Microsoft Teams

Microsoft Teams is a collaboration platform that allows users to chat, meet, share files, and more. It's designed to help teams work together, regardless of location.

Teams

- Groups of people who work together on projects or interests
- Can be private or public
- Can be dynamic for project-based work or ongoing

Channels

- Sections within a team where conversations and work take place
- Can be standard, private, or shared
- Can be organized by topic, project, or discipline

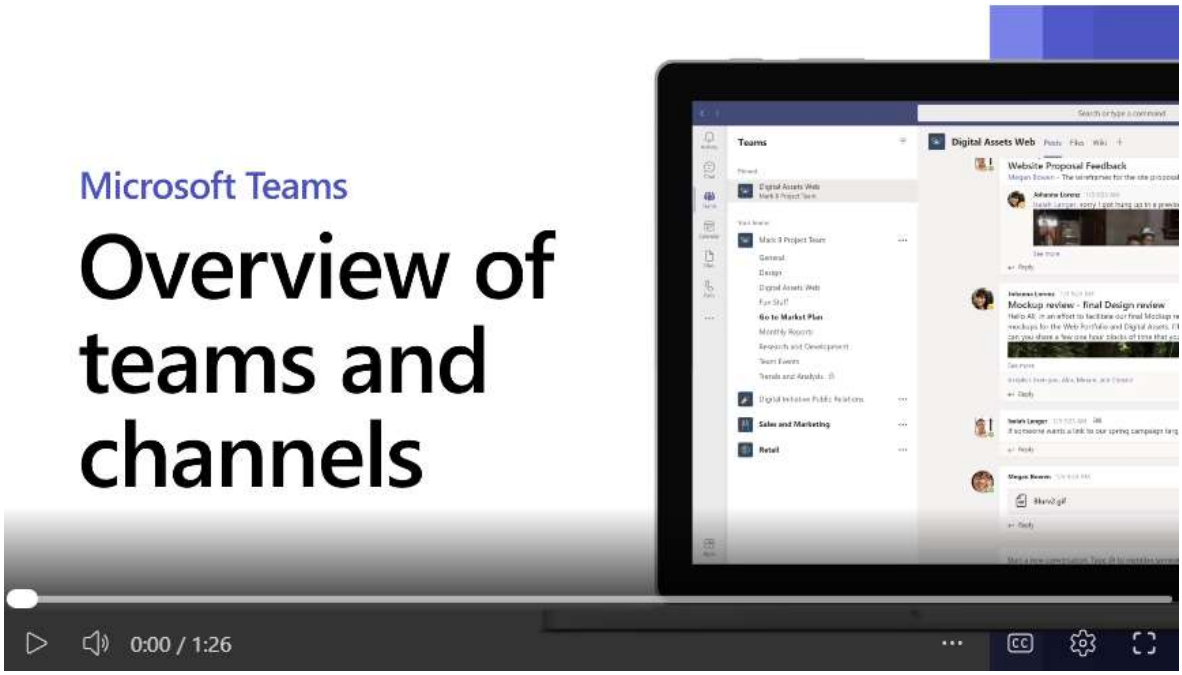
Features

- **Chat**: One-on-one and group chats with emojis, suggested replies, and priority flagging
- **Calling**: Voice and video calls, including group calling, voicemail, and call transfers
- **Meetings**: Audio, video, and screen sharing, including PowerPoint Live, Microsoft Whiteboard, and AI-generated meeting notes
- **File sharing**: Share files directly through chat sessions or in channels
- **Apps**: Add apps to channels to simplify and customize work

Getting started

To get started with Microsoft Teams, you need a Microsoft account. You can use the app or join meetings on the web.

Overview of teams and channels



Try it!

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). Each channel is built around a topic like "Team Events," a department name, or just for fun. Channels are where you hold meetings, have conversations, and work on files together.

The tabs at the top of each channel link to your favourite files, apps, and services.

Add a tab

- Select the plus sign next to the tabs.

For example, add Planner to create a project board for tracking team tasks.

Pin and unpin a channel

If you have a lot of channels, pin the most important ones to make them easy to find.

- To pin a channel, choose one to pin and then select **More options** ••• > **Pin** .
- To unpin a channel, choose one to unpin and then select **More options** ••• > **Unpin** , and to see what else you can do.

Want more?

All Microsoft Teams and channels topics

Instant messaging

Keep the team instantly connected no matter where the work takes you with Microsoft Teams.

Get more done with Microsoft Teams

Your modern workplace at home, in the office, and on the go

Connect with the people and information you need and collaborate more efficiently with the redesigned Teams—now faster and simpler than ever.

Sign up for free **See plans and pricing**

Instant messaging

Communicate and collaborate in real time

Use Microsoft Teams chat to instantly connect and stay engaged anywhere, anytime.

Instantly connect

Message a colleague directly, send a group chat to the team, hop on a call, or share your screen.

Set up chat

Take conversations anywhere

Record voice messages while you're on the go and reply to an instant chat from your mobile device.[1]

Use mobile apps

Keep the team focused

Organize your conversations, files, and apps in one place to keep the team in sync.

Create a template

Reduce email clutter

Move email threads into quick chats. Share photos and documents with one person or the team for real time collaboration.

Start a chat

Get the most out of instant messaging

Remove communication barriers so your team can seamlessly brainstorm together, capture messages, share updates, and express ideas.

- Instant messaging features
    - **Rich text editing**
    - **Chat translation**
    - **Video clip**
    - **Chat with self**
    - **GIFs and stickers**

- Priority notifications
- @mentions
- Schedule send
- Suggested replies
- Group chat

Instant messaging features

Discover a few key chat features from Microsoft Teams.

Learn more

Rich text editingChat translationVideo clipChat with selfGIFs and stickersPriority notifications@mentionsSchedule sendSuggested repliesGroup chat

Read more about Microsoft Teams instant messaging

Five must-have additions your group chat needs

Group chat

Free your teams to innovate by improving collaboration

Improve collaboration

Five ways to make group chats the best place at work

Group chats

11 ideas for how to organize digital files

Organize files

Bring friends and family together with chat in Microsoft Teams

Stay connected to people even when you're apart. Keep up with all your chats, calls, and plans—all in one place—in Teams.

Bring plans to life with chat

Get more done and have more fun together—both one-on-one or in groups. Assign and manage tasks, share photos and files, and schedule calls directly in Teams chat.

Learn more

Chat, call, and share in one place

Have all your chats in the same app. Schedule video calls and invite anyone. Create to-do lists and view assigned tasks. Stay connected and organized in Teams chat.

Learn more

Frequently asked questions

Expand all|Collapse all

- **What is instant messaging?**

Instant messaging (IM) is text-based communication where two or more people participate in a real-time conversation over their computers or mobile devices.

- **Does Microsoft Teams offer instant messaging?**

Teams has an instant messaging platform with features such as instant chat, emojis, GIFs, rich-text editing, threaded conversations, plus the ability to share files.

- **How can I use Microsoft Teams instant messaging to collaborate on group projects?**

Teams makes collaborating in group projects easy with chat, online video meetings, threaded conversations, and file sharing.

- **What are some benefits of instant messaging?**

Teams instant messaging helps you stay connected with team members in remote work locations, supports real-time group communication, and promotes team engagement through video meetings and real-time conversations.

First things to know about meetings in Microsoft Teams

Schedule and join meetings in Microsoft Teams to work together seamlessly and efficiently anytime, anywhere.

Join a Teams meeting from anywhere

Whether you're in the office or on the go, join a Teams meeting anywhere using any device.

There are several ways to join a Teams meeting. You can:

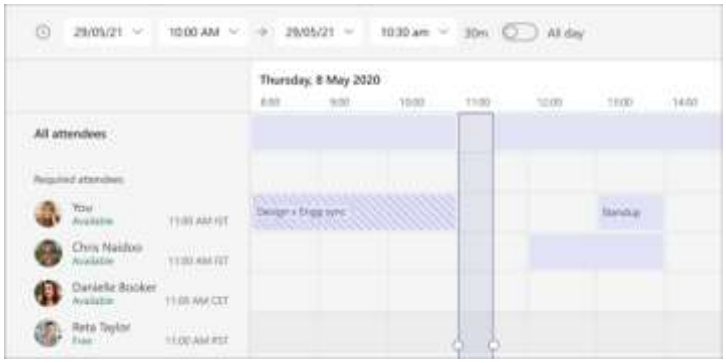
- Join by link from the meeting invite
- Join from calendar or ID
- Join from a chat or channel
- Call into the meeting

Before you enter a meeting, choose to join anonymously or from a different account, try out video filters, and more from the pre-join screen.

To learn more, see Join a meeting in Microsoft Teams.

Schedule right in your Teams calendar

Quickly schedule a meeting directly in your Teams calendar. Simply select **Calendar** in Teams, select a time slot, and invite participants. Select **Scheduling Assistant** at the top of the scheduling form to find a time that works for everyone.



You can also add details like the meeting agenda for others to review beforehand or customize meeting options to suit your needs.

To learn more, see Schedule a meeting in Microsoft Teams.

Start an instant meeting

Need to meet spontaneously or for something urgent? Select **Meet now** at the top of your calendar, a group chat, or a channel to start an instant meeting.

To learn more, see Start an instant meeting in Microsoft Teams.

Send messages in the meeting chat

Meeting chats are chats that are specifically tied to your meeting, making it easy to keep track of discussions and important information.

Select **Chat** in your meeting controls to view and participate in the conversation. To stay engaged, react to others' messages or **@mention** specific people in your message to draw their attention. Return to any meeting chat later by selecting **Chat** in Teams.

To learn more, see Chat in Microsoft Teams meetings.

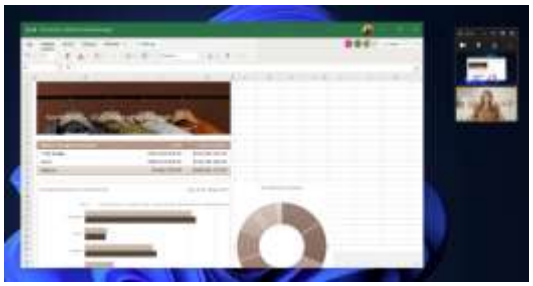
Share your video

Turn on your camera before or during a meeting to make communication more personal and foster deeper connections.

While you're in a meeting, select the dropdown arrow next to **Camera** in the meeting controls to preview your video feed and apply video effects, like filters or backgrounds. When you're ready to start sharing your video, select **Camera** in the meeting controls.

To learn more, see Use video in Microsoft Teams.

Present in meetings



Share your screen, present slides, or work together directly in documents during a meeting. To start presenting, select **Share** in your meeting controls.

Use presentation tools to highlight important points, annotate, and collaborate on content in real-time.

To learn more, see Present content in Microsoft Teams meetings.

Host large events

Schedule a town hall or webinar in Teams to host high-capacity events where information is being shared with larger audiences. Livestream high-quality content, engage in Q&A with attendees, and much more. Keep track of important event insights before and after the event with attendance and registration reports.

To learn more, see Get started with Microsoft Teams webinars and Get started with town hall in Microsoft Teams.

Meeting recap

Meeting recaps are available after recorded or transcribed meetings and are great for catching up on meetings you missed or want to review.

In a meeting recap, you can find the meeting recording and transcript, shared notes and files, and more. Recaps also include the agenda and any follow-up tasks to help everyone stay on the same page.

To learn more, see Meeting recap in Microsoft Teams.

First things to know about chats in Microsoft Teams

Chat is at the centre of everything you do in Microsoft Teams. From individual chats with just one other person, to group chats and conversations in channels—chat has you covered.

Here are some of the first things to know:

1. Chats can be one-on-one or in a group

Sometimes, you'll want to talk one-on-one with someone. Other times, you'll want to have a small group chat. In chat, you can do either.

You start one-on-one and group chats the same way: by selecting **New message** at the top of your chat list. Once in a chat, you can send messages that include files, links, emoji, stickers, and GIFs—whatever you need to get your point across.

The following are more details about each kind of chat:

One-on-one chat

1. At the top of your list of chats and channels, select **New message** .
2. Type the person's name and compose your message in the text box.
3. Select **Send** or press **Enter**. This starts the chat.

Chat with yourself

For times when you want to draft messages, send files from one device to another, or get to know features a little better, you can start a chat with yourself. Everything you do in a regular chat you can also do in a chat with yourself.

1. To start a chat with yourself, select **New message** and enter your name. The new chat appears at the top of your chats and channels list.
2. Drag it to the top of the Favorites list, if you want.

Group chat

Use a group chat when you need to talk to a small group of people. Start one the same way you start a one-on-one chat.

1. Select **New message** at the top of your list of chats and channels.
2. Type a name for the chat group in the **Group name** box.
3. Type the names of the people you'd like to add in the **To** box.

Once the chat has begun, choose it from the chat list to resume the conversation and send more messages.

Note: The New message feature in Teams is part of the public preview program. It might undergo further changes before being released publicly. To get access to this and other upcoming features, switch to Teams public preview.

2. Press Shift+Enter to start a new line

Pressing **Enter** sends the message. If you want to start a new line, try the following:

1. To start a new paragraph, press **Shift+Enter** to insert the line break.
2. If you've opened formatting options, press **Enter** to start a new line of text, and then select **Send** .

3. Select Format to see all your formatting options

There are many formatting options for messages.

1. To open your formatting options, select **Format** on the right side of the box where you type your message.
2. In this expanded view, select the text that you want to format. Then choose an option like **B**, **I**, or **U** to bold, italicize, or underline the text. There are also options for highlighting, font size, font color, lists, and more.

4. Add emoji or GIFs or add attachments

You can also add emojis, GIFs, and stickers. Attach files and add actions, such as scheduling a meeting, choosing delivery options, and more. Select **Actions and apps** to all the actions you can perform and apps you can use.

5. Chat happens in channels, too

When you go to any channel, the very first tab is **Posts**. Think of posts as one big group chat. Everyone who has access to the channel can see messages in Posts.

Based on your organization and culture, you'll need to decide which messages are suitable for the Poststab in a particular channel.

Another important thing to know is that replies to a channel message stay attached to the original message. This way, the whole *thread* of the conversation can be easily followed by anyone reading it. This is what's great about threaded conversations.

- To reply to a channel message, use the **Reply** link underneath the message.

6. There are several ways to search for and find messages

Search for messages based on the sender or characteristics of the message. Below are some ways to search for a message. To learn about all your searching options, see Search for messages and more in Microsoft Teams.

Find a chat based on a person's name

Enter the person's name in the search box at the top of Teams. You'll see their name and any group chats you're both a part of. Select their name to go to your one-on-one chat with them or select a group chat to resume that chat.

Find a message that has a keyword that you remember

Start typing a keyword into the search box and press **Enter**. You'll see a list of results that include the keyword.

To leave search and go back to chats and channels, select the back arrow at the top of Teams.

Filter to show certain types of messages

1. Select **More list options** ••• > **Filters**.
2. Select **Show filter text box** 🔍 at the top of chats and channels, and then enter the person's or group's name.
3. Choose the button to sort through chats, channels, unread messages, and chats and channels that are not muted. You can select multiple buttons at the same time to filter in detail.

Note: The Show filter text box in Teams is available as part of the public preview program and might undergo further changes before being released publicly. To get access to this and other upcoming features, switch to Teams public preview.

7. Leave, hide, or mute chats to keep them out of your way

You can leave a chat conversation, hide the chat from the chat list, or mute it so you stop getting notifications. For details, see Leave a chat thread in Teams and Hide, mute, or add a chat to Favorites in Teams.

You can also delete individual messages you've sent.

First things to know about group chats in Microsoft Teams

There are three ways to chat with people in Teams:

- In a channel on the **Posts** tab (with everyone on the team who follows that channel)
- In a group chat (with a few people at once, but outside of a channel)
- In a one-on-one chat (with one other person)

The following are the first things to know about group chats:

1. Name your group chat

Name your group chat so it's easy to track.

When you name your group chat, it makes it clear what the subject of the conversation is.

At the top of your list of chats and channels, select **New message**  . Select the down arrow at the right side of the **To** then enter a name where it says **Group name**. You'll then see the name at the top of the group chat.

To rename a group chat, select **Name group chat**  to the right of the current group name at any time.

2. Add frequently used group chats to Favorites

Add your group chats to Favorites for easy access.

Adding a chat to Favorites is a great way to keep track of it, even if you only need it temporarily.

To add a chat to Favorites, drag it into the order you want it to appear in the Favorites list. Do this for several chats and you'll have your most-used chats within easy reach.

To remove a chat from Favorites, drag it to the section where you want it.

Notes:

- The combined list of chats and and channels and favorites list are available as part of the public preview program and might undergo further changes before being released publicly. To get access to this and other upcoming features, switch to Teams public preview.
- The ability to create favorites is currently only available in Public Preview. If you leave public preview, you'll go back to seeing a pinned section. To see your favorites again, you'll need to re-add them after switching back into Public Preview.

3. Share files and make calls from your group chat

Your chat's Files tab shows all the files you've shared with each other.

In a group chat, you can share files, collaborate on them, then instantly call the entire group. Select ***Audio call***  from the **More call options** dropdown to start a call from a group chat.

There are two ways to share files in chats:

Copy the link

1. On the left side of Teams, select **OneDrive** .
2. Go to the file you'd like to share, then select **Show more actions for this item** ....
3. Select **Copy link** , then paste the link directly into a message.

Attach the file

1. Next to the message, select **Actions and apps** .
2. Select **Attach file** ,then upload your message.

4. Choose how much chat history to include

When adding someone to an existing group chat (not a one-on-one), you can include the chat history.

Teams saves the entire chat history going back to the first message. If someone leaves the group, their chat responses remain in your chat history.

When you add someone to a group chat, you choose how much existing chat history they'll see.

To add someone to a group chat and choose this setting:

1. Select **View and add participants** .
2. Then, select **Add people**.
3. Type in the names of the people you'd like to add to the chat. You're able to select how much chat history they'll see once they're added.
4. Select **Add**.

First things to know about notifications in Microsoft Teams

This is the who, what, where, and *shh!* of notification settings in Microsoft Teams. Visit Manage notifications in Teams for more details about how to adjust your notification settings.

1. Notification settings are under Settings and more

Access notification settings by selecting **Settings and More** ... in the top right corner of Teams, then **Settings** > **Notifications and activity** .

2. Notification sounds can be on or off

To choose if a sound plays with new notifications and calls, select **Settings and more** ..., then **Settings** > **Notifications and activity** > **Sound.**

Check or uncheck the boxes next to the sound options, and choose your preferred notification sounds in the dropdown menus.

3. There are default settings

If you change nothing about your Teams notifications, you'll receive both desktop notifications and activity feed alerts for @mentions, direct messages (chat), and all new conversations and @mentions in the channels and teams that show in your teams list.

All of these defaults can be changed. Learn how to choose the right settings to fit your preferences.

4. There are three ways to get notified

The activity feed

You'll find this in the top left corner of Teams. This is where we'll let you know what's happening across your teams and channels.

Check out the different kinds of activity you'll get in Teams.

Chat and channels

To view @mentions while in a chat or channel, select **Mentions** @ or **Tag mentions** 🏷 above your list of chat or channel conversations.

Desktop—aka "Banner"—notifications

On Windows, these will show in the bottom right corner of your screen, then move to the Action Center.

On Mac OS, these show up in the top right corner of your screen, then move to the Control Center.

You can also decide whether your desktop notifications show a preview of the message or not. Go to **Settings and more** ••• > **Settings** ⚙ > **Notifications and activity** 🔔 > **Display** > and select **Show message and content previews in notifications**.

Notes:

- Some of the above features are part of the new chat and channels experience, which is available as part of the public preview program. It may undergo further changes before being released publicly. To get access to this and other upcoming features, switch to Teams public preview.
- If using Teams on the web, some browsers will only show notifications in the browser tab where you're running Teams.

5. Things are slightly different on mobile

One of the first things you'll want to do is choose whether to send notifications to your phone **Always**, or only **When I'm not active on desktop**. *(You're considered inactive after 3 minutes of inactivity.)*

The other thing you'll want to make sure to set are your quiet hours. To do this, select your profile picture in the top left corner of the mobile app > **Notifications** > **Block notifications** > **During quiet hours**.

Then set a specific time of day when you want Teams to hold your notifications—or choose entire days.

6. You can set notifications for chats and channels, too

To manage your channel notifications, go to **Settings and more** ••• > **Settings** ⚙ > **Notifications and activity** 🔔 > **Chats and channels**. Here you can choose where and how chat and channel notifications appear.

Learn more about hidden channels.

First things to know about teams in Microsoft Teams

Tip: Get tech expertise with Business Assist. Connect with our small business advisors for help making Microsoft 365 products work for you and everyone in your business. Learn more.

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

Teams have channels

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.

Channels are where the work gets done. They are where text, audio, and video conversations open to the whole team happen, where files are shared, and where apps are added.

Channel conversations are public; **chats** are between you and someone else (or a group of people). Think of them like instant messages in Skype for Business or other messaging apps.

Teams can be public or private

- Public teams are visible to everyone in an organization.
- Private teams require the team owner's permission to join.

For more details, see Make a public team private.

If you're working in Teams offline, or on a low-bandwidth network, you'll be able to switch between chats and channels and keep working. You'll see everything from the last time we were able to sync to your network, and we'll trickle messages in as bandwidth allows.

Note: If you're a global admin, consider creating an org-wide team that automatically adds everyone in your organization.

First things to know about channels in Microsoft Teams

In Teams, teamwork and communication happen in **channels**. A channel is a single place for a team to share messages, tools, and files.

- Channels can be organized by group, project, feature, or whatever else is relevant to you.
- Team members can adjust or limit the notifications they're getting from a channel.
- Threads allow for focused and organized side conversations within channels.

Here are the top things to know about channels:

Channels sit inside teams

Teams are made up of channels, which are the conversations you have with your teammates. Channels sit inside of teams, similar to how files sit inside folders. Each channel is dedicated to a specific topic, department, or project.

Channels are where the work is done. They are where text, audio, and video conversations are shared with the whole team, 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 as instant messages in other messaging apps.

Channels can be organized around anything. When you're naming a channel, try to use names that clearly describe the topic. Simple, intuitive names are best.

Note: If you're working in Teams offline, or on a low-bandwidth network, you'll be able to switch between chats and channels and keep working. You'll see everything from the last time we were able to sync with your network, and we'll trickle messages in as bandwidth allows.

Every team has a first-named channel

Every team comes with a channel. This initial channel can't be deleted. Here are some examples of how to use this channel:

- In larger teams with many employees, the first-named channel might function as a log of who's joined and left the team's org. Most of the subject-specific conversations are happening in the other channels in that team.
- In smaller teams with fewer channels and a more specific focus, the first-named channel might be the main place where conversations and announcements happen.

Teams can have standard, private, or shared channels

- Standard channels are open to all team members and anything posted is searchable by others.
- Private channels are for discussions that shouldn't be open to all team members.
- Shared channels are for collaborating with people inside and outside your team or organization.

For more details, see Teams can have standard, private, or shared channels and Why use a shared channel versus other channel types?

Channels have tabs

When you go to any channel in Teams, you'll see certain tabs by default.

Posts

The first tab is **Posts**. It shows all the conversations (messages and replies) in a channel.

Everyone who has access to the channel can see the messages on the **Posts** tab. Think of this as one big group chat. The other important thing to know is that replies to a channel message stay attached to the original message. This way, the whole thread of the conversation can be easily followed by anyone reading it. This is the beauty of threaded conversations.

- To reply to a channel message: Select the little **Reply** link underneath the message.
- To start a channel conversation: Type your message in the box and at the bottom of the conversation and select **Send**  .

Files

Next is the **Files** tab—where all the files that have been shared in the channel get stored.

Here are two ways to share files in a channel:

- Go to a channel and select the **Files** tab. Highlight the file and choose **More options** ••• > **Copy link**, then paste the link directly into a message.
- In the toolbar under your message, select **Attach** and upload your document.

You can add more tabs

To put apps and files in tabs at the top of a channel, select **Add a tab** next to a tab name. You'll see a list of things to add (favorite apps and files). You can also search for a specific item you want to add.

You can customize your notifications per channel

To adjust or fine-tune the notifications you're getting from a channel you're showing:

1. Go to the channel name
2. Point to reveal, then select **More options** •••
3. Select **Channel notifications**.

From there, you can choose to see notifications in the **Banner and feed** or **Only show in feed.**

In addition to those notifications, you'll also see **Mentions** and **Tag Mentions** **.** Find those just above your list of chat or channel conversations.

For more details, see Manage notifications in Teams, Use @mention to get someone's attention and Check a channel for notifications.

You can sort, hide and group channels

After the first named channel, your channels are organized alphabetically. You can change their order, hide channels, and group them into sections.

- Reorder a channel by selecting and dragging it to the desired location on your list.
- Hide a channel by selecting **More options** ••• from the channel's name, then select **Hide** .
- Group channels into custom sections by selecting **More options** •••> **Move to** .
- Sort channels by selecting filters just above your conversations.

For more details, see The new chats and channels experience, Hide inactive channels and Reorder the chats and channels list.

Note: Some of the above features are available as part of the public preview program and might undergo further changes before being released publicly. To get access to this and other upcoming features, switch to Teams public preview.

First things to know about calls in Microsoft Teams

Calls are a quick way to connect in Teams. You can have one-on-one calls or calls with several people. Set them up ahead of time, like in a meeting, or start them on the fly while in a chat.

Here are the first things to know about making and managing calls in Teams:

1. There are many ways to make a call in Teams

Wherever you are in Teams, you can start a call with one or more people. Here are some of the ways:

Make or answer a call from anywhere

Select either **Video call** or **Audio call** . Any call can be a video call or an audio-only call. It's always up to you.

Answering a call is simple, too. Select **Video call** or **Audio call** when prompted. When someone calls you, you'll get a notification that lets you accept or decline the call.

Turn a chat into a call

With one click, you can turn any chat into a call in Teams.

When you're in a chat, select **Video call** or **Audio call** in the upper-right corner of Teams. The person or group you're chatting with will receive a call from you.

Make a call from your call history, speed dial, voicemail, or contacts

Make a call from your call history:

Go to **Calls** and review the **History** section in the center of the screen. Select any item from the list and then choose **Call** in the **Details** section on the right side of Teams.

Make a call from your speed dial:

To access your speed dial, go to **Calls** and then find the **Speed dial** section on the right side of Teams. Add people to **Speed dial** by selecting **Add** , and then searching for their name or number.

Make a call from your voicemail:

To access your voicemail, go to **History** and select **Voicemail** in the upper-right corner. To call someone back from your voicemail, select **More actions** ••• next to their name > **Call back** from the call history list. Alternately, select **Call** under the contact details.

Make a call from your contacts:

Select **Calls** > **Contacts** in the upper-left of Teams. From here, call anyone by selecting **Call** to the right of their name.

Use the dial pad

If you have a calling plan set up, you can call anyone from Teams.

To dial a number from Teams, go to **Calls** , and then enter the number of the person you want to reach by using the dial pad. Then select **Call** .

You can also type in the name of a person or group and call them from the dial pad.

Hover over someone's profile picture

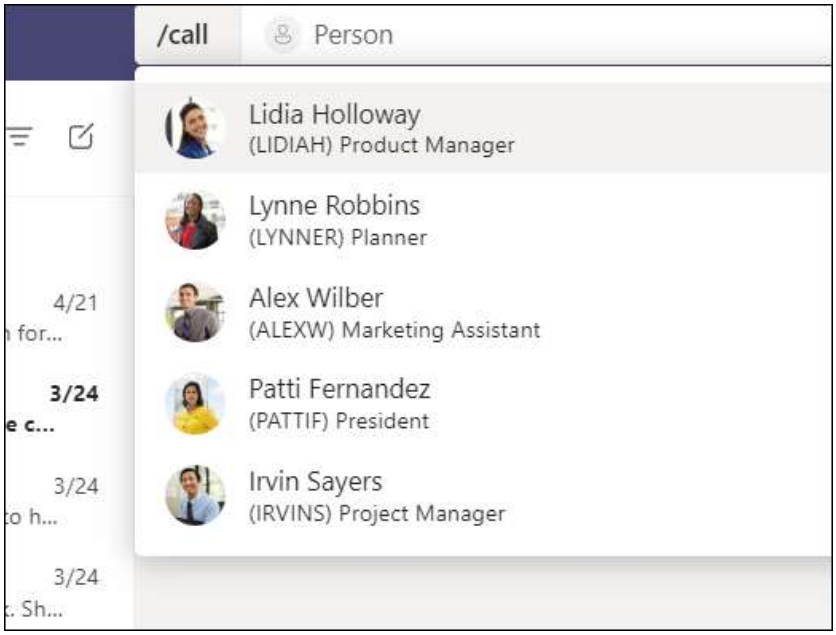
Throughout the Teams app, you'll find profile pictures of people you're connected with. Sometimes people choose avatars, or you might see their initials.

Hover over a profile picture and see options to make a video or audio call to that person. Choose one of those options and your call will begin.

Use commands

Quickly find and call people or groups with commands.

At the top of Teams, type **/call** in the search box and then enter a name or number. The call will begin automatically when you make your selection.



Note: If you're in a Teams call on your mobile device, the device's screen won't turn off if you don't navigate away from the call window (or if you navigate away but come back before it turns off). If you turn off your screen during a call, you'll stay connected but the device will lock.

2. You can do a lot while on a call in Teams

During a Teams call, you can take many actions. Here are a few common scenarios:

Place a call on hold

Select **More actions** ••• in your call window and choose **Hold**. Everyone on the call will be notified that they've been put on hold. Continue your call by selecting **Resume**.

Transfer a call

Select **More actions** ••• > **Transfer** in your call controls. Then, type in the name of the person you want to transfer the call to and select them. To finish, select **Transfer**.

Consult then transfer

If you want to check in with someone before you transfer a call to them, select **More actions** ••• > **Consult then transfer**.

Under **Choose a person to consult**, start typing the name of the person you want to reach and select them when they appear. You can call them or consult with them over chat. When you're ready, select **Transfer**.

Add a delegate

You can select someone in Teams to be your delegate—to receive and make calls on your behalf. When you add a delegate, you're sharing your phone line with them, so they can see and share all your calls.

To assign a delegate, select **Settings and more** next to your profile picture.
Choose **Settings** > **General**. Under **Delegation**, select **Manage delegates**. There you'll see who you're a delegate for and add and remove your own delegates.

Share a line with a delegate

Select **Settings and more** next to your profile picture at the top of Teams and choose **Settings** > **General**. Under **Delegation**, select **Manage delegates**. Select **Your delegates** and type the person's name in the **Add a delegate** box.

3. Review your call history

Locate your call history in the center of the calls experience. There you'll see a list of past calls, including missed calls.

Go to **Calls** > **History**. From any call in the list, select **More actions** > **Call back** to begin a call automatically.

You can also chat with that contact, add them to speed dial, and add them to your contacts — all from the **More actions** menu.

4. Access your voicemail

Your voicemail is another tool for getting the most out of your calling experience in Teams.

Go to **Calls** > **History** and then select **Voicemail** in the upper-right. From here, you can:

- Review messages and transcripts from calls
- Customize call rules
- Record a greeting
- Call anyone who's left you a message

Call someone back from your voicemail by selecting **More actions** next to their name > **Call back** from the call history list. Get there a different way by selecting **Calls** under the contact **details** on the right side of Teams.

Get to know the calling experience in Microsoft Teams

Calls are a quick and efficient way to connect in Teams. Here's a breakdown of what to know in the Calls app that combines contacts, voicemail, and call history.

1. Make a call with a phone number or name

If you have a calling plan set up, you can call anyone from Teams.

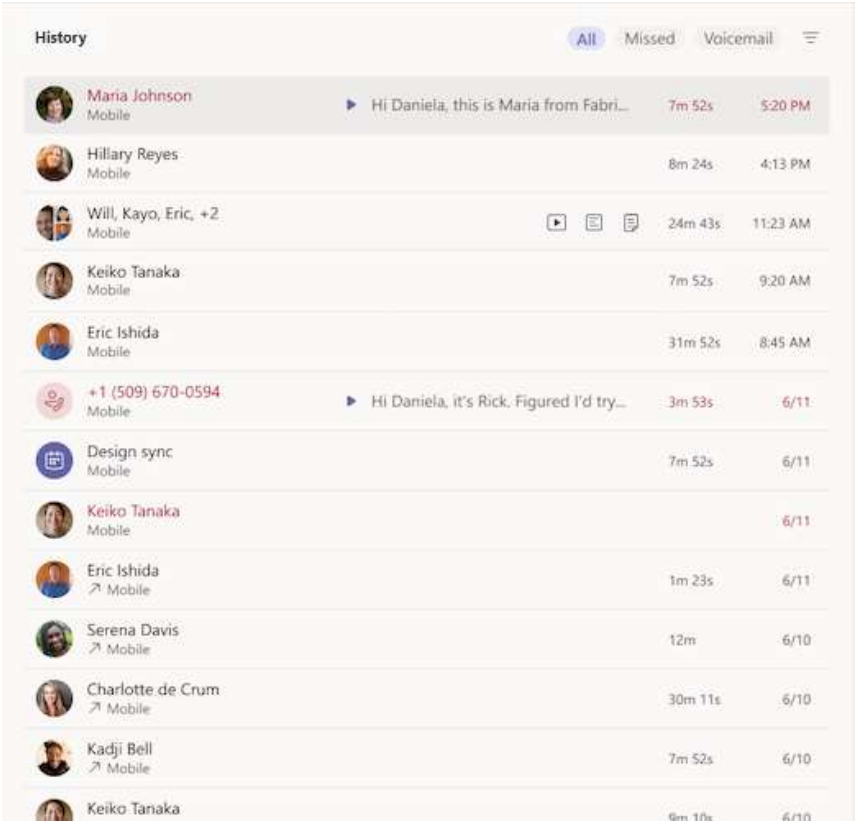
To dial a number from Teams, go to **Calls.** From the dial pad, enter the number of the person you want to reach. Then select **Call** . To call using someone's name, go to **Calls** and from the dial pad text box, type the name of your contact.

To make group calls, enter multiple names or numbers into the dial pad, and select **Call** .

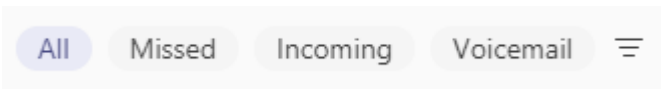
2. See your call history and filter your calls in a new way

Your call history is at the center of the calls experience and shows a list of past calls and missed calls.

To return a missed call, hover over a contact from your call history list and select **More actions** *** > **Call back** . You can chat with that contact, add them to speed dial, and add them to your contacts - all from the **More actions** menu.

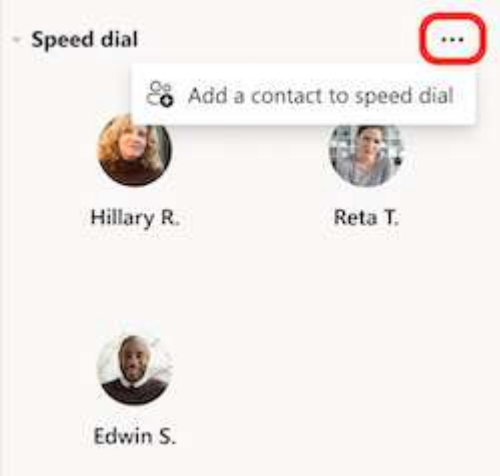


To review past calls, missed calls, and your voicemail, select the appropriate filters at the top of the call history list.



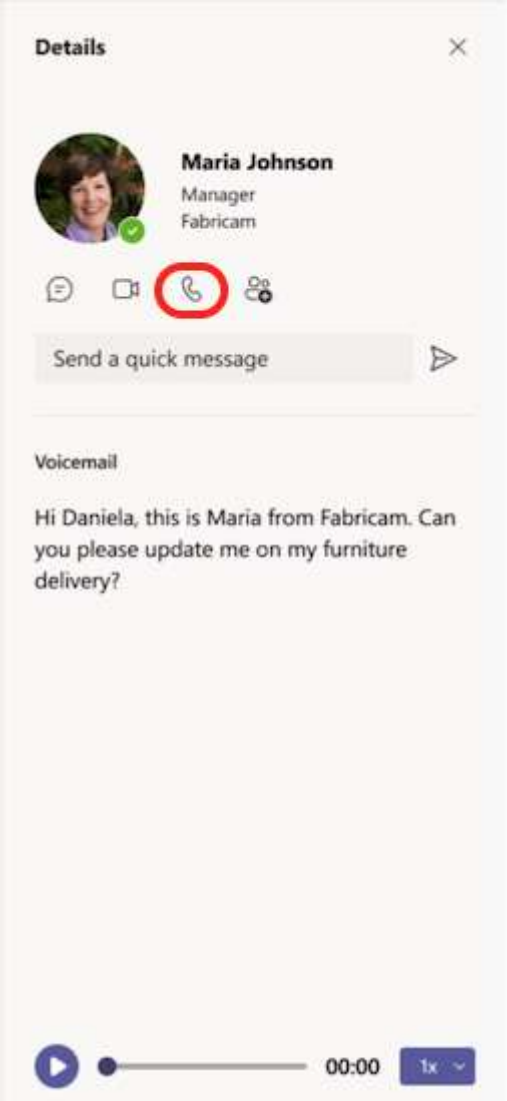
3. Access your speed dial, contacts, and voicemail summaries in one place

Your speed dial contacts appear to the right of Teams, along with any contact and call groups you manage. Contact groups organize your teammates to help you find or reach certain people based on a role or team. To add someone to a call group, select **More actions** *** next to a contact group name and choose **Add a contact.**



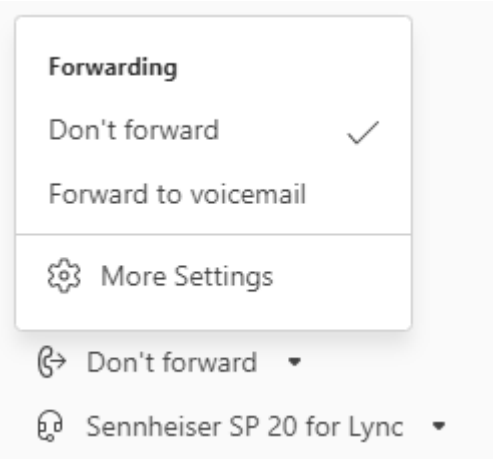
Another familiar tool to get the most out of calls is voicemail. Review your voicemail summaries and transcripts from the right side of Teams.

Call someone back from your voicemail by selecting **More actions** ••• next to their name or > **Call back** from the call history list. You can also select **Call** under their contact details.



4. Manage call settings

Manage your call settings directly within the calls experience. To change your connected device, select from the dropdown menu at the lower left of the calls experience. You can also manage call forwarding and call groups from this menu.



For more on how to use calls in Teams, check out First things to know about calls in Microsoft Teams.

Start a call from a chat in Microsoft Teams

Desktop

You can make one-on-one or group calls with anyone in your organization directly from a chat without having to host a team meeting. These calls are private and won't appear in any team conversation. Entries for the calls will appear in your chat, though.

1. Go to your chat list and select **New message** to start a new conversation.
2. Type the name or names of participants next to **To** at the top of your new chat.
3. Select **Video call** or **Audio call** to start a call.

Up to 20 people can be on the same video call.

Note: If a group chat includes more than 20 people, calling buttons will be disabled.

If you're not currently in a chat with the person you want to call, you can start a new call from a command. Go to the text box at the top of your screen and type **/call**, then type or select the name of the person you want to reach.

You can also start a one-on-one call from someone's profile card. Open it by selecting their picture in a channel or from a search.

Note: If your organization is set up for it, you can call a phone number directly—even one that's outside your org.

Mobile

You can start calls from one-on-one or group chats:

1. From your chat list, tap **New message** and enter a name or names.

2. From a chat, tap **Video call** or **Audio call** . The person you're calling can answer from their desktop or mobile app.

You can also start a call from someone's profile card. Open it by tapping their profile picture in a channel or from a search.

Notes:

- If a group chat includes more than 20 people, calling buttons will be disabled.
- If your organization is set up for it, you can call a phone number directly—even one that's outside your org.
- The first time you join a Teams meeting or call on an Apple device running iOS 14, you might see a message from your browser indicating that Teams is requesting local network access. This is due to a change in privacy enhancements for iOS 14. Teams needs local network permissions to support peer-to-peer (P2P) architecture.

Use the dial pad to make a call in Microsoft Teams

Desktop

The dial pad can be used like a typical phone to make a call to a phone number. (You can also type in names or groups.)

To dial a number from Teams, go to **Calls** , and then enter the number of the person you want to reach by using the dial pad located on the left. Then click **Call** .

To call a person by name, type the name of a person into the dial pad. And to make group calls, enter multiple names and/or numbers, and click **Call** .

As you enter names or numbers in the dial pad, a dropdown will display potential contacts to choose from.

Note: This dropdown display is not available when using a laptop's touch screen to enter numbers on the dial pad. If your laptop has a touch screen, please use the keyboard to enter the numbers.

To access your dial pad during a call, go to your call controls and select **Dial pad** .

You can also check out the First things to know about calls in Microsoft Teams article for more calling options and features.

Important: You won't be able to make a 911 emergency call if Teams isn't connected to the internet.

Note: If you don't see the option to dial a number, your org may not have purchased a calling plan. But you can still make calls to other people in Teams.

Mobile

To make a call, tap **Calls** > and enter a phone number. If you've enabled the setting to allow access to your phone contacts, tap **Calls** > **Contacts** and select the person you want to call.

Use the dial pad on your mobile device to dial numbers from your personal phone number and to make emergency calls to your country-specific emergency number.

Notes:

- If you don't see the option to dial a number, your org may not have purchased a calling plan. But you can still make calls to other people in Teams.
- The first time you join a Teams meeting or call on an Apple device running iOS 14, you might see a message from your browser indicating that Teams is requesting local network access. This is due to a change in privacy enhancements for iOS 14. Teams needs local network permissions to support peer-to-peer (P2P) architecture in order to participate in meetings and calls.

Important: You won't be able to make a 911 emergency call if Teams isn't connected to the internet.

Surface Hub

To call a phone number (PSTN) from the Surface Hub, touch **Call** from the welcome screen, and then tap **Dial Pad**.

Once you've accessed the dial pad, just enter the number you want to call.

Answer a call in Microsoft Teams

Desktop

When someone calls you, you'll get a notification that lets you accept or decline the call.

- Select **Accept with audio** to answer with audio only.
- Select **Accept with video** to accept the call and enable video as well.
- Select **Decline call** to decline the call and go on with your day.

Mobile

When a call comes in to Teams, a notification pops up, letting you know. Tap **Answer** (the blue one!) to start talking.

Surface Hub

When you get an incoming call, you'll see an onscreen notification. Tap the notification to answer.

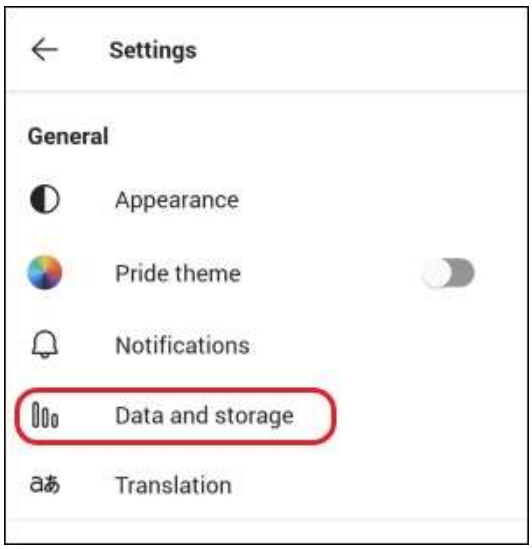
Optimize mobile data usage in Microsoft Teams

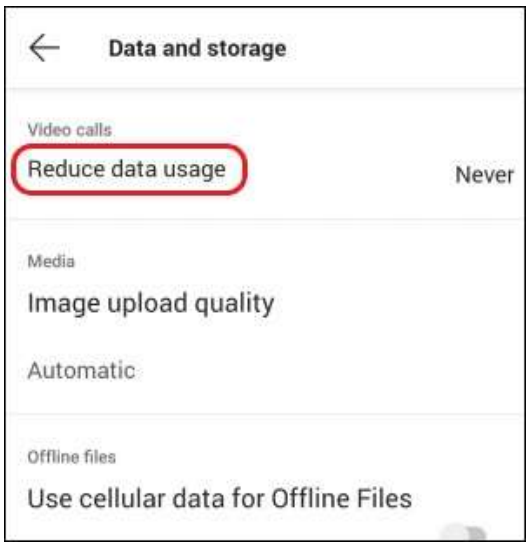
To reduce the amount of data used in video calls and meetings on your mobile device, you can change a setting in the Teams mobile app to limit the amount of data used on your device.

Teams will still provide a quality viewing experience while balancing the number of participants, bandwidth conditions, and other factors.

To change this setting:

1. Tap your profile picture and then select **Settings** .
2. Select **Data and storage** and then **Reduce data usage**.





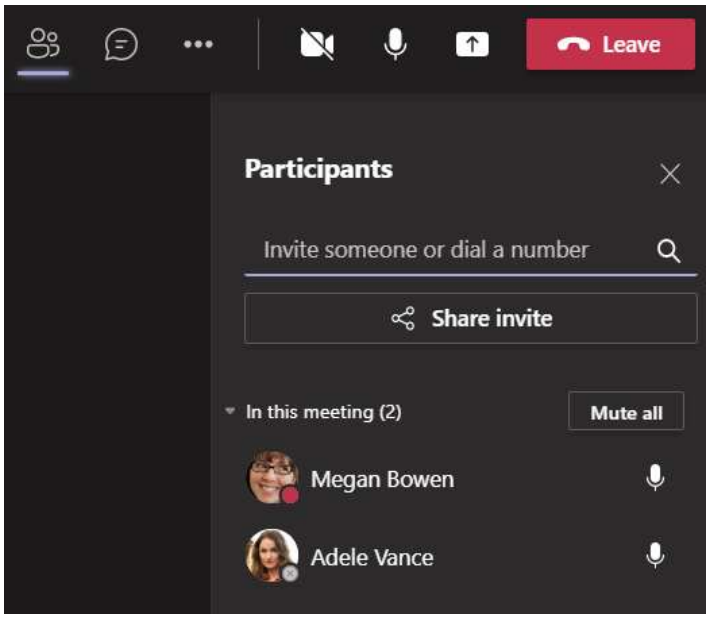
3. Select one of the following options: **Never**, **On cellular networks**, or **Always**.

To reduce data usage in video calls and meetings, choose **On cellular networks** (for when you're using cellular data) or **Always** (for both cellular and Wi-Fi connections).

Add someone to a call in Microsoft Teams

When you're already on a call, you might want to add someone new and create a group call.

To add someone new to a group call, select **Show participants** in your call controls, then type their name or phone number in the search box.



Make multiple calls at the same time in Microsoft Teams

Desktop

If you're already on a call, you can answer or start a new call anytime. We'll place your current call on hold and take you straight to your new conversation.

While a call's on hold, all participants will be notified, and they won't be able to see or hear you. You'll see your on-hold calls displayed on the left side of your call window. To learn more, see Put a call on hold.

Mobile

If you're already on a call, you can answer or start a new call anytime. We'll place your original call on hold and take you straight to your new call.

Put a call on hold in Microsoft Teams

Desktop

To place a call on hold, select **Hold** at the top of your call window. You won't see this option if you're in a scheduled Teams meeting.

Everyone on the call is notified that they're on hold. You can continue your call by selecting **Resume**.

People on hold (including you) can't see or hear anyone else on the call, and screensharing is temporarily suspended. Everything returns to normal once you resume your call.

Anyone who's on a PSTN line will hear music when they're put on hold.

Notes:

- The maximum number of calls you can put on hold is limited to three at a time, with one active.
- Calls on hold can't be transferred to group calls. Take the call off hold to transfer it to a group call or to add someone else to the call.

Mobile

To place a call on hold, tap **Hold** in your call window. To continue the call, tap **Resume**. You won't see this option if you're in a scheduled Teams meeting.

Note: The maximum number of calls you can put on hold is limited to two, with one active.

Transfer a call in Microsoft Teams

Desktop

Transfer your one-on-one calls in Teams.

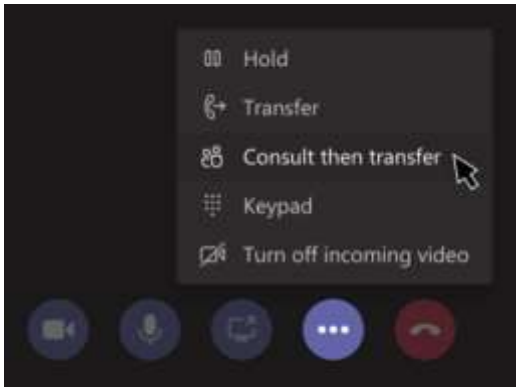
1. When you're in a call, select **More actions** ••• > **Transfer** in your call controls.
2. Start typing the name of the person you want to transfer the call to and select them when they appear.
3. If they're in your org and using Teams or Skype for Business, turn on **Ring back if there's no answer** to send the call back to you if the recipient doesn't answer or has call forwarding turned on.
4. Select **Transfer** to complete the transfer, or select the dropdown arrow to choose one of the following options:

- **Work** to transfer the call to their Teams number
- **Work voicemail** to send it straight to their voicemail
- Any other numbers (like their mobile number) they've added to their account

Consult then transfer

You may want to check in with someone before you transfer a call.

1. When you're in a call, select **More actions** ••• > **Consult then transfer**.



2. Under **Choose a person to consult**, start typing the name of the person you want to reach and select them when they appear.
3. Consult with them by calling or using chat.
4. When you're ready, hit **Transfer**.

Note: Consult then transfer is not available in Teams for the web.

Anyone with an Enterprise Voice or Business Voice license can do this, not just delegates.

Mobile

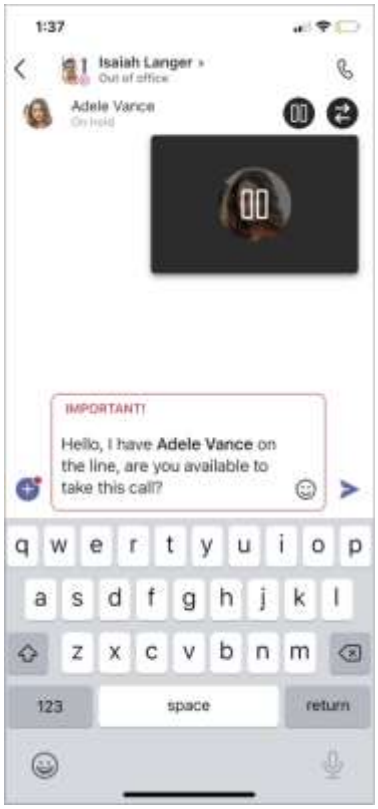
Transfer your one-on-one calls in Teams.

1. When you're in a call, select **More actions** ••• > **Transfer**.
2. Choose **Transfer now**.
3. Start typing the name of the person you want to transfer the call to. When they appear, select them to complete the transfer.

Consult then transfer

You may want to check in with someone before you transfer a call.

1. When you're in a call, select **More actions** ••• > **Transfer**.
2. Choose **Consult then transfer**.
3. Start typing the name of the person you want to reach and select them when they appear.
4. Consult with them by calling or using chat.



5. When you're ready, hit **Transfer**.

Anyone with an Enterprise Voice or Business Voice license can do this, not just delegates!

Join a Microsoft Teams call on a second device

If you've joined a call on one device, you have the option to join it on another one at the same time.

This can come in handy if, for example, you're in a call on your laptop but there's some content on your phone or tablet that you'd like to share.

You can either transfer the call to the second device, or keep both devices in the call.

Notes:

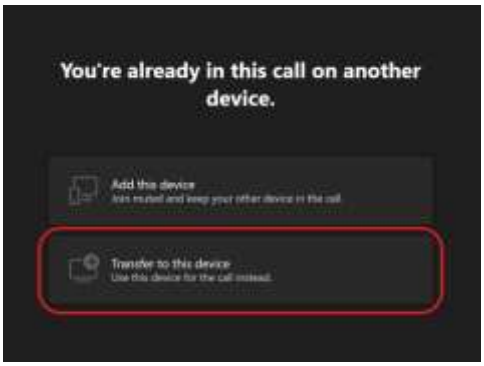
- This feature is available for the following call types: VoIP, PSTN, and Group call.
- This feature is supported on Teams Desktop and Mobile platforms only currently.
- This feature is enabled by default for all users. There are no admin controls or policies available.

Transfer a call from one device to another

While you're in a call on one device, open Teams on the second one (the device you want to transfer the call to).

You'll see a message near the top of the second device's screen informing you that you're currently in a call on another device, and asking if you want to join it on this one, too.

1. Select **Join**.
2. Teams will then give you two options: **Add this device**, and **Transfer to this device**. Select **Transfer to this device**.



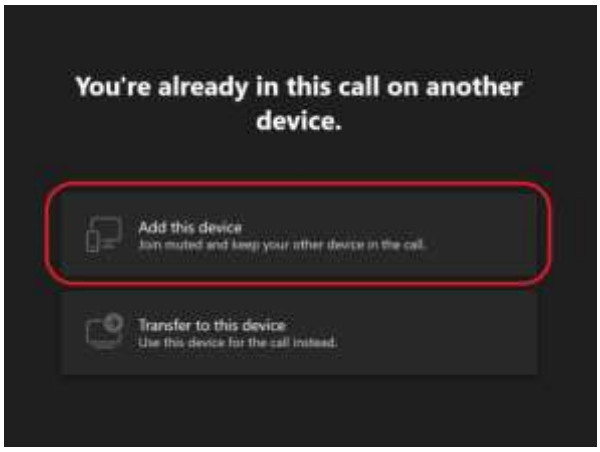
3. You'll have the chance to set your audio and video preferences for the call on the new device. Then, choose **Join**. Once you're in the call on the new device, your first device will leave the call.

Note: You can transfer once from one device to another while in a call. Transferring more than once isn't currently supported.

Add a second device to a call

While you're in a call on one device, open Teams on the second one. You'll see a message near the top of your screen informing you that you're currently in a call on another device, and asking if you want to join it on this one, too.

1. Select **Join**.
2. You'll then see two options: **Add this device**, and **Transfer to this device**. Select **Add this device**.



Teams will automatically mute the mic on your second device before it enters the call to prevent an echo effect. Once it's joined, you'll be able to turn the mic and camera on or off as needed.

With both devices in the call, you can now share content from either one.

Use the Queues app for Microsoft Teams

Desktop

The Queues app is a native Teams experience that extends the customer engagement capabilities of your organization. This collaborative call handling solution allows team members to manage customer calls and team leads to manage queues, access reports, and analyze data. You can pin the app to the left side of Teams for easy access.

Depending on permissions, your team can use the Queues app to:

- Handle incoming calls, whether they are PSTN or VOIP.
- Make outgoing calls on behalf of the call queues or auto attendants that you are assigned to.
- Review your call queue metrics and collaborate seamlessly with leads or colleagues within the flow of work.
- Monitor call queues and auto attendants in real-time, opt in or opt out your team members, generate performance reports, and configure the call queues and auto attendants.

Note: The Queues app is available by default if your organization has both a Teams Premium and Teams Phone license.

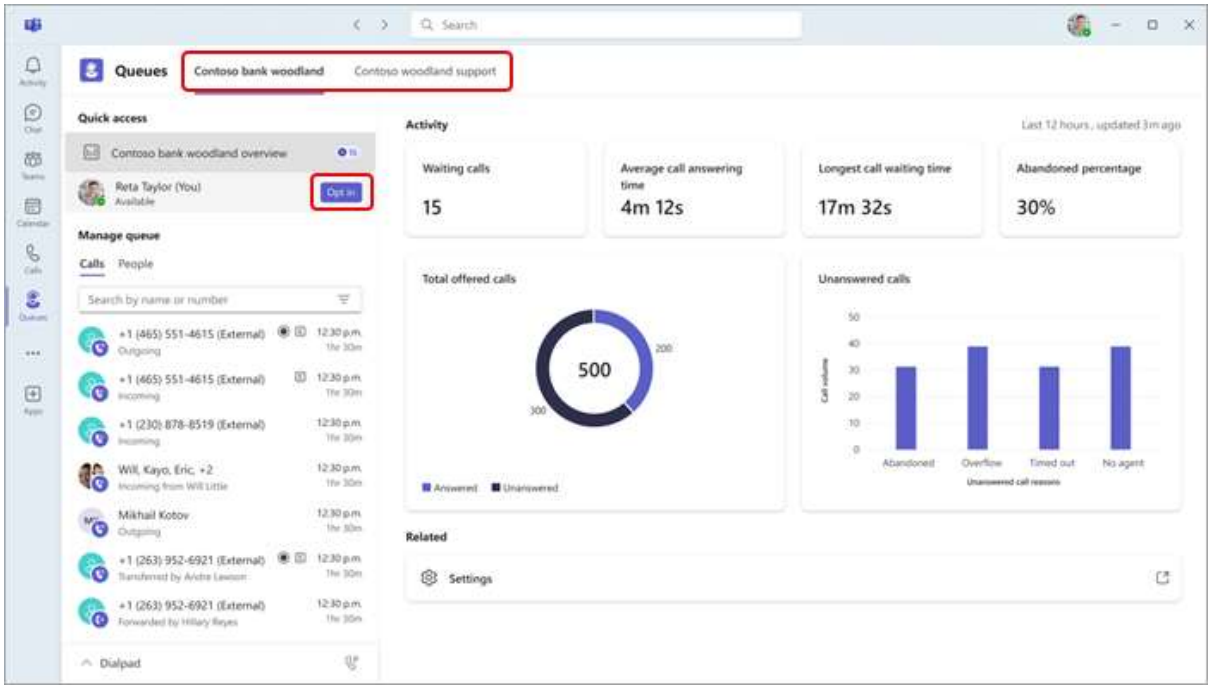
Launch the app

Once you've been authorized by your IT admin, the Queues app will be ready to use.

1. Select **View more apps** ••• on the left side of the Teams window.
2. Find the Queues app.
3. You can pin the app to the bar by right-clicking it and selecting **Pin**.

View the call queue

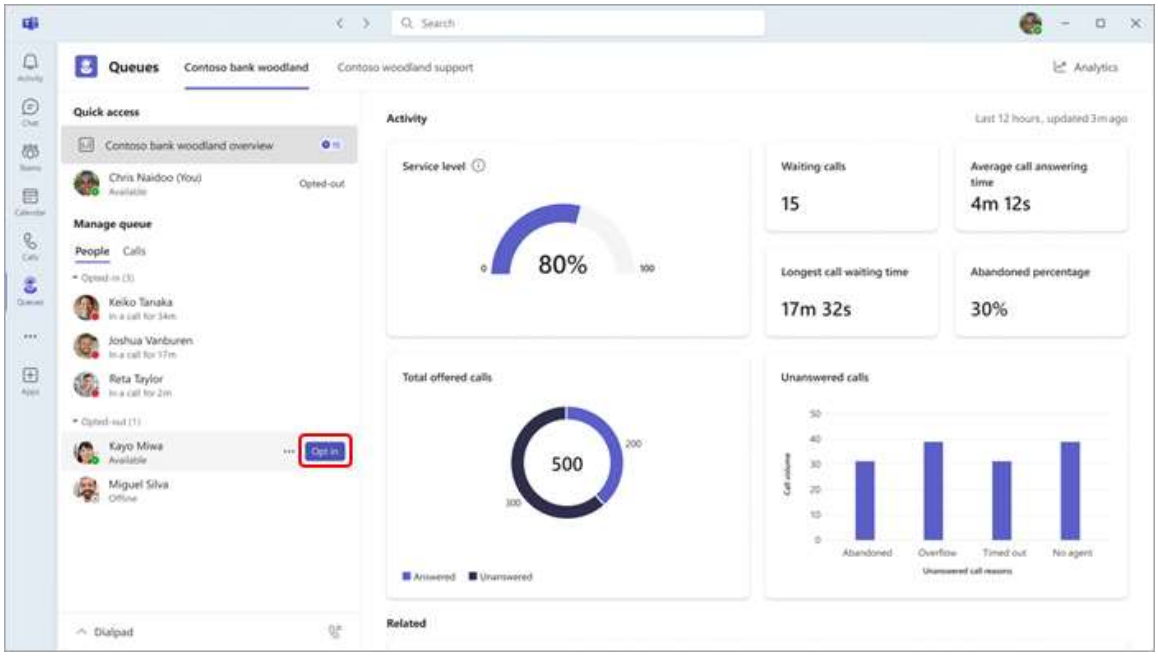
Depending on how your organization is structured, you may have several call queues you can opt in to. From the Queues app, you can see available queues to join along the top of the window.



1. Select the queue you would like to opt in to.
2. Select **Opt in**.

Once opted in, you will start to receive calls from this queue. To opt out, return to the same button and select **Opt out**. This will remove you from the list of opted-in team members, and you will stop receiving calls.

Additionally, team leads can opt in or opt out their team members directly. Hover over their name and the Opt in/Opt out button will appear.



Note: If **Presence-based routing** is turned on in **Call settings**, team members must be both opted in and have their status set to Available in order to receive calls.

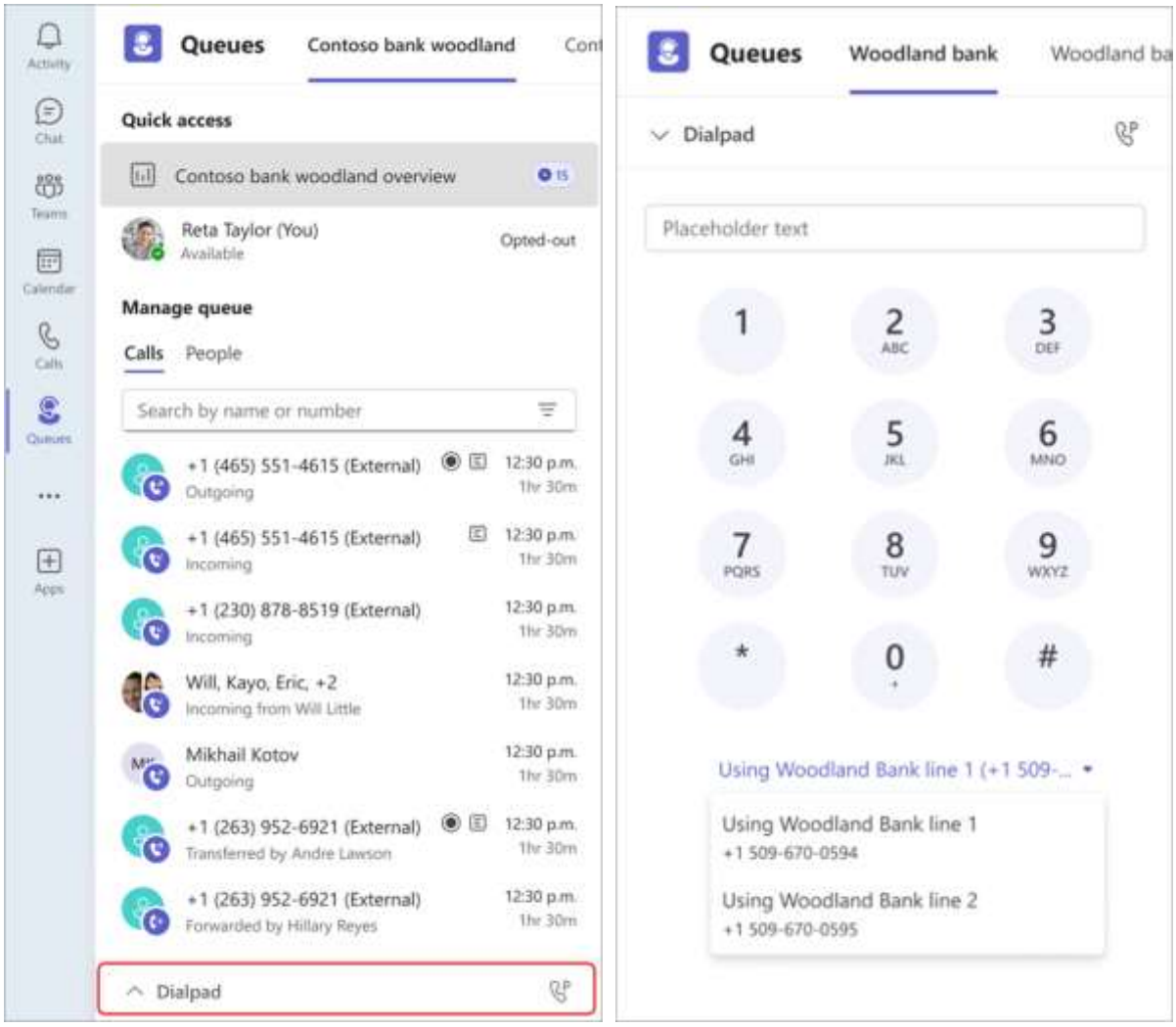
Interact with your team

Your teammates are grouped by their opt in/opt out status. To send a message or initiate a call, simply select a team member from the menu.

1. Under **Manage queue**, select **People.**
2. Click on the name of the person you would like to interact with. If you call a team member this way, you will have the option of choosing which phone number the outbound call uses.

Use the dialpad

Select **Dialpad** from the bottom left corner of the window to expand the view. From there, you can place outgoing calls.



If your organization has multiple outbound numbers to choose from, you will see a dropdown appear above the **Call** button, allowing you to choose which number you'd like to place outbound calls with.

View call history

To view past calls, including calls or voicemails you may have missed, select **Calls** under **Manage queue**.

You can select any call in your history to see more detailed information and call that number back using the number associated with your call queue.

Currently, call history includes the past calls that you have picked up or calls that you have missed that have a voicemail.

View real-time statistics

If authorized by your IT admin, you can see real-time statistics for your call queue, such as total number of calls in the queue, average call time, and longest wait time. The available statistics are based on your admin settings, and new metrics may come available in the future.

There are two ways to find your analytics dashboard.

First, when you have a queue selected, you will see an overview for that queue at the top of **Quick access** on the left side of the Teams window.

Second, to see a wider range of analytics for all of your queues, your team members, and your auto attendants:

1. Select **Analytics** in the top right corner of the window.
2. Select the **Real-time** tab in the top left corner.
3. Select the queue, auto attendant, or team member you'd like to see the analytics for from the dropdowns.

View historic reports

With the historic reporting feature, you can access reports on the agents, Auto attendants and Call queues that you oversee. Like real-time statistics, your access to these reports is based on admin authorization.

1. In the Queues app, select **Analytics** in the top right corner of the window.
2. Select the **Historical** tab in the top left corner.
3. Select the Auto attendant, Queue, or Agent you'd like to see the analytics for from the list.
4. Select the date range you'd like to see, and select **Apply**.

You can also export the report into an Excel document. Once you've set the date range you want, simply select the **Export** button in the top right corner of the window.

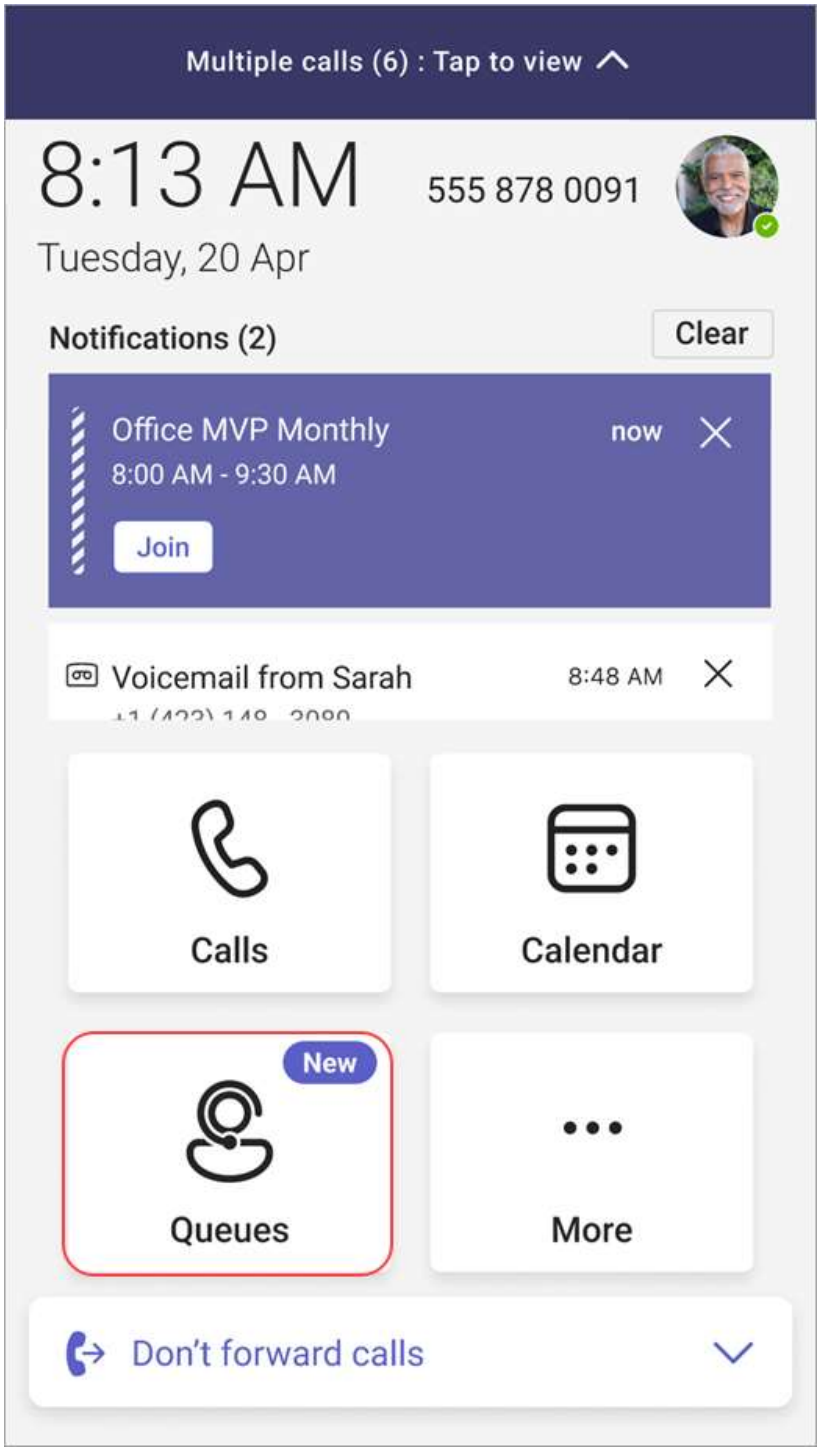
Note: Historic reports are only available for the past 27 days. You can only view historic reports for call queues and auto attendants that you have access to. If you need help interpreting your historic reports, please contact your Teams administrator.

Teams Phone

Once your IT admin has completed the setup and authorization process, the Queues app will be ready to use on your Teams Phone device.

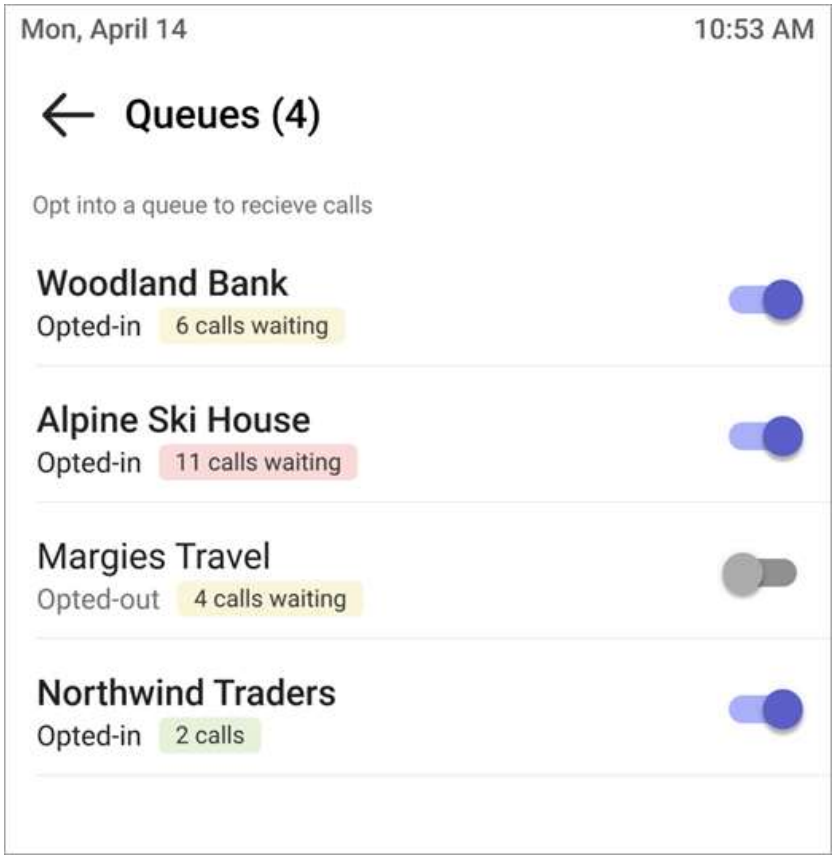
Opt in or out of call queues

Select **Queues** on your Teams Phone to get started.



On the next screen, you'll see available queues to join.

Select the toggle next to the queue to opt in or out.



Once opted in, you will start to receive calls from this queue.

To opt out, return to the same toggle and switch it off. This will remove you from the list of opted-in team members, and you will stop receiving calls.

Make calls and view call history

When you select a call queue, you'll see two tabs under the queue name: **Calls** and **People**.

From the **Calls tab** you can view your call history.

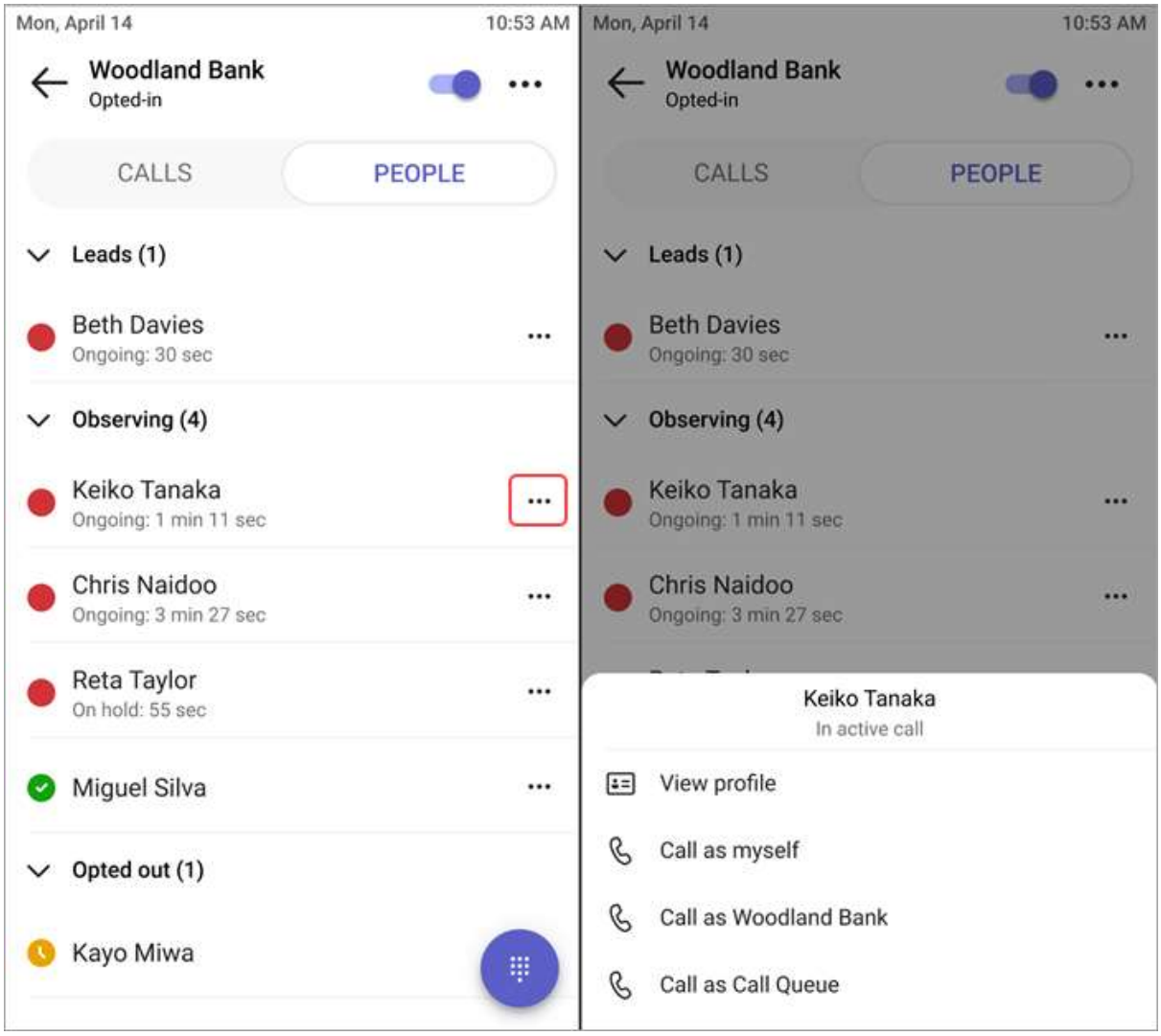
Select any call in your history to see more detailed information and call that number back using the number associated with your call queue.

Currently, call history includes the past calls that you have picked up or calls that you have missed that have a voicemail.

View status and profile information

In the **People tab**, you'll see the Teams status of your **Leads** and people you're **Observing**.

To see profile information and call options, select **More options** ••• next to the person's name.



At any time, you can access the **Dial pad** from the button at the bottom of the screen. If your organization has multiple outbound numbers to choose from, you will see a dropdown appear above the **Call** button, allowing you to choose which number you'd like to place outbound calls with.

Send and receive SMS in Microsoft Teams

Teams lets you send and receive SMS messages from your desktop or mobile device. This is currently available to calling plan users in the United States and Canada.

Note: SMS is enabled in the Teams admin settings. If you're unable to use SMS, please contact your administrator.

Send SMS

1. From your list of chats, select **New message** .
2. Enter the phone number of the person you want to text.

Note: SMS messages are currently for one-on-one chat conversations and can only be sent to one person.

3. Type your message in the compose box.

4. Select **Send** . Your message will be sent as a text message to the person's phone.

Note: You can't currently send attachments, emoji, stickers, or GIFs in your text messages. Teams also doesn't support MMS.

Receive SMS

When someone texts you in Teams, you'll receive a notification. Select the notification to view the chat. For SMS messages from new contacts, you must first either allow or decline messages from that number by selecting **Accept** or **Block**.

Tip: To mute a SMS chat, go to the chat conversation, then select **More options** > **Mute**.

To view a SMS that no longer has a notification,

1. From your list of chats, find the chat that lists the phone number of the person who texted you.

Tip: Quickly search for a contact using the keyboard shortcuts **Ctrl+E** or **Ctrl+Alt+E.**

2. Select the chat to read the message and reply.

Note: To use SMS, you must have a valid, SMS-enabled phone number in your Teams profile. If you do not have a phone number in Teams, or if your phone number isn't SMS-enabled, reach out to your Teams admin.

Manage SMS

If you later decide to no longer receive SMS from a specific person, reply with STOP to block further messages. Resume messages by replying START.

Tip: Reply with HELP to view all of your options.

First things to know about files in Microsoft Teams

Teams makes it easy to work with and share the files your team produces and acquires. Here are some basics to get you started.

Find important files in OneDrive

Select **OneDrive** on the left side of Teams to access the files you need.

OneDrive puts files into different groups so you can find them faster:

- **Home** lists all the files you've recently viewed or edited.
- **My files** lists all the files and folders from your personal OneDrive.
- **Shared** shows all the files and folders shared with you and created by you.
- **Favorites** shows files you've marked as your favorite files.
- **Recycle bin** shows files that you've deleted.

In **Browse files by**, you can see files based on who shared them, what meetings they were in, and what type of media they were.

In **Quick access**, browse files located in specific Teams channels.

Browse shared files

In OneDrive, select **Shared** to view files shared between you and others.

- Select **With you** to open files shared with you by others.
- Select **By you** to open files you shared with others.
- Choose different file types to filter your results by.
- Select **More** to open more filters.

You can also view recent activity on each file and search for specific people or file names.

Browse files from specific people

In **OneDrive**, go to **Browse files by** > **People** to browse files by who shared it with you. People you recently interacted with appear at the top of the list.

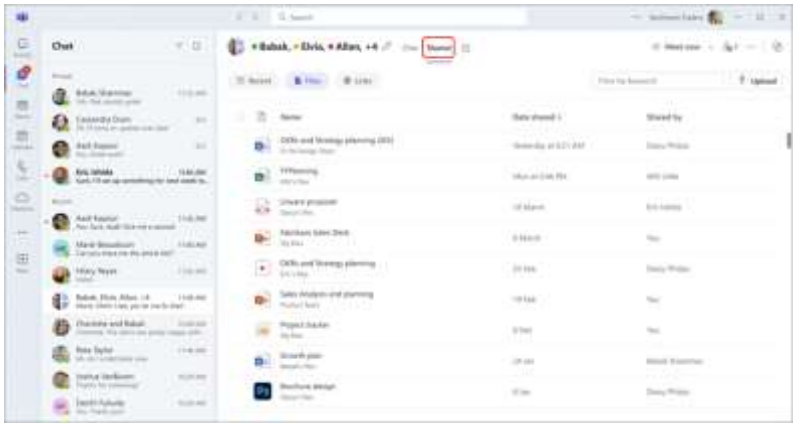
Browse files from specific meetings

In **OneDrive**, go to **Browse files by** > **Meetings** to view files shared in specific meetings.

Meetings are shown in reverse-chronological order, separated into **Upcoming meetings** and **Past meetings**.

View files from a chat, channel, or meeting

At the top of every chat and channel, select the **Shared** or **Files** tab to view all files shared within it.



You can also access files from a past meeting by going to your Teams **Calendar**, double-clicking the meeting, and selecting **Shared**.

Share files

Share files in chats, channels, and meetings to let others see, work on, and download them, depending on your share settings.

Share a file from OneDrive

1. Select **OneDrive** in Teams.
2. Select **My files**.
3. Hover over the file you want to share and select **More Actions** ...

- Select **Share** to send directly to a person or group.
- Select **Copy link** to get a link you can paste into chat or email.
- Select **Manage access** to manage permissions for who you share the file with.

Share a file in chat

To share a file in a chat:

1. Select **Chat** in Teams.
2. Choose a chat you want to share a file in.
3. In the compose box, select **Actions and apps** > **Attach** .
4. Select the file you want to share.
5. Add an optional message.
6. Select **Send** .

Upload files to a chat, channel, or meeting

1. Open the chat, channel, or meeting you want to upload a file to.
2. Select the **Shared** or **Files** tab.
3. Select **Upload** .
4. Select where you want to upload a file from.
5. Select the file you want to upload and select **Open**.

The file will start uploading automatically.

First things to know about apps in Microsoft Teams

Desktop

Apps let you do more in Teams. Think about the tools, files, and dashboards your organization already uses. Many of them can be added right into Teams. You can find new ones by going to **Apps** on the left of Teams.

Here are the first things to know about apps:

1. You can use apps in tabs in chats, channels, and meetings

When you work with different people, you want different information and tools on hand. You can add relevant files and apps to tabs at the any chat or channel. You can also add apps to meetings to help you collaborate better with attendees.

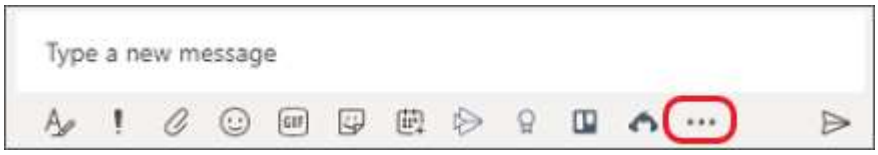
For example, your team might meet every morning to look at a list of tasks. You might also create new tasks throughout the day based on information you get in chat. Or, you might want to co-create PowerPoint deck with others in a channel. Apps can help you stay organized and get all kinds of work done without leaving Teams.

To get started, select **Add a tab** + at the top of a chat, channel, or calendar event. Then select or search for an app to add.

2. Messages can be more than just text, thanks to apps

Some apps let you insert content from the app directly into Teams messages.

To use one, select **Actions and apps** ••• next to the box where you type a message. Search for an app, or choose one from the menu.



3. Some apps answer questions and follow commands

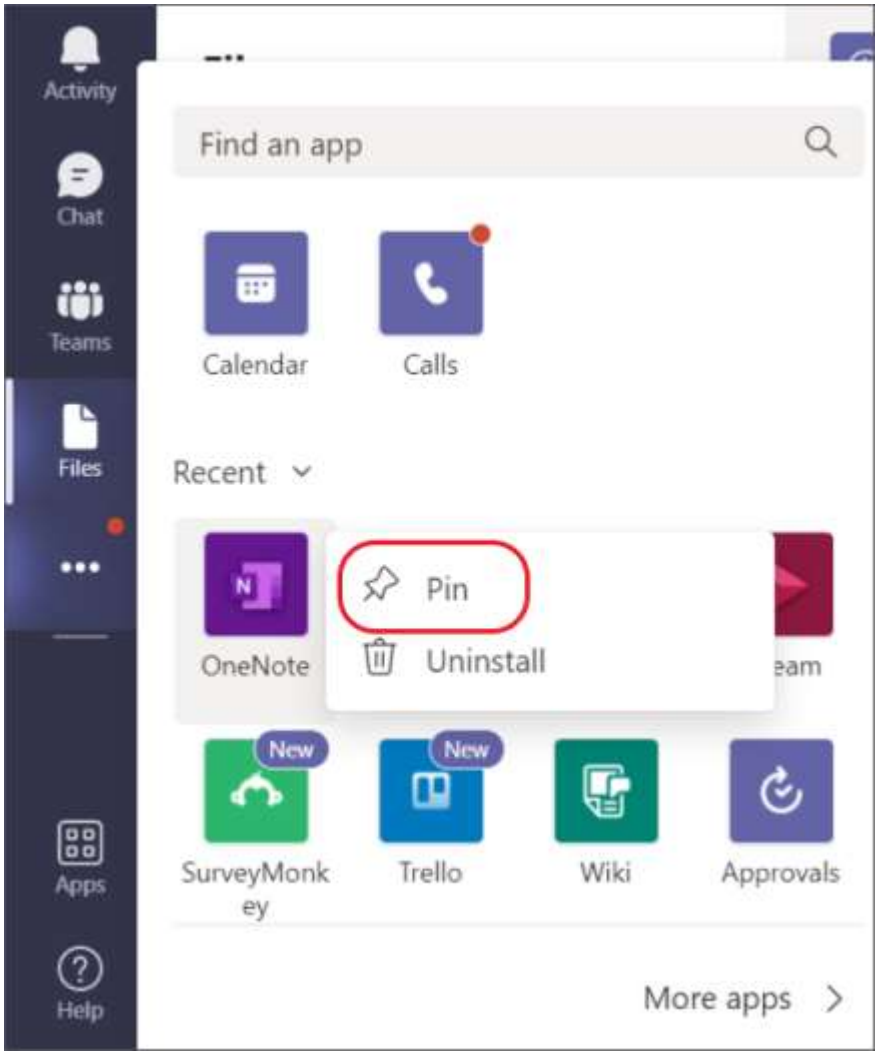
A well-known benefit of Teams is collaborating with colleagues—a lesser-known perk is working with bots.

You can interact with bots by @mentioning them in chats, channels, or search. For example, you can chat with Survey Monkey to create a new poll right from within a message. Or @mention Wikipedia in the search box to find and share articles.

Bots may not give you the same warm, fuzzy feelings as your colleagues, but they can save you time by handling certain tasks.

4. Some apps offer a personal view

Any app with a personal view will appear on the left side of Teams. From here you can get a bird's eye look at your tasks or just have a place to do your own thing.



From **View more apps** ••• on the left side of Teams, you can right click any app icon to **Pin** it for easy access. To unpin, right click again and select **Unpin** .

Each app will have one or more of the features explained in this article. Scan its description to see what it can do, read reviews, and find out where to use it in Teams.

Note: Are you a developer? You can create custom apps for your org or for the public to use in Teams. Learn more by visiting the Microsoft Teams Developer Platform.

Mobile

From your desktop or web version of Teams, there are a bunch of ways to add your favourite apps. Once you do, you'll be able to receive notifications in channels, chat with bots, and use apps in tabs within conversations—all from the Teams mobile app.

First things to know about Loop components in Microsoft Teams

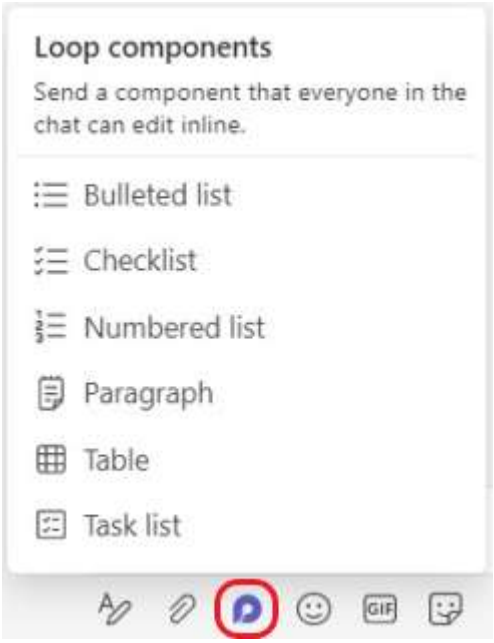
Have you ever sent content to a chat and wished your team could add their ideas and feedback right in the message, without a bunch of back and forth?

With Loop components, this is all possible.

1. Loop components are built for collaboration

When you send a **Loop component,** everyone in your chat can edit and see changes instantly. That means you can collaborate right inside a chat message.

Go to the messaging area and start with a blank message. Select **Loop components** , choose a component type, enter some content to guide your collaboration, and press **Send** . Everyone in your chat will be able to edit your message.



For complete instructions, read Send a Loop component in Teams chat.

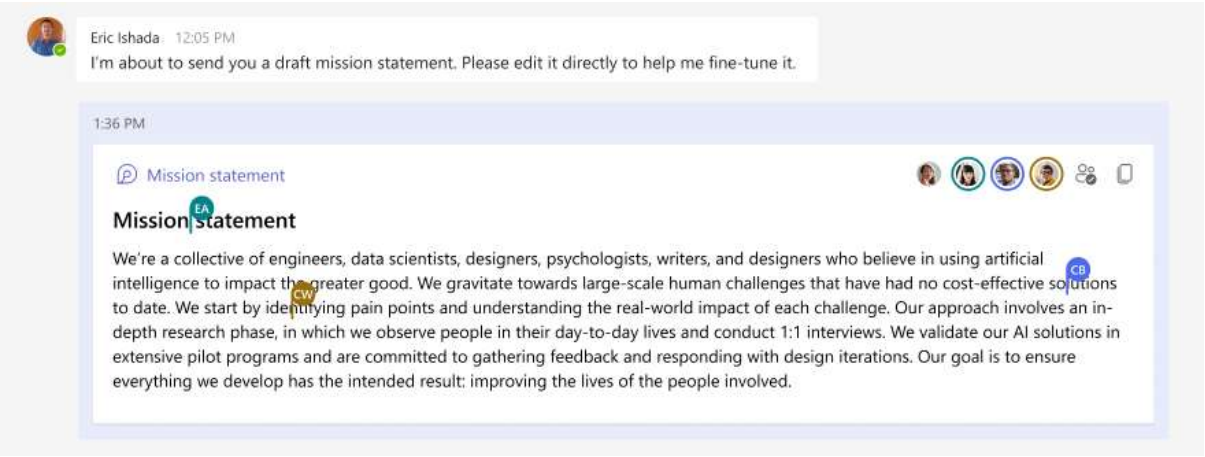
2. They're saved automatically

Loop components are saved automatically to your OneDrive, which means you can find them from Office.com in addition to Teams. We suggest giving your components easy-to-remember titles (the title is also used for the file name) to help you search for and find them quickly.

3. The possibilities for collaboration are endless

Below are five common uses for Loop components.

Co-authoring: Want help from your team to find the right words? Use Loop components to wordsmith the intro to a presentation, an upcoming social media post, or even an important email to a client.



Brainstorming: Ask others to share their ideas, whether you're looking for names for a new product or topics to discuss at your next team meeting. Use a bulleted or numbered list component to help stay organized.

Compiling data: Send out a table component with clearly labeled columns and rows to your team. In each cell, describe the data you need and @mention the person you believe can provide it. You can also use a table as a simple sign-up sheet.

Managing projects: The task list component offers a lightweight way to assign work with due dates to people on your team. (Be sure to @mention them so they're notified about the task.) When work is completed, each person can mark their task as done.

Focusing a discussion: You can use a component as a "mini breakout room" to have a place to focus on a single topic while the main chat thread covers wider ground. This is especially useful when you're trying to reach alignment and make decisions. A few tips:

- You can always select any content and hover your cursor there briefly to see who contributed to that part of the discussion.
- When asking questions or noting differences of opinion, you may want to insert a comment. Type **//** inside the component, then select **Comment.**
- Pin the message with your component for as long as your discussion is active, so it's easy for everyone to get back to. Go to **More options** •••, then select **Pin** . You'll find your message pinned to the top of your chat.

4. Components are easily shared and always reflect the latest changes

You can start a Loop component in one chat, then share it to another to invite more people to collaborate. Select **Copy link** in the upper right corner of the component, then paste (**Ctrl + V**) into the chat you want. No matter where edits are made, the component will always show the latest changes.

Learn more about Microsoft Teams

- **Meetings**
- **Teams Phone**
- **Devices**
- **Instant messaging**
- **Apps and workflows**
- **Frontline workforce**
- **Healthcare**
- **Security and compliance**

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