Microsoft Teams
Frequently Asked Questions

Joyce Carroll – Principal Consultant

Michelle Marshall – Senior Consultant

Lauren Slyman – Consultant

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General

What is Microsoft Teams and why should I use it?

Microsoft Teams is the ultimate workspace for real-time collaboration and communication – where you can host and participate in meetings, collaborate on and store files, and chat with or call your colleagues in an instant! It's all in one place, all in the open, all accessible to everyone.

Here is why you should use it:
• Rich chat with text, audio, video, screen-sharing and file-sharing – on desktop or mobile
• Have a private chat to develop an idea, then share it with others
• Store all your files, docs, and more in one place

Who can use Microsoft Teams?

Teams is a part of Microsoft 365, so you need a Microsoft 365 license to use it. Those internal to Commonwealth will have a license, but colleagues external to Commonwealth may vary.

To add someone from your organization to Teams, just open the app and send them a message or add them to a Team. They'll automatically get an email invite and a notification.

What is the maximum number of Teams that can be created?

The default maximum number of Teams that a Microsoft 365 tenant can have is currently 500,000.

How many Teams can an individual user create?

A user can create 250 Teams.

What is the maximum number of members you can add to a Team?

A Team owner can add 999 members to a Team.

What is the maximum number of members a user can add to a chat?

There can be 20 members in a private chat, including the user who created the chat.

What is the maximum number of people in a meeting?

The maximum number of people that can be in a meeting is 250. This number may change later on.

What's the difference between a Team and a Channel?

A Team is a group of people gathered to get something big done in your organization. Sometimes, it's your whole organization.

Teams are made up of Channels, which are the conversations you have with your teammates. Each Channel is dedicated to a specific topic, department, or project.
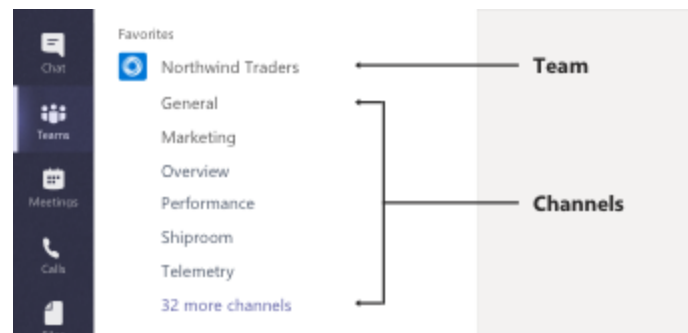
For example, the Northwind Traders Team has General, Marketing, Overview, and 35 more Channels. All the conversations, meetings, files, and apps in the Marketing Channel have to do with marketing, and everything in this Channel is visible to everyone on the Northwind Traders Team.

Channels are where the work actually gets done—where text, audio, and video conversations open to the whole Team happen, where files are shared, and where apps are added.
While Channel conversations are public, chats are just between you and someone else (or a group of people). Think of them like instant messages in Skype for Business or other messaging apps.

Integration with Office 365

How do I migrate Office 365 Groups to Teams?

The owner of a private Office 365 Group can add Teams to that group rather than creating a new Microsoft Team. This allows the group members to use Teams by using the existing SharePoint and OneNote.

Does Teams replace SharePoint?

No. There's no one-size-fits-all collaboration solution. Teams is best suited for highly engaged teams by providing a chat-based workspace in Office 365 with Office files, notes, and meetings all in one place.

While Teams uses SharePoint to back up shared files, SharePoint is still the destination for team intranet sites and more sophisticated controls in file storage. While SharePoint isn't a requirement for Teams, the Teams user experience is much stronger when this single place for teamwork includes shared files.

Can I add Microsoft Teams to an existing Microsoft 365 Group?

You will need to submit a request to our team and provide the Group name they would like to convert or be added to.

Can I integrate SharePoint with Microsoft Teams?

Every Channel in a Team in Microsoft Teams includes a Files tab where users can upload, edit, and save files that are shared with the members of the Team.

This tab is automatically connected to SharePoint. This way, users can find their files stored in a SharePoint site here and add documents to their SharePoint site from Teams.

Calling

What platforms are supported for calling in Teams?

Calling features are available on the Teams desktop client, Teams on the web, Teams client on Mac, and Teams mobile apps on iOS and Android.

Is calling from Teams the same as calling from my personal cell phone?

The features work similarly, but only work-related calls should be made using the Teams app.

I keep getting emails saying that I'm missing call and chats in Teams, but I don't have Teams installed. What do I do?

If you don't have the Teams desktop and mobile apps installed, download them now. You can also sign in to the Teams web client through your browser on the desktop.

What if one of my contacts has never signed in to Teams? How do I call or IM that colleague? Do I have to use Skype for Business?

Even if your Commonwealth-internal contact has never signed into Teams, always use Teams when you communicate with your internal contacts. Your internal contact will get a voicemail or "There's new activity in Teams" email notification if they miss your call or IM.

Chat – General

How do I start a private chat conversation using Teams?

Starting a chat has a few different entry points. If in the Teams desktop app, you can press Ctrl+N (or Ctrl+Shift+N if in the web app) to create a new chat and then type a person's name. You can also leverage the search bar or select the **New chat** button which is located to the left of the search bar.

Here are the steps to do this using the search bar:
- Type @ and then someone's name directly after (ex. @Tom Jones) in the search bar at the top
- Press **Enter** once their name appears, or click on their name, to be taken to the chat.
Note: You have only about five seconds before the Search Bar returns to standby state. After that, you can still navigate to the chat from the **Chat** button at the top.

Why do I see separate chats with the same person?

You may see two different chat threads with the same person in Teams: one for when your colleague was using Teams, and another when he or she was using Skype for Business to contact you. The latter will have a Skype for Business logo in the conversation.

What does it mean to be @mentioned?

An @mention is like a gentle tap on your shoulder—a way to get your attention in a Channel conversation or chat.
When someone @mentions you, you get a notification in your Activity feed, and you also see a number next to the Channel or chat you were @mentioned in. Click the notification to go directly to the point in the conversation where they mentioned you.

If you ever feel overwhelmed by all your @mentions, you can always filter your Activity feed to help sort them out.

To @mention someone, just type @ in the compose box and select their name from the menu that appears.

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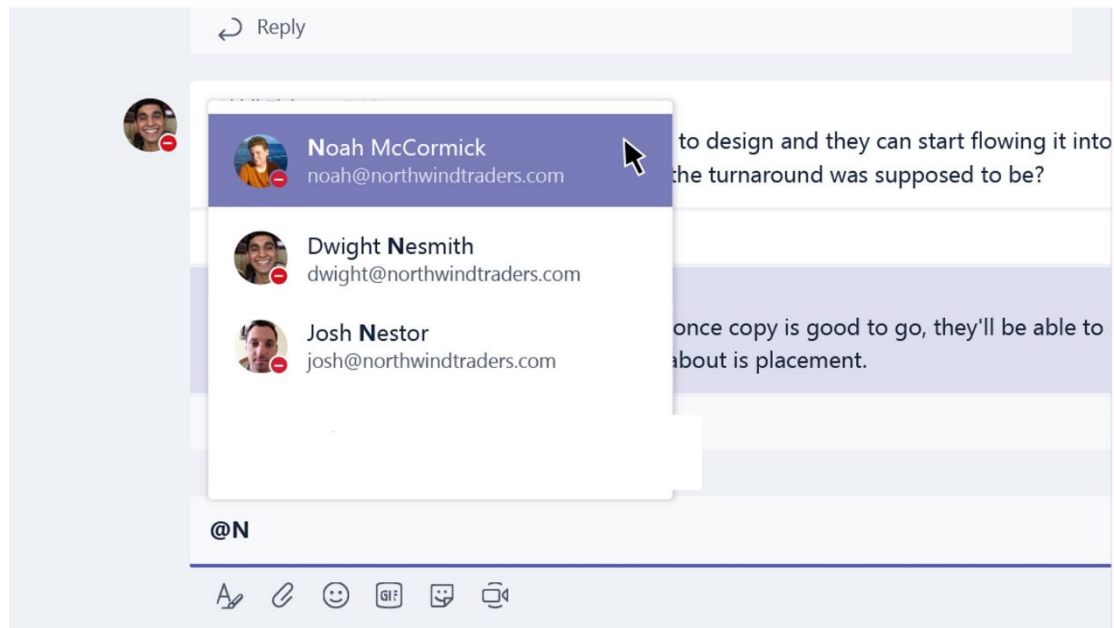
Can I delete an old chat thread conversation?

At this time, users are not able to edit or delete messages. This will change once retention policies are in place.

How do I remove someone from a conversation?

To remove people from a group chat in Teams, start by opening the group chat. Go to the top of the chat where it tells you the number of participants > hover on the number of participants > hover over the person's name you want to remove > select the X.

An update in the chat will then inform everyone that you've removed the person. People removed from a chat will be able to view previous chat history, but won't be able to send new messages, react to messages, and won't be able to view new conversations or files shared by the group.

How far back does the search feature in Teams go?

This depends on what you are searching for, along with retention policies to be added in the future.

Will Teams chats be a part of records requests?

Yes, Teams chat transcripts are discoverable.

Meeting Chat

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How can I chat within a meeting online?

Before joining a Teams meeting:
You can find the meeting under Teams > Meetings, and select **Chat with participants** to initiate chat with meeting invitees of that specific meeting.
Note: If the meeting is organized by an external user, you won't be able to do so until you join the meeting.

During a Teams meeting:
You can select the **Chat** icon in the meeting controls to make the chat window visible to chat with meeting attendees.

After a Teams meeting:
You still can chat with meeting invitees by typing a new message within the chat thread under Teams > **Chat**. The chat name will be the same as the meeting subject.

If I have been invited to a Teams meeting, what are my options if I want to change how I engage with either the meeting call or the persistent chat associated with that meeting?

After you join a meeting, you may or may not need to stay involved with the meeting chat depending on the type of meeting. For instance, if you are invited to one instance of a recurring meeting series, you may want to engage in the chat for that specific meeting, but wouldn't need to participate in the ongoing discussion associated with the other meetings. In this case, we recommend following the steps below to leave a meeting chat.

Leave a meeting call (and still have access to ongoing meeting chat):
If you need to disengage from a specific meeting, but want to remain a part of the chat, simply select the red "hang up" icon in the bottom navigation bar of the meeting. You will continue to see the meeting chat history when navigating to the **Chat** icon in the left navigation rail, and can participate in the discussion at any time.

Leave a meeting chat (and only have access to chat that occurred prior to leaving the meeting chat):
- Navigate to the **Chat** icon in the left navigation rail.
- Hover over the chat related to the meeting you want to leave.
- Select the ellipses icon "…" (More options)
- Select **Leave**
Note: You will continue to have access to chat that occurred while you were a participant of the meeting chat. However, you will be unable to send or receive new messages within the meeting chat, and you will no longer have access to the meeting files.

If you want to retain access to the meeting chat, but do not want to see notifications of meeting participants' chat messages, you can choose to mute the meeting chat.

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Mute a meeting chat (and still have access to ongoing meeting chat):
- Navigate to the **Chat** icon in the left navigation rail.
- Hover over the chat related to the meeting you want to leave.
- Select the ellipses icon "**...**" (More options)
- Select **Mute**

Who can see the meeting chat for a recurring meeting series?

People who are invited to the full series have access to the chat before, during, and after the meeting. People invited to a single occurrence of the series have access to the chat from the time they join to the time that meeting instance ends.

If I forward a single occurrence of a meeting to a new attendee, will they have access to the chat for all future meetings in the series?

No. If you forward an invitation to an attendee for a single occurrence of a meeting, they only have access to meeting chat, files, and notes from that instance of the meeting. They will be able to access these items after the meeting is over as well.

If you want an attendee to be able to access chat, files, and notes for all occurrences of a meeting, invite them to the meeting series rather than a single occurrence.

I've scheduled a recurring meeting and want to invite an external speaker to one instance. How can I ensure they can't access the entire meeting chat's history?

Forward the single instance instead of the entire meeting series. With that invite, the external speaker will have access to the meeting chat from the time they join the meeting. They will stop having access when the meeting ends.

To limit the speaker's access to the chat:
- Schedule the speaker's presentation as the last session of the meeting.
- The meeting organizer or moderator can monitor the Participants list during the meeting. If the speaker joins before or after their allocated time, they can be manually removed from the meeting.

If you are still concerned about the external speaker being able to access the series' meeting chat, you can schedule a separate meeting.

If I add a distribution list (DL) to a meeting invite, can everyone in that DL access the meeting chat?

It depends on the size of the DL. If the DL has more than 50 members, they will only be able to access the meeting chat *during* the meeting.

- If you want everyone to be able to access the chat before and after the meeting, expand the DL before you send the invite. (**Note:** The entire DL won't be added if adding all members of the DL would exceed 300 unique individuals in total.)
- If some people in the DL are required attendees while the rest are optional, put the mandatory attendees on the "To:" line and CC the rest.

Who can see the chat in a Channel meeting?

Chats in Channel meetings are technically Channel *conversations*, so the 250-person limit does not apply. Aligned to the Team membership, only people who are members of the Team have access to the meeting chat. Anyone invited to the meeting who is not part of the Team will not have access.

If I copy a meeting link from the invite and share it with someone, or add someone to join using the Participants grid during the meeting, can they see the chat?

Yes, they can access the chat from the time they join until the meeting ends, if the number of invitees has not exceeded 250.

Audio in Meetings

Are there recommended audio devices for Mac?

Mac users have had success with a Jabra puck or the Sennheiser headset.
Note: Audio devices are currently being tested for all environments.

Why can't I mute myself when I use my audio device?

Your audio device may be incompatible with Teams. Try pressing the **mute button** in the meeting directly from your Teams app.

Do I need a new audio device for Teams?

For the best experience with Microsoft Teams, we recommend that you upgrade from a desk phone to a headset, speakerphone, or both.

Where can I set preferences in Teams, such as devices and simultaneous ring?

You can choose your device settings when you join a meeting by selecting the gear icon in the upper-right corner of the meeting screen.

For other settings, such as simultaneous ring, select your picture > Settings > Calls.
Note: some settings may differ depending on if you are in the desktop client or the web client.

Scheduling a Meeting

Can I schedule a Channel meeting from Outlook using the Teams Meeting add-in?

Channel meetings can only be scheduled directly from the Teams app.

Note: When scheduling a Channel meeting, only individuals you designate as "required" will receive an invitation within Outlook. However, your meeting will appear in the Teams Channel and any member of the Team may optionally join the meeting.

I don't see the Teams Outlook add-in. How do I get it?

If you have Teams installed but don't see the add-in, follow these steps:
- Exit Outlook
- Sign out of Teams (select your profile picture and select **Sign out**)
- Sign back in to Teams
- After Teams has restarted, restart Outlook

If the issue persists, you may need to uninstall and reinstall the Teams app. If you need assistance, please contact the Helpdesk.

Can I schedule Teams meetings from my mobile device though Outlook?

Yes. When creating the meeting, there should be a toggle option to enable a Teams meeting. **Note:** This may need to be enabled.

How do I know who has accepted a meeting I scheduled in Teams?

Within Outlook, you can view tracking information within the meeting, just like you do today.

To view this information in Teams:
- Select the Calendar tab from the left panel.
- Open the meeting you want to view by double-clicking on the meeting title
- In the right column, you will be able to see the organizer, along with each attendees' status as accepted, declined, or no response.

Are all conference IDs unique in Teams?

Yes. Each meeting is assigned a unique conference ID.

If I schedule a Teams meeting using the Outlook add-in, will I be able to invite my external guests?

Yes, you can invite external guests to your meeting.

Guests can join by:
- **Dialing into the call:** With this option, they will not be able to view or participate in chat or shared content.
- **From the Teams web app**: With this option, they will not be able to share content. They will be able to participate in chats and view shared content only during the meeting. **Note:** Internet Explorer is not fully supported yet.
- **From the Teams desktop client**: The user types his or her name and joins the meeting with full meeting experience.

How do I schedule a recurring meeting in Teams?

From the Meetings tab in Teams, select **+New Meeting** in the upper-right corner. Select the **Repeat** box. You can then set the frequency of your meeting.

How do I propose a new time for a meeting in Teams?

To propose a new time for a Teams meeting, you must go to Outlook. Open the meeting in Outlook, right-click on the meeting event, and select **Propose a new time**.

Joining a Meeting

Are attendees able to dial-in to a Teams meeting?

Yes. Attendees can dial in by using the phone number in the invitation.

How do I join a Teams meeting from my desktop client?

You have two ways to join a Teams meeting via your desktop.

By clicking Join in Teams:
- On the Teams desktop client: Under Calendar, click the **Join** button next to the meeting you want to join. This is the same for the Teams web app.

By clicking Join Microsoft Teams Meeting in Outlook:
- Open the meeting invitation in Outlook
- Click the **Join Microsoft Teams Meeting** link. It will lead you to the browser, where a window will pop up, indicating that the browser is trying to open the program "Microsoft Teams"
- Click **Yes** to load the Teams desktop client
- Next, set up Video and Audio On/Off, and click **Join** to join the meeting
Note: You can also right-click the meeting and click **Join Teams Meeting**, or click **Join Online** when the reminder window pops up.
Additionally, if you click **No** in Microsoft Edge, or **Cancel** in Internet Explorer, the Teams desktop

client won't load. In this scenario, you can click **Open web app** to join the meeting using the Teams web client.

Note: If you click the dial-in number hyperlink from a desktop computer, you'll receive a "Sorry, we're unable to complete the call" messages. This is because the URL of the telephone number you clicked has both the phone number and conference ID combined. This is only recognized when you press it on a mobile phone.

How do I join a Teams meeting from my mobile device (iOS and Android)?

You have multiple ways to join a Teams meeting via your mobile device (iOS and Android):

Note: You will need to download and install the Teams mobile app to join a Teams meeting.

In the mobile Teams app, join through the Calendar:
- Within the mobile Teams app, click the **Calendar** icon
- Find the meeting you'd like to join
- Select **Join** next to the meeting you'd like to join

In the mobile Outlook app, join through the Calendar:
- Within the mobile Outlook app, click the **Calendar** icon
- Find the meeting you'd like to join and select it
- Select **Join** next to the "Teams Meeting" logo

In the mobile Outlook or Teams app, join through the dial-in number:
Find the meeting in your mobile Outlook calendar (go to Outlook app > click **Calendar** at the bottom > find and select the meeting > Find the **Join Teams Meeting** title in purple and the hyperlink should be listed > Press the hyperlink listed after the dial-in number on the meeting invitation

Or, find the meeting in your Teams mobile app (go to the Teams mobile app > click the Calendar at the bottom > find the meeting).
- Click on the meeting to open the meeting details
- Click **View More** in the meeting description
- Find the **Join Teams Meeting** title in purple and the hyperlink should be listed
- Press the hyperlink listed after the dial-in number on the meeting invitation

If I have been invited to a Teams meeting, what are my options if I want to change how I engage with either the meeting call or the persistent chat associated with that meeting?

After you join a meeting, you may or may not need to stay involved with the meeting chat, depending on the type of meeting.

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If you want to retain access to the meeting chat but do want to see notifications of meeting participants' chat messages, you can choose to mute the meeting chat or leave the chat entirely.

To do either of these options, click the "**...**" button next to the chat > select "**Mute**" or "**Leave**" from the menu.

Are toll-free numbers available for Teams meetings?

Yes. Teams meetings use the same audio-conferencing service used for Skype for Business meetings. Toll-free numbers are available for Teams meetings, similar to Skype for Business online meetings.

Are guests required to have Teams loaded on their systems to join a Teams meeting?

No. When your guests click **Join Microsoft Teams Meeting** from the meeting invitation, they'll have the option to **Switch to Teams app** or **Join on web**. If the guest users select **Join on web** to join the Teams meeting, the **Open Share tray** option is grayed out (guests will not be able to share content).

If the guests have the Teams desktop client installed and select **Yes** to switch from the browser to the desktop client, they will have the full Teams meeting experience.

Note: Guests can contribute via chat, but they can't download content or access chats after the meeting has ended.

How do I enable and disable video in Teams?

Video is enabled and disabled by selecting the **video camera icon** that appears in the lower part of your screen, near the center.

How do I join a meeting?

To open the Meetings tab, hit Ctrl+4 (Ctrl+shift+4 for web version) which will take you to the current meeting by default, or click on the **Calendar** icon (usually the fourth button down on the left panel), and find the meeting in your calendar. Double-click on the title of the meeting you want to join and then click the **Join** button. If the meeting has already begun, you can just click **Join** next to the meeting title on your Calendar.

Participating in a Teams Meeting

Why can't I share my screen when I join using the web app?

Screen sharing is unfortunately not available in the web app. You will need to download the Teams desktop app, if you have not done so already, to share your screen.

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When in a meeting in Teams, how do I minimize my call screen so I can see other content?

This feature is not available yet but is in development.

Can I record Teams meetings?

Yes, recording is possible. Recording meetings in Teams makes it easy for those that cannot attend to quickly catch-up. However, keep in mind that there are times when recording a meeting may not be in the best interest of the organization.
Learn more here.

Team Management

My Team has expired. What should I do?

All Office 365 groups automatically expire unless they're renewed by an owner every six months in compliance with Commonwealth expiration policies for online resources. This means that when a group expires, all related content expires and is deleted. This includes, but isn't limited to:
- All documents stored in SharePoint, including the group OneNote notebook.
- All conversations in Teams.

An expired group can be restored within 30 days by selecting the **Restore group** link in a notification email that will be sent or by contacting the Helpdesk.

How do I create a new Team?

You will need to submit a request to create a Team.

How do I add a Team member to an existing Team?

If you're a Team owner, go to the Team name and click **More options** > **Add members**.
This is also where you can invite guests from outside your organization to join your Team.
Add multiple people by typing the name of a contact group (aka a "distribution list"), security group, or Microsoft 365 Group.

How do I add guests to a Team?

If you're a Team owner, you can invite guests from outside your organization to your Team.
Go to the Team name, click **More options** > **Add members**, and then enter the guest's email address.

Can I recover a deleted Team or Channel?

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Yes and yes.
To recover a deleted Team, talk to your IT admin.
To recover a deleted Channel, go to the Team name and click **More options** > **Manage Team**. Go to the Channels tab. Find the Channel in the Deleted section and click **Restore**. All the Channel conversations, files, and tabs will be restored.

How do I find my Team?

Navigate to the App region on the left, to the **Teams** button, which is the third button in the menu. The list that appears is comprised of Teams and Channels you belong to.

Alternatively, can also use Ctrl+3 (Ctrl+shift+3 for web version) to directly land on Teams. Please note, the last visited Team will be open.

The Teams and Channels are displayed in a tree-like control. Use the up and down arrows to navigate through the list.

Upgrade to Teams from Skype for Business

I am not on Teams-only yet, and made a call from Skype for Business, but the recipient didn't answer. Later, he called me back and the call went to Teams.

This can happen if your recipient is unavailable (i.e. they cannot pick up your call) or didn't sign into Teams or Skype for Business when you called him or her. If he or she is a Teams-only user, the call made goes to your Teams.

I started a chat in Skype for Business but got a response in Teams. Is this OK?

This can occur in some scenarios. Consider the two example scenarios below:

- **Scenario 1:** You, as a user who is not in Teams-only mode yet, sends an IM in Skype for Business to a Commonwealth-internal contact who is a Teams-only user. When your contact replies to you, he/she doesn't reply to the same chat thread but searches for your name under Chat on Teams and starts a new thread. In this scenario, you will receive that message in Teams.
- **Scenario 2:** You, as Teams-only user, and your contact, who is not on Teams-only yet, join a Skype for Business meeting and don't close the Skype for Business window after hanging up. Your contact then sends you a chat message within that window, and you receive it in Skype for Business. You then send back a message in that window. Your contact doesn't respond immediately. After 10-15 minutes of inactivity within that Skype for Business thread, it expires, or you close that window. When your contact responds in Skype for Business, it is treated as a new chat. In this scenario, the response will go to your Teams instead.

We recommend that you always use Teams when you communicate with your internal contacts.

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If I am a Teams-only user, how can I join a Skype for Business meeting?

As a Teams-only user, you will no longer be able to schedule new Skype for Business meetings. However, you can still join Skype meetings. To do this, click **Join Skype Meeting** in the meeting invitation.

You can join the meeting using Skype for Business desktop app (we recommend this because you will have access to full meeting functionality), or by using the Skype Meetings Web App (you will not have the full meeting experience, such as being able to present, share your desktop, share a document etc.)

How do I change my chat default in Outlook, and other Office 365 apps and services, to Microsoft Teams on my Windows device?

Outlook:
When you first open Teams after you upgrade to Teams-only mode, it will automatically set Microsoft Teams as your default for chat in Outlook. This will allow you to start a Microsoft Teams chat from a colleague's Contact Card in Outlook.

You can find what's been set up by following the below-listed steps:
- In Microsoft Teams, select your profile photo in the upper right corner
- Select **Settings** from the menu
- Ensure the box next to **Register Teams** as the chat app for Office is checked
Note: this change is not available for Mac users.

This auto-setting requires you to have the Teams desktop client installed first. If you had the Teams desktop client open when the Teams-only upgrade took effect, you will need to sign-out of Teams and sign back in to Teams again to trigger this setup.
This also enables Teams as the default Chat app for other Office apps, such as, Word, Excel, etc.

How do I change the options for an existing Skype for Business meeting that I formerly scheduled before the upgrade, when I am in Teams-only mode?

Your existing meetings, before the upgrade, will still be in your Outlook calendar. To change the options for time, location, title, subject, or attendees list, open the meeting from your Outlook calendar and make changes as usual.

Where do I find my past Skype for Business conversations, calls, or voicemails?

The easiest way to find your past Skype for Business conversations, calls, or voicemails is to open Outlook, then go to the **Conversation History** folder.

Can I change an existing Skype for Business meeting to a Microsoft Teams meeting?

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Yes, you can now easily switch your Skype for Business meeting to a Teams meeting by following these steps:
- Open the Skype for Business meeting (if it's a recurring meeting, open the entire series).
- Select the Teams Meeting add-in from the Outlook ribbon, and click **Yes** on the confirmation pop-up window.
- Send an update to all attendees

Are my Skype for Business contacts and contact groups available in Teams?

Yes. You can find them under Chat and Calls on Teams.
To find them in Chat on Teams:
- Click **Chat** on the left. You'll see two tabs at the top - Recent and Contacts
- Your Skype for Business contacts and contact groups are in the Contacts tab
- Click **More options** next to a contact or contact group to see what you can do

To find them in Calls in Teams (contacts mix with Outlook Contacts):
- Click **Calls** on the left
- Your Skype for Business contacts are incorporated into the Contacts tab (in addition to that, Outlook Contacts are also displayed)
- Click **More options** next to individual contacts and/or contact groups to see what you can do

Can I chat in Teams with Skype Consumer users?

No, you cannot send or receive IMs in Teams with Skype Consumer users (you can still chat with Skype for Business users).

Accessibility

What screen readers are currently supported by Microsoft Teams?

Microsoft Teams leverages standard web technology which supports most screen readers and browsers. Every browser and screen reader combination offer a slightly different experience. Some of the most popular screen reader programs are JAWS, NVDA and Narrator.

The best experience for each of them are:
- NVDA or JAWS: Primary Teams Desktop Application or the Chrome browser
- Narrator: HWA Teams Application or the Edge browser

How do I turn the JAWS Virtual Keyboard on and off?

JAWS Key + Semicolon key or JAWS Key + Z depending on your configuration.

Do the sticky keys work for keyboard shortcuts?

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Yes, the sticky keys work for the keyboard shortcuts on both the desktop application and the web client.

Which browsers are supported?

The Microsoft Teams application works best in the latest version of Chrome or Microsoft Edge.

How can I get Teams to respect my user settings for High Contrast?

Teams has its own high contrast setting. You can change the setting by clicking on your profile icon in the upper-right corner of the application, selecting the **Settings** tab and then picking the **High Contrast** theme from the available options.
Note: Setting options may vary whether you're in the web or desktop version.

How do I copy a message in Chats and Channels?

Highlight the message. Press Ctrl+C while the message is still highlighted. It will copy the entire message. Then press Ctrl+V to paste.

How do I access my files?

Navigate to the App bar region to the **Files** button, which can be the sixth button in the menu, depending on your configuration. Ctrl+6 (ctrl+shift+6 for web version) is the keyboard shortcut.

Teams provides a list of all the files you've recently interacted with and that have been shared to you. Use the up and down arrow keys on your keyboard to navigate through the list and press the **Enter** key to open a document.

What are the basic keyboard shortcuts that I need to be productive?

To find the menu of Keyboard shortcuts, press the Ctrl key+ **Period** key on your keyboard.

In JAWS Virtual Keyboard mode, toggle the virtual keyboard off or press **Enter** to toggle to forms mode for easier navigation.

Use the tab key to skip from section to section and use the left and right arrow keys to move the keyboard focus from shortcut to shortcut. Note that using the up and down arrows may cause navigation inconsistencies.

What are teletype (TTY) devices?

A TTY, or teletype, device lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate by typing messages back and forth rather than talking. A TTY device is required at both ends of the conversation in order to communicate.

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