcasting to thousands of employees together. |
| Is any work being done to support care homes/providers? | Yes - all organisations that have NHS Mail are part of the roll out. The take up has been slower in the social care sector - so it is being followed up. |
| Can you invite people to a Teams Live event, without them needing a Microsoft Account or the Teams app? We have 2,000 who don’t have AD accounts, but who we need to engage. | You can create a public Teams Live event which does not require a Microsoft account to watch. More infomation: https://support.office.com/en-us/article/get-started-with-microsoft-teams-live-events-d077fec2-a058-483e-9ab5-1494afda578a |
| Is there a way of managing screen time through Teams, so it advises/alerts users to take a break, rather than the old-fashioned way of blocking your time out in your calendar - the downside of using it is I'm having back to back calls so is exhausting? | We don't have this built into Microsoft Teams however we do have Microsoft MyAnalytics that can assist with booking time out and improving productivity. https://www.microsoft.com/en-us/microsoft-365/business/myanalytics-personal-analytics. From a notification point of view, you can switch on quiet hours so you do not receive mobile notifications on weekends or after hours. |
| What's the difference between MS Teams and Zoom? | Microsoft Teams is a collaboration platform as well as a meeting platform. You can chat, call and meet with colleagues and work on Excel spreadsheets and PowerPoint files together without leaving the app. |
| Marc (Silverside), what's been the biggest challenge, what feedback are you hearing from employees about this new way of working? | Our main challenges during coronavirus have been around people's caring responsibilities and availability. Working patterns are quite different from usual. Our recent comms attitude tracker showed that the comms team was generally positive - quite a few in comms said that they want to hang on to the benefits and progress made in a very short space of time - if and when we do go back to the office. As a tech/digital part of the NHS we're hearing anecdotally that it suits many - although others are keen to get back to the office. We were increasingly using Teams anyway so the pandemic has meant a fundamental shift - overall positive. |
| Does Teams have an internal enews option? | You can post something into a channel (perhaps you create one called updates or news), put the post into edit mode so you can write it like an email, then post. What I've seen is others can then either like it or add comments underneath to expand the update. More two way than a standard newsletter.  You can either publish a post on teams or post a SharePoint News article which shares into Teams as a connector. https://support.office.com/en-us/article/create-and-share-news-on-your-sharepoint-sites-495f8f1a-3bef-4045-b33a-55e5abe7aed7 |
| How should we use Yammer vs Teams? Is it large community vs Work group collaboration? | Exactly! Teams is for project or team-based collaboration and Yammer is our enterprise network where you can ask questions to anyone in the business and receive Live Event broadcasts from senior leaders. Both work side-by-side as you can now integrate Yammer into Teams. |