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**Working Remotely Newsletter 1**

## Our news

**In these difficult times where face-to-face training is not viable, we are happy to offer training via videoconferencing solutions such as WebEx which can be freely downloaded. Please get in contact if you want to discuss this option.**

We also realise that for those who are working from home for the first time, it is frustrating if you have no one to ask about any software you are unsure of. We are very happy to answer any of your **Microsoft Office, Microsoft Project, Crystal Reports** or other software related questions you may have by **phone or email**. Please let other colleagues know this too.

I am also hoping to organise shorter online sessions of an hour on topics such as **Excel VLookups, Excel PivotTables, Word Styles, Sharing files using OneDrive**, etc. If there are any topics that you would be interested in do let me know.

For those who are on **Office 365** at work, **Microsoft Teams** is an excellent way of keeping in touch and you will find my guide to **Using Teams for VideoConferencing** further down this newsletter. There is also a section on **Microsoft Teams FAQs**.

If your company is not used to remote working, there are lots of options out there, many of which are free to download. These include:

- **WebEx**
- **Zoom**
- **Google Hangouts**

Others are subscription based but many have free trials and organisations may feel it is well worth subscribing anyway at this time. These include:

- **GoToMeeting**
- **LoopUp**
- **Join.Me**
- **TeamViewer**

I will be producing newsletters with instructions on using WebEx and Zoom later this week and may include other technology later.

We are proud of our experience and authority in training and consulting in IT packages and personal development skills. For a full list of our courses, visit <http://www.jmdtraining.co.uk>.

## Using Microsoft Teams for Remote Working

Those of you using **Office 365** at work may well have put procedures into place for sharing files. Microsoft Teams allows you not only to share files but to video each other and chat with each other.

### **Video Calls in Teams**

Microsoft Teams offers many impressive and valuable video conferencing features. Users can host 1080p calls with up to 250 members, which includes the ability to share screens and record calls. Users can also meet or collaborate on-the-go using Microsoft Teams apps for smartphones and tablets.

Video calling is an essential tool in the modern workplace since employees are more frequently working remote or from various office locations. Using Microsoft Teams, employees can easily meet virtually, discuss, brainstorm and work on documents, in real-time.

## **Video Calling in Teams**

### **Channel Video Call**

To create a new video call in a specific channel, first select the team and channel you would like to make the call in. Next, **click** the **Meet now** button at the bottom of your screen.

A video call can also be started within an existing conversation **by clicking reply and choosing the video call** option. This gives you the ability to continue an existing thread of ideas or topics.

### **One-to-one/ Group calls**

In addition to channel calls, users can also make chat calls. There are two types of chat calls to make in Teams, including one-to-one or group calls. These calls will be private and won't appear in a channel conversation.

### **Microsoft Teams Call Options**

To start a call from a chat in Teams, navigate to your chat list and click **New chat** to start a new conversation. **Type the name into the To field** of the person(s) you want to call. Then click **Video call** or **Audio call** in the top right corner to start the audio or video conversation.

## Navigating A Call in Teams

### Video Functions

Once the video call is open, you can decide if you'd like to **turn the camera on or off**, **schedule a meeting** or **Meet now**. On this screen you will also be able to see how you will appear to others in the call.

**Meet now** will start the meeting immediately and is mainly used for ad-hoc meetings. However, if you want to set up a meeting on the calendar for a future date then choose to **schedule a meeting**. These options give you the ability to work with the schedule of your co-workers or clients.

Users have the functionality to add participants to the call outside of Teams, share and collaborate on certain screens and record meetings.

Adding users to your video call is simple. First, **click add suggested users** on the tab on the right or you can search users to be added. Using this search function, members outside of your organization that are not using Teams can be added by searching their phone number.

Members outside of your organization can also be added by **copying the meeting information** and **emailing it to them**, which can be done using the copy button to the right of the search bar in the call.

### Recording Video

Teams allows users to record meetings so that other users can continue to benefit from the call even after it's over. Participants of the call can also view the presenter's screen and even make changes on that screen with permission. These collaborative abilities within Teams allow for full workplace productivity and capacity to be reached even from remote locations.

If you'd like to record your meeting so that other members of the channel can watch it later, go to the **More Options** button in your call and select **Start Recording**.

### Share and Control Screen

To share your screen with other participants who are in the call first click the **Share Screen** button on the bottom of your screen and **choose the screen** you want to display to the group. By doing this, other users can see your screen and follow along without having to leave the Teams video call.

Other users can control your screen if given permission. You can give other participants control over your screen by **choosing their name** from the bar at the top of your call.

# Best practice with videoconferencing

## Use a Headset in Crowded Spaces

While you can meet through video anytime at any place, sometimes life's distractions can get in the way. Wearing a headset in noisy, crowded spaces can virtually eliminate distracting echoes and help other participants hear you more clearly. When you don't have access to a quiet space, use a headset so you and your colleagues can focus on what matters most: the meeting.

## Mute When You're Not Speaking

If you're in a loud area and you don't have access to a headset, one best practice is to mute yourself when you are not speaking (especially if you are on a call with more than two participants). This will significantly reduce background noise for everyone on the call.

Wearing a headset can virtually eliminate distracting echoes and help other participants hear you more clearly. When you don't have access to a quiet space, use a headset so you and your colleagues can focus on what matters most: the meeting.

## Avoid Window Backdrops

Windows are wonderful for adding natural light to your office, but when used as backlighting on a video call, they can negatively impact the quality by giving you a harsh silhouette effect. Whenever possible, try sitting with your back to a wall rather than a window or try lowering the shades.

## Opt-in for Meeting Recording

Recording online meetings usually leads to fewer side conversations and tends to allow teams to progress through their agendas more smoothly. Just make sure you let your colleagues know before you start recording a video call and share the recording with anyone who was attending.

## Don't Forget Your Far-End Etiquette

While video conferencing might make you feel like everyone is in the same room, remember to not turn your back to the screen(s) or block the view of the camera for "far-enders." And remember to always say good-bye to the on-screen participants as you would to anyone else before leaving a meeting. It's just common courtesy!

## The Human Element

Just like talking face to face or through chat, video conferencing is just a normal part of your everyday workday. It isn't rocket science — video technology is just another way

you can communicate with people remotely in these difficult times. Put your best foot forward and focus on your meeting and your colleagues, not how you look on camera.

## If Only I'd Known That Blog

If only I had £50 for every time someone says to me during a training session 'If only I'd known that last week...' So, I have set up a blog with some of the answers that have proved very useful to people. You can see this at <http://ifonlyidknownthat.wordpress.com/>

**For example:**

### [Working with Microsoft Teams – FAQ](#)

#### **How do I make a public team private or vice versa?**

Go to the team name and click **More options – Edit team**. In the **Edit team** dialog box, under **Privacy**, select either **Public** or **Private**.

#### **How do I rename a file?**

With the file open, go to **File – Save As – Rename**.

#### **What does Wiki stand for?**

What I know is.

#### **How can I add Planner to my Team?**

Where it says **Conversations, Files, Wiki**, click the **+** sign and select **Planner** from the available apps.

#### **How do I forward an email to a Team site?**

1. In order to forward / send an Email to an MS Teams Tab you need to know what the Email address is. Find the Tab that you'd like to Email to, find the ellipsis and then select "Get Email address".
2. Make a copy of the email address.
3. Forward the email.

It shows up in the **Conversations** Tab.

Any attachments are extracted and saved to the SharePoint document library for the channel.

## How do I make an Office 365 group into a Team?

In **Teams**, choose to add a team and you'll see an option to add it to an existing private group.

## Can I have a Team Calendar?

Because each team has a SharePoint site, you can set up a Calendar app in the related SharePoint site. Go to the site, then click on the **New** button towards the top of the page (Office online version), select **App** from the dropdown list, then find the **Calendar**. You now have a team calendar of upcoming meetings, deadlines or other events. Calendar information can be synchronised with Microsoft Outlook or other compatible programs.

Find out more about our tailored [Office 365 upgrade training](#)

Maybe 2020 will be the year you decide to upgrade to **Microsoft Office 365!** If so, we provide upgrade training, workshops and floorwalking to enable your staff to quickly get up-to-speed and ensure no loss of productivity.

We offer [Microsoft Office 365 upgrade workshops and floorwalking](#).

If you would like a free guide on the major changes between Office 2010 and Office 365 and insight into the new features available in Microsoft Office 365, please contact us at [info@jmdtraining.co.uk](mailto:info@jmdtraining.co.uk) and we will be happy to send you a pdf version of this guide.

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