

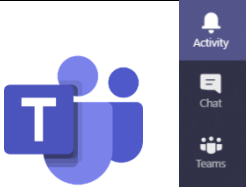
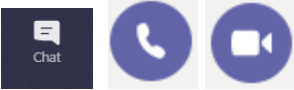


[Microsoft Teams and Yammer: Your Questions Answered & Top Tips](#)

General FAQs

Question	Answer
<p>What is Microsoft Teams?</p> 	<p>MS Teams allows you to communicate and collaborate with colleagues in multiple ways such as instant messaging, video, and audio conferencing while working remotely.</p> <p>Watch a short video about Microsoft Teams.</p>
<p>What is Yammer?</p> 	<p>Yammer keeps you connected with colleagues and enables you to receive important council-wide information through your email, without being logged in to the Southwark network. You simply have to enable notifications in your settings on Yammer.</p> <p>You should check this application throughout the working day to see any important announcements or instructions that will be posted on there – messages posted on The Source will also be posted on Yammer, for those that are not logged into the Southwark network.</p> <p>Watch a short video about Yammer, or read this detailed guide here.</p>
<p>How do I access these Applications?</p>	<p>You can download the apps in the AppStore on your personal and/or corporate device (for example, on your smartphone or table).</p> <p>You can also access both Teams and Yammer via an internet browser on your personal or corporate devices.</p> <p>Your user experience will be better if you access the applications via a personal or corporate device, rather than from within Citrix.</p> <p>For instructions on how to do this, please refer to this document.</p>
<p>I got a message saying that I don't have license for Yammer or Teams. What should I do?</p>	<p>We have raised this issue with Microsoft. There is currently demand from across the world for Teams license, but it has been noted and should be fixed soon.</p> <p>Please email Teams.Yammer@southwark.gov.uk if you are getting this message and the team will be in touch.</p>

When should I use Microsoft Teams, and when should I use Yammer?

	<p>There are various functions on Microsoft Teams that should be using for different work activities:</p> <p>When to use 'Chat' for instant messaging, audio and video calls</p>  <p>You should use Teams Audio/ Video Calls and the Instant Messaging function to stay in touch with individuals or groups for ad-hoc communication. This video explains how to start chats and make calls.</p>
---	---



You can set up groups yourself, by selecting the chat view and clicking on the 'New chat' icon next to the search bar on top of the screen. You can find more information about chats [here](#).

When to use 'Teams':



You should use **Teams Channels** for regular collaboration with colleagues – for example around a particular project or task where you are all working on something together. This [video](#) explains more about using the Teams and Team Channels functions.

To set up a team, please email teams.yammer@southwark.gov.uk

Yammer:

You can use **Yammer** to stay in touch with the organisation at large or with particular staff groups, such as the staff networks or your whole team, if you have a group in Yammer set up (see FAQ below for how to do this).

In these unprecedented times, why not share tips and success stories on Yammer about how you are using these new tools to stay connected whilst working remotely increases.

If you allow notifications on Yammer, you will also receive email updates via your work email when people post in particular groups.

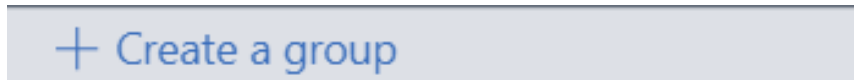
Can you make me admin to create a team on Microsoft Team?

Unfortunately, you cannot be made admin for your team. This decision was made because where teams can be made ad hoc, they are created where group chats may be sufficient. As each created team creates a Sharepoint site behind it, this means that the backend of our corporate O365 gets messy and uncontrollable.

Consider if you could set up a group instead (see above for more info) - however, if you do need a team, please email teams.yammer@southwark.gov.uk with the name of the Team, the lead individual for the Team and the staff to be included within it. Once your team has been created, you will be able to add more team members. For more information about adding members and managing your team, see [here](#).

How do I create a group on Yammer?

To begin creating a new group in Yammer, click on 'Create a Group' on the middle of the left column on your screen. You can find more information [here](#).







This is what the button to create a group looks like on the Yammer side bar.

You can change group privacy settings by clicking on the cog in the right corner. For more information about adjusting your group's settings, see [here](#).

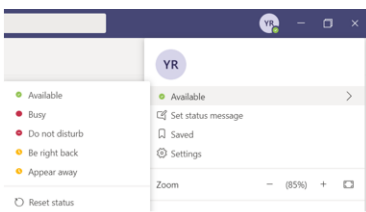
[Can you give me some examples of when I would use each function?](#)

Type	Reach	Similar to	Purposes
------	-------	------------	----------

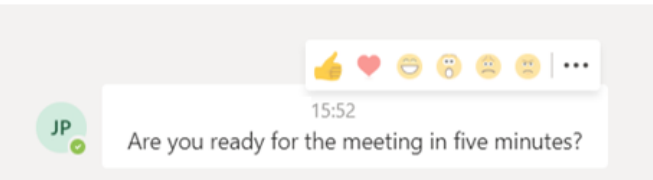
 <p>Instant Messages</p>	<p>One to One One to Many</p>	<p>WhatsApp Facebook Messenger Skype/ Skype For Business</p>	<ul style="list-style-type: none"> To connect with a colleague or manager Exchange informal messages with colleagues to support work and answer quick questions <p>Examples:</p> <ul style="list-style-type: none"> Tell someone you will be a few minutes late for a meeting Check that you have the right room for a meeting
 <p>Audio Calls</p>	<p>One to One One to Many</p>	<p>WhatsApp Skype/ Skype For Business</p>	<ul style="list-style-type: none"> To connect with a colleague or manager Holding a remote meeting Share your screen to work on a document collaboratively (only possible when you using direct access)
 <p>Video Calls</p>	<p>One to One One to Many</p>	<p>WhatsApp FaceTime Skype/ Skype For Business</p>	<p>Example:</p> <ul style="list-style-type: none"> 1:1s with your manager Weekly catch-ups with your team
 <p>Yammer posts</p>	<p>One to Many (a team, an interest group, or the whole organisation)</p>	<p>Facebook</p>	<ul style="list-style-type: none"> To connect with your team, another group of people or the organisation as a whole Team building, celebrate and popularise team achievements Share general news about the council <p>Example:</p> <ul style="list-style-type: none"> Celebrate a success of your team

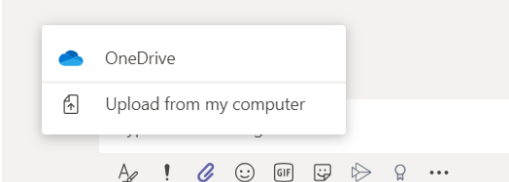
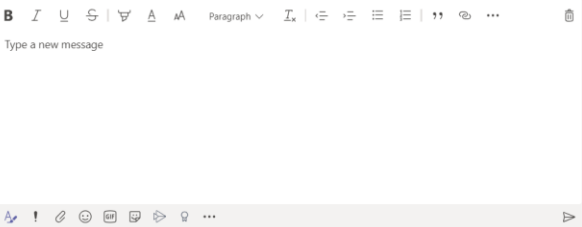
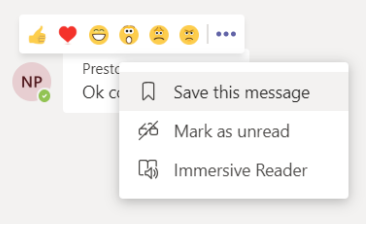
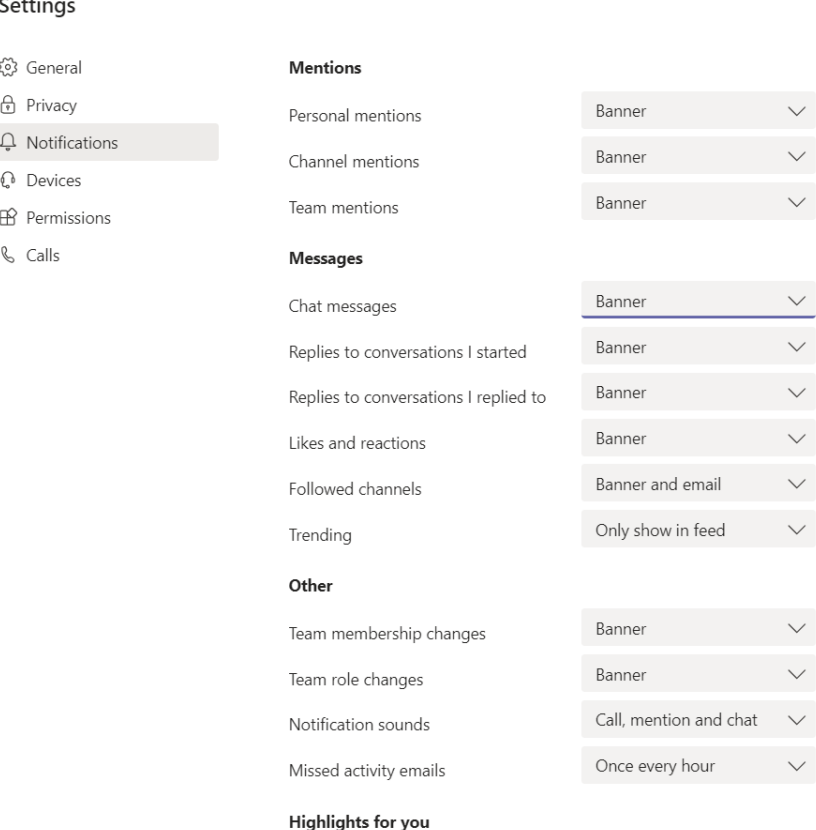
Top Tips for Using Microsoft Teams

General advice:

<p>Change your status when you are busy and cannot be disturbed. You can do this by clicking on the icon with your initials in the right upper corner. This will change automatically when you are in audio call or video conference. (more detailed guidance)</p>	
--	--

Instant messaging:

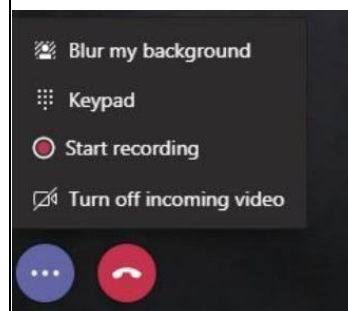
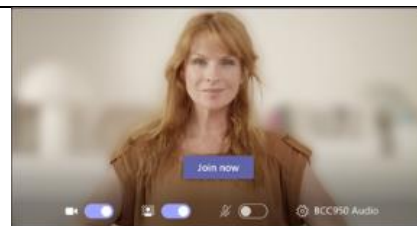
<p>To react to a message, hover your cursor over it and select an icon</p>	
--	--

<p>To send attachments, click on the paperclip underneath the chat window (more guidance here)</p>	
<p>If you would like to format your message thoroughly, click on the 'A' underneath the chat window (more guidance here)</p>	
<p>Save important message by hovering over the message until the popup appears, hovering over the elipsis and selecting 'save this message' (more guidance here)</p>	
<p>Enable notifications in your teams' channels to keep up with colleagues more easily. You can do this by clicking on the icon with your initials, selecting settings and adjusting your notifications. Find out more here</p>	

Audio and video calls:

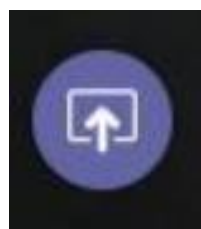
Write someone a chat message before calling them, to give them a heads-up.
 Be mindful of your surroundings during audio calls. Consider using headphones to ensure a quality of your sound.

In videocalls, be aware of your environment and [blur your background](#) if necessary. This means that your background will be masked on the call.



When on a call and discussing a particular document or piece of work, you can share your screen with the people on the call so that you can all see the same thing, by clicking this button,

See [more guidance here](#)



Further support & guidance

As many colleagues in your team will start using Microsoft Teams and Yammer, we encourage you to share tips and tricks and learn from each other!



*Each one, Teach one:
Share your knowledge with you Team*

You can find a full overview of Teams and Yammer in the Applications Section of the [Digital Skills Portal](#) on My Learning Source.



I need further help – who do I contact?

You can also email the Smart Working Team at Teams.Yammer@southwark.gov.uk with further queries.