What is Teams?

Teams is a place to collaborate with people across the University on projects and other operational activities. Teams is a portal that is linked with many other Microsoft 365 tools such as Outlook, OneDrive, SharePoint, and OneNote. You can chat, share files and notes, collaborate on documents, and video or audio conference, all through the Teams application.

Check out this Microsoft support page or the uOttawa IT information page for detailed information on using the application. **Once you are comfortable with the technical aspects of using Teams, read this best practice for information on how you should be using the tool.**

> Teams is **NOT** a tool to replace official business communications such as email, or a document repository to store documents for future reference or preservation purposes.

Information Management when using Teams

Keep in mind that everything you do in Teams is for **collaboration purposes only**. This is not a place to store documents for future use or preservation purposes. Read the *Information Management Handbook* for more on how you should manage the information you create and collect every day.

What can I do in Teams?

Chat
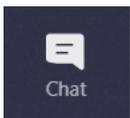
You can chat with anyone within the University of Ottawa community using the chat feature. Just search for the name of the person you want to talk to. Follow the *Instant messaging best practice* when using the chat feature. Teams is for informal chats only. If decisions are made in a chat, you must document it elsewhere such as in an email or other document.

Tips

Rename your chats to make them easier to distinguish. Click on the chat you want to change. Select the crayon symbol to the right of the name at the top of the page. Change the name and save it.

Deleting chat messages. You can delete a message that you sent within a chat, but, at this time, you are not able to delete an entire chat thread. Keep this in mind when you are using the chat feature.

For Information Management support please contact the Information and Archives Management Service at archives@uottawa.ca

For technical support please contact the IT Service Desk

Video or audio conference.

You can create or attend meetings and have video or audio discussions with colleagues directy in Teams. Record the meeting and save it to an official repository if it documents business decisions. See the *Audio and videoconference recordings best practice* for more on how to manage recordings.
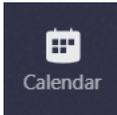
Keep track of the Teams meetings you have been invited to with the "Calendar" button on the left-hand navigation bar. This reflects your Outlook calendar and will also show all other items in your calendar.

Remember to read the support page for instructions on how to navigate the Teams application and for more information on how to join or create a meeting.

Make your meeting a Teams meeting in Outlook if you want members to be able to join the meeting virtually!
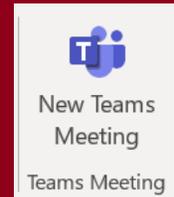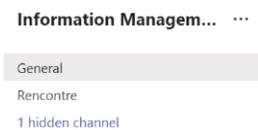
Collaborate with a team
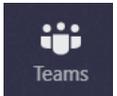
Each team within the application is made for a group of people that work together often. Each team automatically has a SharePoint site where files and notes uploaded in Teams are stored. This site is only associated with that team and should not be used as your unit's official document repository. Contact the Information and Archives Management service if you have any questions. Requests for new teams must be made through the IT service desk portal.

Channels

Channels can be made for specific projects or topics where you want to be able to collaborate with team members, share files, and chat about that project or topic all in one place.

Every team has a channel called "General" as a default. This cannot be removed. You can use this as a channel to store general information that any member of the team may want to access.

How to manage a team

Remember that requests for a new team to be created must be done through the IT service desk.

Team owners have the options to add new members, remove members, and configure certain aspects of their team. Click on the team you would like to manage. Select "…" more options, and click "Manage Team". This is where you can gather analytics, configure your channels, and manage membership.

Note that individuals from outside the University can also be added as members to a team if they collaborate often with the group. Within the "Manage team" section, click "Add member" and type their email address into the bar**. Be mindful of who you add as a member to your team since they will have access to all the information shared and created in that team.**

Learn more about teams and channels here.

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Share files

You can share files with individuals or specific teams, and you can share files to a specific channel if they are related to

that specific project. Select the team you would like to share files with, as well as the channel that relates to the document you are sharing. In the top navigation bar select "Files". Choose to create a New document or Upload an existing document. All members of the team can view and make edits/changes to the files shared here. Open the document in a browser and collaborate on the document with colleagues in real-time. Once you are done collaborating and have a final version, it should be saved to a document repository such as DocuShare or a shared drive. **Final versions of documents should not be kept in Teams for long-term storage.**
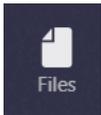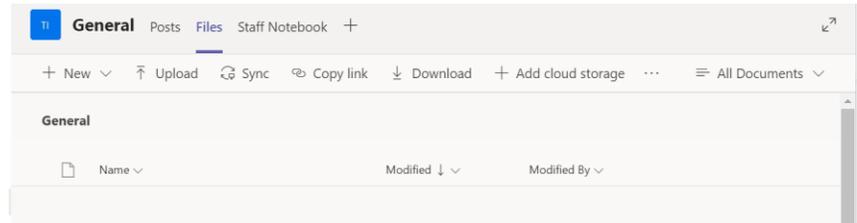
You can also quickly access files that have been shared to a team, or files you have stored in your OneDrive through the "Files" button on the left-hand navigation bar.

> **Do not share personal or confidential information in Teams.** Read the *Information Management Handbook* for more information on how to handle the information you create and collect every day.

Create and share Notes

Teams is linked with OneNote. When a channel is created it automatically has a OneNote notebook associated with it, and is accessible to all team members. You can access this notebook in the top navigation bar of the channel. You can also share notes you have taken in your personal OneNote notebook. See the *OneNote best practice* for more on how to use OneNote.
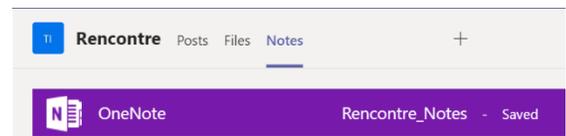
Access to Information and Protection of Privacy

The *Freedom of Information and Protection of Privacy Act* (FIPPA) applies to Teams and employees must search all information under their control, including all information created or shared in Teams. Once an access to information request is received, it is a criminal offence to delete or alter the information. Contact aipo@uottawa.ca if you have any questions.

The same applies to information identified or affected by a legal proceeding.

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