

## User

1.	<b>How do I access Teams?</b>	<p><b>Getting started</b></p> <p>To start using Teams please follow the steps below:</p> <ol style="list-style-type: none"> <li>1) Your Head of Department/Specialty Manager needs to contact the IT Service Desk on x5444 (option 2) or via email on ruh-tr.ITServiceDesk@nhs.net to create the overarching Team for your department e.g. RUH IT Department. They must also nominate 2 named owners to act as Administrators for the Team.</li> <li>2) Use the training material below to become familiar with Teams and, if you like book a virtual tutorial on Teams with a Trainer;</li> </ol>
2.	<b>Can I create a Team?</b>	<ol style="list-style-type: none"> <li>1) Your Head of Department/Specialty Manager needs to contact the IT Service Desk on x5444 (option 2) or via email on ruh-tr.ITServiceDesk@nhs.net to create the overarching Team for your department e.g. RUH IT Department. They must also nominate 2 named owners to act as Administrators for the Team.</li> </ol>
3.	<b>Is there any training or guidance material available?</b>	<p><b>User Guide:</b>  <a href="https://elearning.ruh.nhs.uk/Millennium/Test/Intro%20to%20MS%20Teams/Teams%20Training.pdf">https://elearning.ruh.nhs.uk/Millennium/Test/Intro%20to%20MS%20Teams/Teams%20Training.pdf</a></p> <p><b>eLearning:</b>  <a href="https://elearning.ruh.nhs.uk/Millennium/eLearning/MSTeams/index.html">https://elearning.ruh.nhs.uk/Millennium/eLearning/MSTeams/index.html</a></p>
4.	<b>Can I use Teams clinically?</b>	<p>If you are planning to use Teams for clinical purposes, it is important to review usage with your local information governance and clinical safety teams to determine and adhere to best practice around patient data management.</p> <p><b>RUH IG Note:</b> Storing of patient identifiable information in MS Teams SharePoint or One drive should be avoided. They can be used for virtual meetings so they are accessible to discuss during the calls via screen sharing but then removed from the application and stored on the normal file structures on Tatoonie.</p>
5.	<b>How do I access support for any Teams queries</b>	<p>RUH Support contact x5444.  Email <a href="mailto:ruh-tr.ITServiceDesk@nhs.net">ruh-tr.ITServiceDesk@nhs.net</a></p> <p>Support articles and other guidance are available on the <a href="#">NHSmall</a> portal here.</p>

**User**

<b>6.</b>	<b>Can I call external telephone numbers from Teams?</b>	Teams cannot be used for outbound dialling to external PSTN telephone numbers. For any outbound dialling requirements, you will need to use existing telephony solutions across your organisation. Teams can be used for any audio/video requirements with NHSmail colleagues.
<b>7.</b>	<b>Web Meeting Do's &amp; Don'ts</b>	RUH Guide to web meetings <a href="https://elearning.ruh.nhs.uk/Millennium/eLearning/PDFstore/MSTeams/Web%20meeting%20Do_Dont.pdf">https://elearning.ruh.nhs.uk/Millennium/eLearning/PDFstore/MSTeams/Web%20meeting%20Do_Dont.pdf</a>
<b>8.</b>	<b>Which Virtual App do I use?</b>	RUH Guide to Virtual Apps <a href="https://elearning.ruh.nhs.uk/Millennium/eLearning/PDFstore/MSTeams/Virtual%20Apps%20Guide%20leaflet%20v1.pdf">https://elearning.ruh.nhs.uk/Millennium/eLearning/PDFstore/MSTeams/Virtual%20Apps%20Guide%20leaflet%20v1.pdf</a>

<b>9.</b>	<b>Adding new users</b>	This doesn't have to be done one at a time. Search for user and pick from list then search for next and a list will be built. Then Add all together.
<b>10.</b>		
<b>11.</b>		
<b>12.</b>		
<b>13.</b>		
<b>14.</b>		
<b>15.</b>		
<b>16.</b>		