

# Microsoft Teams

## How to use guide

2021

This virtual exercise will be run through GovTEAMS and will utilise a Microsoft Teams (MS teams) environment only available by registering an account with GovTEAMS.

If you require any technical support throughout the exercise, please contact:

**Nicole Dash-Greentree**

National Biosecurity Response Team – Exercise control

Phone: 0424 395 065

Email: [Nicole.dash-greentree@agriculture.gov.au](mailto:Nicole.dash-greentree@agriculture.gov.au)

**Karly O'Neill**

National Biosecurity Response Team – Exercise control

Phone: 0439 670 800

Email: [Karly.ONeill@daf.qld.gov.au](mailto:Karly.ONeill@daf.qld.gov.au)

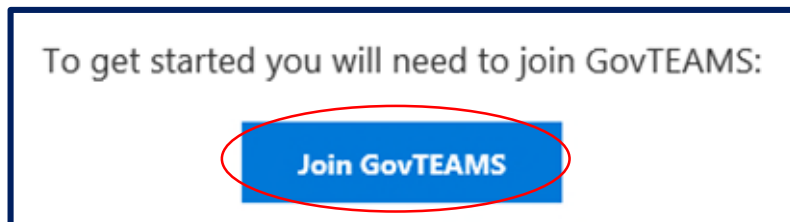
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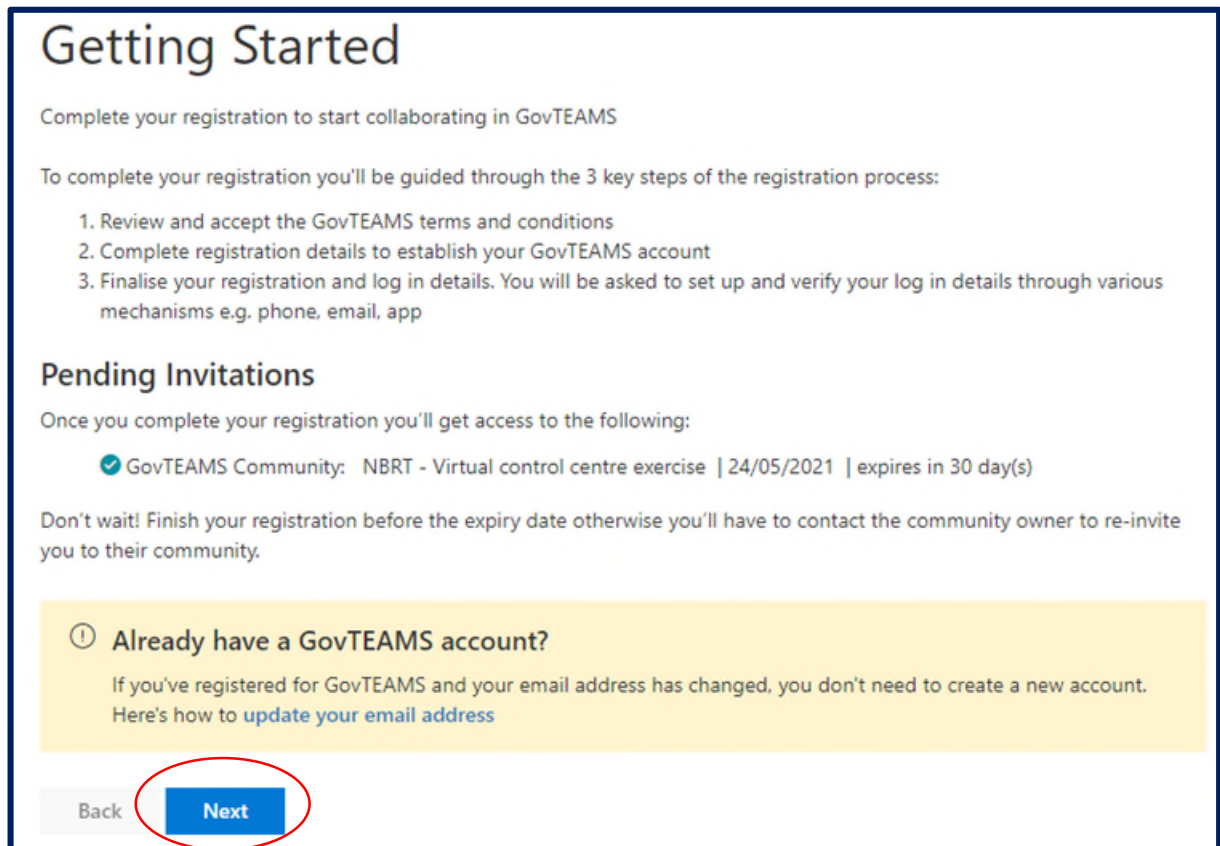
# 1 Registering for GovTEAMS

## 1.1 Create an account

- a) All participants and facilitators for the virtual control centre (VCC) exercise have been added as a member to the GovTEAMS platform. Everyone is required to register an account before accessing the Microsoft team's environment.
- b) You will receive an email invite titled 'You've been invited to use GovTEAMS'. When you open the email click on the option 'Join GovTEAMS' towards the bottom of the email trail.



- c) A new 'getting started' webpage will open, and you will need to complete five steps to create your account. To proceed select **next**.



- d) Read through the terms and conditions and tick box the 'I accept the GovTEAMS terms and conditions' and select **next**.

**Terms and conditions**

To register and use GovTEAMS you must read and accept the terms and conditions. If you are uncomfortable with these terms and conditions or do not understand them, please [contact us](#)

- **create only one GovTEAMS account and keep it up to date and active.**  
Keep your account information up to date, including by updating your account's email address if you move from one agency to another. If your account is inactive, it may be suspended or closed by Finance; and
- **use your individual work email address when creating your GovTEAMS account.**  
The email address used must not be a group mailbox. All GovTEAMS usage must be traceable to a single user for auditing purposes.

**General**

These Terms of Use do not negate any Terms or Conditions that apply to your use of any other government system.

We may revise these Terms of Use from time to time.

Please contact us if you have any questions, problems or feedback regarding the use of GovTEAMS.

I accept the GovTEAMS terms and conditions

[Back](#) [Next](#)

- e) In 'your details' fill in your details including first name, last name, employer and occupation/job title section. Please refer to the troubleshooting section below to address common issues experienced with this part of the registration process. Select **review** once your details have been entered.

**Note:** The email address will prepopulate based on the email address the invite was directed to.

**Your details**

Email Address  
allawynn@gmail.com

First Name\* Last Name\*  
Nicole Dash-Greentree

Employer\*  
Department of Agriculture Water and the Environment

Occupation/Job Title\*  
Senior Policy Officer

[Back](#) [Review](#)

### Troubleshooting:

- **Employer details** can not contain any special characters including ampersand (&), dashes (-), commas (,), semi-colon (;), apostrophe (').
  - **Occupation/Job title** can not contain any special characters including ampersand (&), dashes (-), commas (,), semi-colon (;), apostrophe (').
  - **Occupation/Job title** cannot contain more than 40 characters long.
- f) Confirm the details you have entered are correct, if you need to make any changes select back to amend your entries and select next. Once the details are correct tick box the 'I acknowledge that these details are correct' and select **create account**.

**Review**

Please check the details you have entered. These details will be used to create your account.

Email Address  
allawynn@gmail.com

First Name\*  
Nicole

Last Name\*  
Dash-Greentree

Occupation/Job Title\*  
Senior Policy Officer

Employer\*  
Department of Agriculture Water and the Environment

I acknowledge that these details are correct.

[Back](#) [Create Account](#)

- g) You will receive confirmation you have successfully registered your account. You will need to complete the authenticator set-up, and this should be done straight away. Select **Go!** to start this process.

We've created your GovTEAMS account

Your GovTEAMS username is: **allawynn@gmail.com**

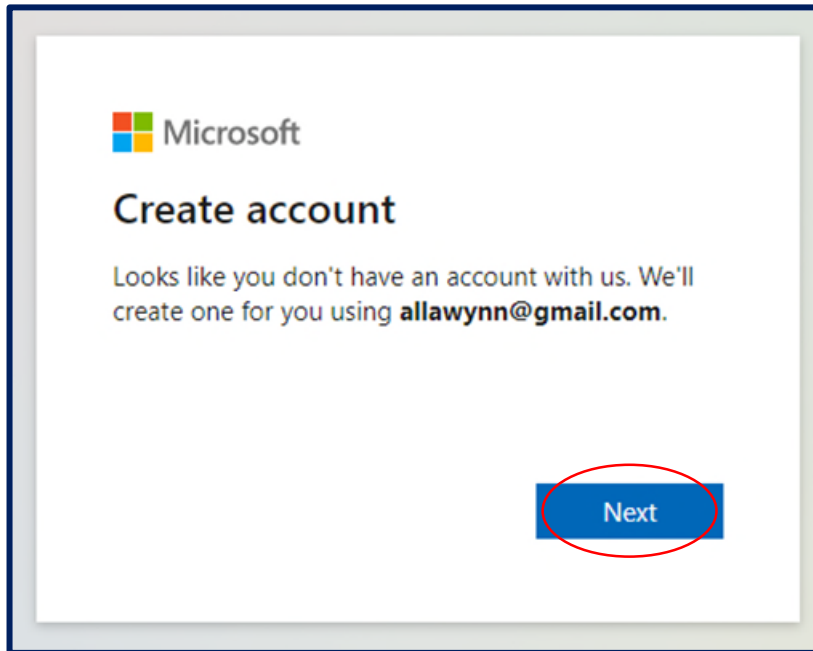
Click **Go!** to log in and access the GovTEAMS dashboard. You will need your email address and the password associated with this email address.

As this is your first time logging in, you will be prompted to set up your multi-factor authentication and password recovery options. You will need access to a phone to complete these processes.

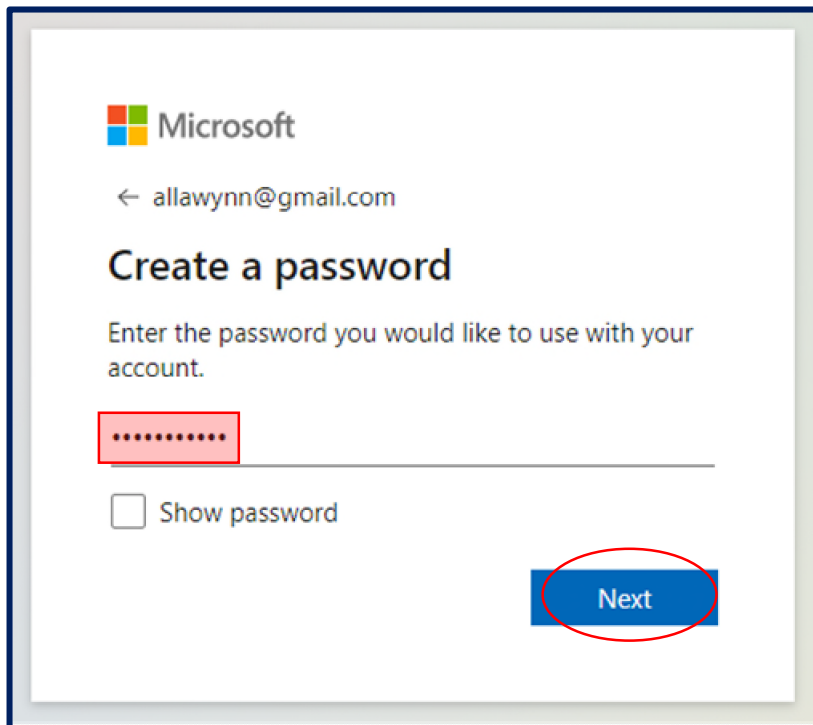
[Go! >](#)

## 1.2 Setup multi-authentication

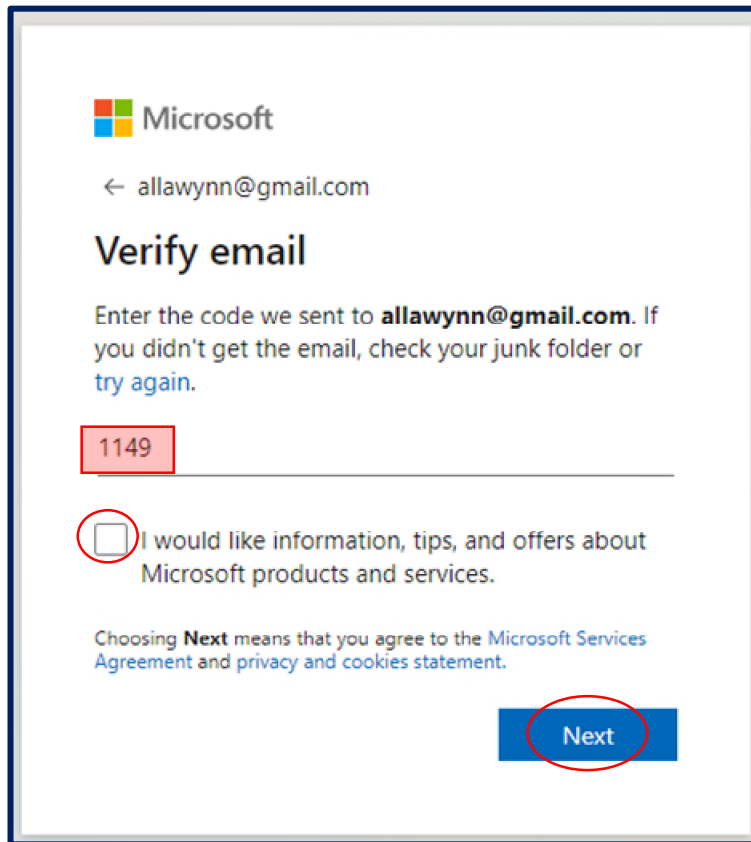
- h) This step is dependent on your jurisdictions account settings and may not be required. If this isn't relevant skip ahead to **step L**. If you receive a 'create account' prompt, select **next** to continue.



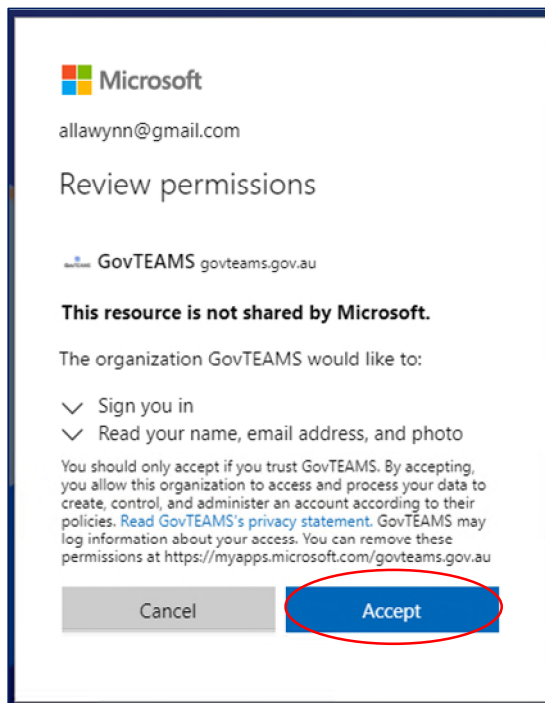
- i) Create a password and select **next**.



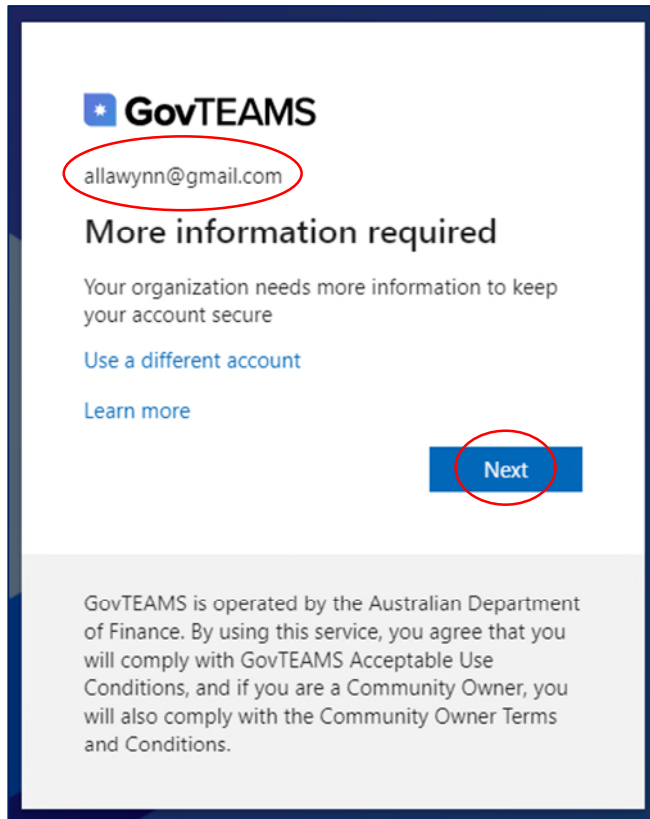
- j) A 4-digit code will be sent to your email address. Enter this information into the website field and select **next** (tick box 'I would like information, tips and offers about Microsoft products and services' if you don't want to receive this information from Microsoft).



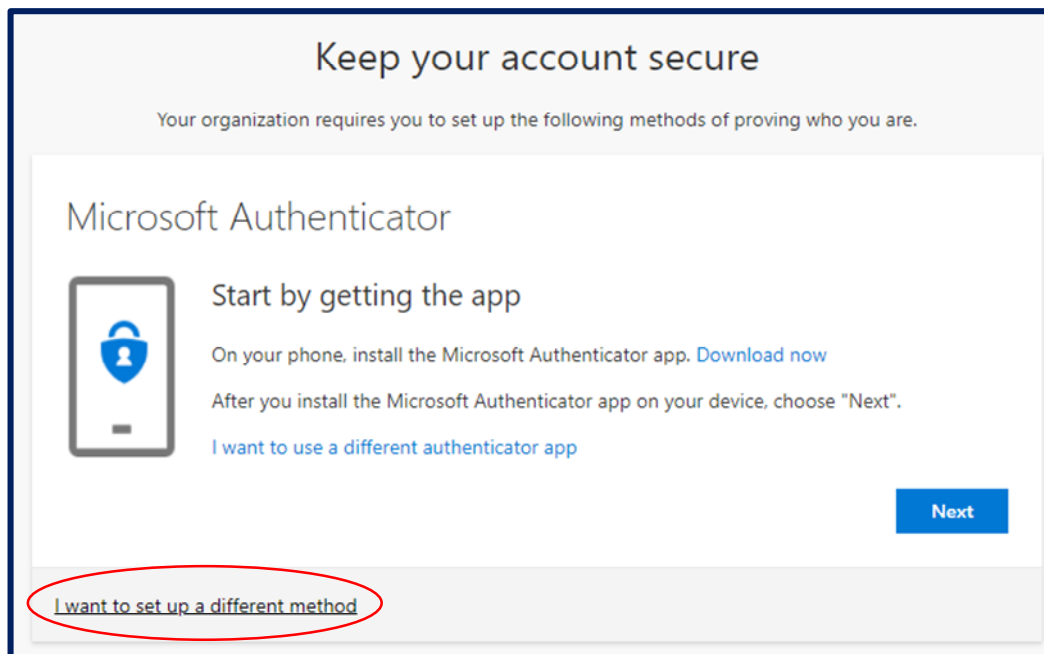
- k) You will be prompted to approve permissions for GovTEAMS, review and select **accept**.



- l) GovTEAMS accounts need a secondary authentication process to log in. When completing this process ensure the correct email address is selected and select **next**.



- m) The default method GovTEAMS recommends is the Microsoft Authenticator. Our suggestion is to opt into a text confirmation. To change to mobile phone authentication select 'I want to use a different method'.





- n) In the drop-down menu change the option to phone and select **confirm**.

Choose a different method

Which method would you like to use?

Phone

Cancel Confirm

- o) Change the country to Australia (+61) and enter your phone number (excluding the first 0 digit), select the Text me a code and select **next**.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

Australia (+61) 424395065

Text me a code

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#)

- p) A 6-digit code will be texted to your phone from Microsoft. Enter the code into the website and select **next**. If you did not receive a code, select **resend code**.

Phone

We just sent a 6 digit code to +61 424395065. Enter the code below.

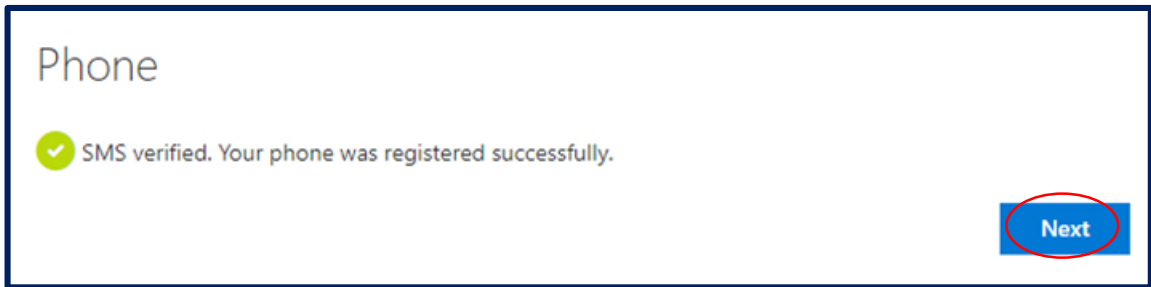
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[Resend code](#)

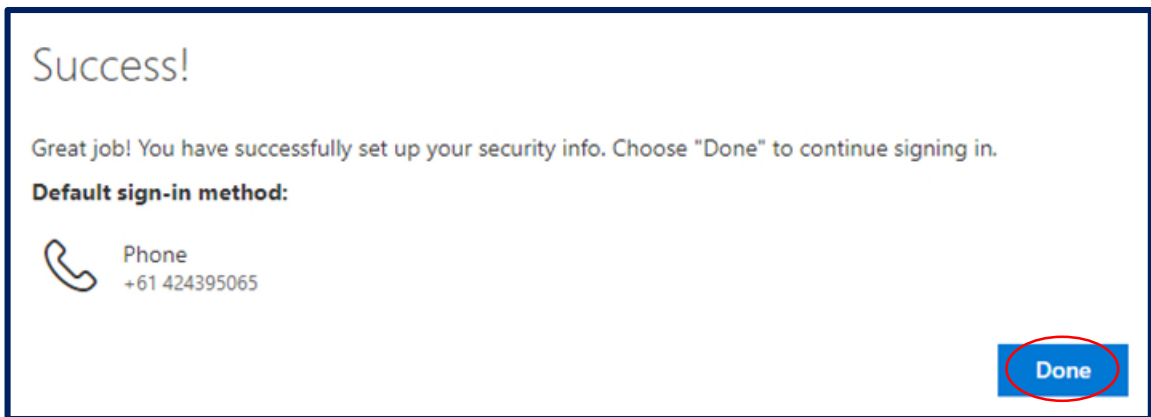
Back Next

[I want to set up a different method](#)

- q) A confirmation screen will appear if the SMS was verified confirming your phone was registered successfully. Select **next**.



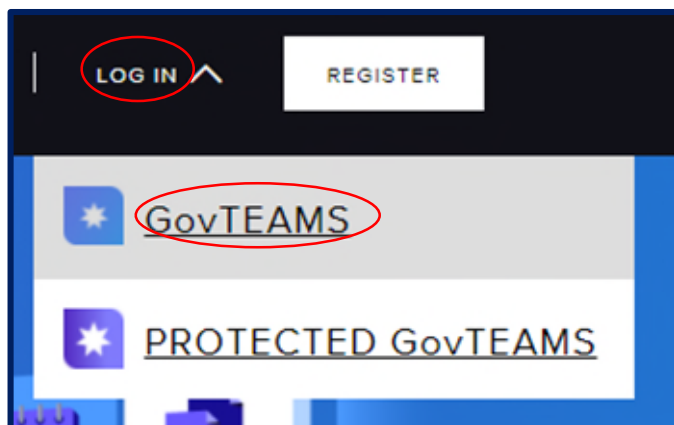
- r) Select **done** to finalise this process and you will now be able to log into <https://www.govteams.gov.au/>.



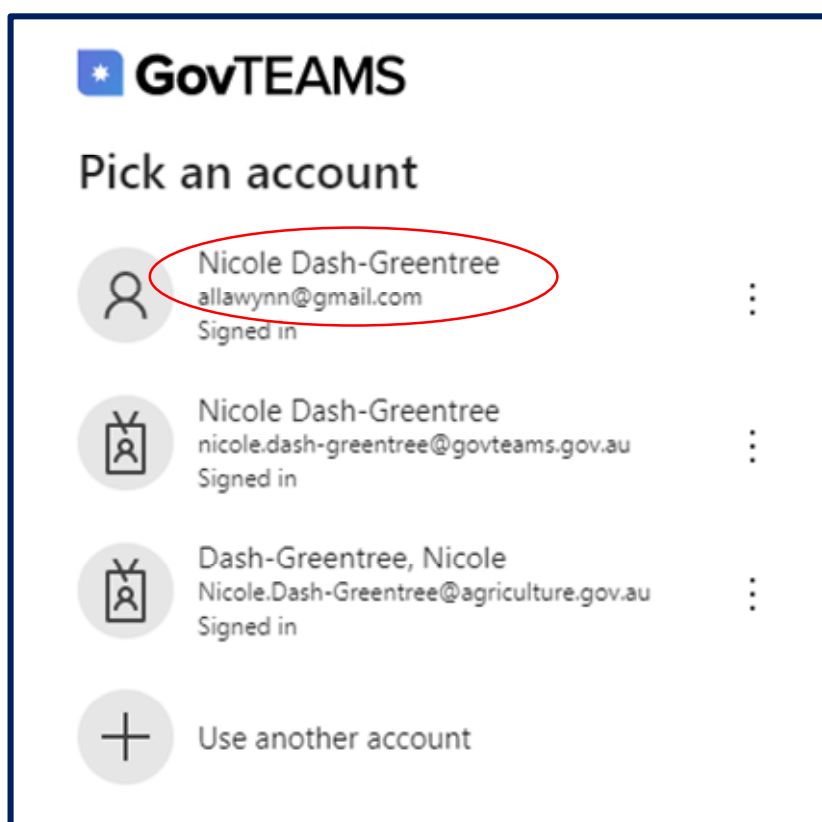
## 2 Accessing GovTEAMS and Microsoft Teams

### 2.1 Logging into your GovTEAMS account

- a) Navigate to GovTEAMS using [www.govteams.gov.au](http://www.govteams.gov.au) and select the 'log in option' on the right-hand side. In the drop-down menu select 'GovTEAMS'.



- b) In the pick an account menu, select the registered GovTEAMS account. If it isn't appearing you can add this by selecting 'use another account' and enter in the email address and password you registered in section 1.

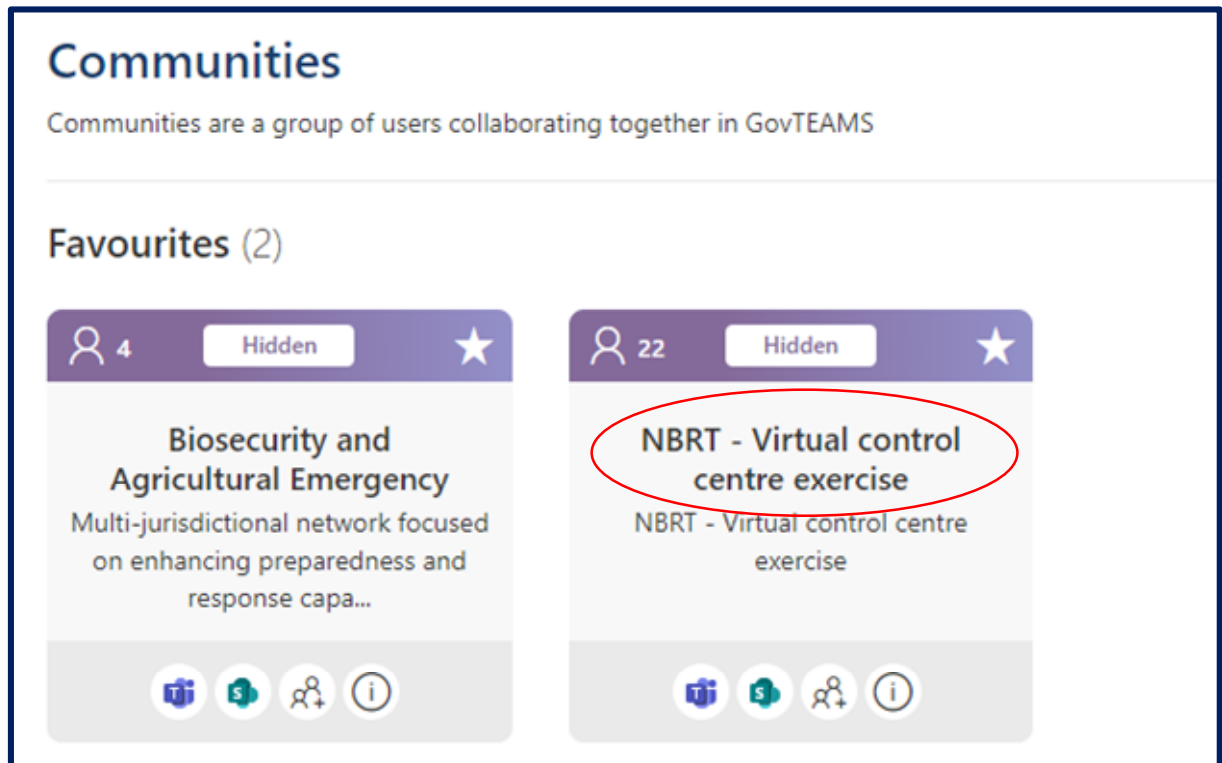


#### Troubleshooting:

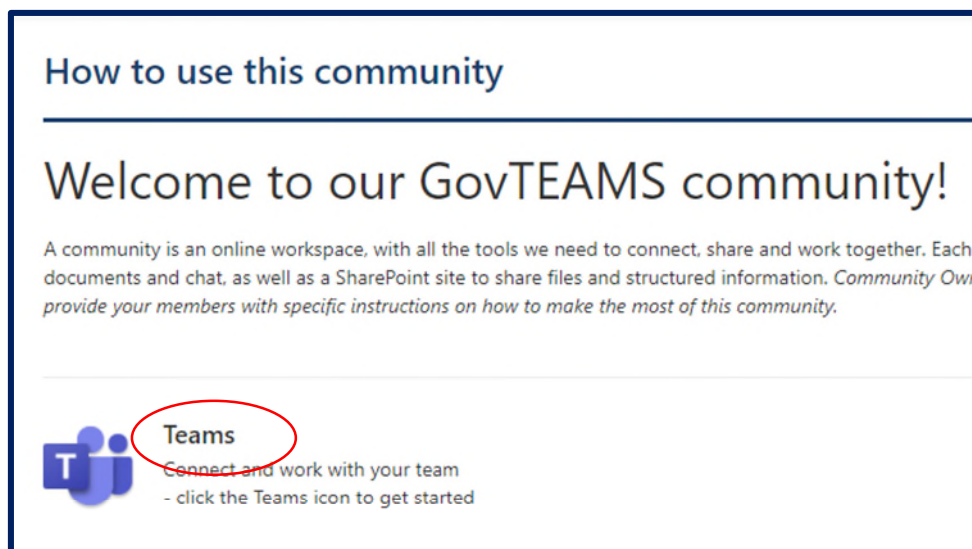
If the website isn't loading and keeps cycling, please give your account a couple of hours to setup and then try again.

## 2.2 GovTEAMS dashboard

- c) Once you have logged into GovTEAMS you will be automatically directed to your dashboard landing page. All the communities you have access to will be listed here. Select 'NBRT – VCC exercise'.

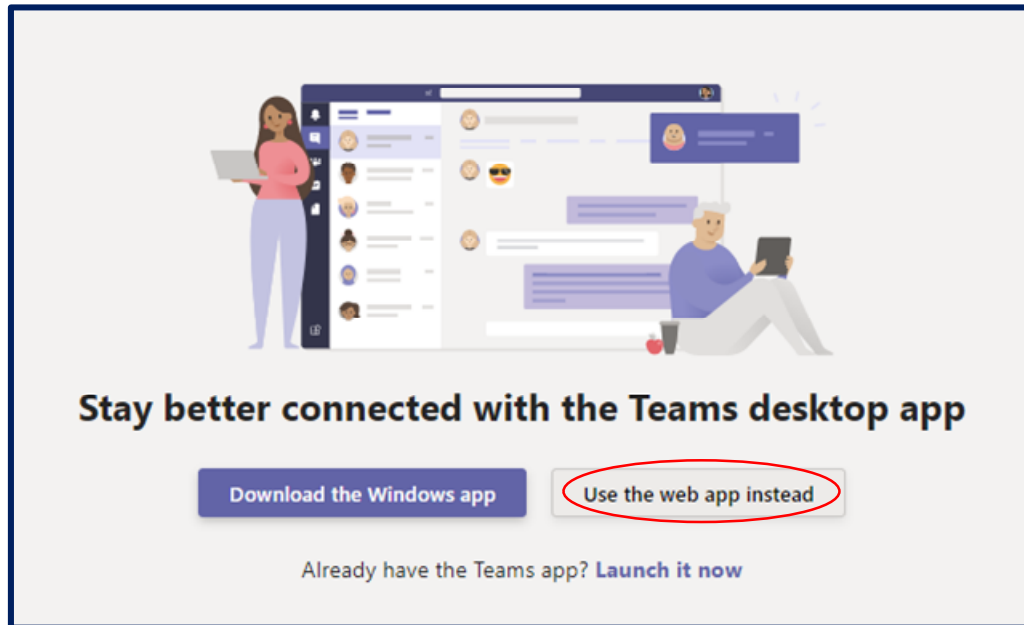


- d) The NBRT VCC exercise landing page will display and to open the Microsoft team's application select the team's options.



- e) A MS teams options screen will appear, and it is recommended that exercise participants opt to use the web application of MS teams by selecting 'Use the web app instead'.

**NOTE:** Exercise participants can use the MS teams' application, but the access process may vary between jurisdictions and has not been documented in this guide.

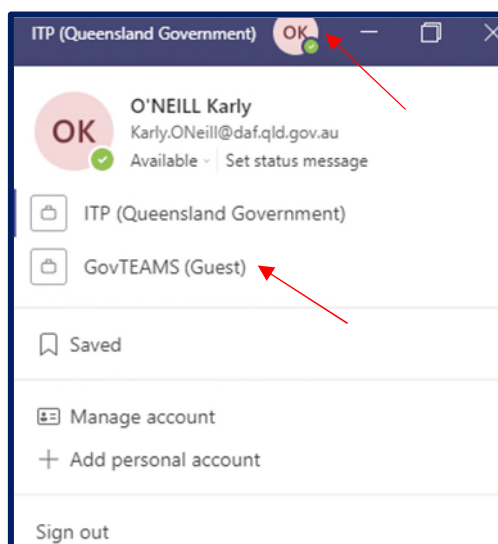


### Troubleshooting

If the options screen in step (e) does not appear and you are automatically sent to the MS team application:

- sign out of your account using the menu options on the right-hand side (select your initials to access) and
- then log back in using your GovTEAMS email address and password.

Once you have logged back in you can toggle between your jurisdictions teams site and GovTEAMS. To access the menu screen click on your initials this will then show a drop down and you can choose between your own teams and GovTEAMS (Guest) accounts.



- f) Pick an account menu will appear, select the GovTEAMS account to log in and you will see the NBRT VCC platform. This will be the information you step up in section 1.1 create an account.




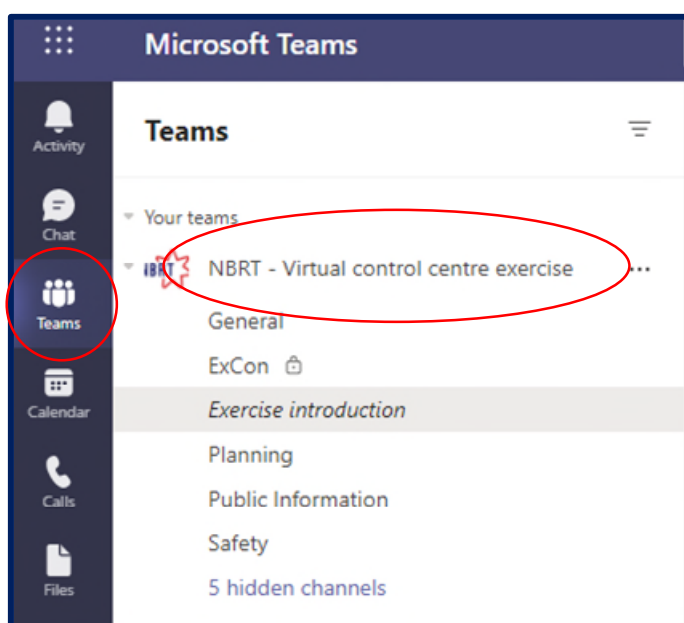
## 3 Navigating the Teams environment

### 3.1 Teams and channels

A *team* is a collection of people, conversations, files, and tools – all in one place.

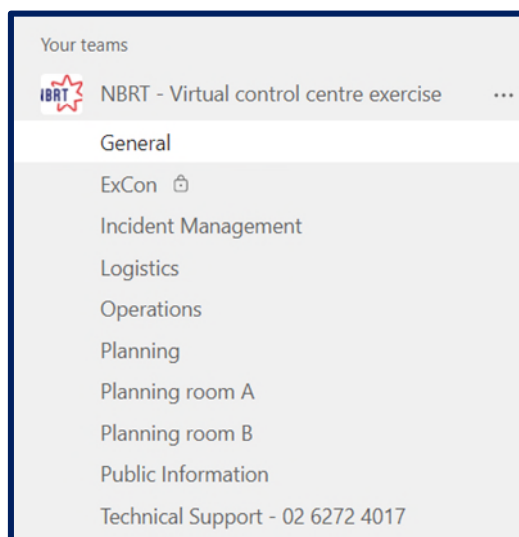
A *channel* is a discussion in a team dedicated to a specific function.

- When the Microsoft team application opens, click the  icon on the left-hand side screen to display the teams you are a part of.
- The NBRT VCC exercise should be displayed here under the section called 'your teams'



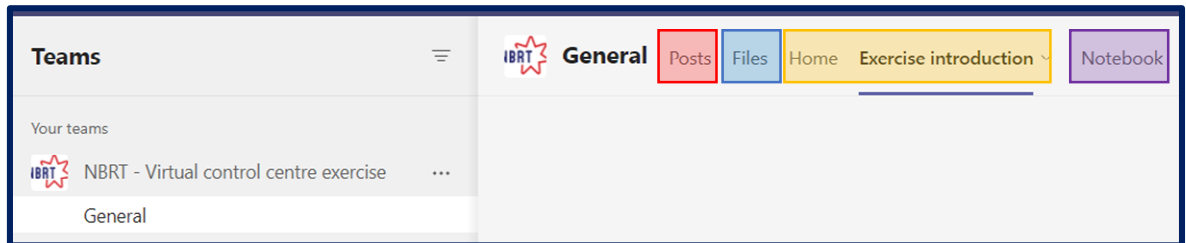
### 3.2 What is the structure

- The Microsoft team's platform has a simple design based on a functional Incident Management Team structure represented by a series of channels. If you can't see the channels below refer to section 3.2 hidden channels.



d) You can shift easily shift between channels by selecting them. Each channel will have a series of tabs at the top that show you different aspects of the channel (each channel may have different tabs). You can shift between tabs by selecting them. Tabs can be:

- **Posts** - The post tab is where you'll discuss things in each channel. They are separate group chats where you can join in conversations, upload files, have a video and audio chat with the team and engage with each other.
- **Files** – Any files added to your channel (attached to posts) will be placed in the matching folder in your document library. Click on this tab to find a list of these files, and you can simply access them here.
- **Wiki pages** – A website page with information specific to each channel. Participants are encouraged to check out the 'Exercise Introduction' page in the general channel.
- **Notebook** - OneNote is a digital note-taking app that provides a single place for keeping all of your notes, research, plans, and information. Notes are easy to organize, print, and share, and you can search and find important information quickly.



e) On the next page you will find a handy quick reference guide on site navigation.



# Microsoft Teams

## 3.3 Quick reference guide

**Virtual control centre channels**  
Click on each to:

- See the files and conversations related to the functional area.
- Hide and show channels.

**Manage your settings**  
Including hiding the team/channel

**Search bar**  
Click on each to:

- See the files and conversations related to the functional area.
- Hide and show channels.

**Access tabs**  
Click on each tab to view different elements of the channel:

- Posts – to view all the conversation/history of the functional channel
- Files – view all the files (including templates) available to the function

**Manage profile settings**  
Change your status, profile picture, or zoom scale.

**Teams navigation**  
Use these buttons to switch between activity, Chat, your teams, calendars, and files.

**View your teams**  
Click to see your teams and channels.

**Reply to a message**  
Type and format your text here. You can reply or react to existing messages.

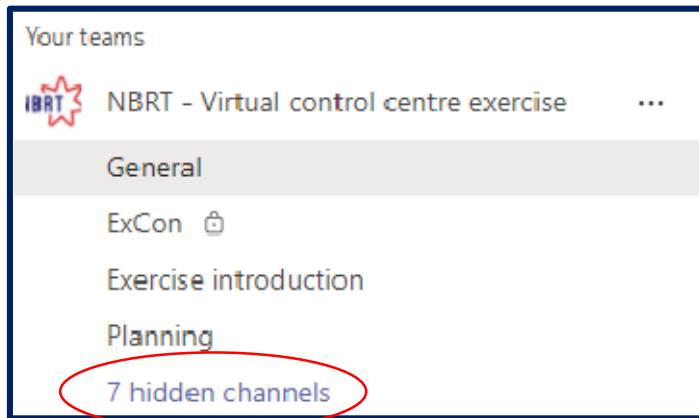
**Start a new conversation**  
Type and format your text here. You can reply or react to existing messages.

**New conversation**

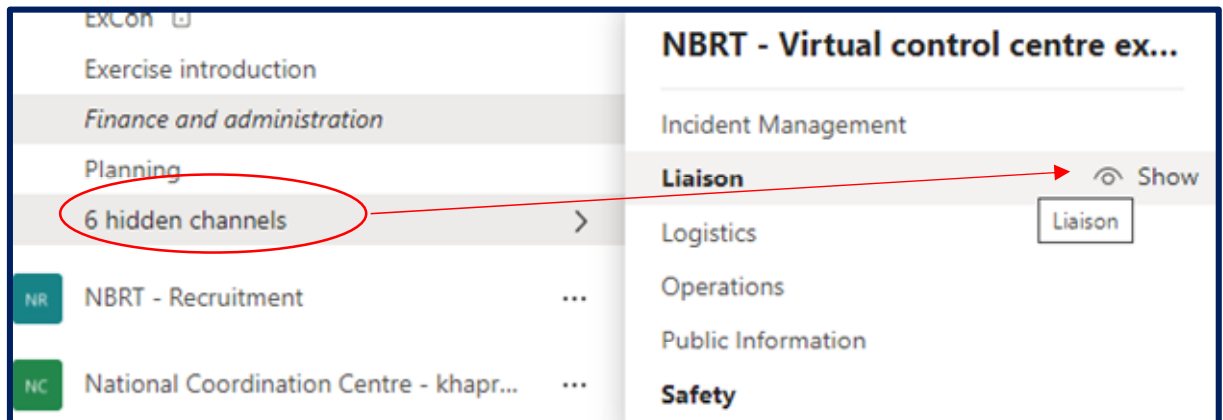
The screenshot shows the Microsoft Teams interface with several callouts. On the left, the navigation pane includes Activity, Chat, Teams, Calendar, Calls, Files, and Apps. The main area shows a channel named 'Planning' with tabs for Posts, Files, Planning, and Notebook. A message from Nicole Dash-Greentree is visible, and a reply box is open. The right-hand profile card shows the user's name, status, and various settings options like Accounts & orgs, Saved, Settings, Zoom, Keyboard shortcuts, About, Check for updates, Download the mobile app, and Sign out. A 'New conversation' button is located at the bottom center.

### 3.4 Hidden channels

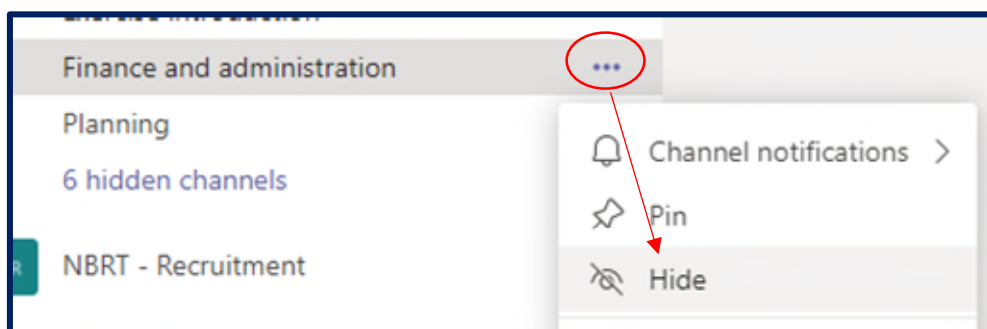
- f) Within the NBRT VCC exercise team some of the channels may appear hidden and will be listed at the bottom of the channel list as '# hidden channels'.



- g) To unhide the channels click on the hidden channel link to display the channels and select the pages you want to display



**Hint:** You may wish to hide channels that aren't relevant to your function (you'll still be able to access them), by selecting the three dots next to the relevant channel and selecting 'hide'.



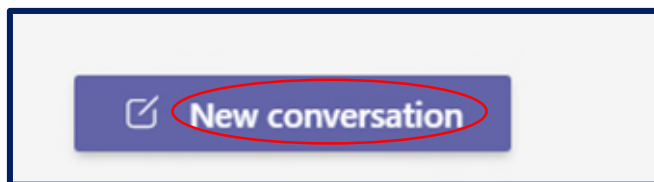
## 4 How to communicate in teams

### 4.1 Starting a new conversation

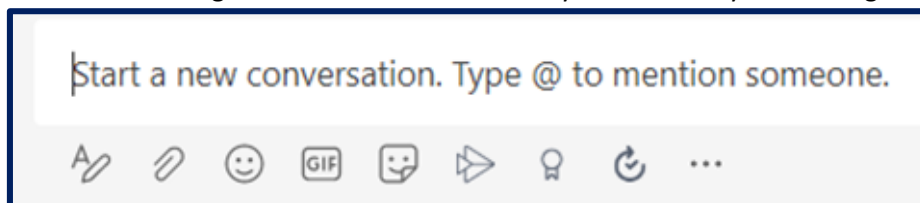
- a) Communication with people in teams is easy and there are a number of ways of to do it. In the channels there is the 'posts' section where you can post comments and reply to other messages. Everyone who has access to this channel can see these.







- b) To start a new conversation, go to the relevant channel and select new conversation.



- c) The box will change to an editable field where you can write your messages.

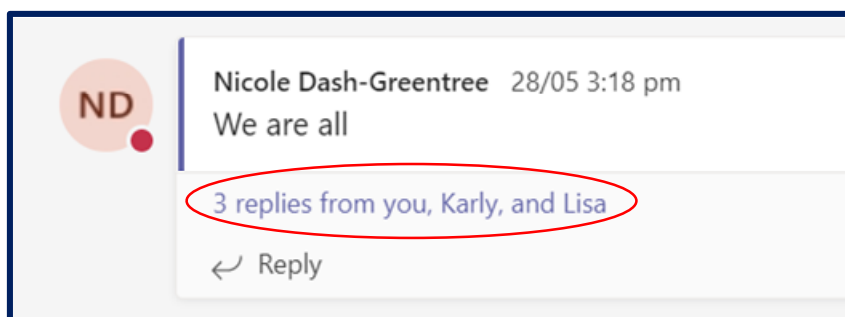


- d) When you are writing your message you will also see a few other features presented, the key ones include:

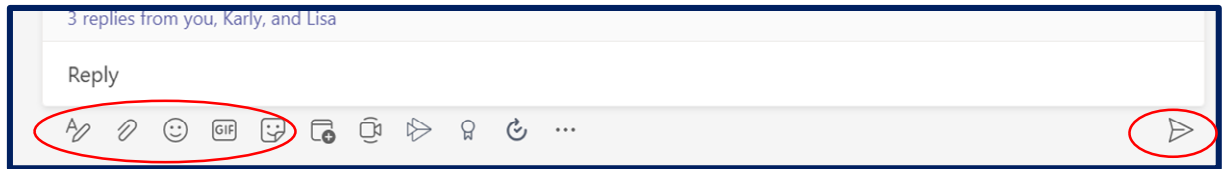
-  Text formatting – click this to open a larger email type message
-  Add a new attachment – you can upload an attachment to your message
-  Add an emoji or reaction - 😊 for fun
-  Send a message

### 4.2 Replying to an existing message

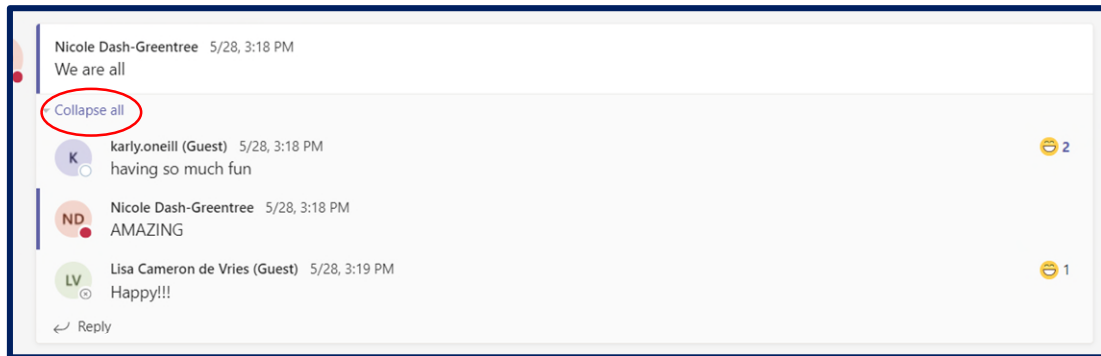
- e) If there is an existing message the 'reply' option will appear at the bottom of the chain, select this option.



- f) Start type your response. The additional features will also appear in this menu (refer to section 4.1 Starting a new conversation).

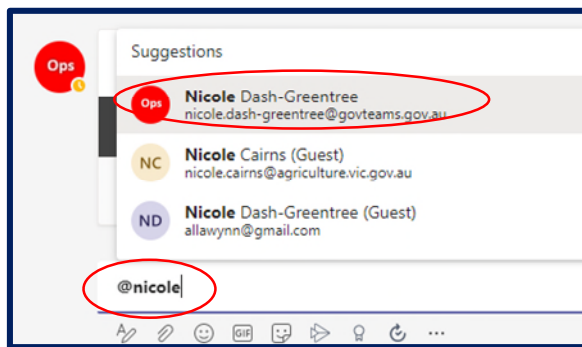


- g) In each new conversation it will automatically condense the replies, to view them select the blue hyperlinked text at the bottom it will display '# replies from [person]'.

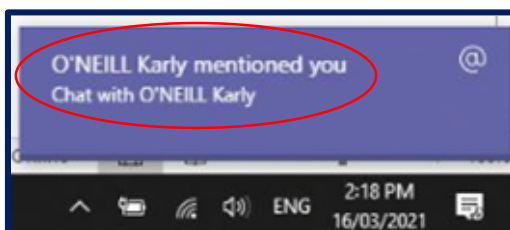
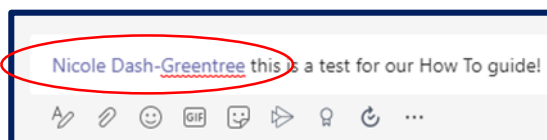


### 4.3 @mentions

- h) To highlight a message for someone using the @mention function. This is a good tool to get someone’s attention to an urgent message or piece of work.
- i) Type @ before the person’s name this will show a list of people that you can choose from, choose the relevant person you are typing to.



- j) This will convert the name into a link and when you send the message it will display a notification on their screen that you have been mentioned them.



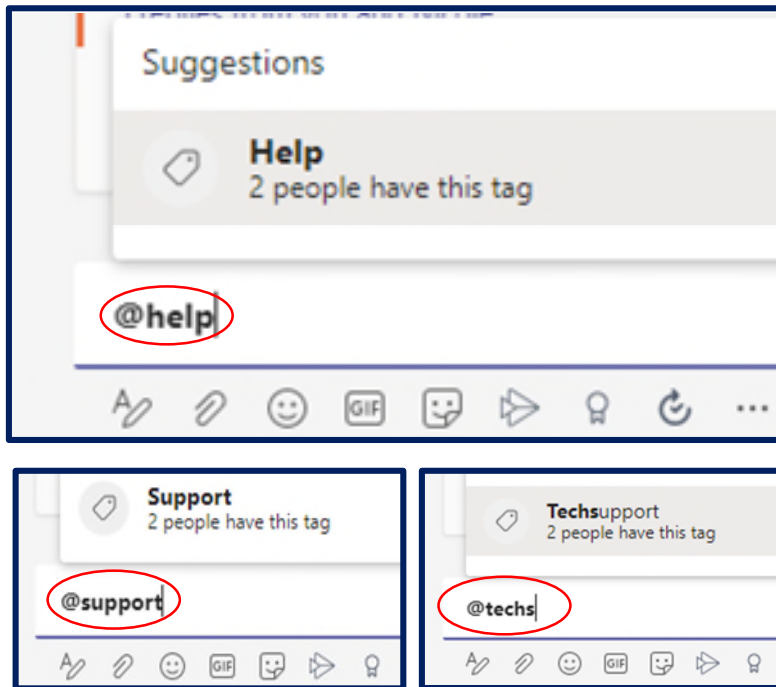
#### 4.4 Tags for Tech Support

- k) If you are having technical difficulty, use the @mention Tags for the tech support team, do this the same way as the @mentions just use the following tags:

@Help

@Support

@Techsupport

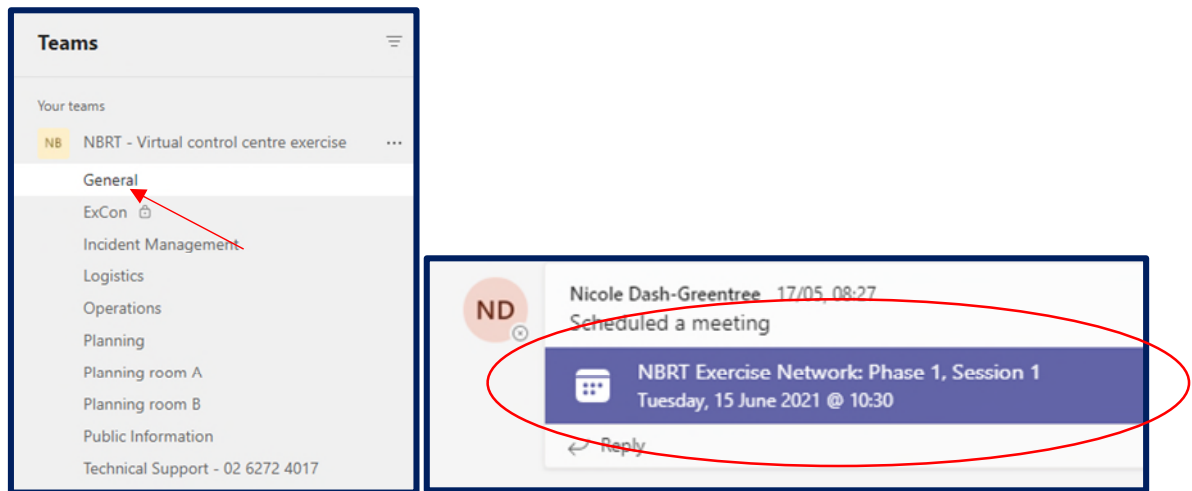


- l) By using this Tag you will then alert the tech support team directly.

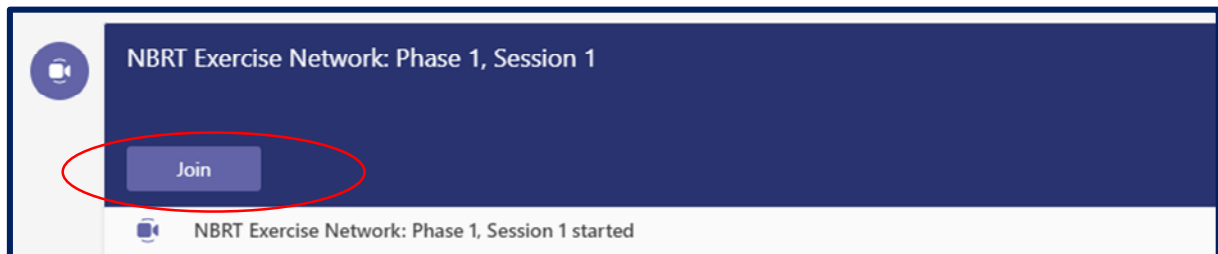
## 5 Exercise meetings

### 5.1 Join an existing meeting

- a) To ensure full access to the GovTEAMS environment all participants must join the exercise meetings via the NBRT – VCC Exercise GovTEAMS site (either on the web browser or via your Teams app), **not via your calendar invite**. Refer step 2.1 logging into your GovTEAMS account if you need help logging in.
- b) Open the Teams site, click on the General Channel and in the posts tab you will see the meetings for each day list (you may need to scroll up in the chat but meeting are highlighted in blue).

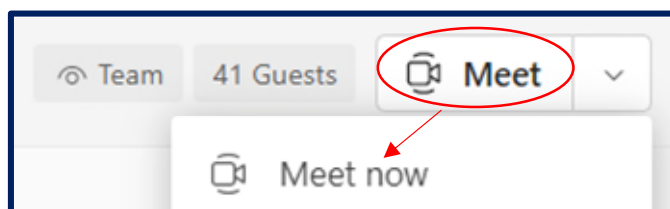


- c) Once the meeting has started you will be able to Join by clicking on the Join box

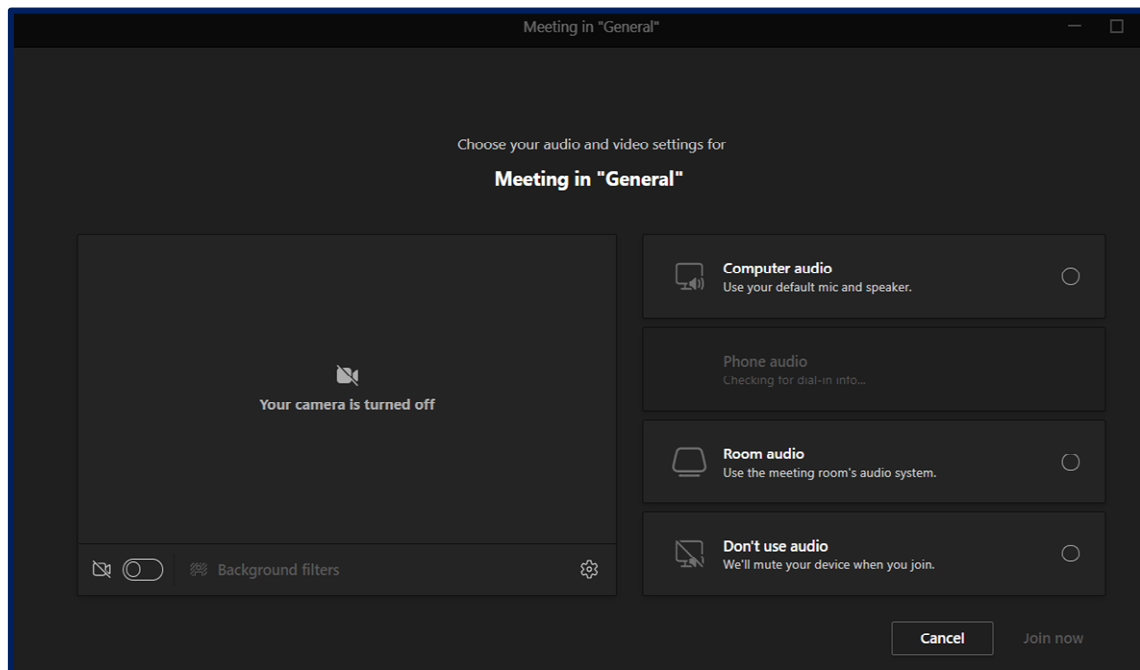


### 5.2 Starting a new meeting

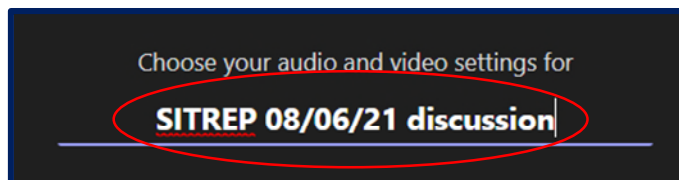
- d) To start a new meeting navigate to the relevant channel and select the 'meet' drop down option



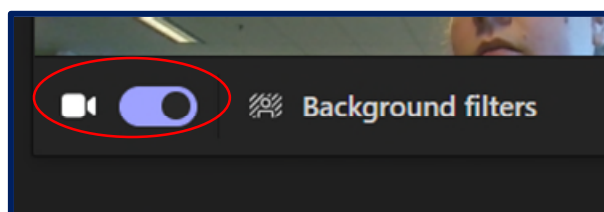
- e) Select the meet now option and this will create a new window to set-up the meeting options.



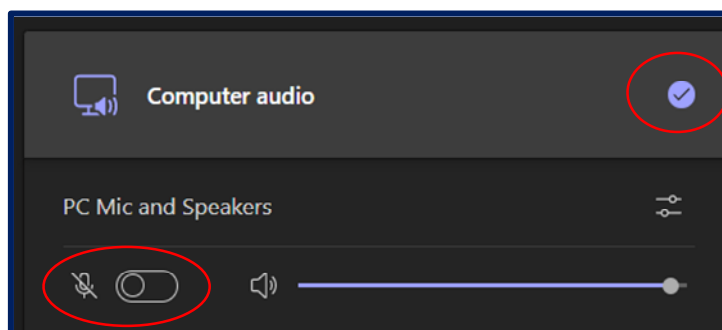
- f) Click into the 'meeting in "General" section' and update this title to reflect the purpose of your meeting.



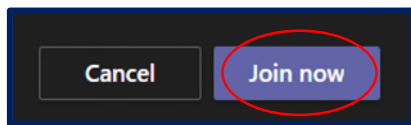
- g) Turn on your video but select the camera button (it will turn blue) and also make sure you have setup your background (refer to section 3.7 Adding a background). Your video will start to display when your camera has been turned on.



- h) Select 'computer audio' to turn on your audio options and set your microphone to mute prior to joining the meeting to minimise disruption.



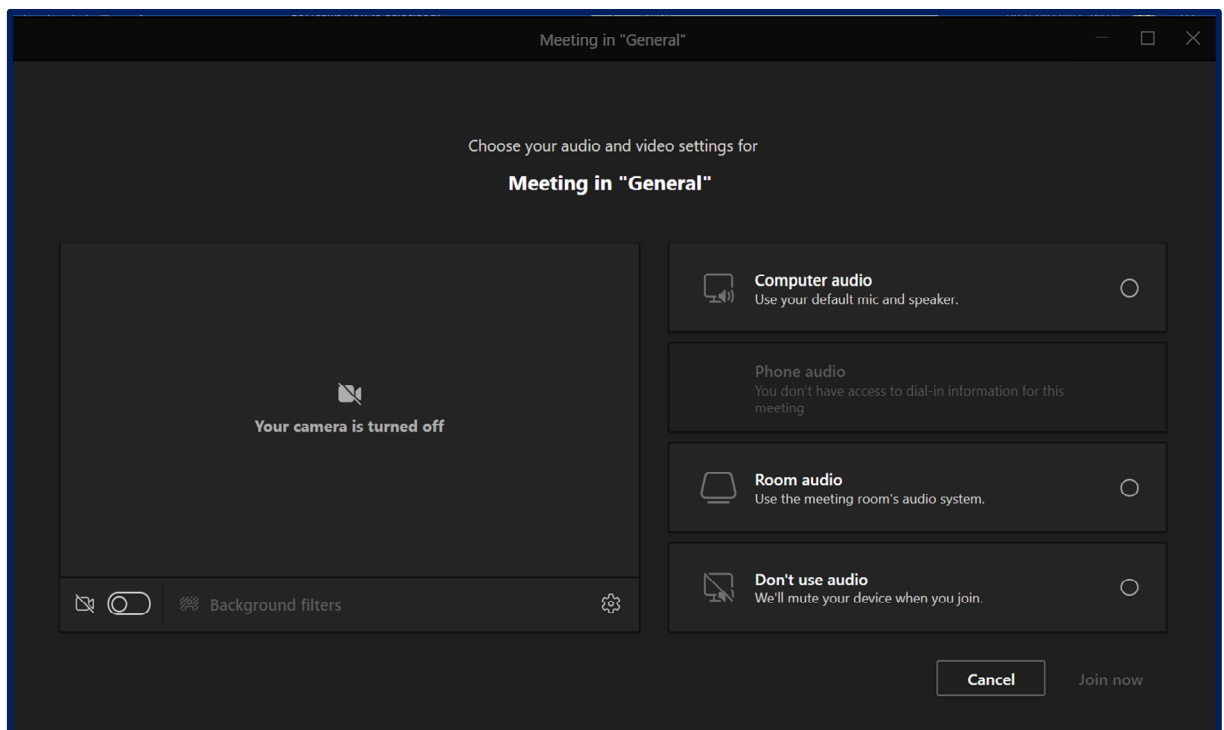
- i) Select 'join now' to start your meeting.



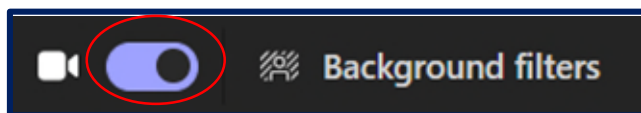
### 5.3 Adding a background

- j) All participants need to add a background that matches their function. The backgrounds will be provided in advance and you will need to save the relevant background to the desktop.

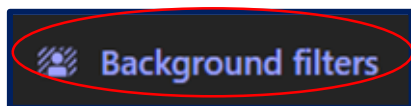
Backgrounds can only be applied when you join a MS teams meeting. Refer to section 3.4 to know more about joining a meeting. The menu screen will appear.



- k) In the meeting menu screen select the camera icon to turn your camera on. It will turn blue when it has been turned on and your video feed will appear on the screen.

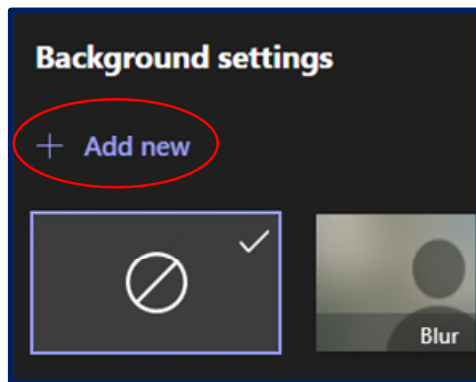


- l) Select background filters. It will display a list of different backgrounds on the right-hand side.

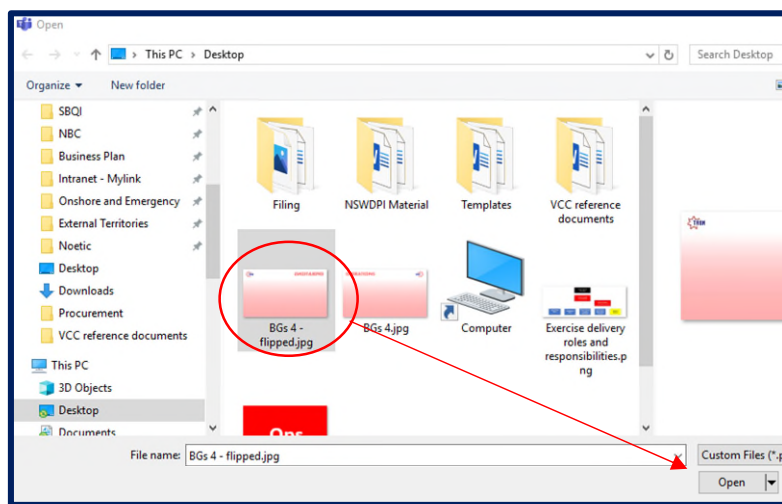




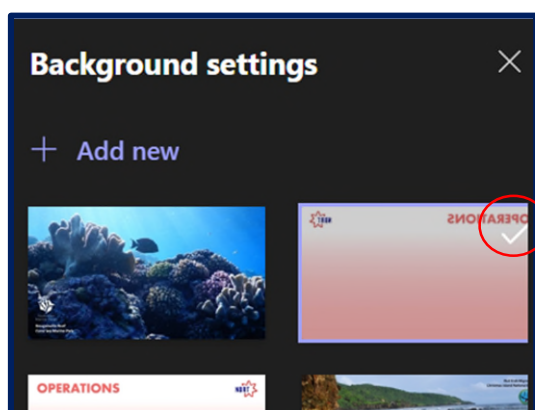
m) You will need to upload the relevant image by selecting 'Add new'.



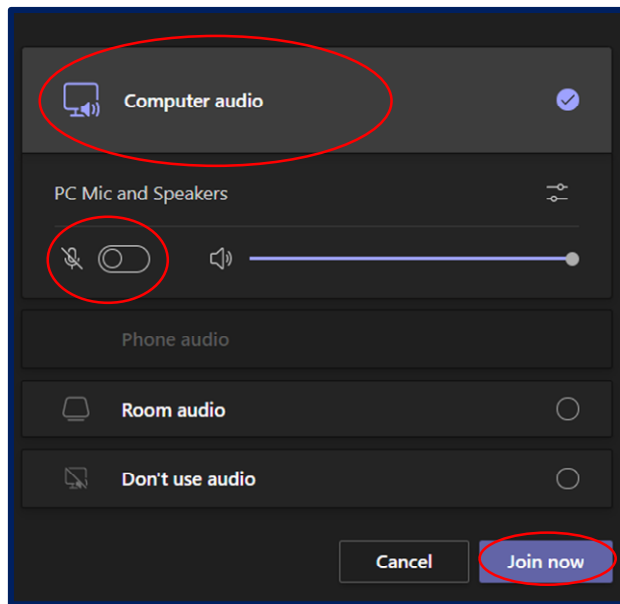
n) A new window will appear, navigate to your desktop (if it hasn't defaulted here) and select the relevant image and select open.



o) The image will appear in your list with a tick in the righthand corner (you may need to scroll to the bottom of the screen). You can now close the background setting menu by selecting the X.



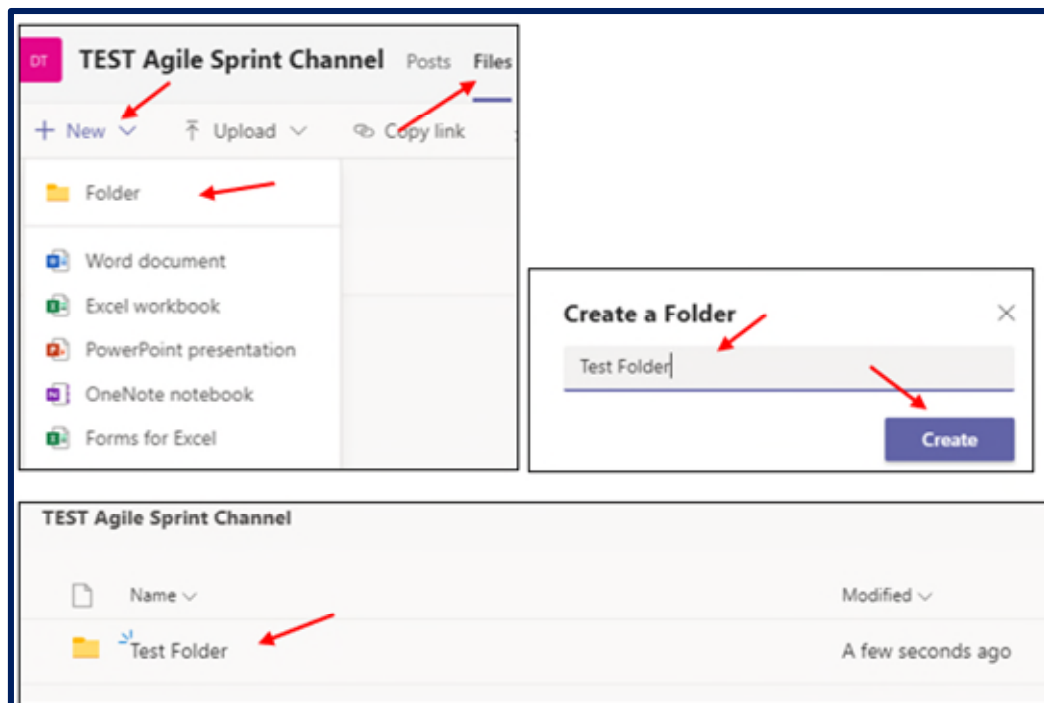
p) Join your meeting by ensuring your computer audio is selected (make sure your mic is set to mute when you join the meeting). Select join now.



## 6 Information management

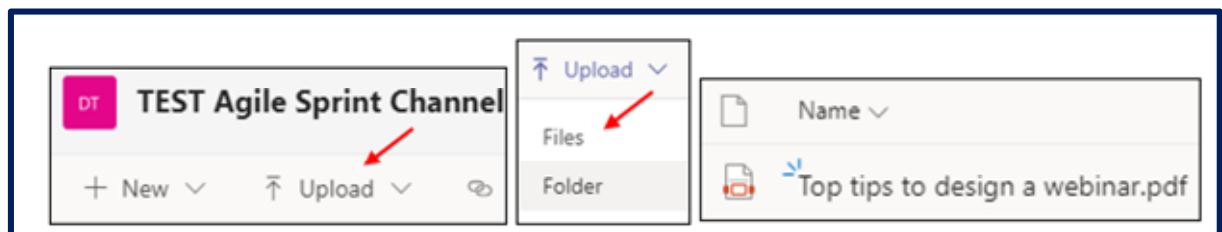
### 6.1 How to save documents / create folders

- At the top of each channel there is a section called files, all documents that are uploaded to a chat will automatically appear in this section of the channel you are working in.
- To create a file structure to save documents go to the files tab
- Click Create a new folder by clicking the New button on the ribbon at the top of the screen. This will drop-down an options bar choose folder
- A create a Folder box will appear – name the folder and press Create. The folder will then appear in the folder list.



- To upload a document to this newly created folder, open the folder.
- Click the upload button at the top of screen, choose files
- This will open file explorer, choose the relevant file and click open. The file will now appear in the folder.

**HINT:** files can also be dragged and dropped directly into the folder of choice.

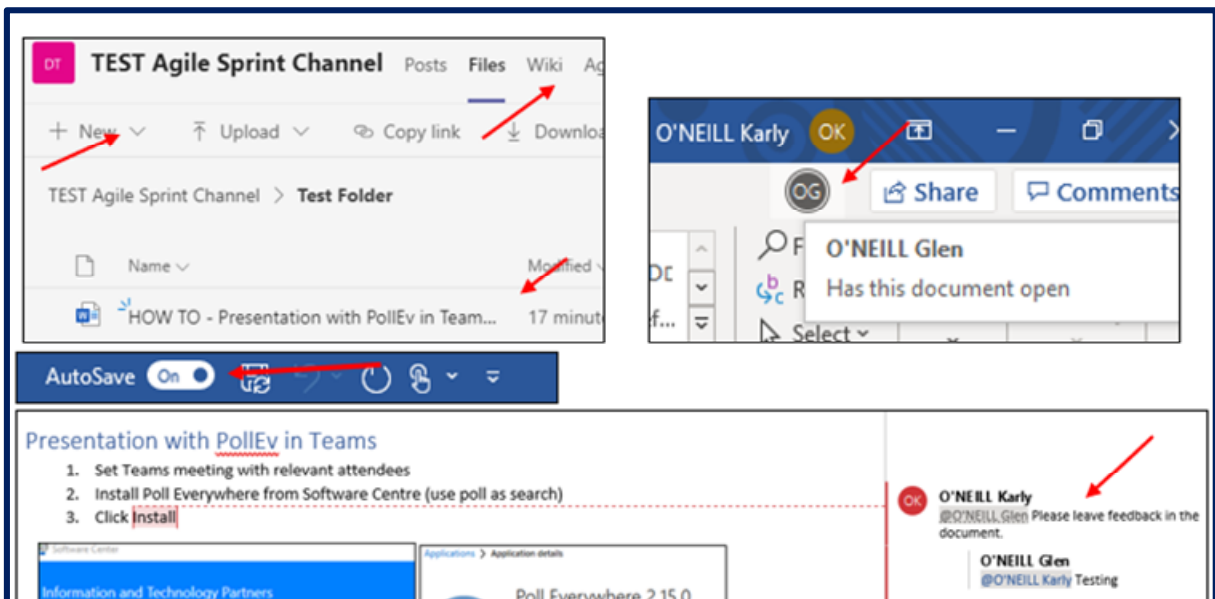


### 6.2 Working in collaborative documents

- To edit a document in teams choose the required document from the files tab
- Open the document, this will open the document in teams

**Note:** changes can be made to the document in this view however it is sometimes a bit awkward. The next step outlines the best way to make changes to documents.

- j) To open the document out of teams click – Open in Desktop App, in the top ribbon
- k) The document will then open in the relevant app i.e. Word, Excel etc.
- l) Multiple people can be in the document at the same time without an issue. Documents that are saved in teams and used in this manner are on AutoSave. The document can still be Saved but will automatically save every few minutes.
- m) All team members with the document open can be seen at the top of the document.
- n) Notes and @mentions can be left for team members for collaboration within documents. Team members do not have to be in the document to be notified they will receive an @mention.
- o) Once all changes are made close the document. Changes will automatically be saved in the file located in teams

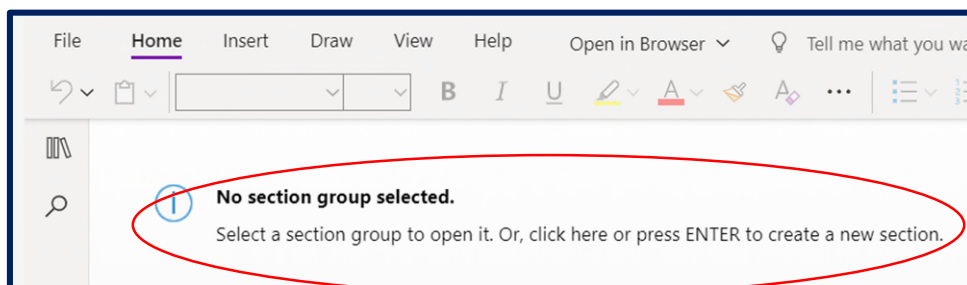


### 6.3 Accessing OneNote

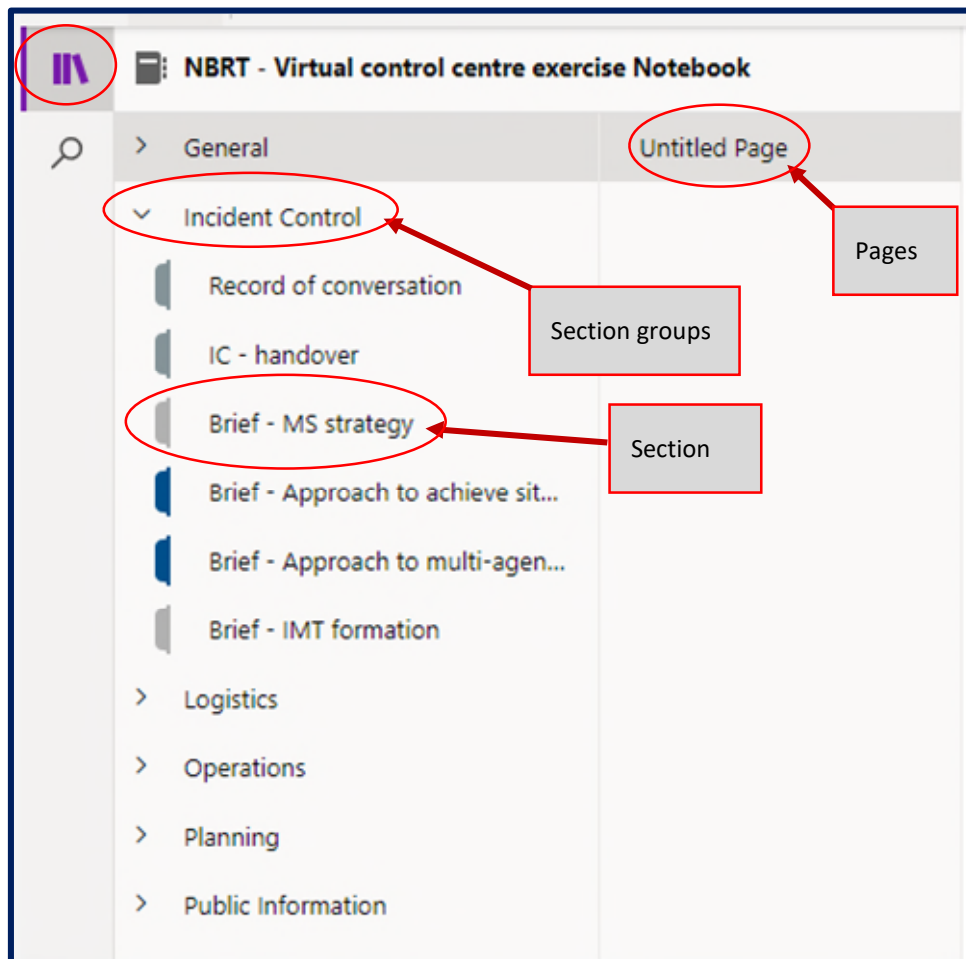
- p) Every channel in the NBRT VCC exercise team has a tab titled 'Notebook' which is how you can access OneNote. Select the notebook tab to open.




- q) The screen will load with your notebook (this may take a few moments) and the first time it loads it will display 'No section group selected'.



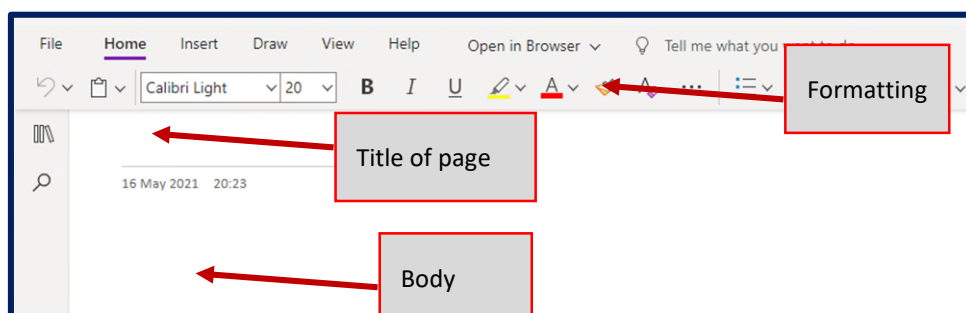
r) Select the book symbol on the left-hand side to display your notebook navigation panel.



s) The navigation panel is split into several elements including:

- **Section Groups:** This groups similar sections together and can be identified by the expansion arrow .
- **Sections:** are the individual sections within a section group and can be considered as individual chapters of your notebook.
- **Pages:** You will see your pages once you select a section. You can have as many pages as you like to your notebook (i.e. one page per day for your to-do, a page per conversation or meeting minutes).

t) Select each element to navigate between them. When you access the pages, you will be able to add more specific details. It will have a similar feel to the Microsoft word application.



- u) The notebook is meant to be customised and you can add sections and pages as you need. It is very easy to add either of these but selecting the 'Add section' or 'Add page' at the bottom of the screen.

