Microsoft Teams
SUPPORT GROUP
For Questions

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Microsoft Teams

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1- How can we restrict a Teams member from muting or removing each other from meetings?

In the list of participants **during a meeting**, the ellipsis "…" next to the participant's name allows you to access more options.

One of the options is "Make an Attendee". That would restrict that participant from sharing content, muting others or removing them from the meeting. Note that it would also restrict them from editing documents shared during the meeting.

See Screenshots below.

(Refer to Question #9 to check how this restriction can be made for all participants **before the meeting**)
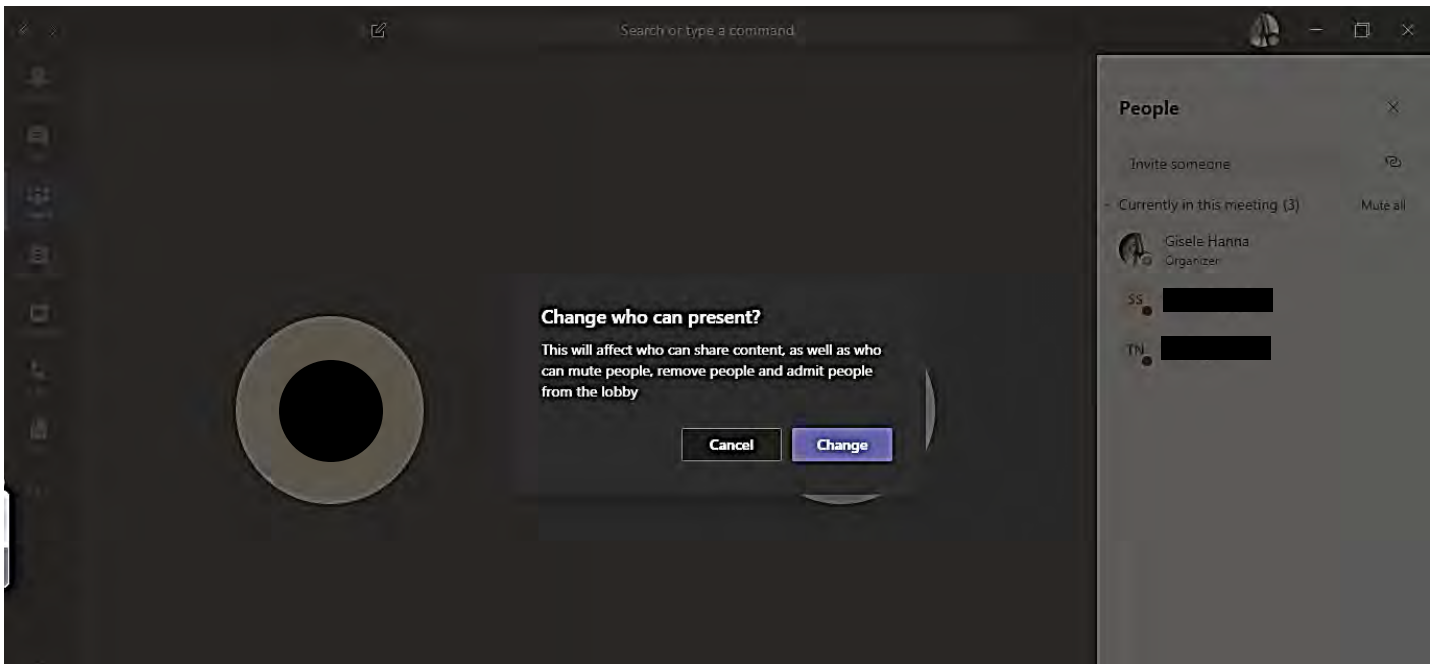
2- How can we edit on a shared document? (Word or PDF)

For Microsoft Word/PowerPoint/Excel documents

The document could be uploaded in a post or under "Files" (but not in the class materials folder which is for read-only documents) and all team members can open and edit it.
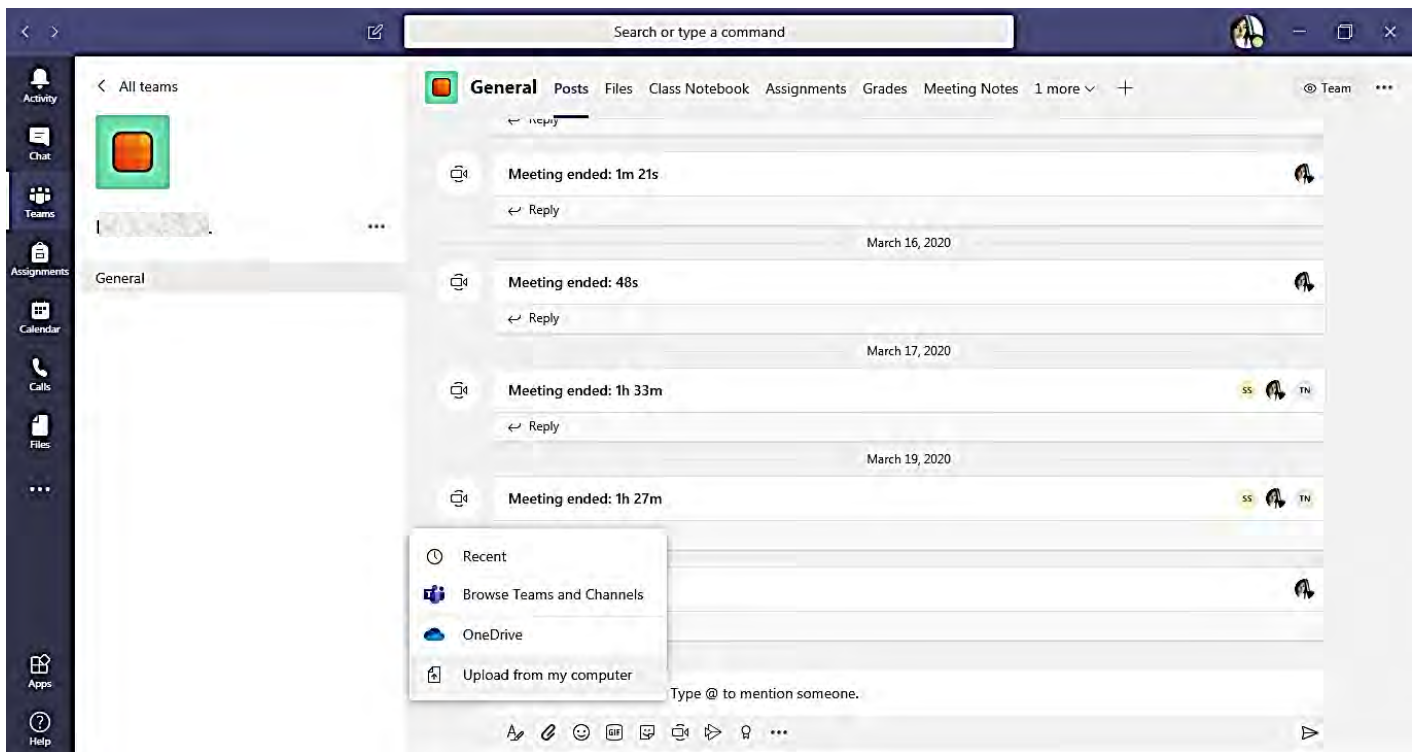
OR During a meeting, open the meeting chat (where it says "show conversation" below).
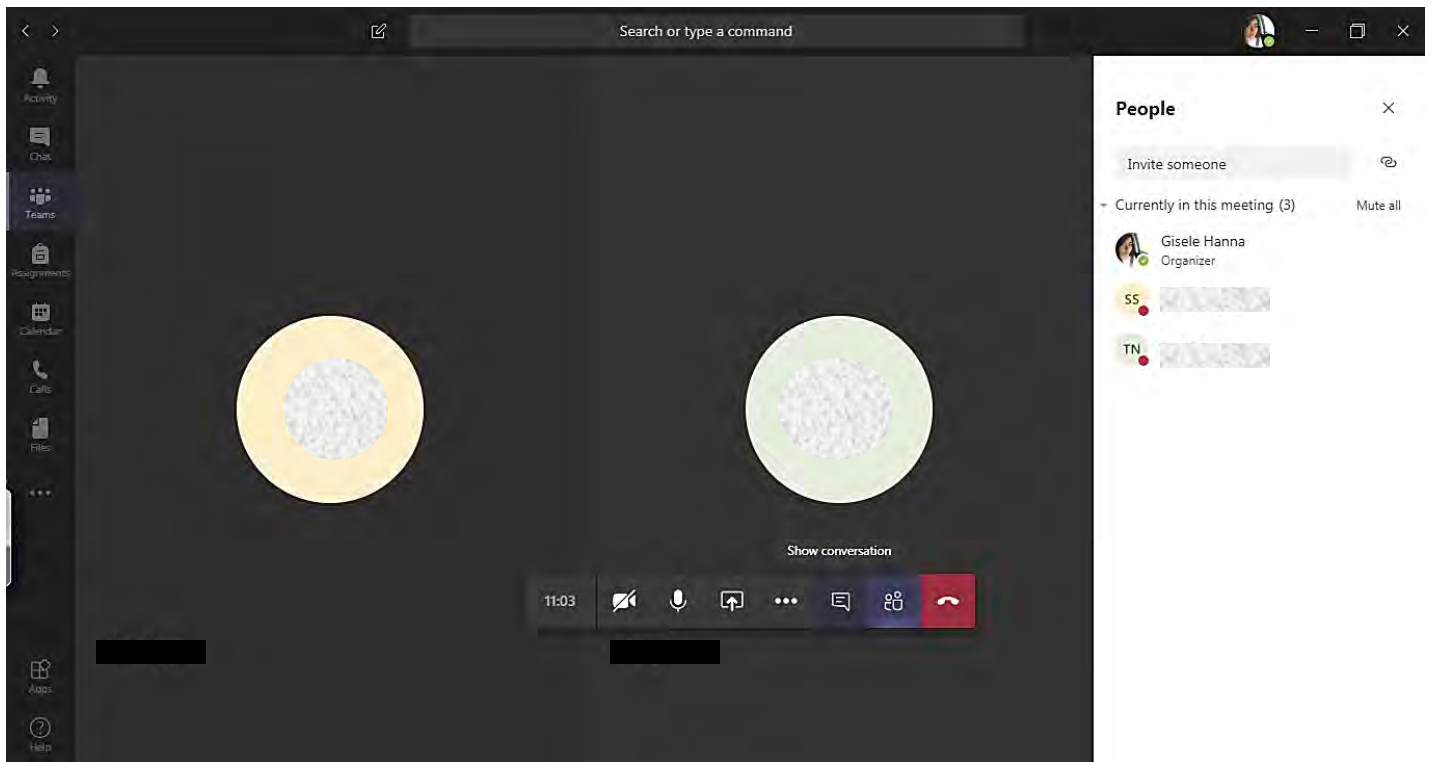
Attach the file to the chat section and send it (see screenshots below).
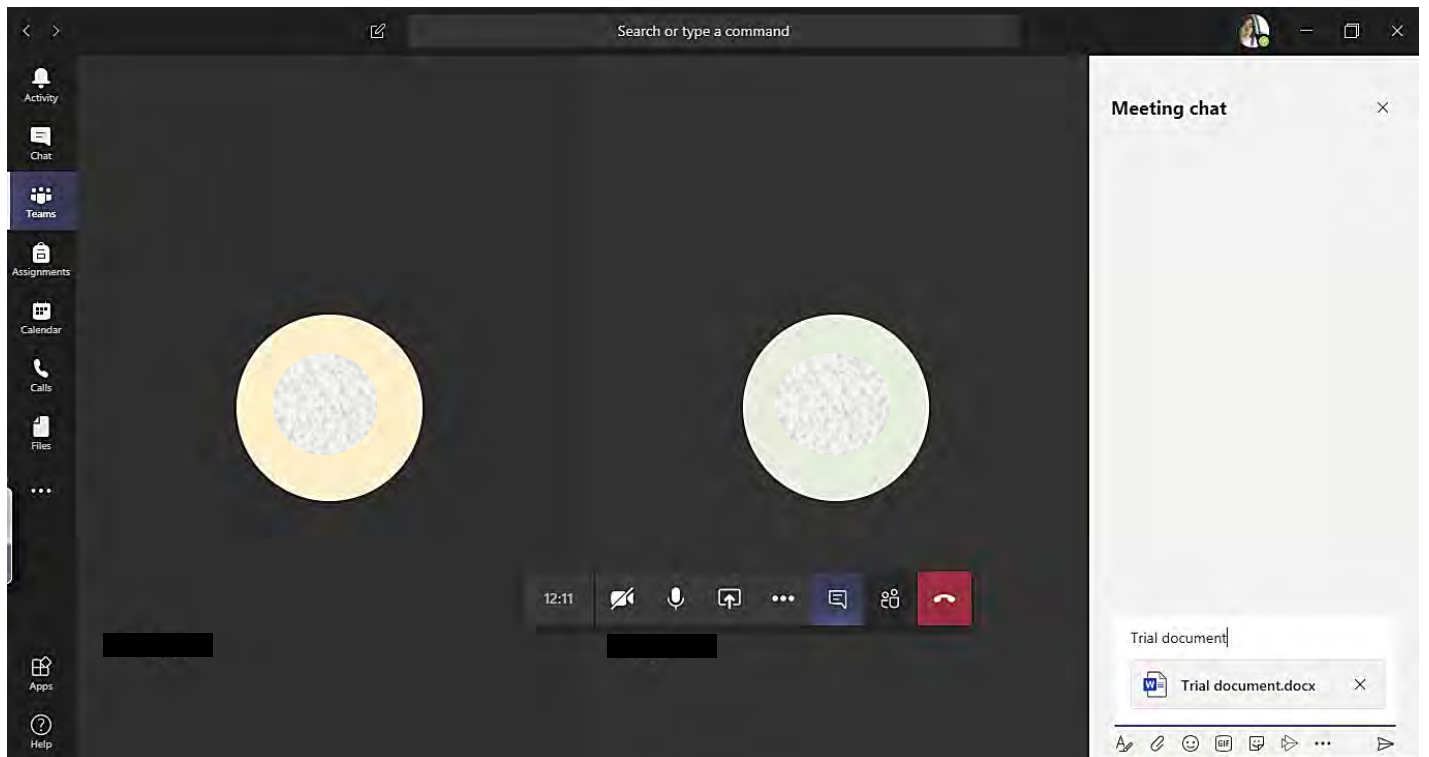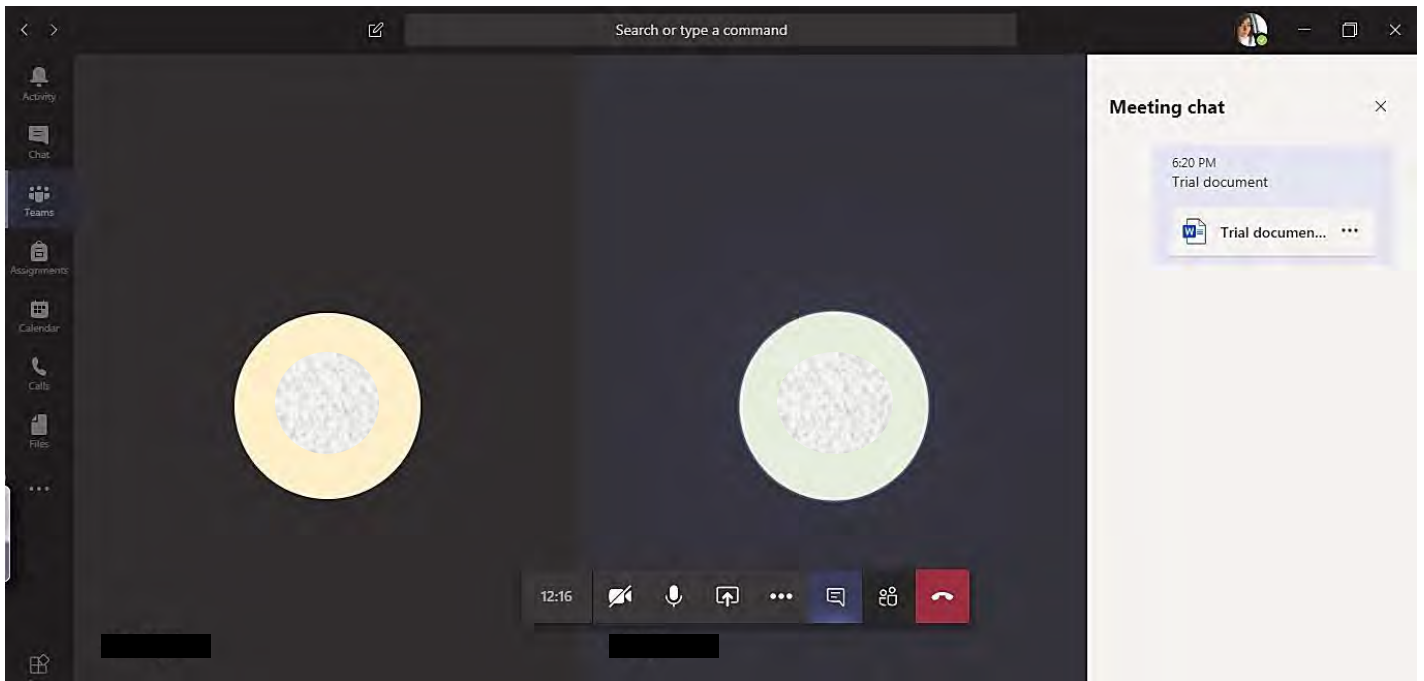
All participants can now double click on the file to open it and edit it. All participants can see each other editing the file.
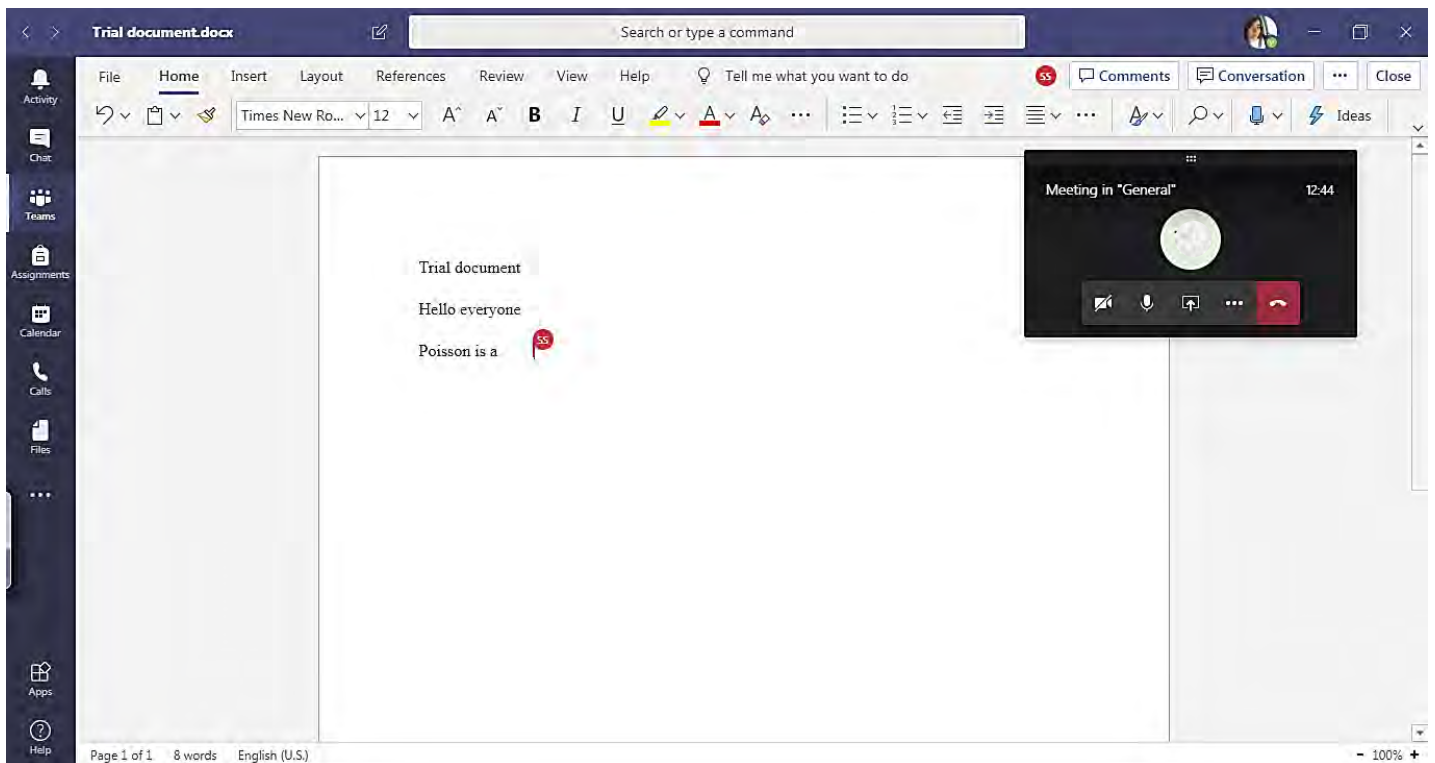
All changes to the document are automatically saved, and the file can be accessed at any time in the file location under Posts.
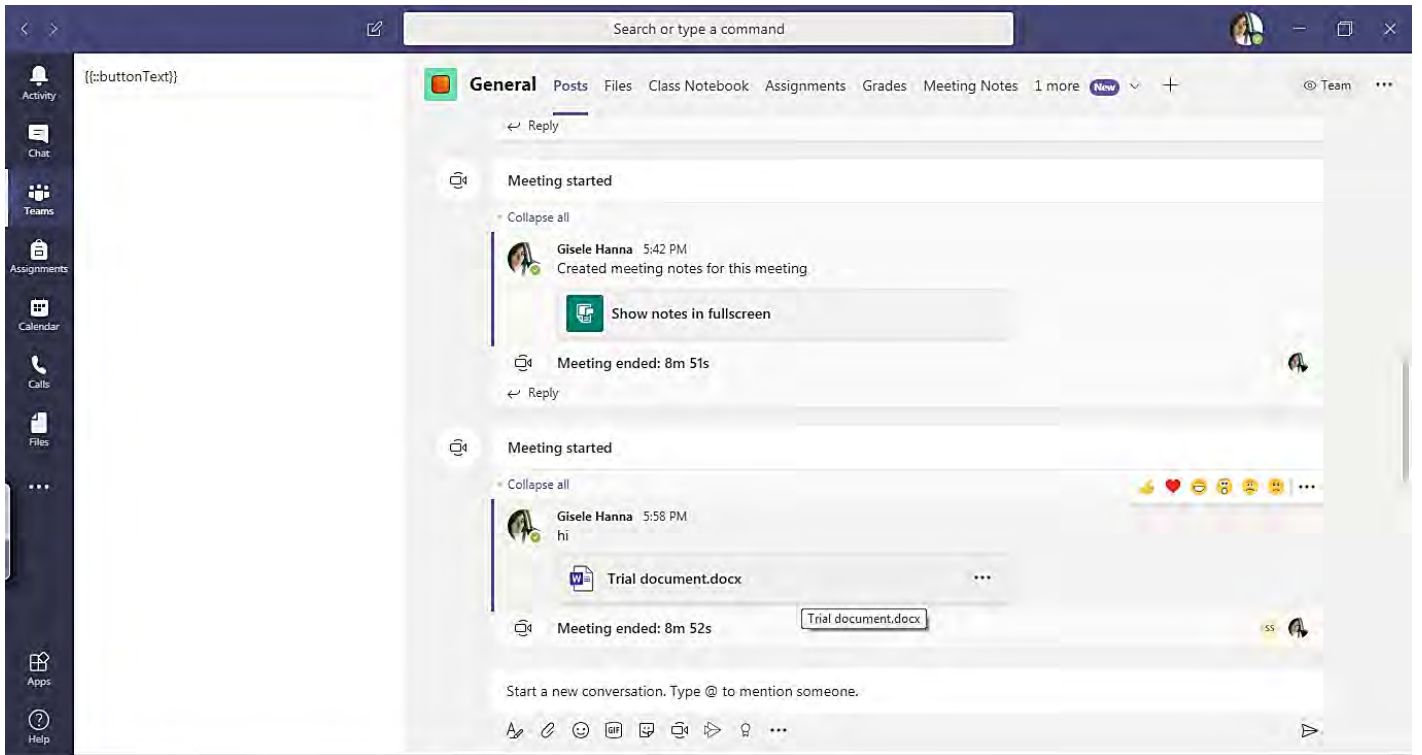
The document can be downloaded from the post to keep as a reference, or the post can be saved so you could easily find it when needed.
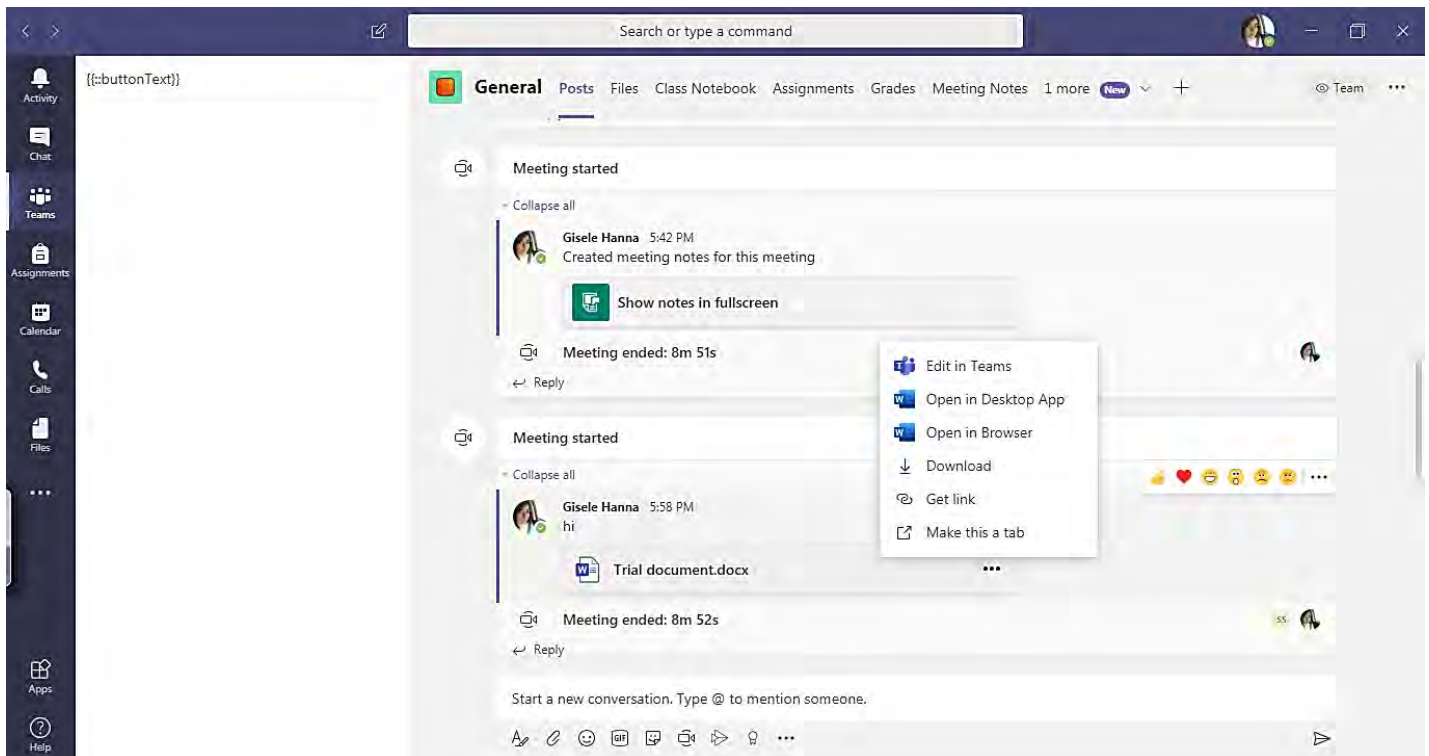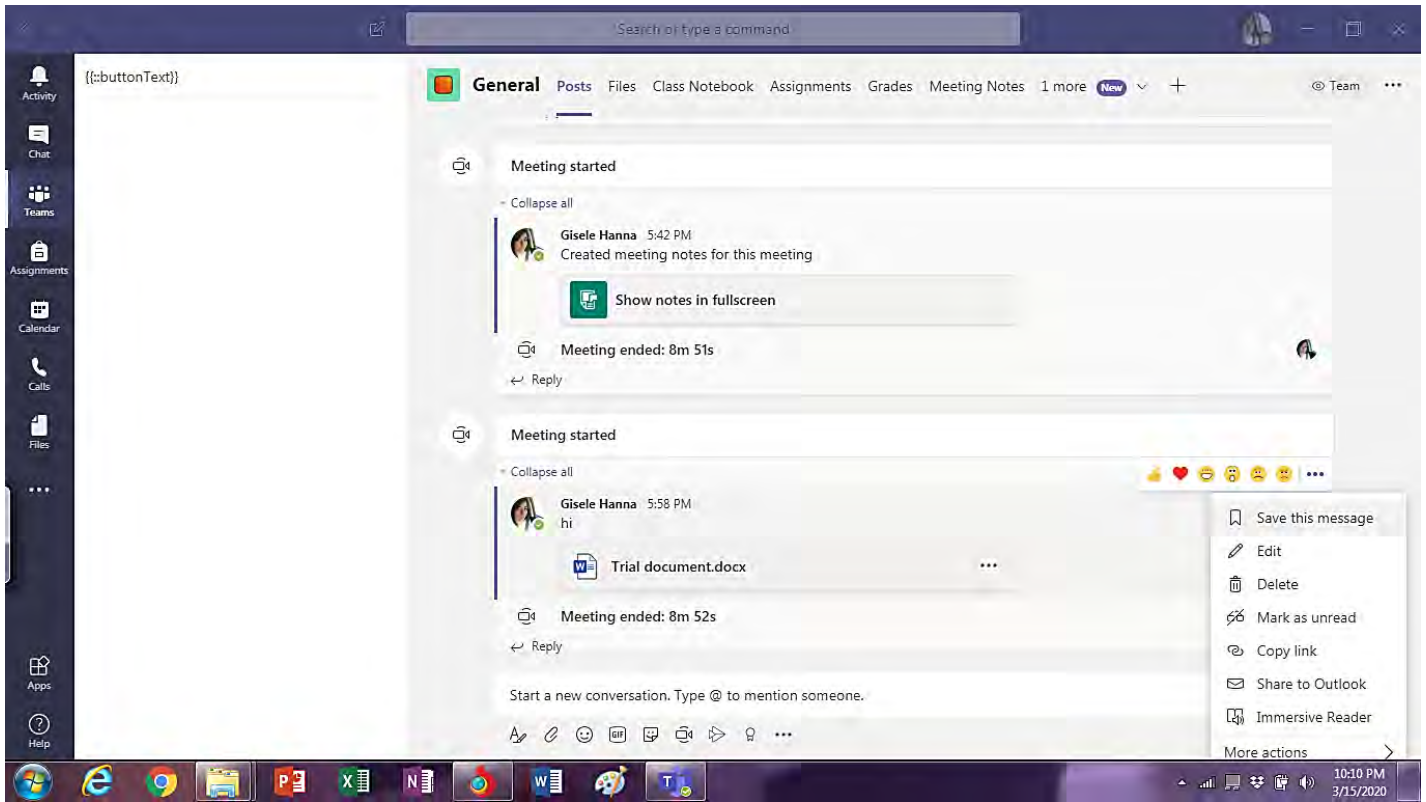
For PDF Documents

You can attach the file in the same was as shown above, but you cannot edit it if the PDF document cannot be editable.

There is an alternative solution, which is attach the PDF document to the "Class Notebook".
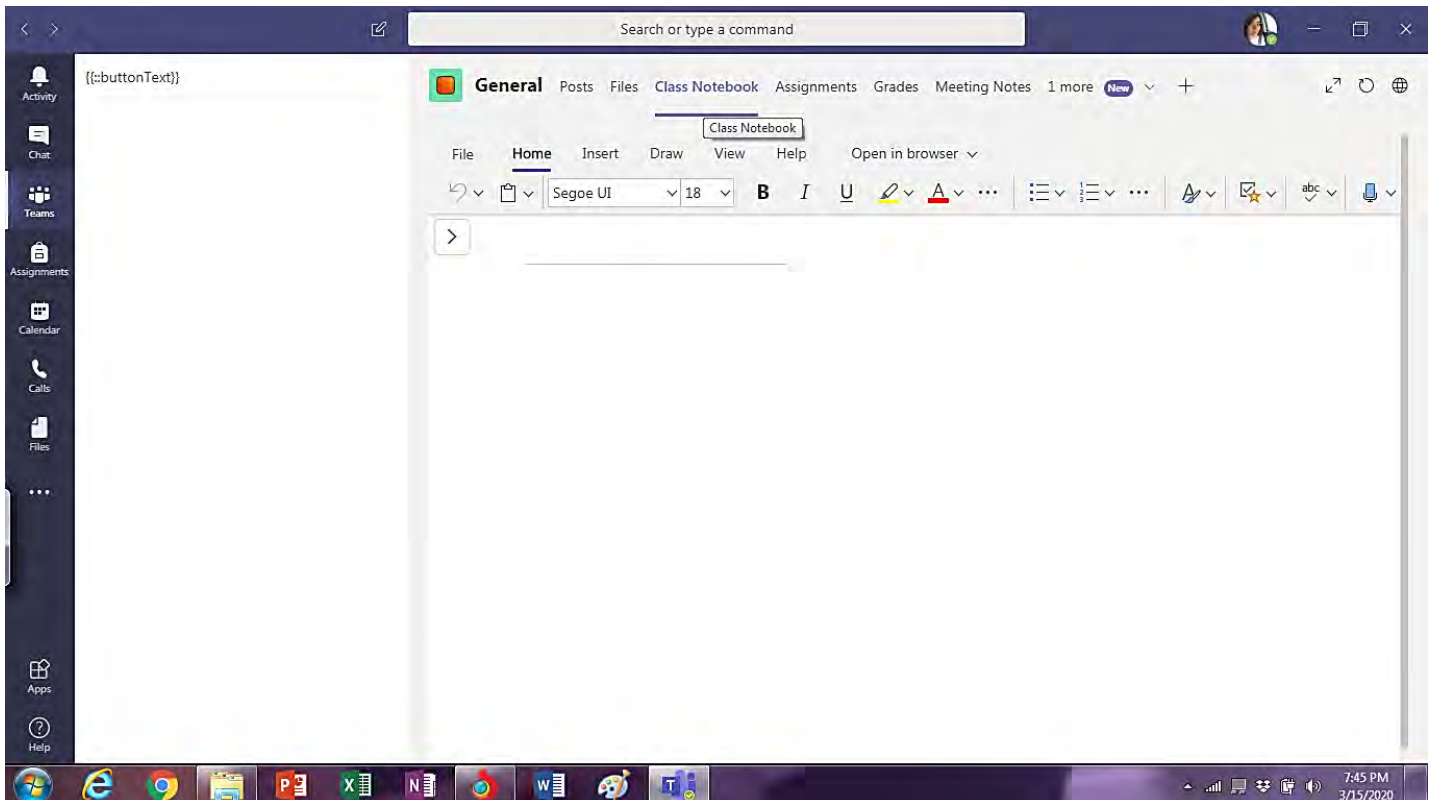
Click the arrow on the left of the notebook to see the different notebook sections.

In the class Notebook, under collaboration space, add a new page where you can attach the PDF file.
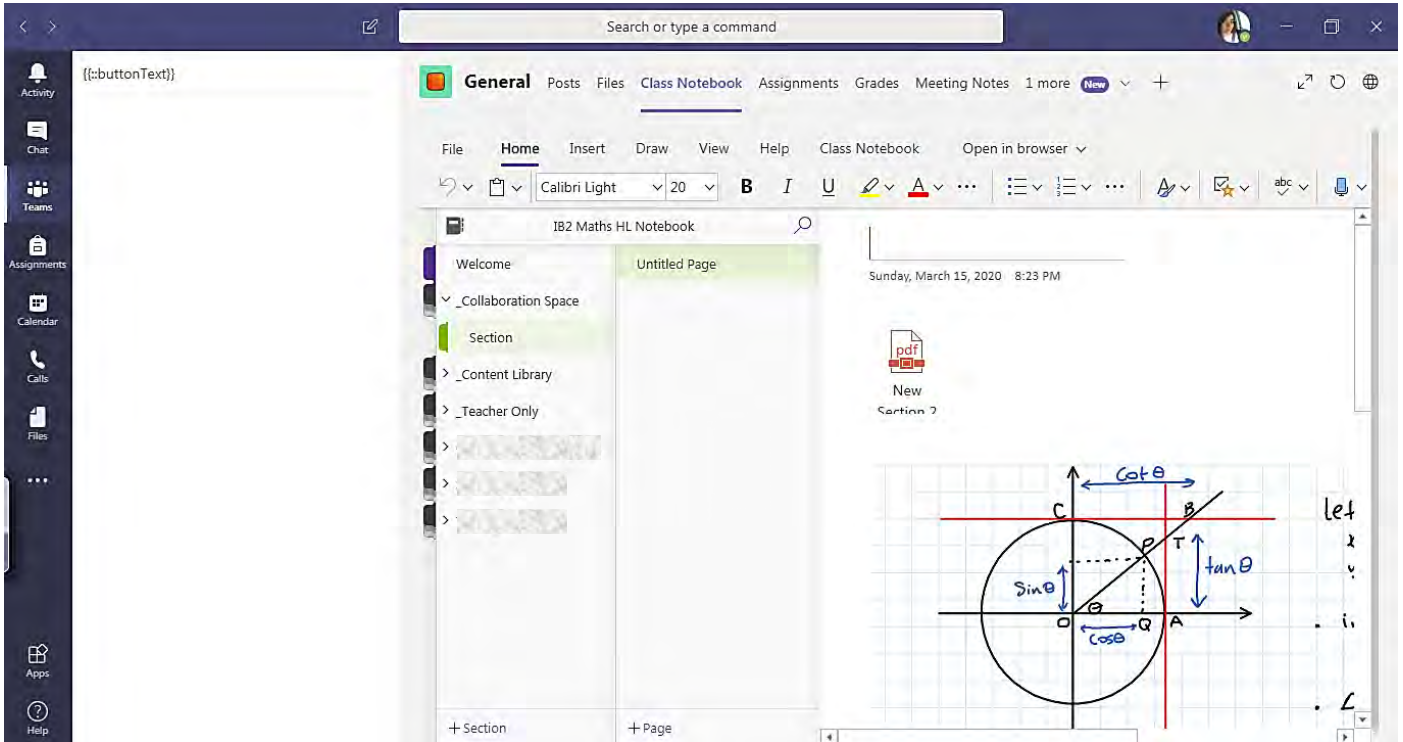
Go "Insert", then "Files". Then click on "Insert File Printout" and choose the PDF file you wish to attach.
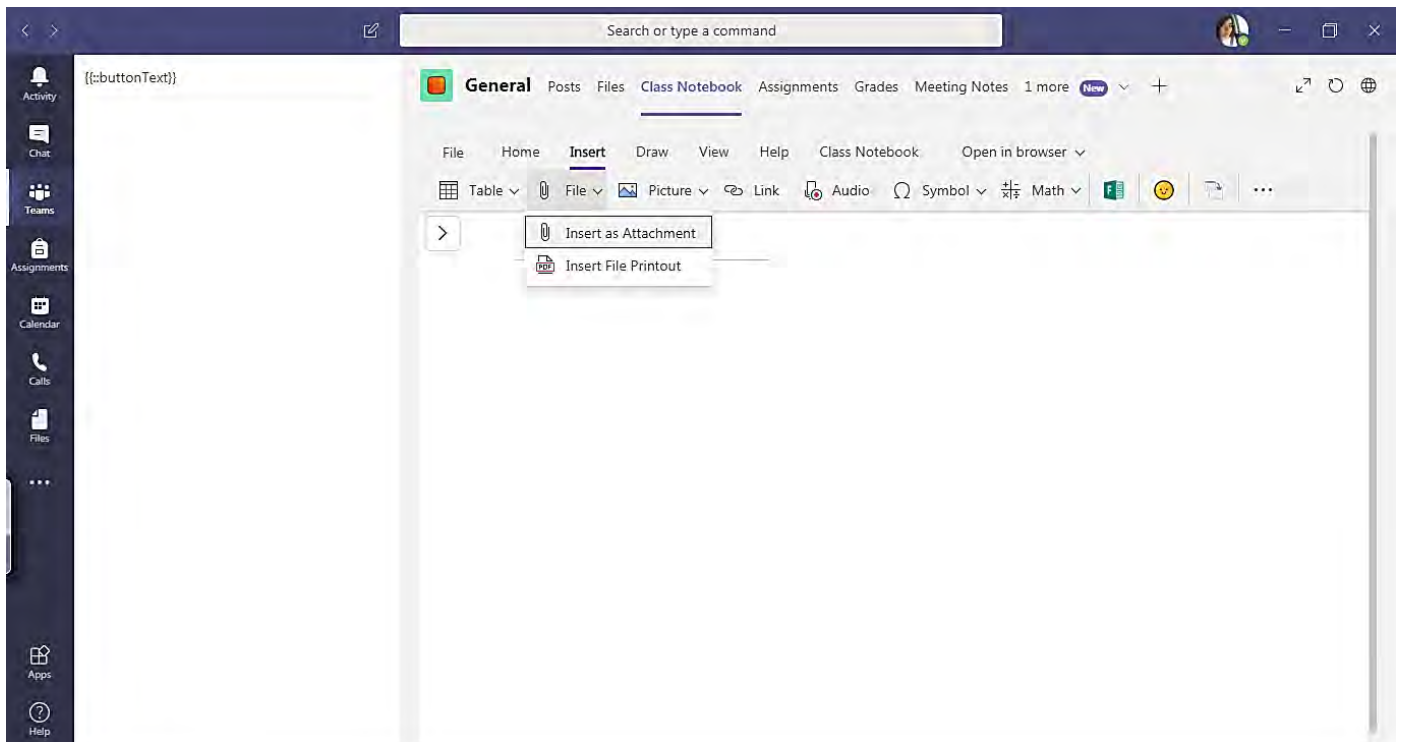
Students then access the notebook page where you attached the file. Once everyone has the file opened, everyone can annotate and handwrite using the "Draw" tool or even type on the page.
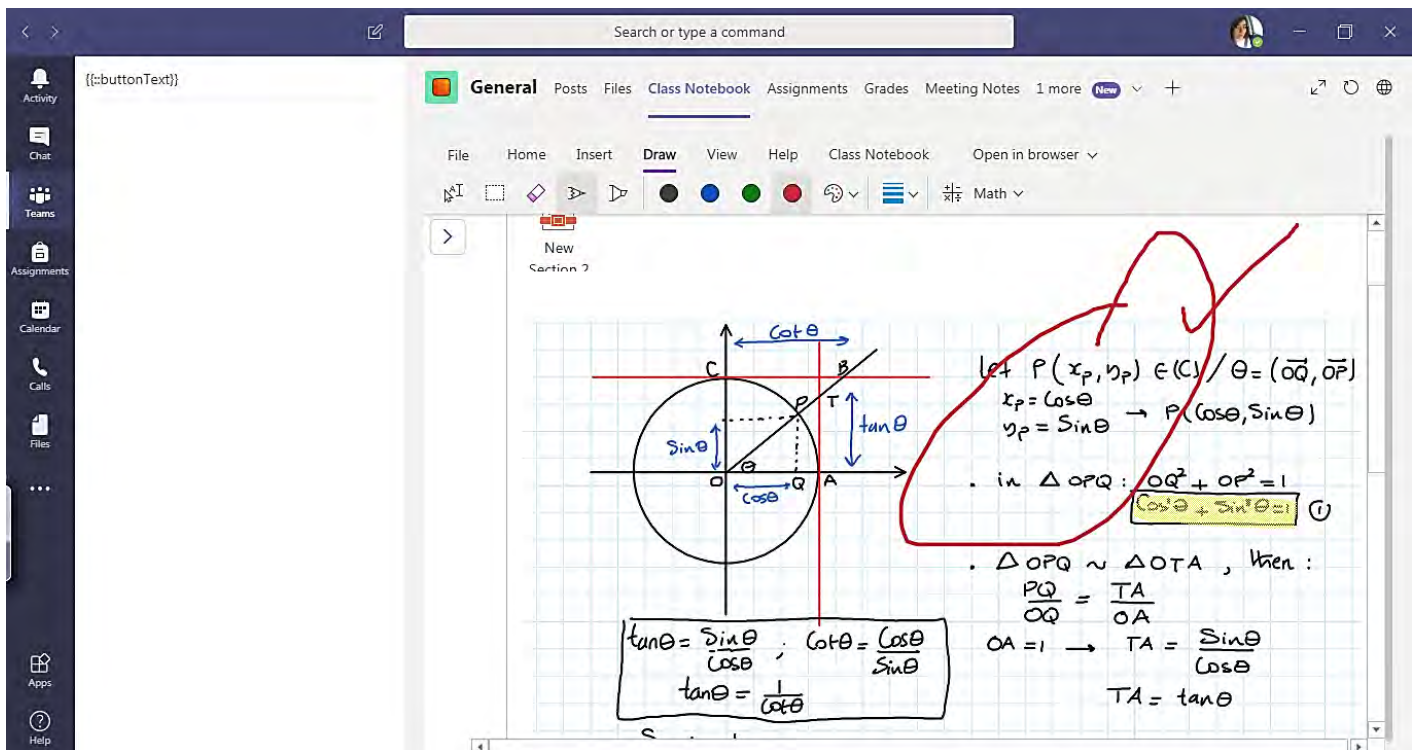
All participants can see everyone's annotations on the document.

3- Can we type on the whiteboard? If yes, how?

4- How can we post/add pictures or images on the whiteboard, and edit them?

(Please Note: The following information answers questions 3 and 4)

It is not possible to post on the regular whiteboard. However, you can do so on the "Invision whiteboard".

In the screenshot below, you can find under Microsoft Whiteboard "Freehand by Invision". When you click on it, you will be asked to sign up. Sign up with your BHS email. Follow the on-screen instructions to set up this Invision Whiteboard.
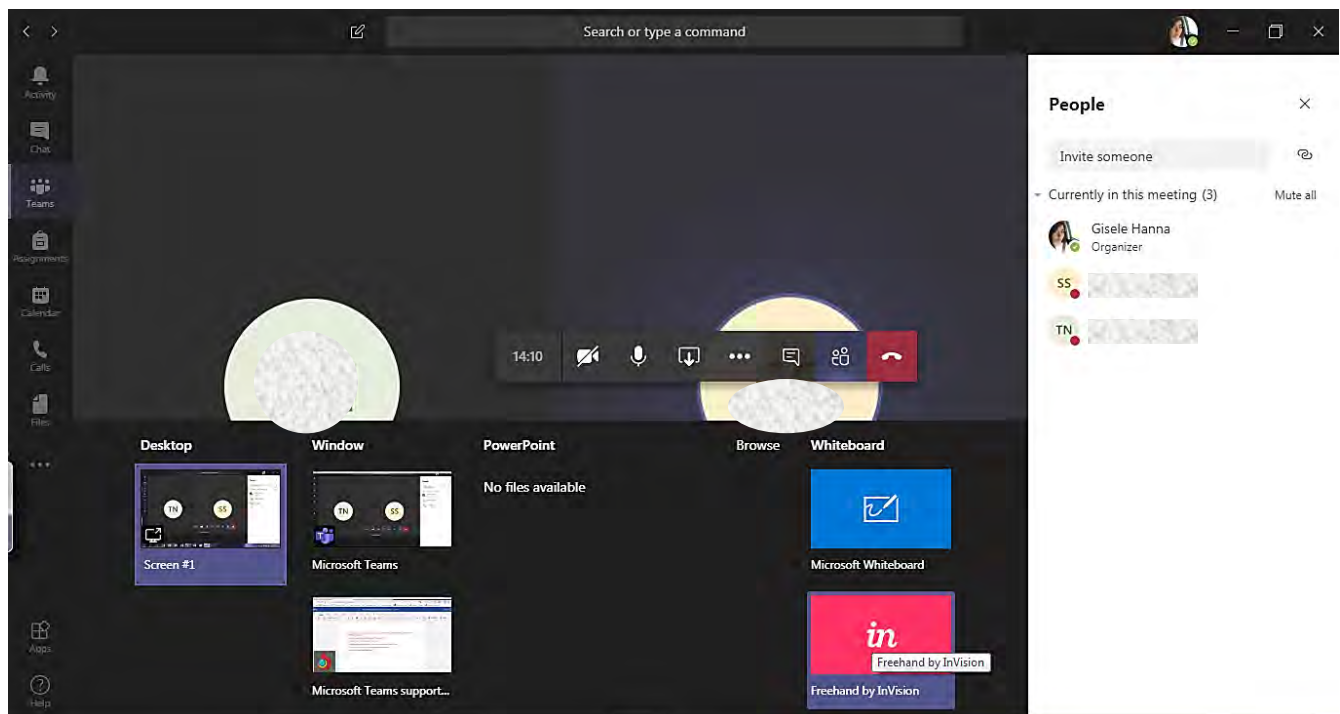
Once you set it up, you can access the Invision Whiteboard. For students to be able to access the Invision Whiteboard, they have to sign up to an Invision account as well.

In the screenshot below, you can see on the right that you can handwrite, type text and add images.
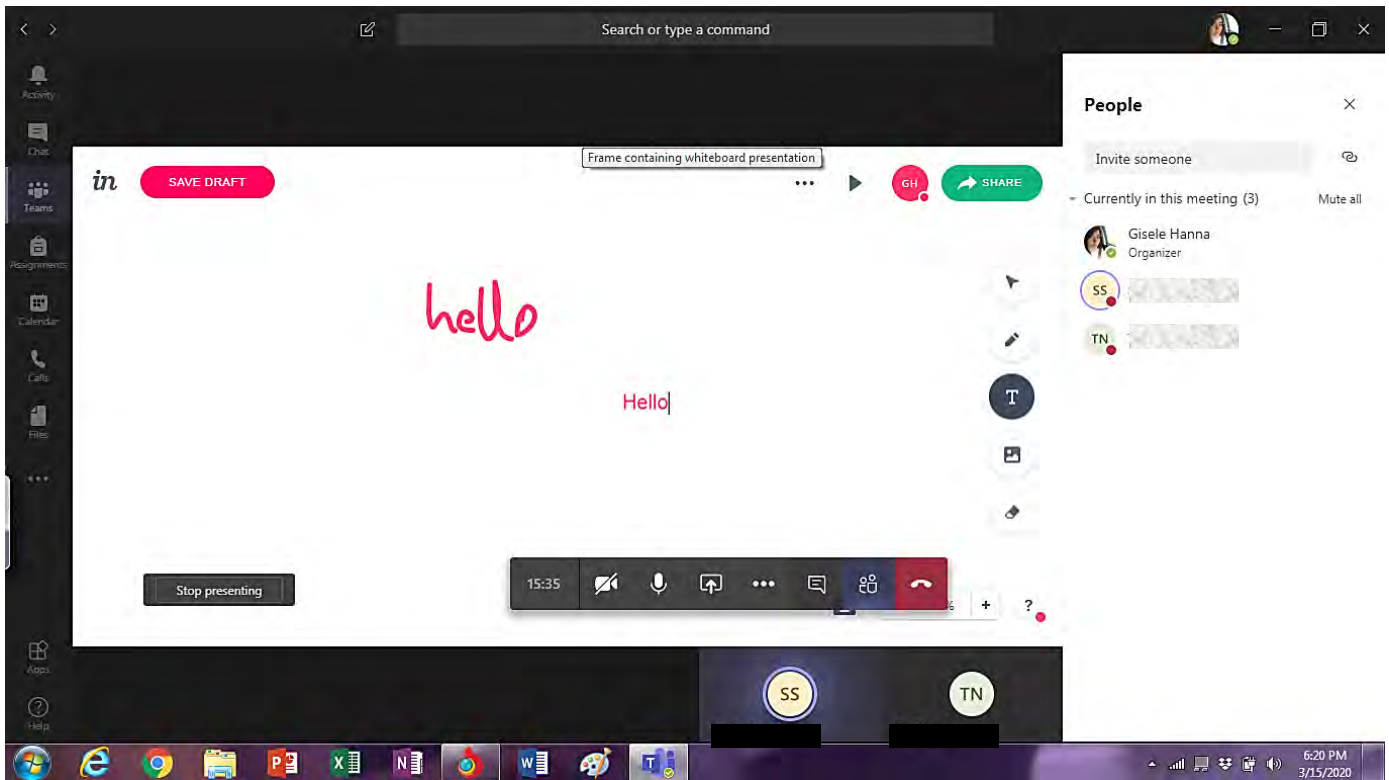
5- How can we mute all the members on Teams at the same time?

On the list of participants, you can find a "Mute All". By clicking it, all participants, except the meeting organiser, are muted. However, you cannot unmute them, and they will have to unmute themselves if they wish to speak.
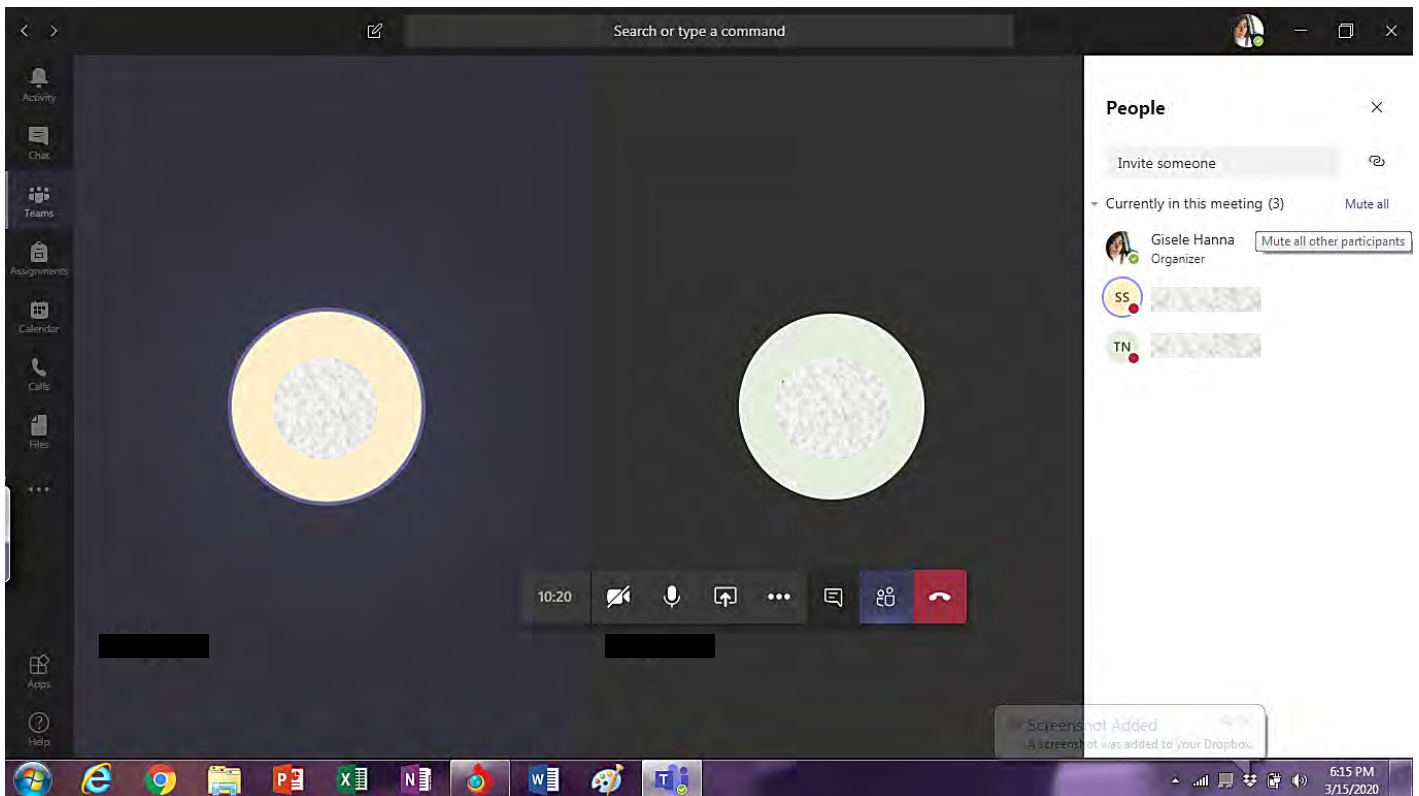
6- Why do we hear an echo sometimes?

It could be due to background noise and/or due to several microphones enabled simultaneously. You can have all participants muted, and they only unmute when they wish to speak.

7- How can I start a class using calendar, but not having to type the students' names every time?

In your calendar, when you click on "New Meeting", the meeting set up below will show. Click on "Add Channel" to invite the whole team to join. A list of your teams appears, then you are able to choose the right team class and press on the channel name, such as General for example.
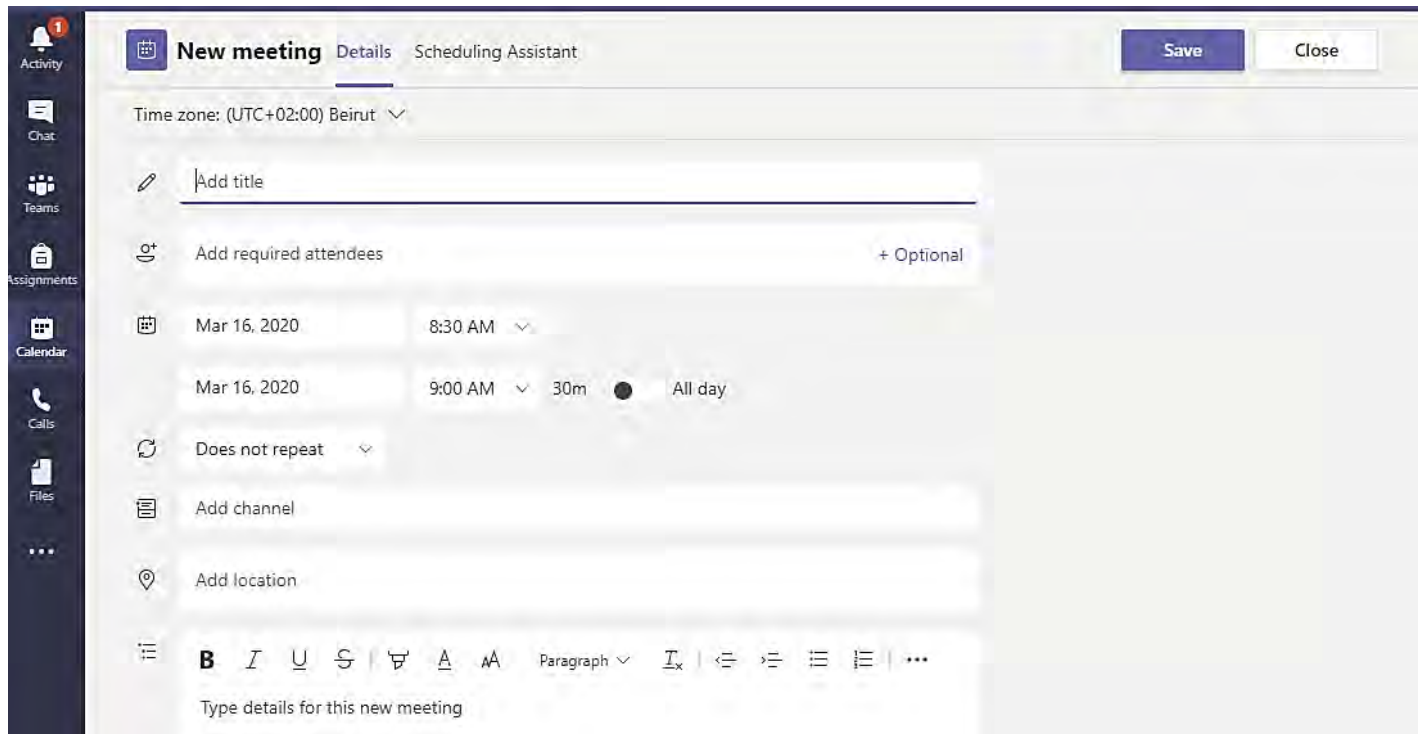
8- With reference to One Drive: how can I open a document that was shared with me such as this one from One Drive, rather than having to open my email to find it?

When you access OneDrive, you click on "Shared" in the list on the left. Then you click on "Shared with you" at the top.
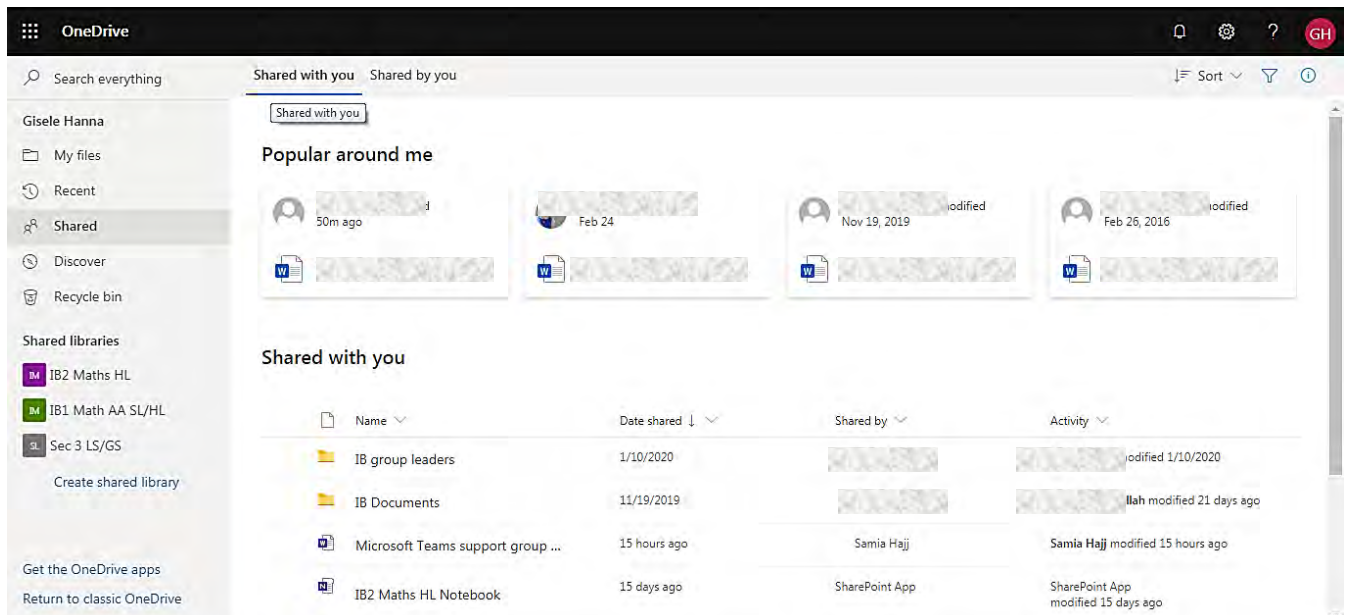
9- Following on from question number 1, I have more than 20 to 25 participants each meeting. It is not practical and it is very time consuming during the session to manage each member alone in every session. Is there a way to restrict team members before the session? And restrict them on a long-term basis, with an option to change?

Yes, you can change the Meeting Options when you schedule the meeting.

When you schedule the meeting on the Calendar, click on the scheduled meeting.
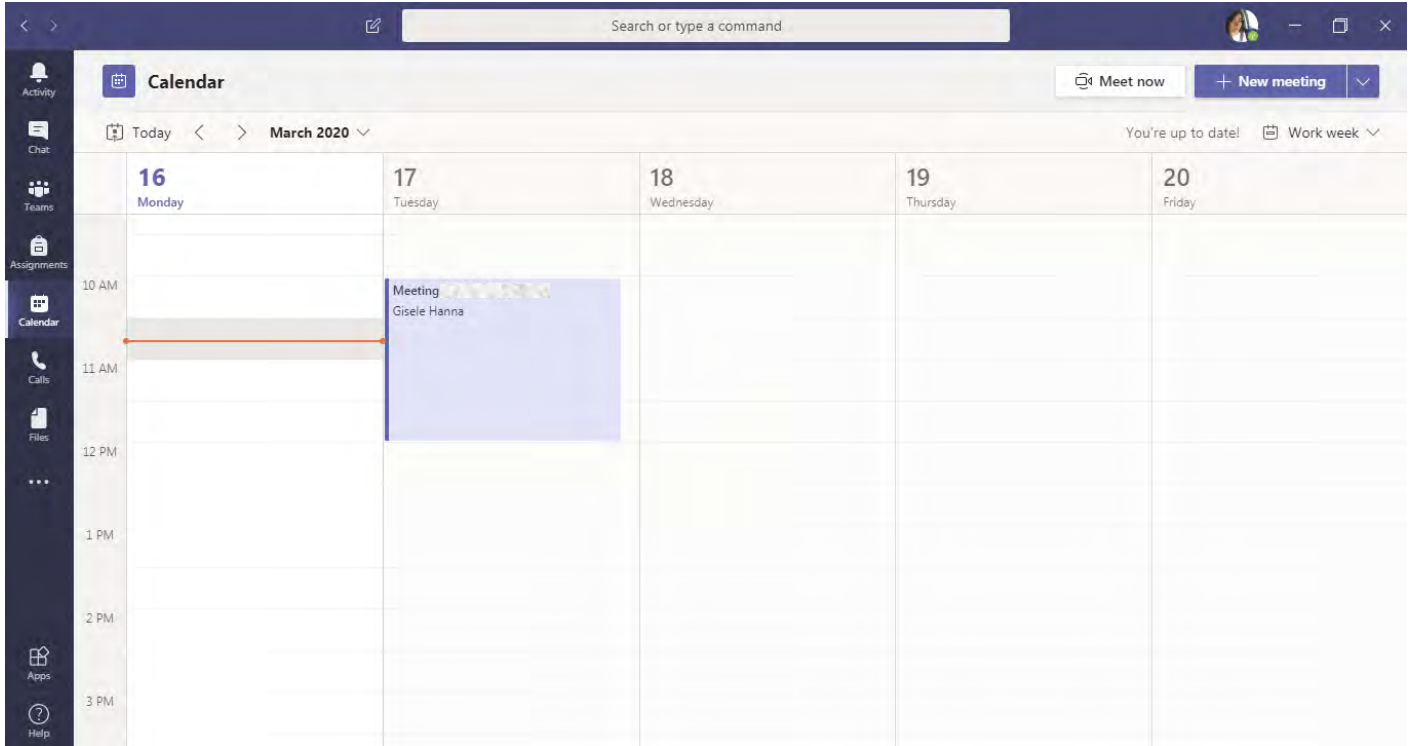
Inside the meeting details, click "Meeting Options" at the top.
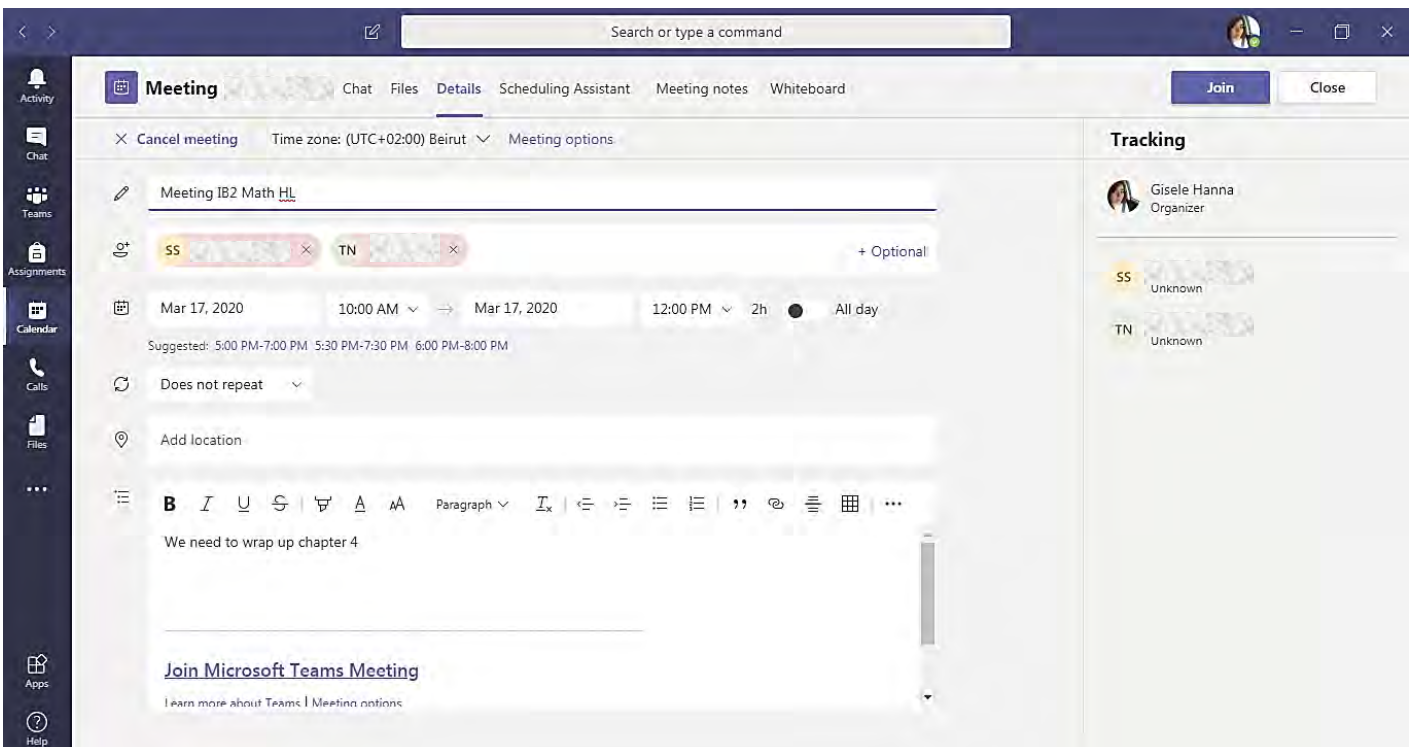
That will open the Meeting Options in your browser, and you can change members' restrictions there.
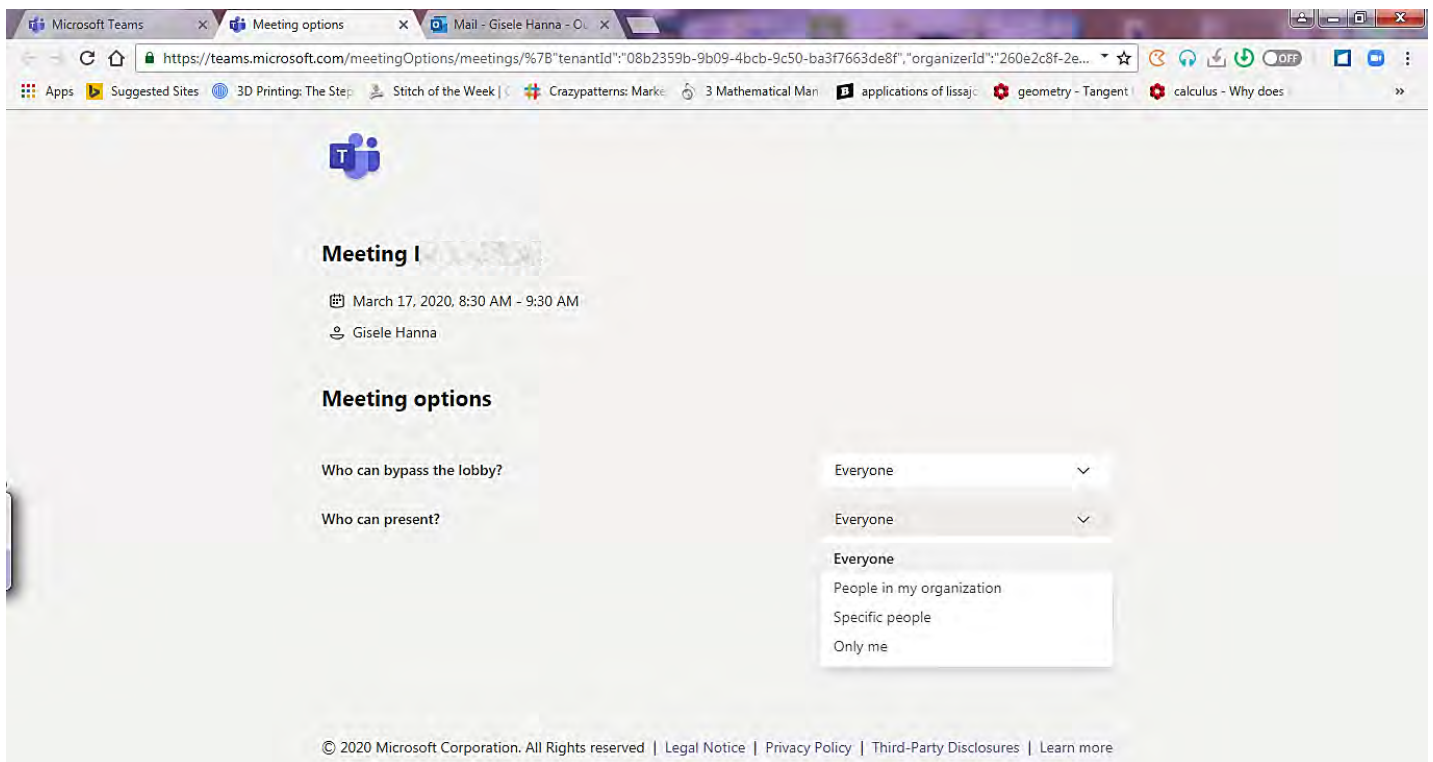
Note that restricting presentation to "specific people" or "only me" during a meeting will not only restrict others from muting or pushing a participant outside the meeting, but it would also restrict them from editing documents shared during the meeting.

10- How can quizzes and tests be done using Teams?

Go to your team under General, then check assignment, then create quiz and choose new.
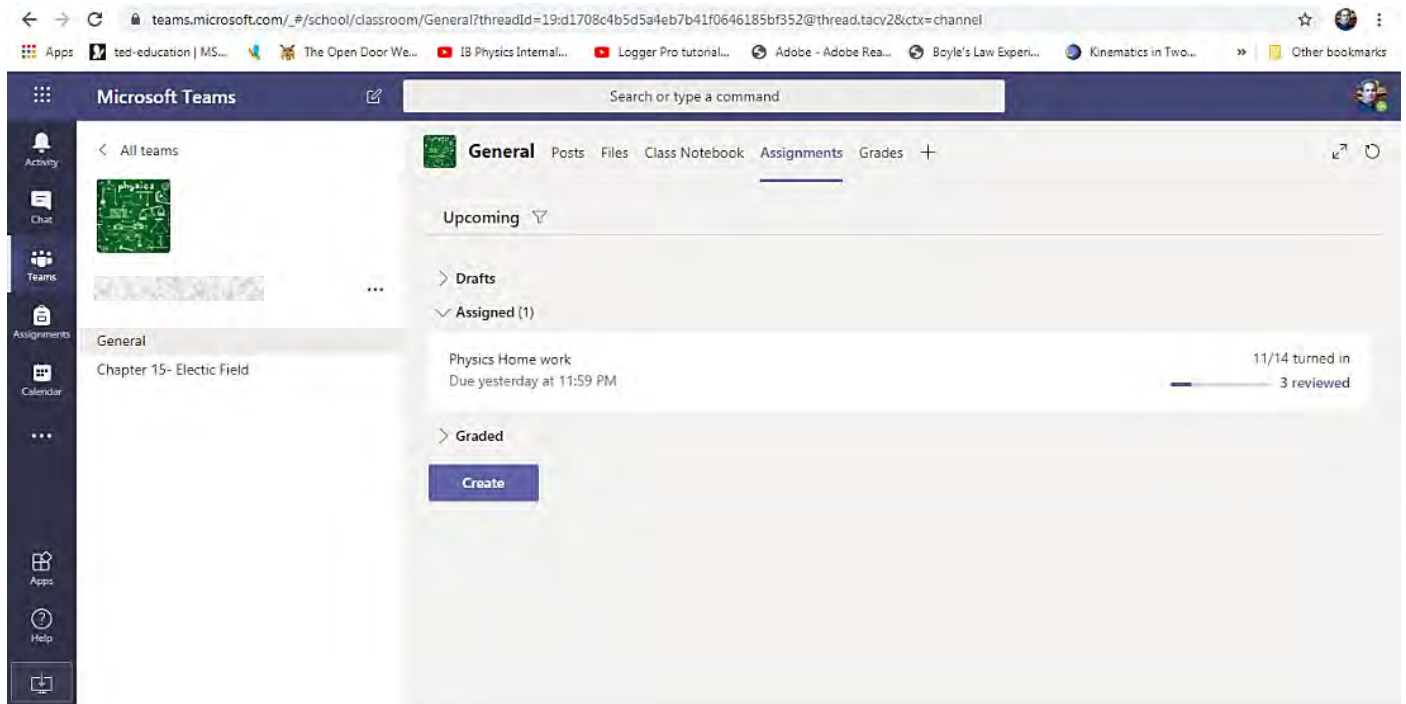
Then select the new quiz option.
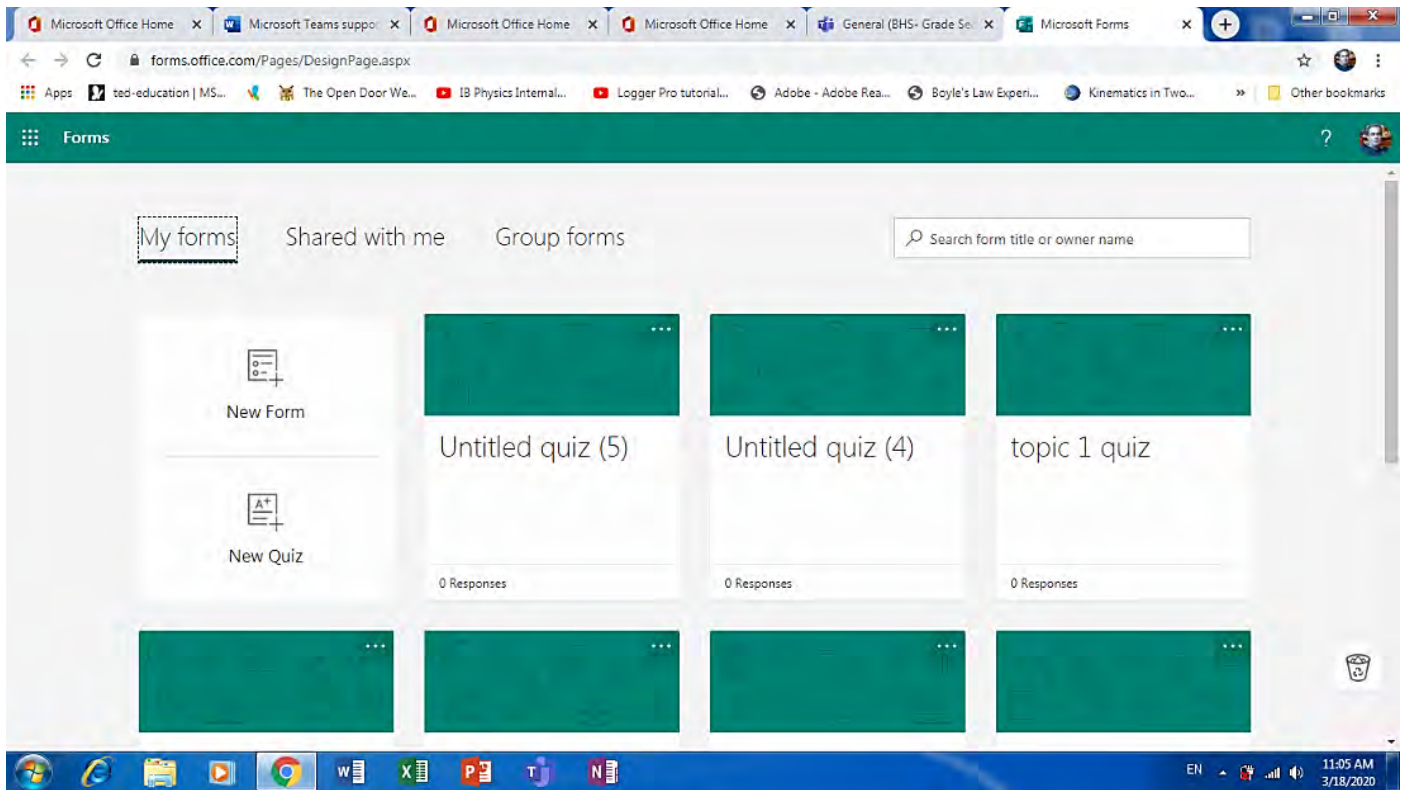
Then choose the type of quiz (e.g. MC).
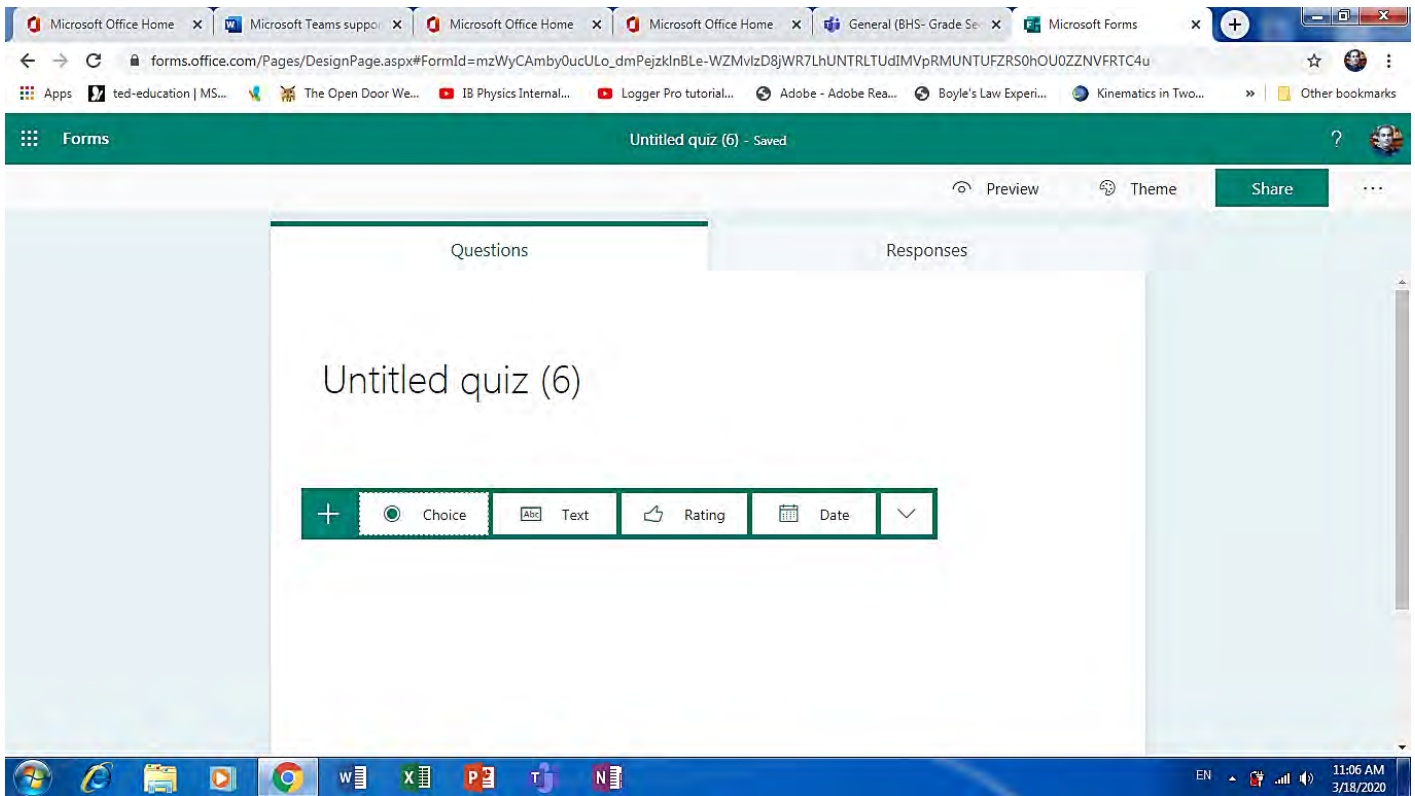
Finally, select questions, then share and assign.

11- How and where can students upload their work on Teams?

You could create an assignment where the students could upload their work into.

Go to "Assignments" and click "Create, then choose "Assignment".
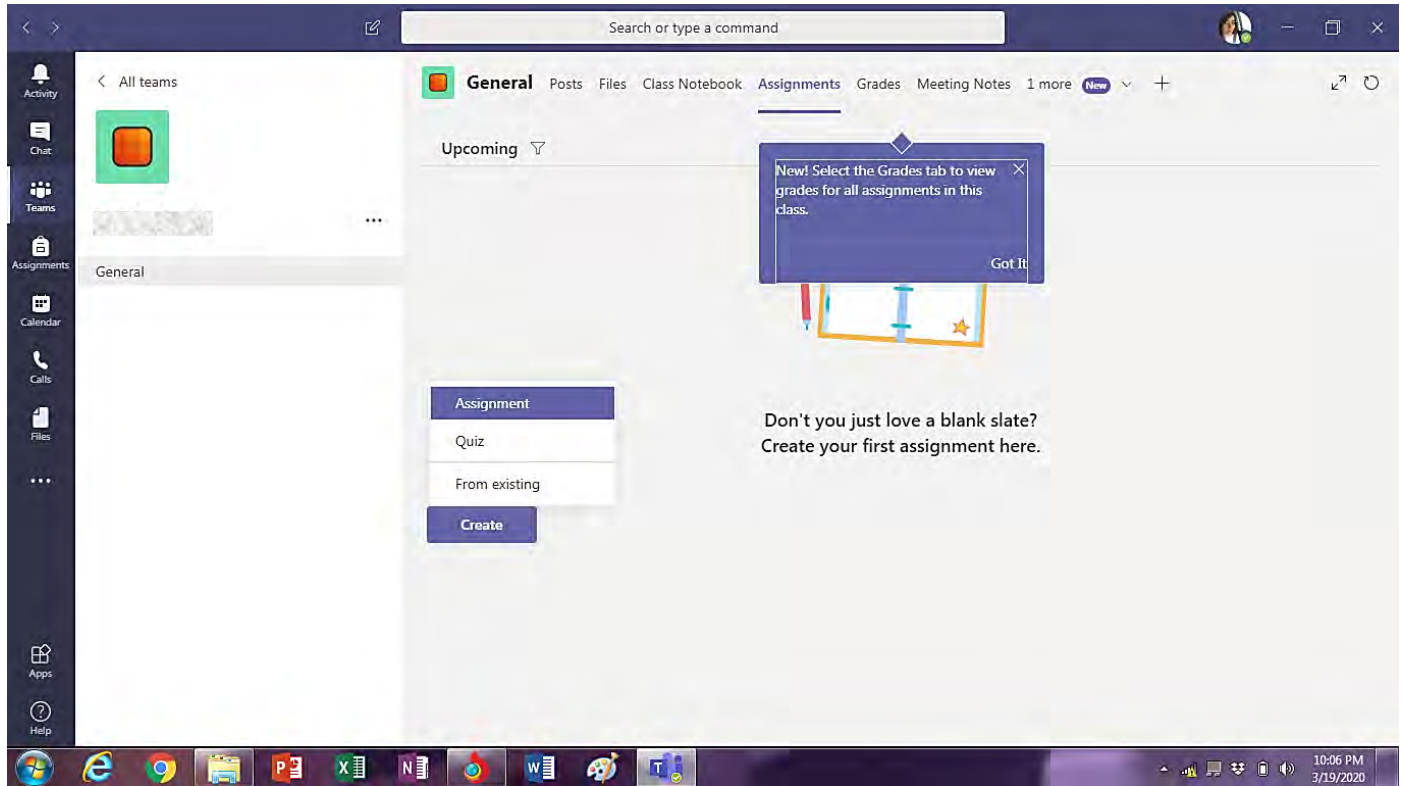
Set up the assignment and share it with your students.

The students can then turn in their work through the assignment created.

(Refer to question #18 for detailed instructions showing the steps students need to follow to turn in their assignment under the assignment tab)

12- In case a student uploaded his work on Teams, can the other students see what he/she uploaded?

It depends where he uploads his work.

If he uploads his document under "Posts" or "Files", then everyone can see the document, open it and edit it.

If he uploads his work under an assignment you have created, then only you can see and access the file.

13- How can we prevent students from opening new teams while the teacher is already in a specific team?

The IT admin is the only person able to do this restriction on student's accounts.

However, within a team, you can restrict team members from creating and managing channels (as shown in the screenshots below), but that is within the teams you create. By default, members are not allowed to manage the channels as shown on the second image below.
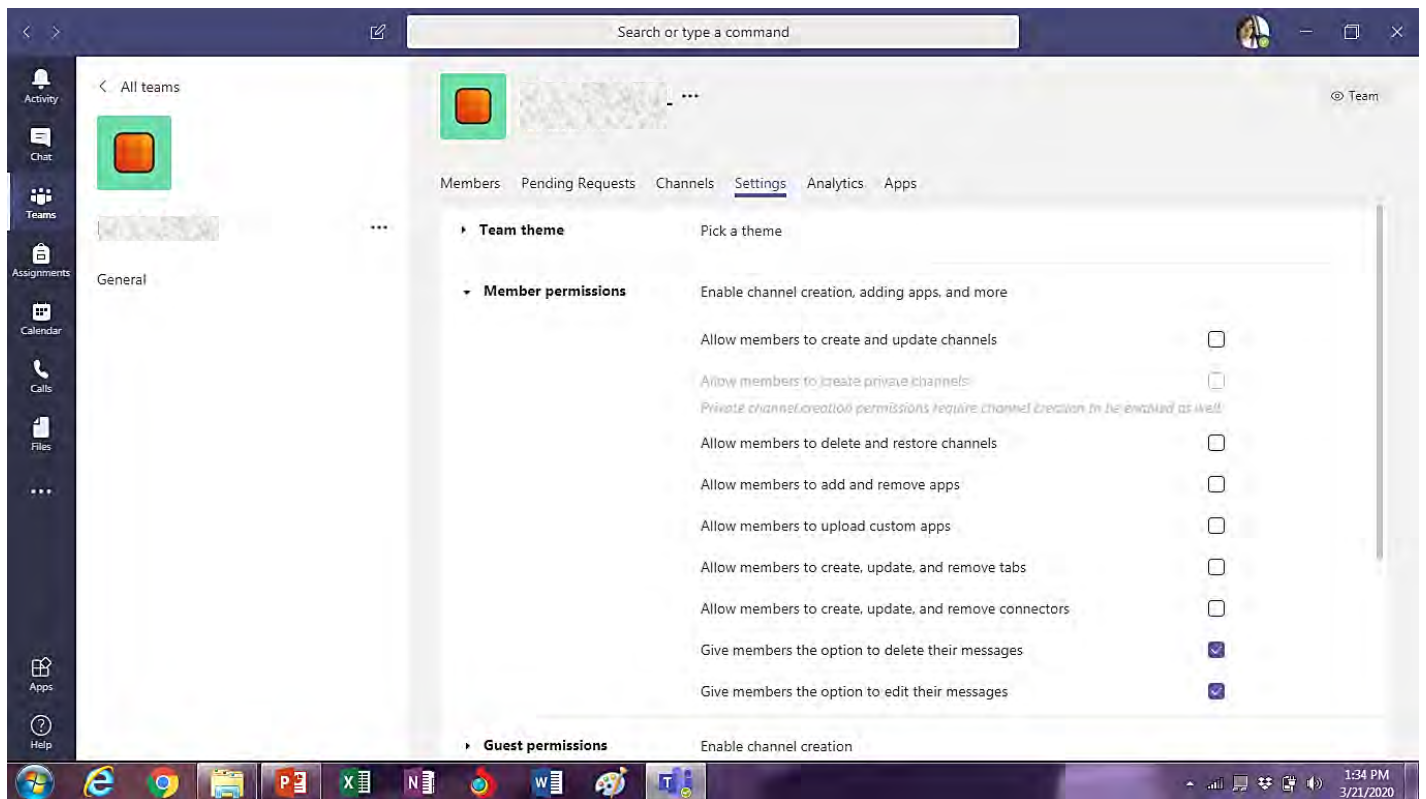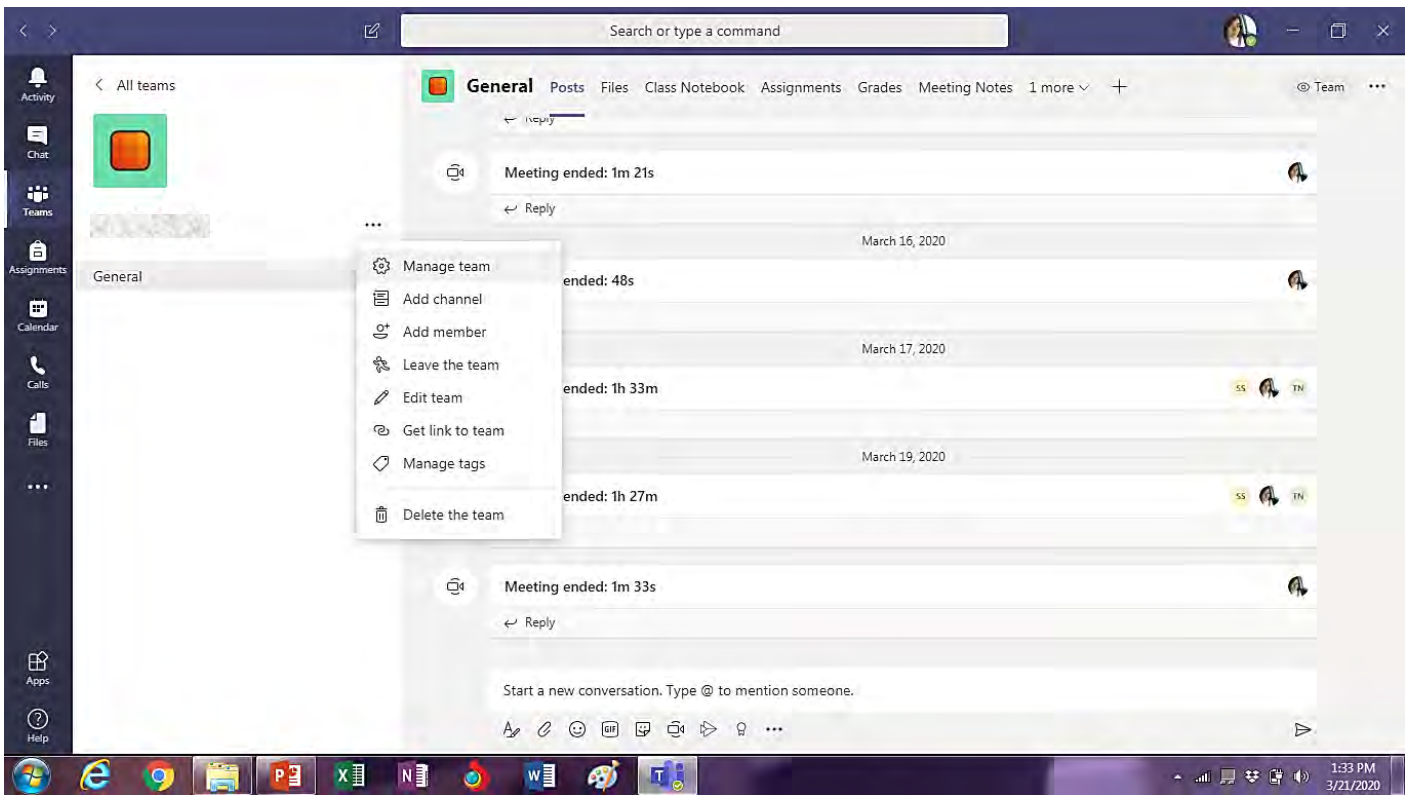
However, restricting students from creating teams is restricted to the IT Admin.

14- For some classes, I cannot use the assignment to create assignments with the students. It is not letting me and I don't know why.

If the assignment tab is not showing, then maybe this team was not set to be a "Class" when it was created.

If the tabs shown below do not show in your Team general page, then the team was not created as a "Class".
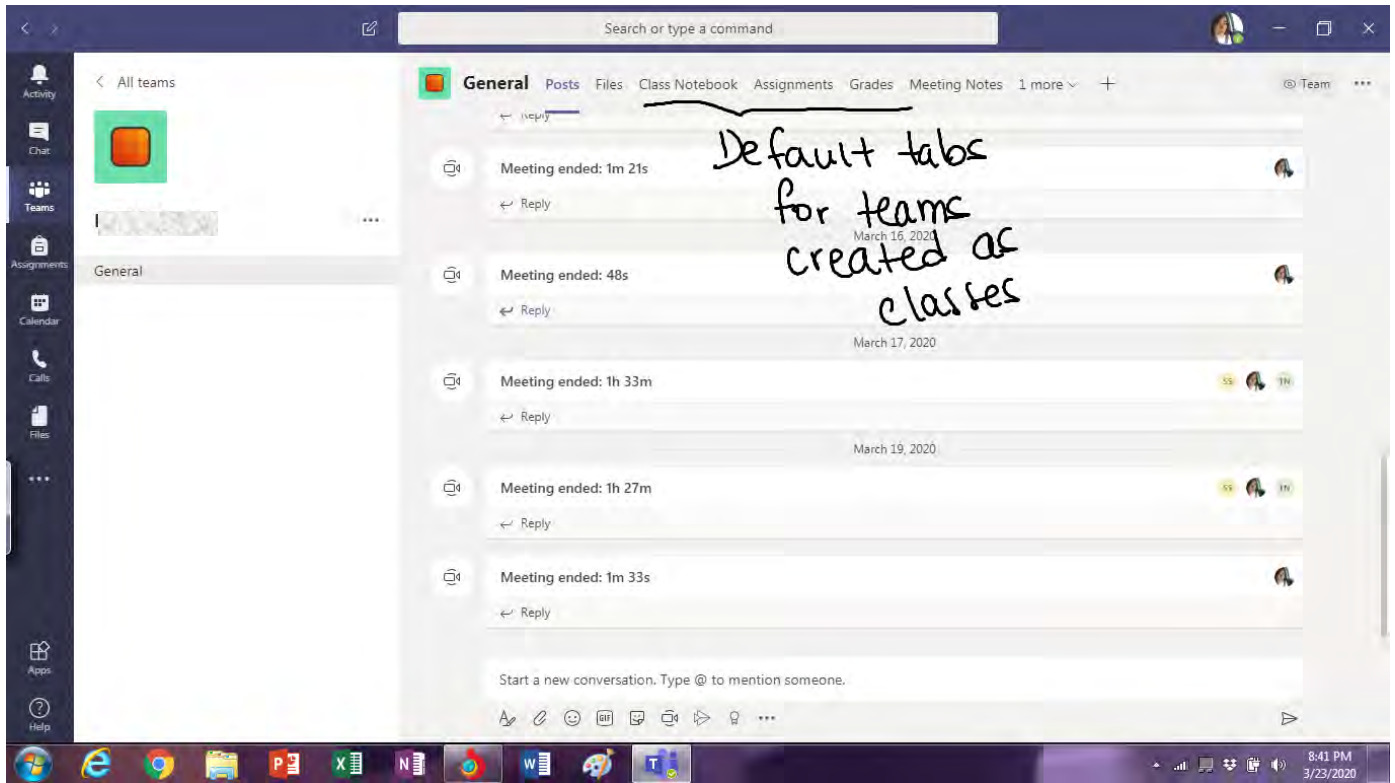
And, if you click "Assignments" below "Teams", only teams created as classes show there.
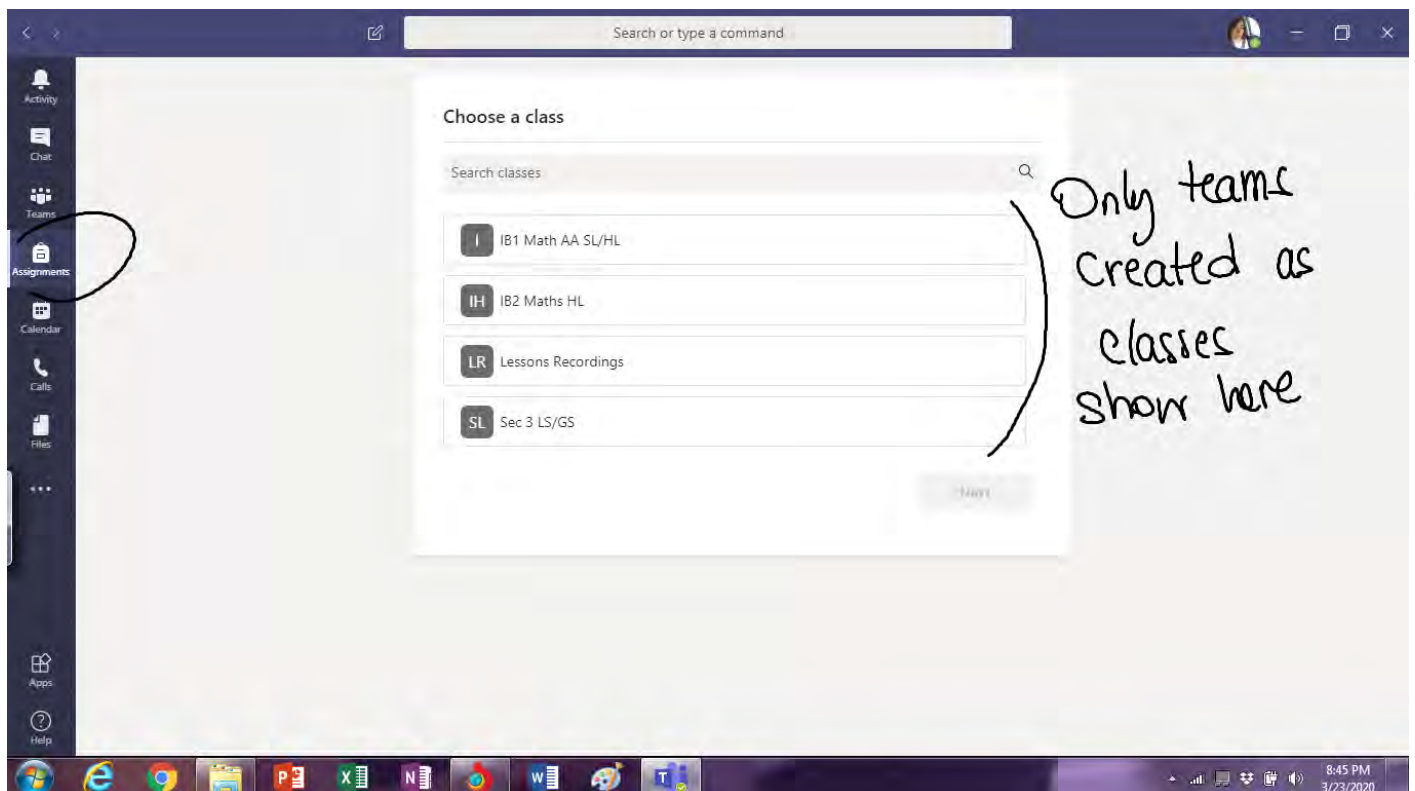
15- How do I prevent a student from recording a session? I want to be the only one who can do that.

The IT Admin is the only person able to restrict some users from recording meetings.

However, if a student initiated a recording, everyone in the meeting is notified and then when the recording stops you may delete it from Microsoft Stream.

As the meeting organiser, you would automatically be an owner of the recording and you could delete it from Microsoft Stream.
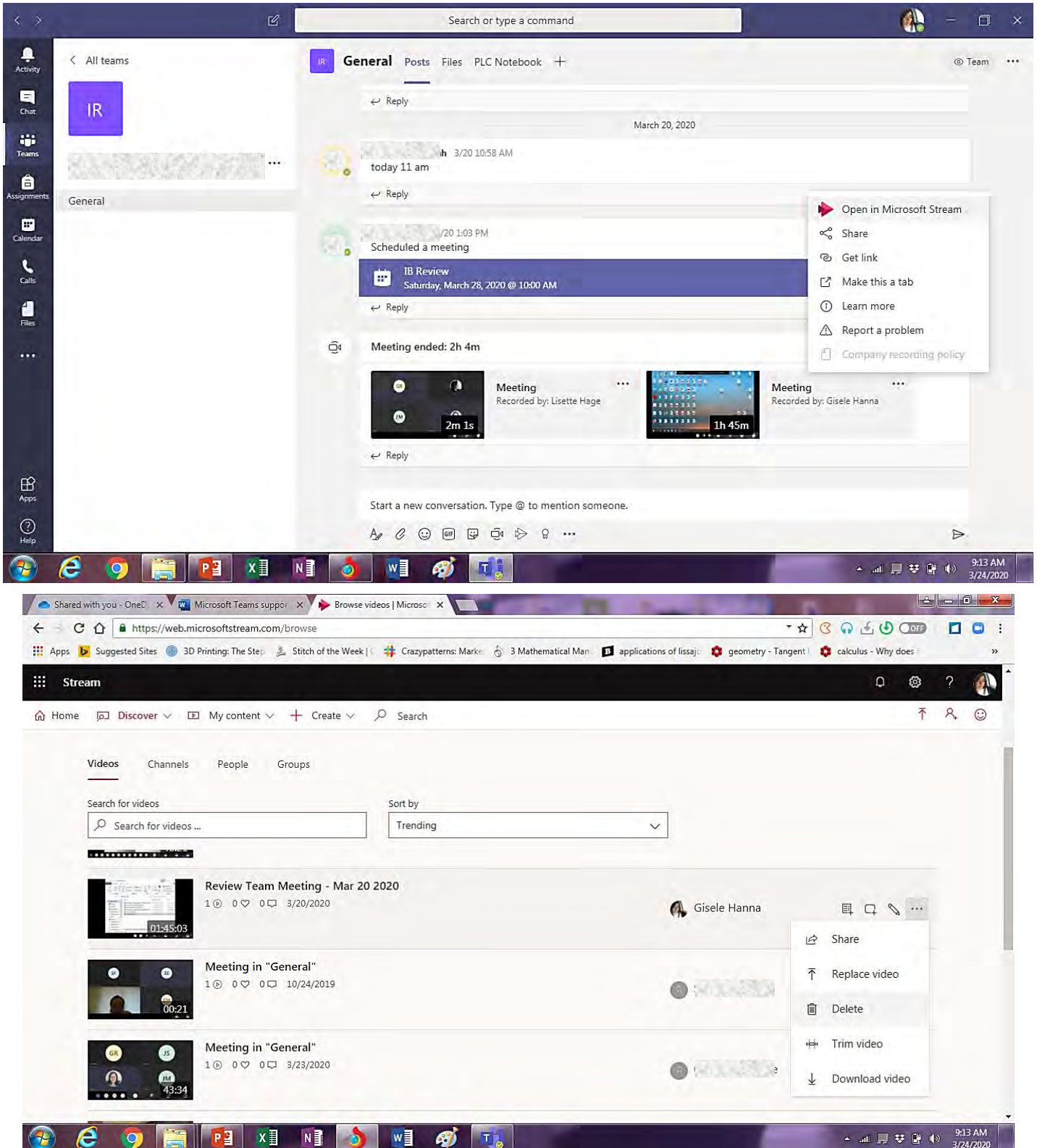
16- Many teachers in the Lower School have children who are also using Teams. The children are using the mother's Outlook email to access Teams. Can the teacher be conducting a class on one computer and the child following a different class on another computer, but both using the same Outlook email?

Yes. It is possible to call for a meeting with a team on a mobile phone and call for a meeting with another team on a laptop using the same Outlook email. Both meetings started independently.

17- Some teachers don't have a computer and must use their phones to access Teams. The buttons are very different from the desktop view. Can one do all the manipulations on Teams on the phone in the same way as they can on the laptop? Can a teacher start a meeting from the phone without using the calendar?

The mobile app is different than the desktop app. The desktop app is more user friendly. However, a meeting can be started through the mobile app from the calendar.

(The screenshots below were taken on an iPhone. It should be similar on Android)

On the Calendar:

Schedule a meeting with the group you wish to meet with. Once the meeting is scheduled, a "Join" button will show on the meeting. Click the "Join" bottom to start the meeting anytime (before, during, after the scheduled time)

To schedule the meeting on the calendar, follow the steps below:
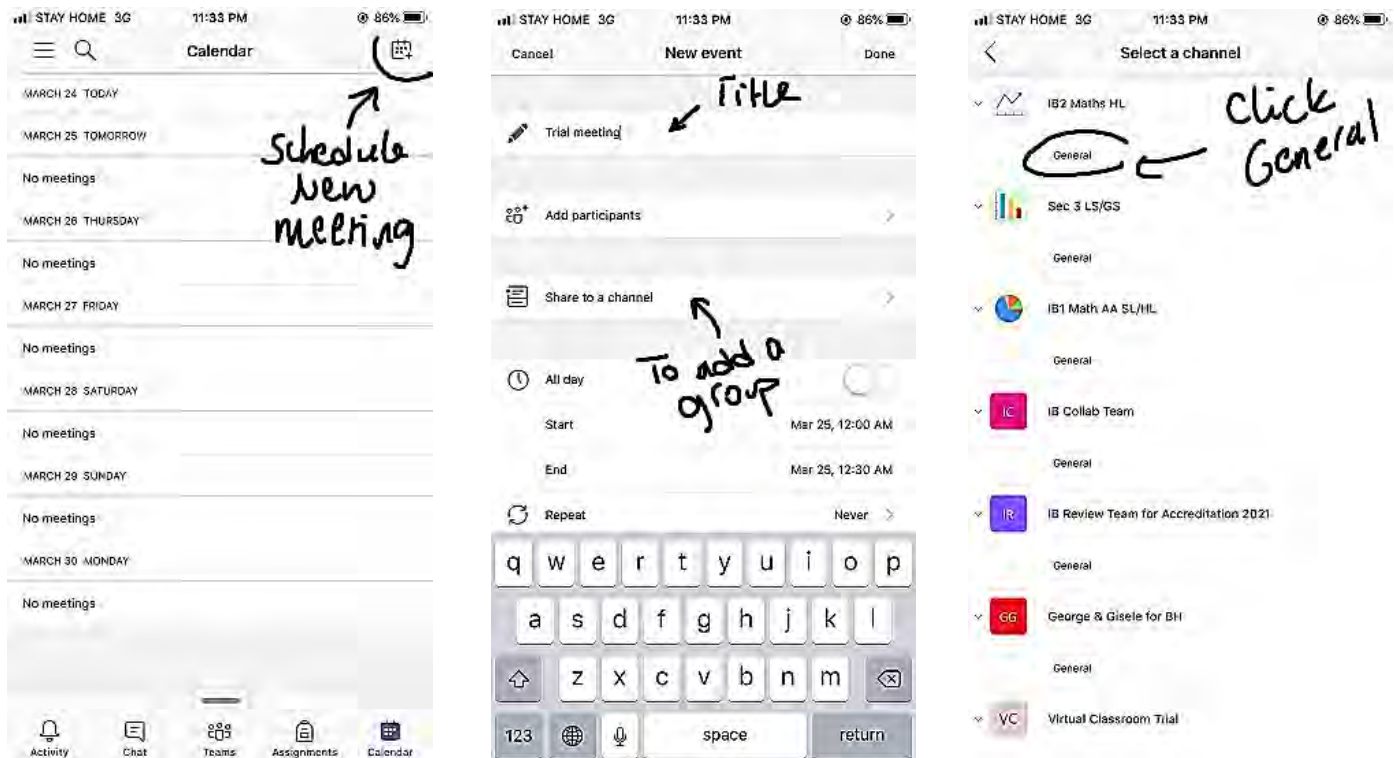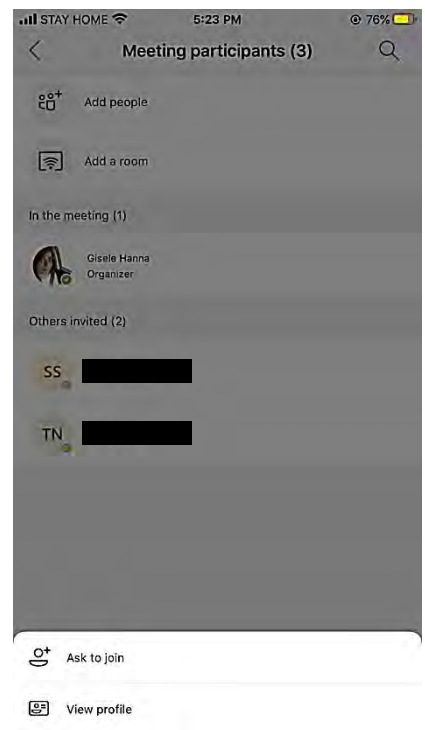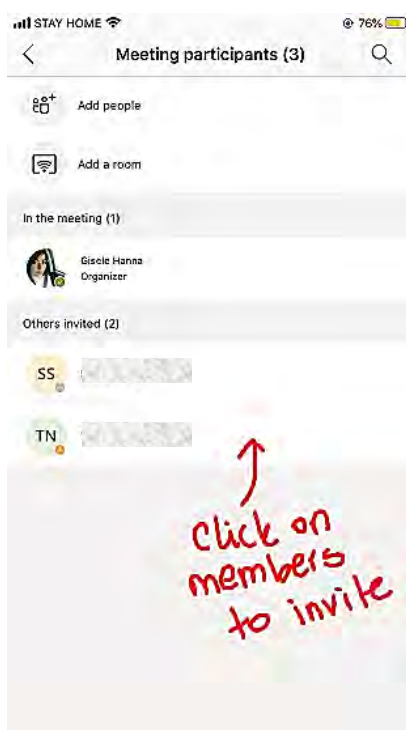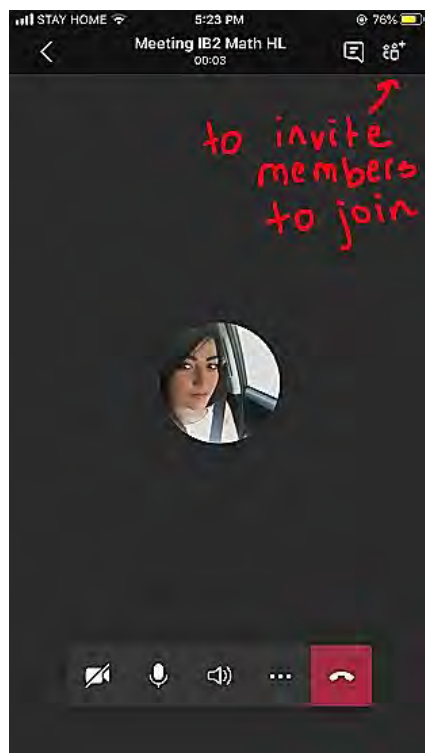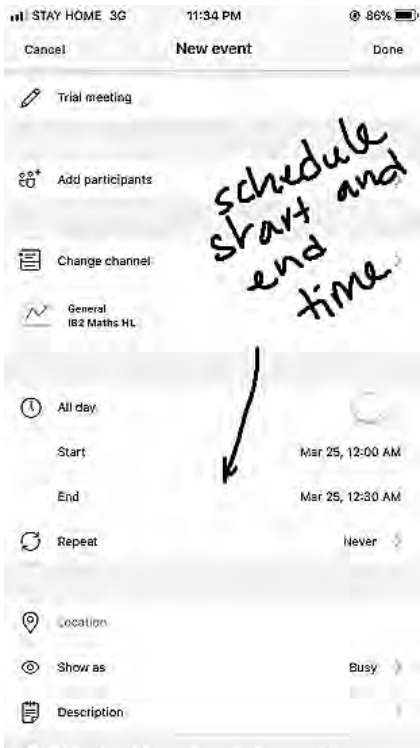
18- How can a student submit or turn in his assignment in MS Teams?

Inform your students to follow instructions shown below, provided by Microsoft Teams for Education:

To turn in an assignment, select its assignment card. Depending on the status of your assignment, you may be turning your work in on time, late, or submitting revised work.

1. Navigate to the General channel in the desired classroom, then select Assignments. You can also use your search bar to search for an assignment by keyword.

2. Your upcoming assignments will show in order of when they're due. Select any assignment card to open it and view the assignment's details.

Tip: Select the Expansion icon (diagonal, double sided arrow) to work in full-screen mode.

3. If your teacher specified a document for you to turn in or you have other files to attach to this assignment, select +Add work and upload your file. Note: You can attach a file up to 50 mb in size.

Tip: Work on Office files associated with this assignment right from here—no need to leave the app.

4. Select the Turn in button to turn in an assignment before its deadline. The button will change depending on the status:

- Turn in again if you're editing an assignment you've already turned in and need to submit work again.
- Turn in late if you're turning in your assignment after the due date, but your teacher has allowed late turn-ins or asked for a revision.
- Not turned in if the assignment is past due and your teacher is no longer accepting turn-ins. You cannot turn in work.
- Undo turn in if you decide you want to edit your assignment before the due date. You'll need to turn it in again after you make your edits.

19- Can I access a student's shared screen?

Yes, only if you are using the Teams' desktop app. The option, when tested, was not given to request control on Teams Web and on the iPhone/iPad app.

If you are using the desktop app, when a student shares his/her screen, you can request control.
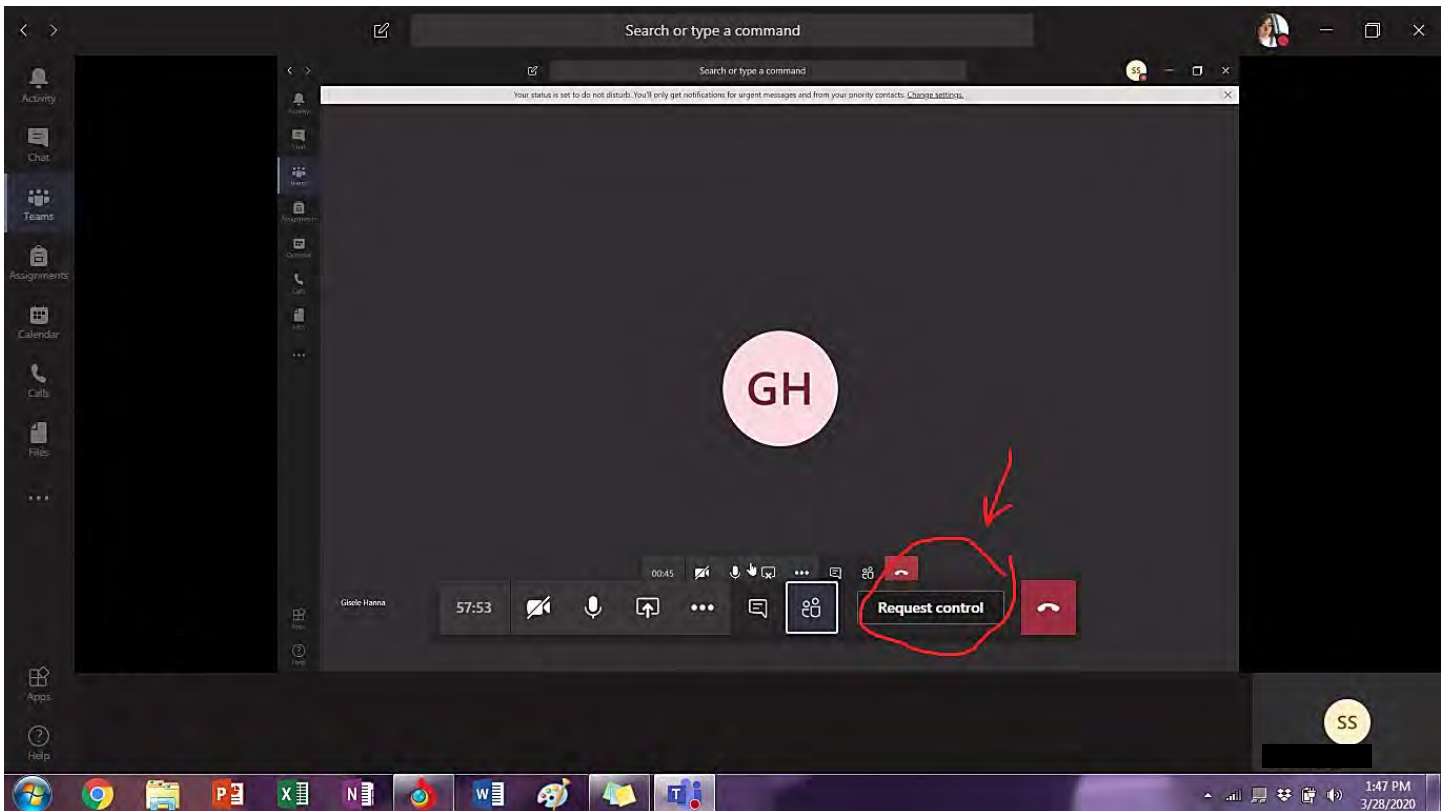
The student will be asked to Accept or Decline.

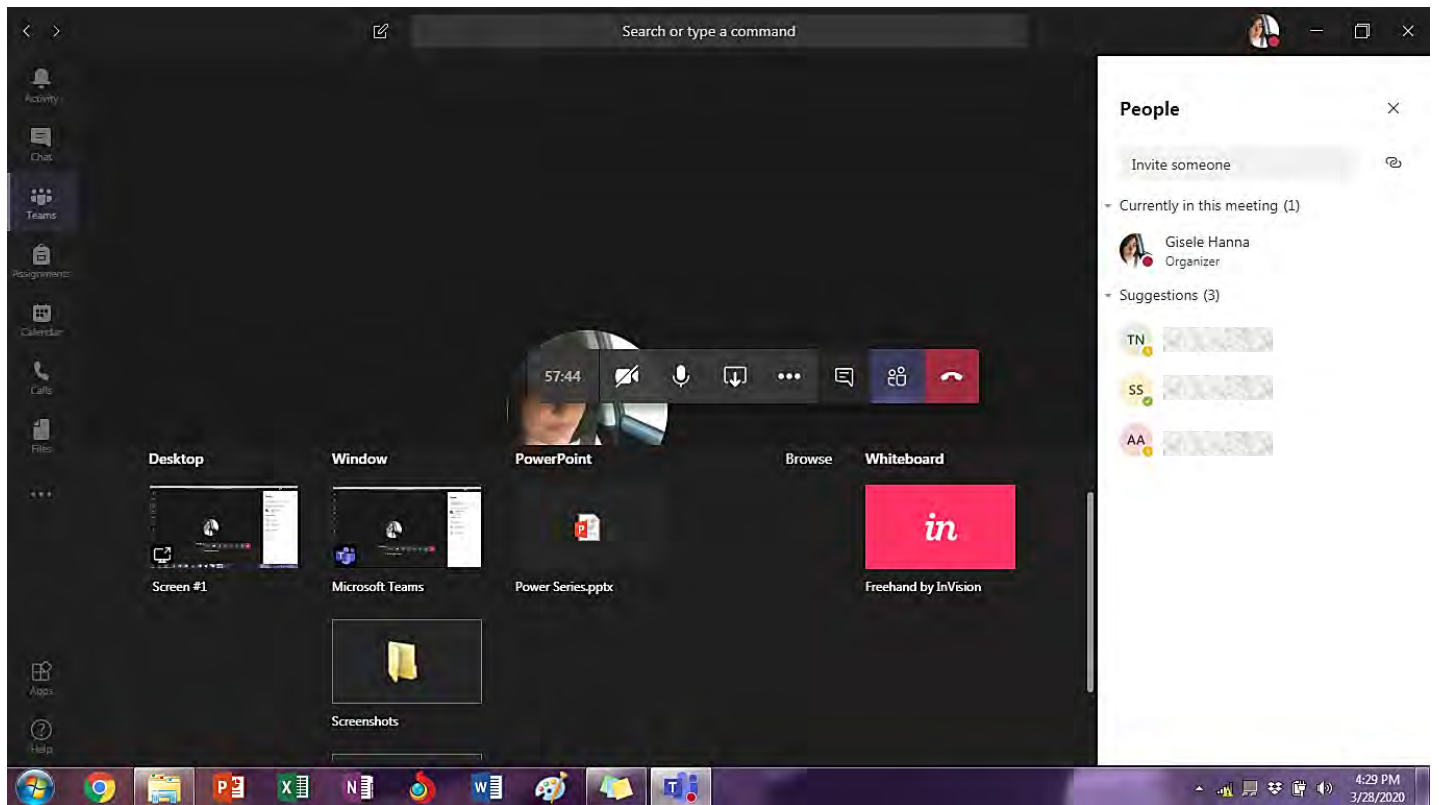If the student accepts you will have permission to access what he initially shared in his sharing options.

(The screenshot below shows the different screen sharing options)

If he/she initially shared "Desktop" before you request control, you will have access to his entire desktop.

If he/she shared "Teams", you will only have access to work inside his/her Teams app.

If he/she shared a Document, you will only have access to work on the document.

There are many ways this feature can be used.

- If a meeting had two presenters, then one of them can grant access to his/her screen to the other presenter, and they can both present on one screen.
- In a training session, the trainer could request control of a participant's screen for assistance
- If a teacher and a student are discussing a project on Teams, the student could give the teacher access to his document
- If two students are working on a project, they could both work on the same document
- Any other ideas???

In addition, the person sharing their screen will have the option to "Give control". By choosing to click on "Give control", he/she will get to choose from the participants list who he/she wishes to grant control of his/her screen to.


20- What are the steps for adding members to a meeting?

Open "Teams", then "Create Team". Once your team is created, click the ellipsis "…" that appears at the top right-hand corner. In the list that opens click "Add Members". Members of your team can immediately join a meeting you call for.

However, during a meeting, if you wish to invite someone to the meeting that is not a member of your team, on the participants list at the top, there is a search field and you are able to search the name of the person you wish to invite so you could call them for the meeting.

21- Can I turn off participants' videos in a meeting?

On the meeting's control bar, click for more options, then click "Turn off incoming video".
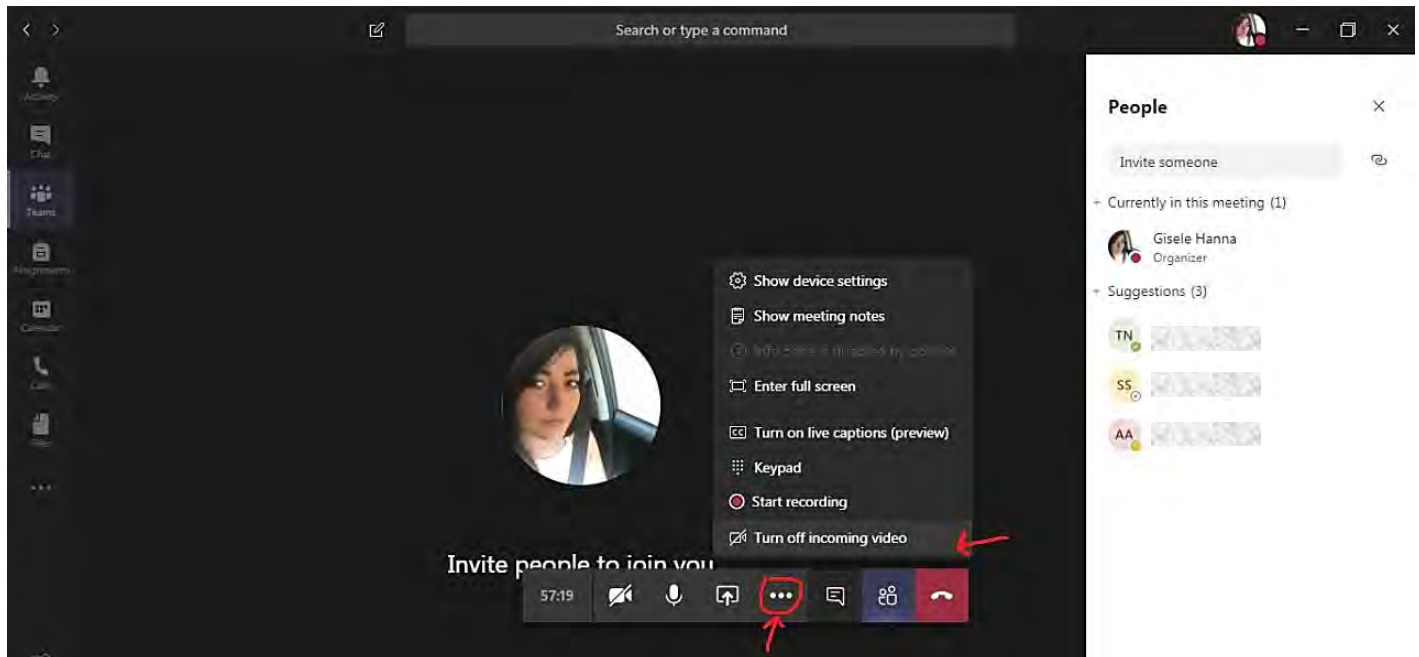

Participants would each still be able to see their own video and each other, but "Turn off incoming video" would stop you from receiving other participants' videos.

Go back to "more options" to turn video receiving videos back on.

22- When I schedule a meeting on the calendar, it doesn't show on the students' calendars. Why?

When you schedule a meeting with one of your teams on your calendar, it will show under "Posts" in the General channel of that team. The students or participants will have to manually add it to their calendars.

On the post showing the scheduled meeting, the students or participants need to click the ellipsis "..." on that post to access the "Meeting Details".
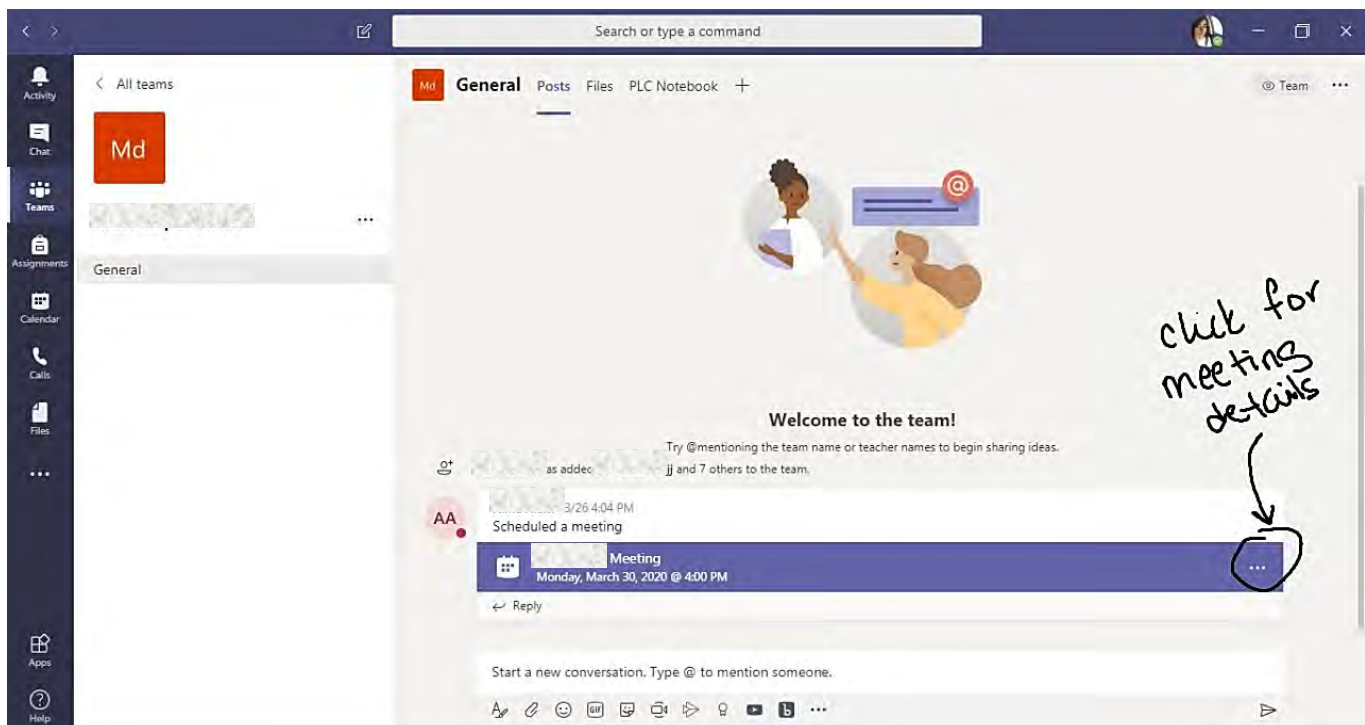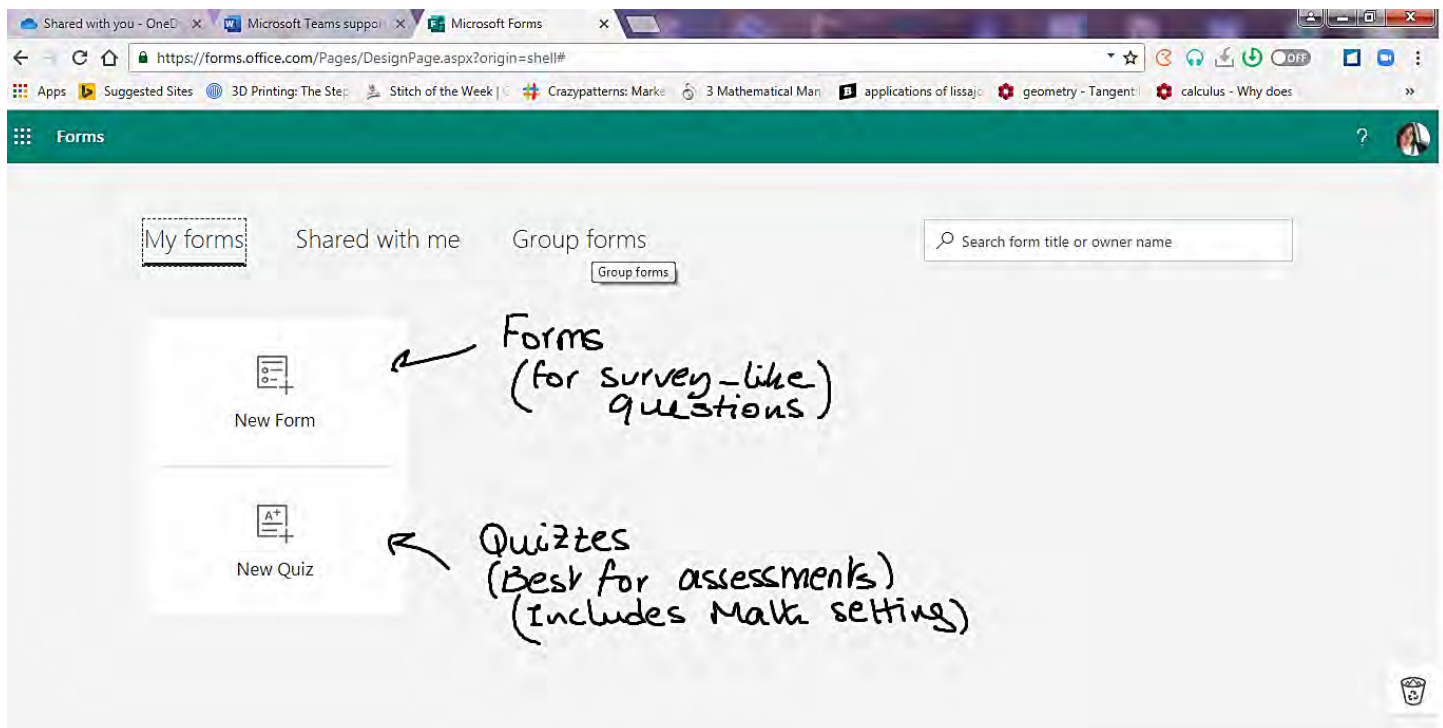
Once they access the meeting details, they click "Add to Calendar". Then the meeting will be added to the student's or participant's calendar.
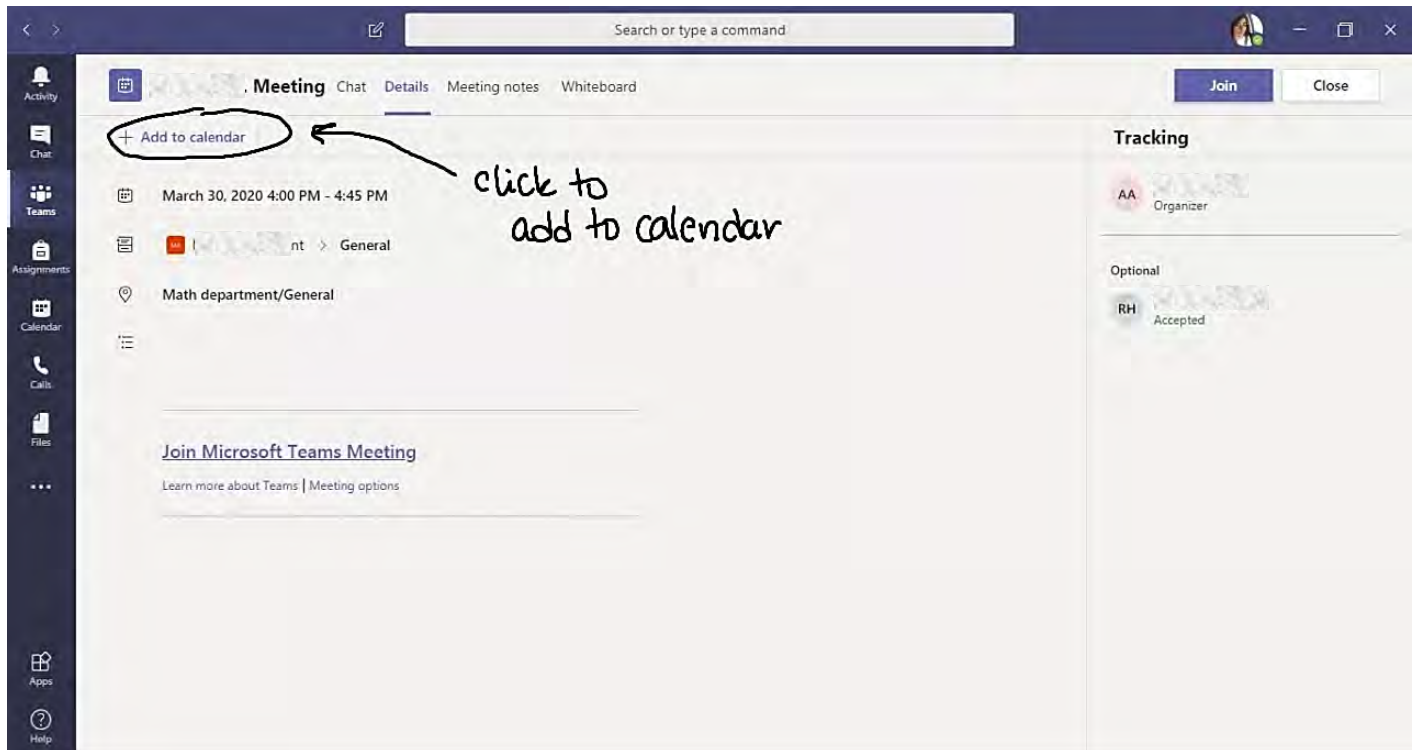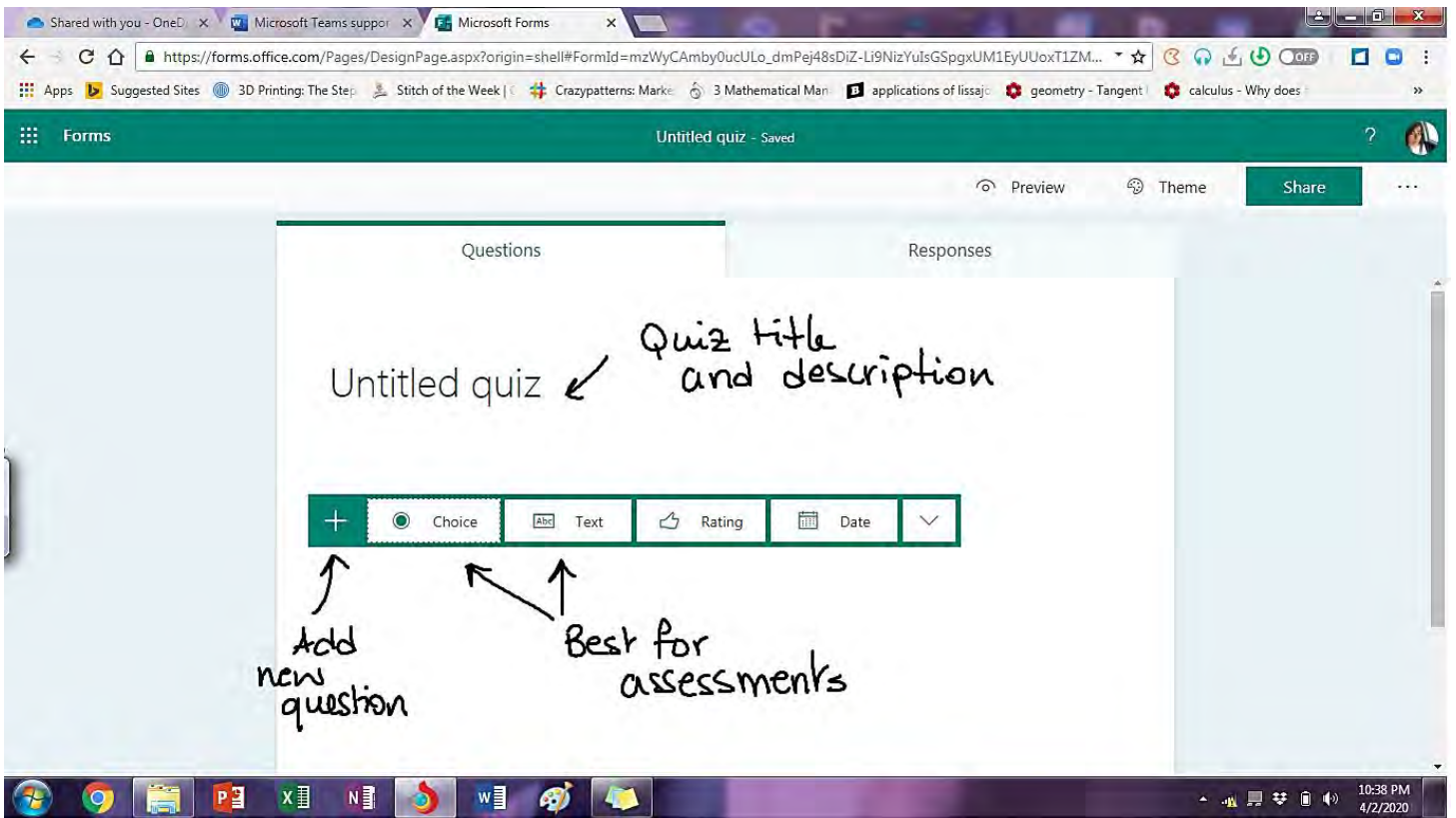

23- When setting quizzes using forms, can we include equations?

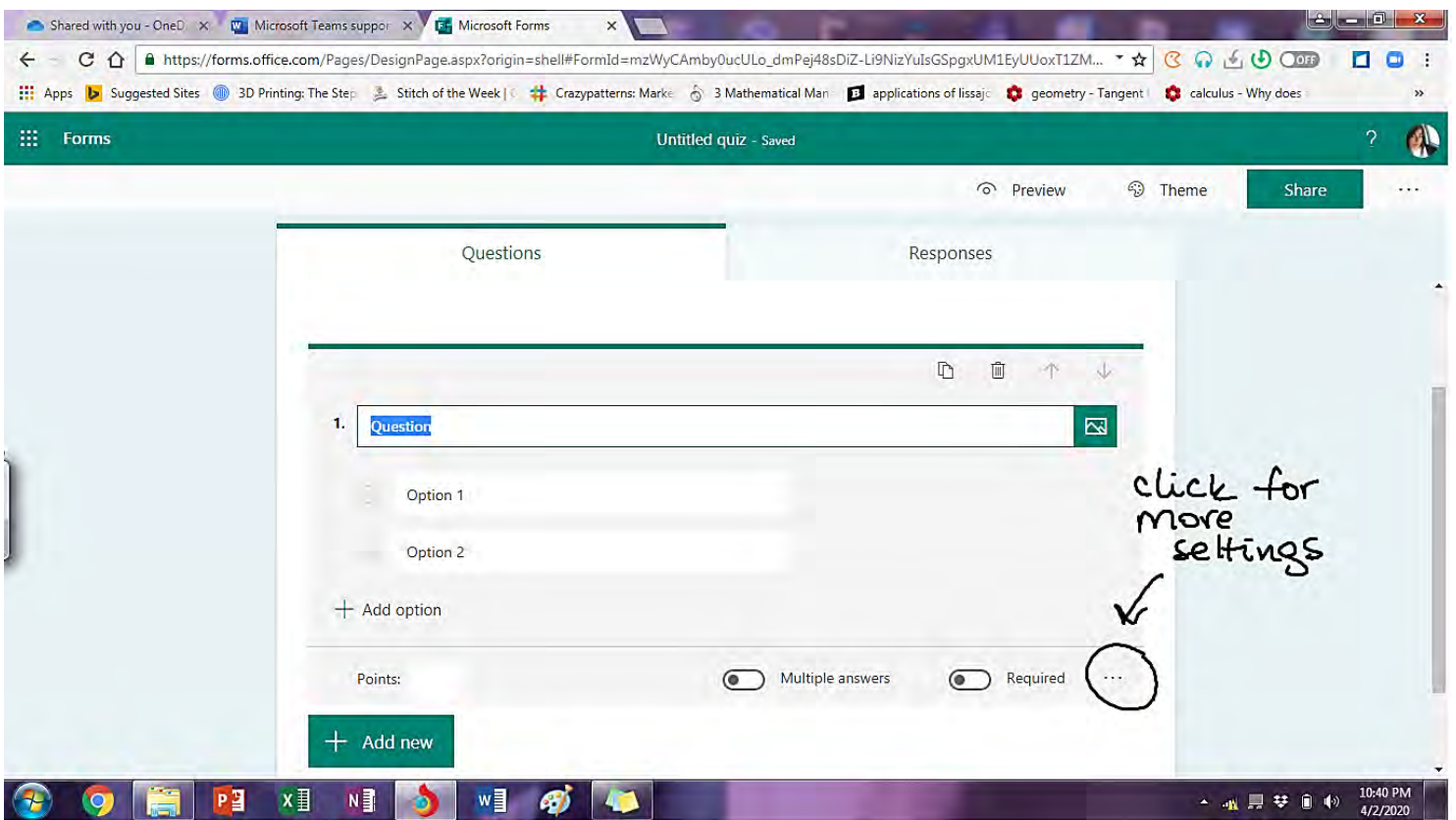Forms has a Math setting, but the commands it includes are limited.

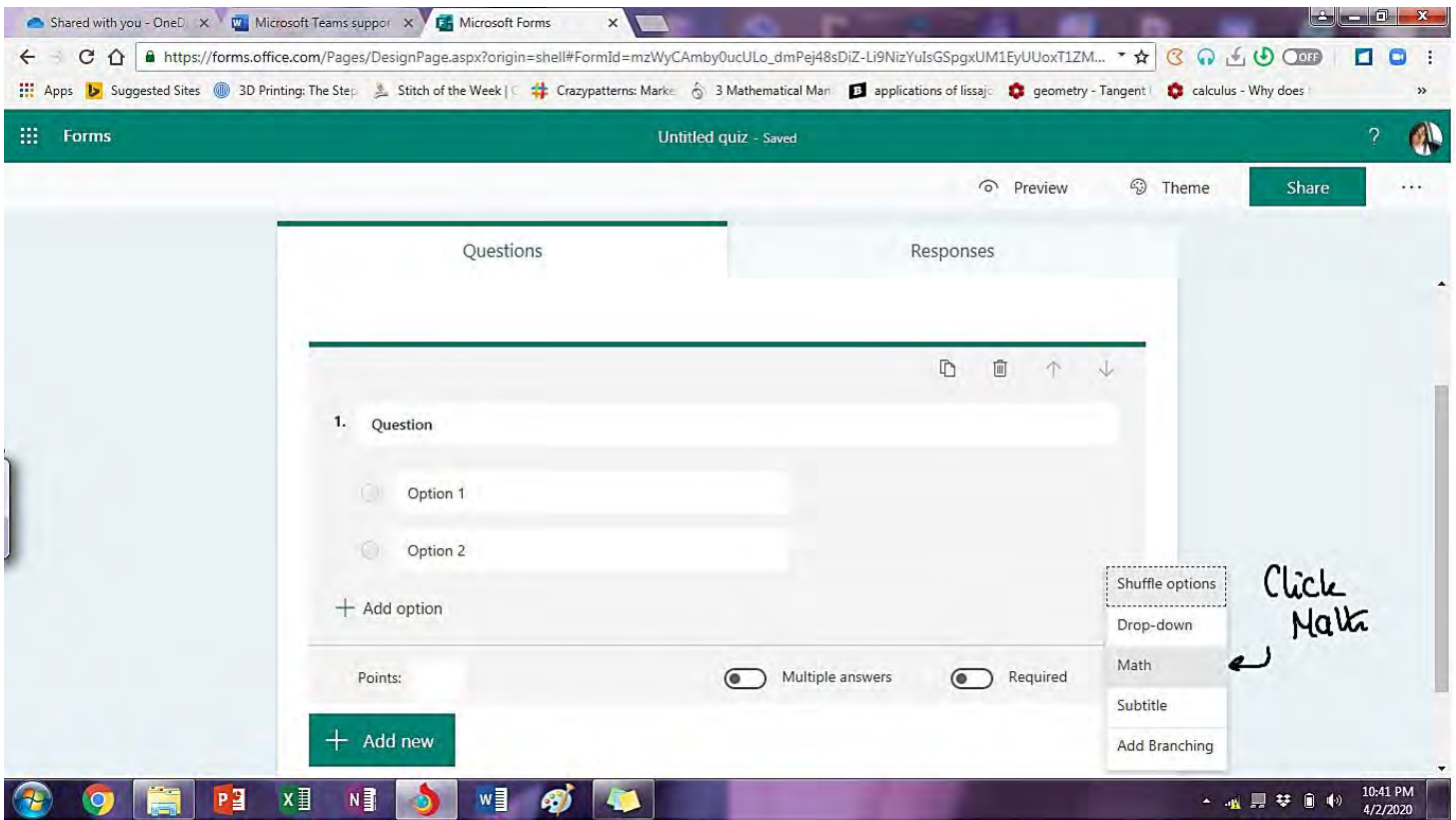When you open your "Forms", click on "Add Quiz".

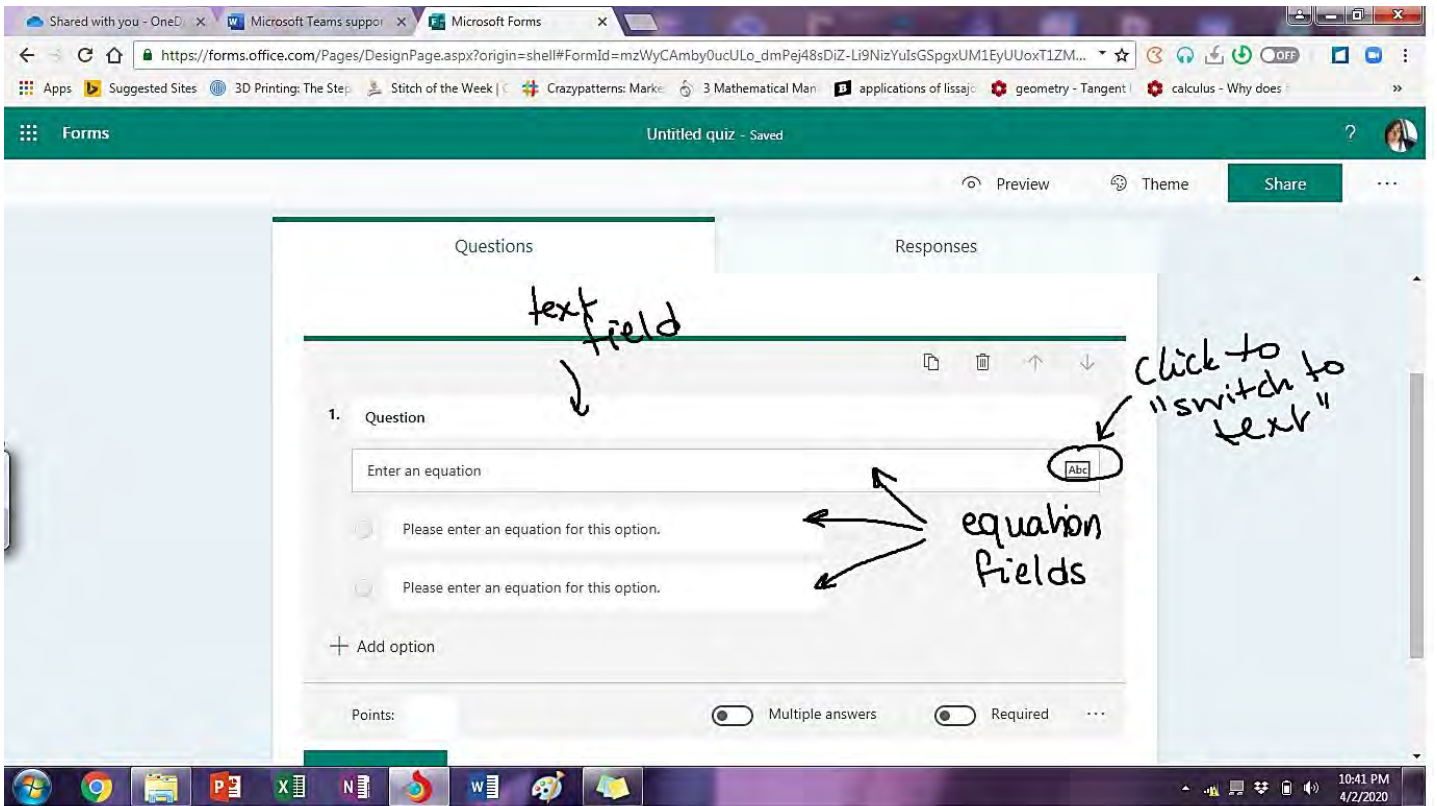Then click "Add New" and choose Multiple Choice or Text.

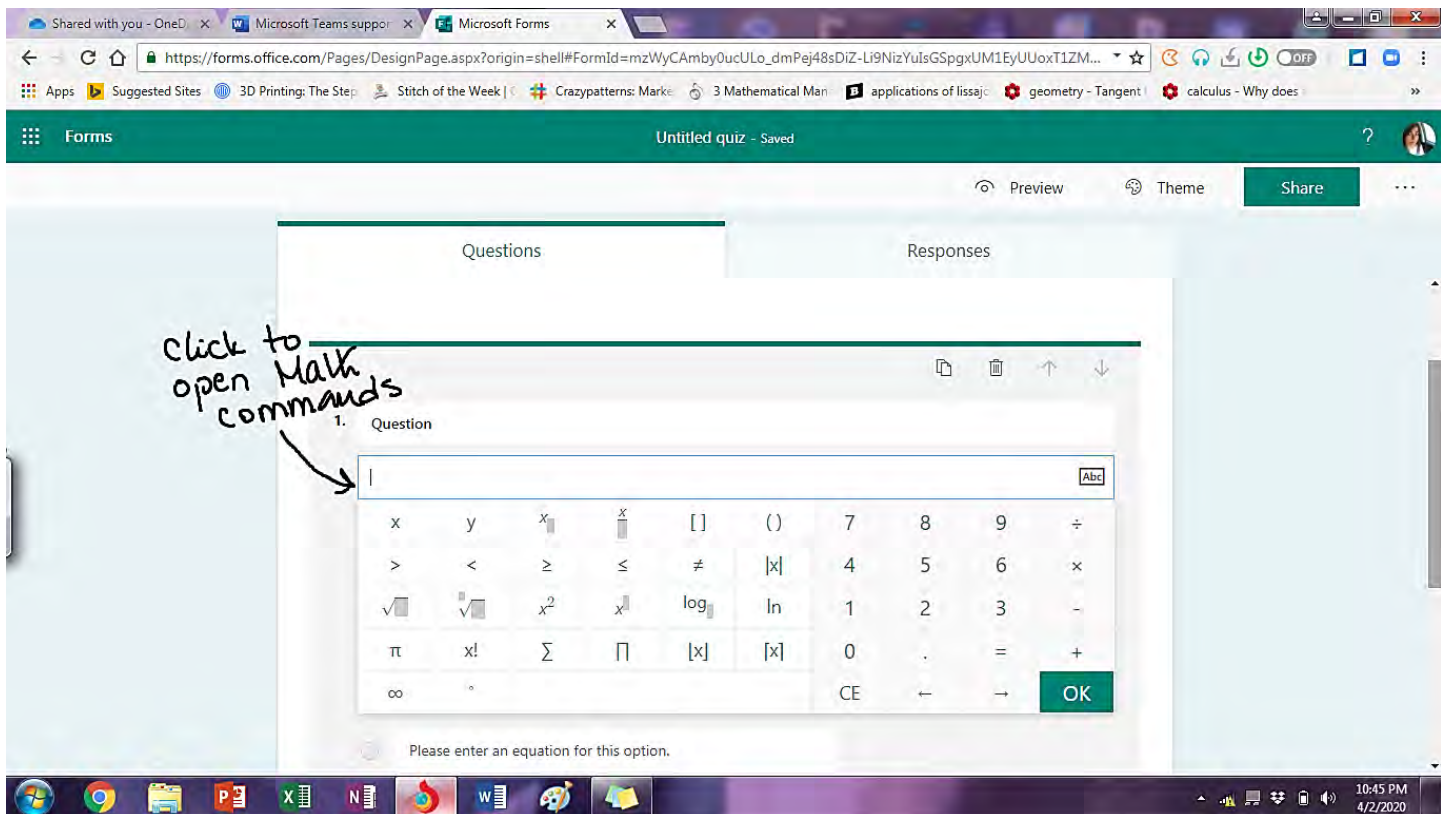Go to More settings and choose "Math".

That will open equation fields, where you can click on ABC to switch back into a text field.


Click on an equation field to open the available Math commands.

However, these commands are very limited. We generally need more advanced commands.

Advanced Math commands could be embedded if you are familiar with Latex coding (Mathematical programming language). The Latex code could be typed into the equation field, and it will be converted into the corresponding mathematical statement.
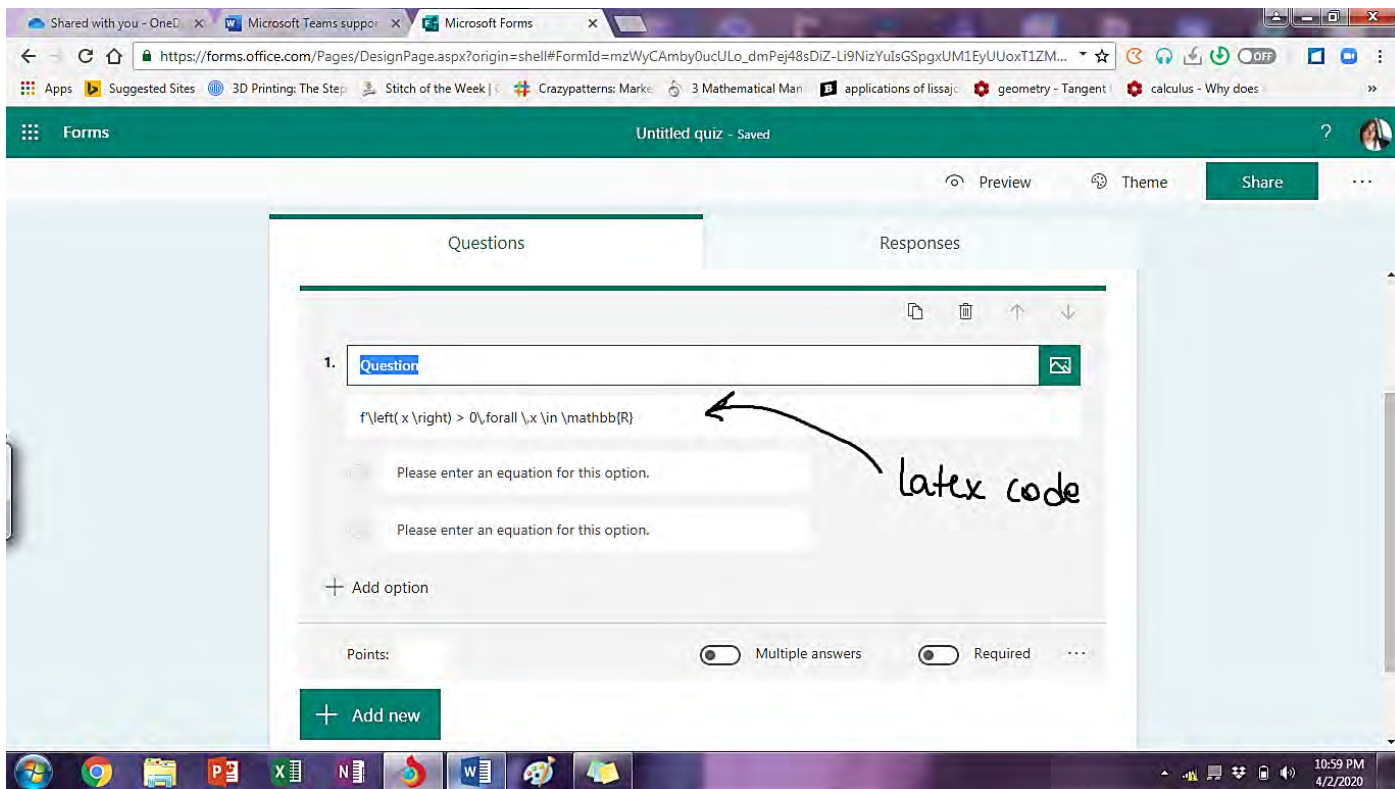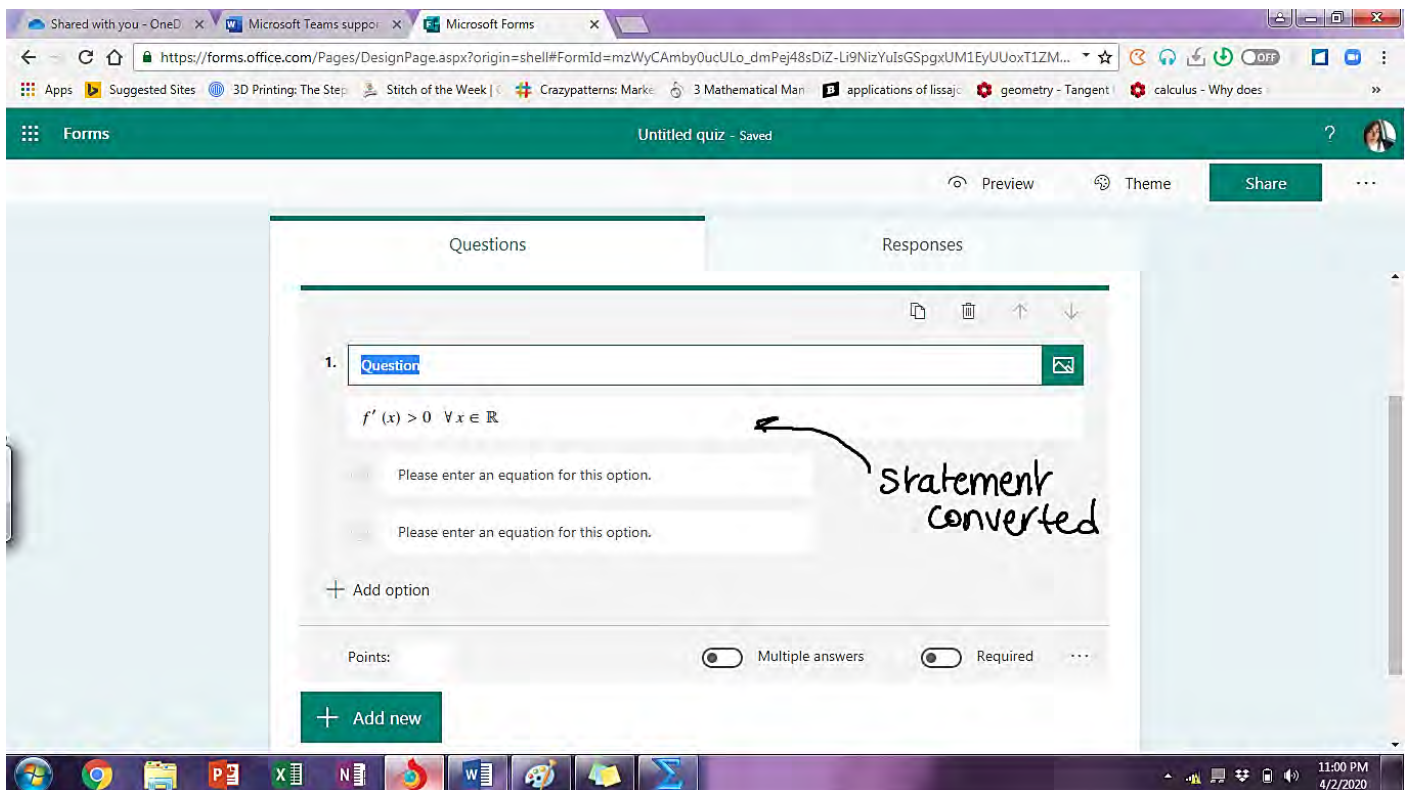
However, if you are not familiar with Latex coding, you could, as an alternative, include the mathematical statement as an attached media.

Type the equation in Microsoft Word the way you would do usually, then take a screenshot and paste it in Pain where you could crop the equation and save it as a picture. Then attach it to the question by uploading as media.
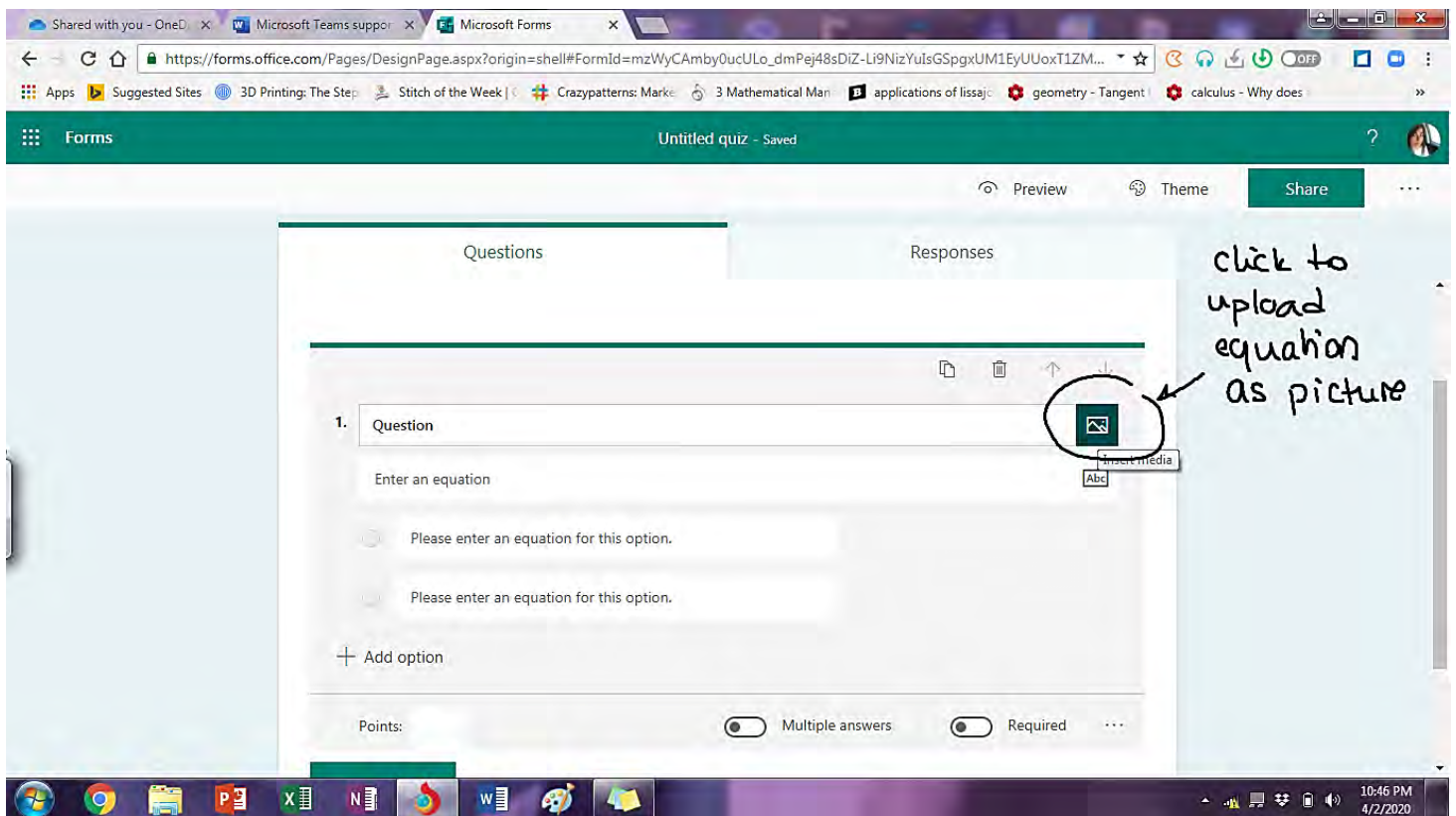
24- When I have a student presenting, I keep losing his window as Windows keeps switching between participants on my screen. Is there a way I can fix the window of the student presenting?

You need to pin the window of the student presenting.

In the participants list, go to more options and click on "Pin" or right click on the student's window and select "Pin". That would make that student's window the main window, and all other windows would drop down at the bottom.

You can pin up to four windows to fix them.

When the student is finished presenting, you can unpin him/her in the same way that you pinned them.
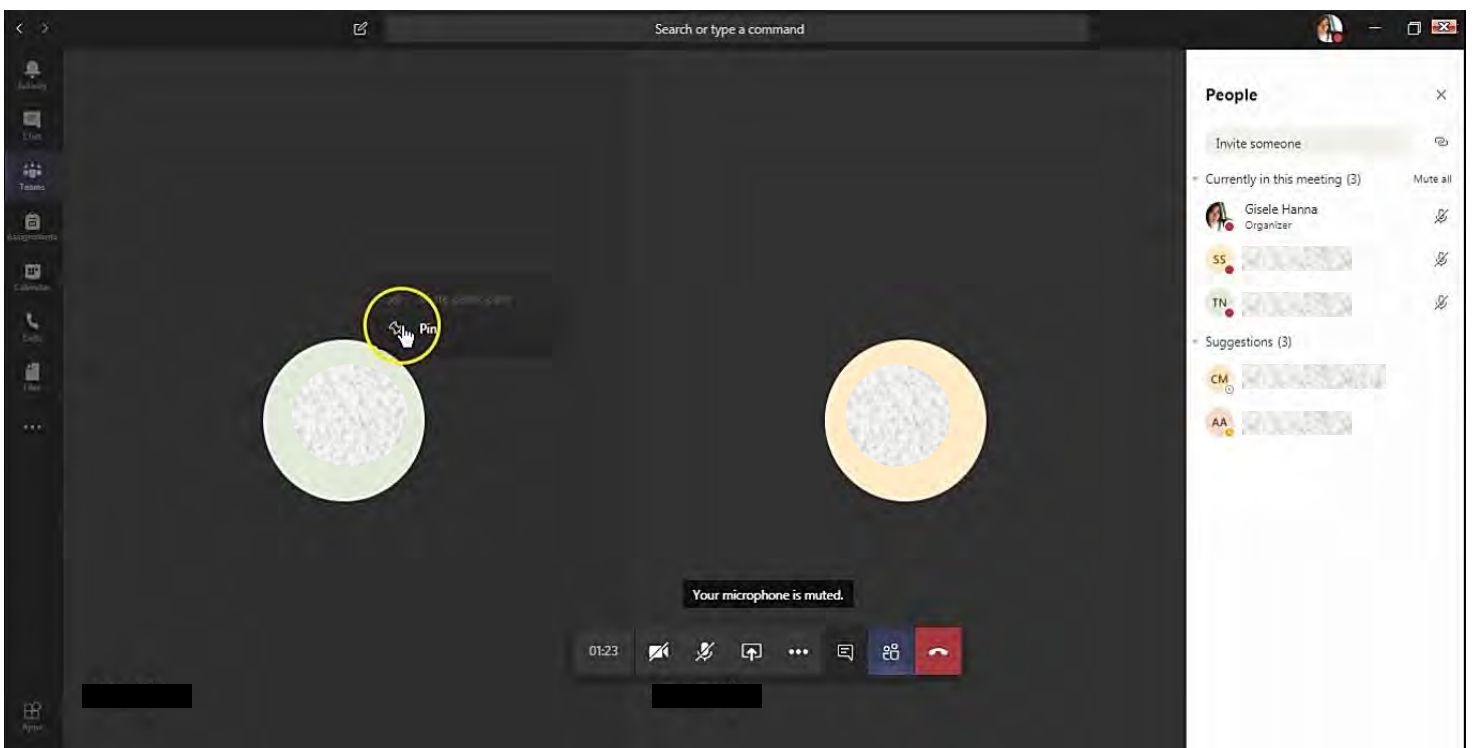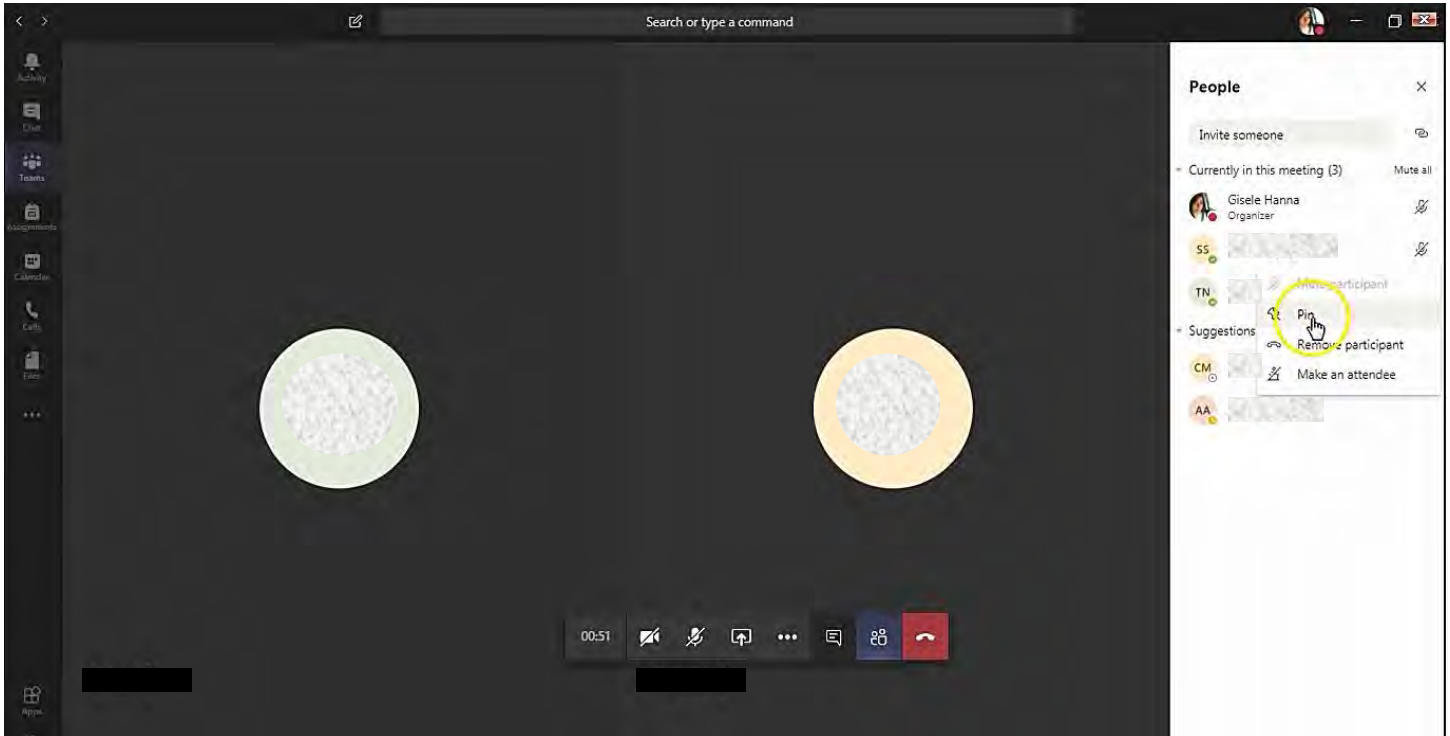
25- My students are turning in their assignments as pictures. Is there a way I could annotate their assignments by handwriting on the picture? Or maybe on the document if it was submitted as a Word or PDF?

When the students turn in their assignments, for each student you can leave a comment or feedback on his assignment as shown below.
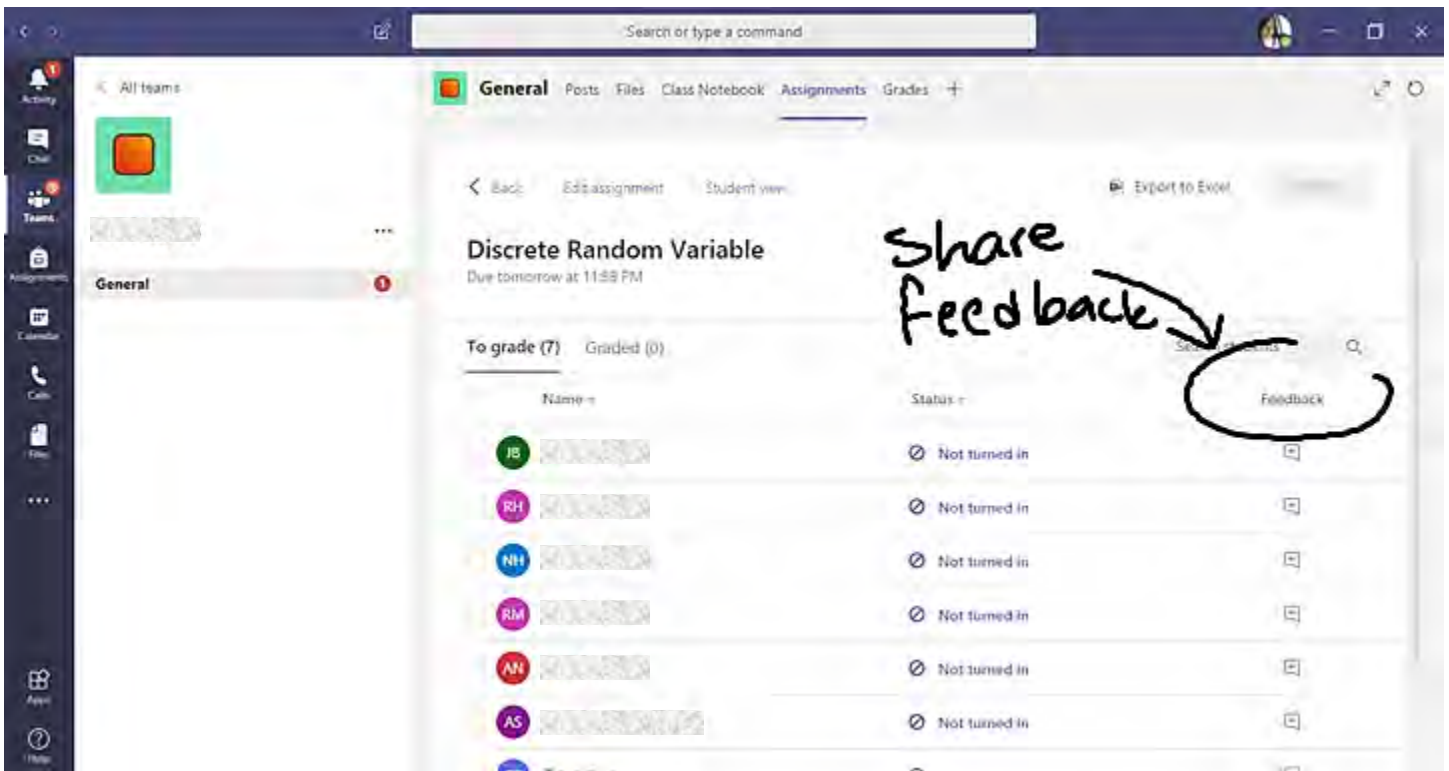
However, if you wish to write on the assignments to correct them, you have the following two options.

- If the assignment was turned in as a picture, what you can do is download the pictures and open them in Paint and annotate them, then send them back to the students.
- You could also ask the students to attach their assignment (whatever the type of document) in the class notebook under the section titled with their name.
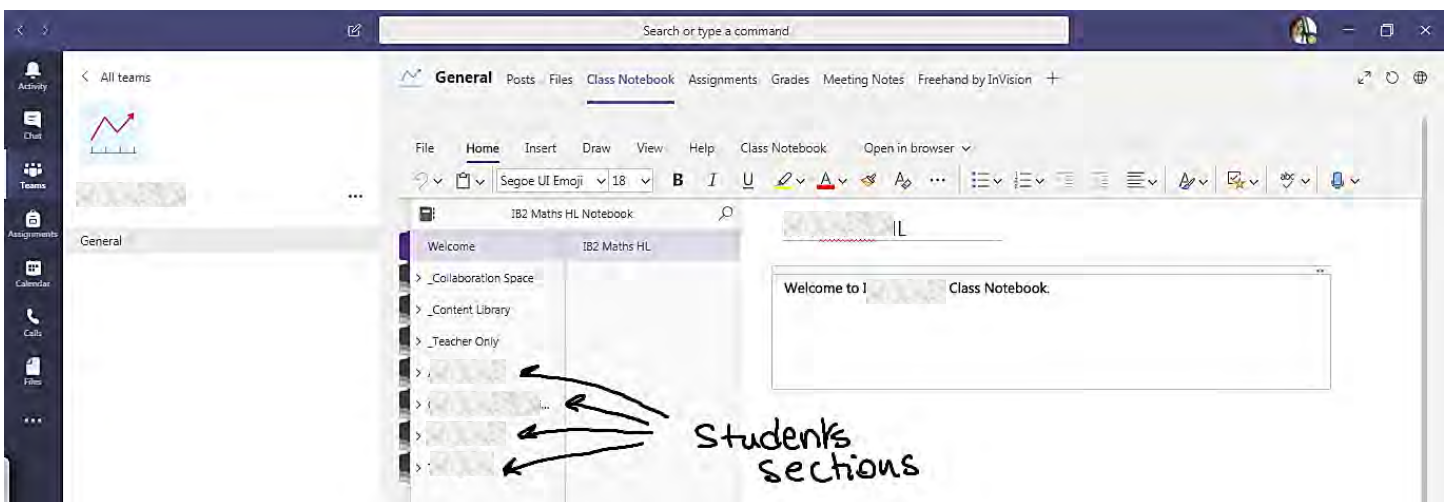
You have access to all the students' sections in the notebook, but each student can only view and access his own section. Once the students attach their assignment in their section in the notebook (as shown under question #2), you can handwrite on the document using the "Draw" tool.

(However, note that students can also annotate the document attached in the class notebook)