Microsoft Teams for Learning and Teaching
Frequently Asked Questions (FAQs)

These FAQs have been developed by CIE in collaboration with the University of Liverpool Microsoft Champions Team, many thanks to them for their support of colleagues.

1. Introductory Guidance
2. Teams for Learning & Teaching
3. Further Questions

1. Introductory Guidance for use of Teams

How do I install Teams on my home computer or laptop?
- Installing MS Teams

How do I set up a meeting with staff or students on Teams?
- Setting up an online meeting in Teams

How do I join an existing Team?
- Join an existing Team

How do I set up a Team?
- Set up a Team of your own

How do I add members, set permissions and set up channels?
- Adding members, managing permissions and setting up channels

How do I manage notifications in Teams?
- Managing notifications in Teams
- Managing notifications in Teams video
2. Using Teams for Teaching and Learning

How I can use Teams for Teaching and Learning?
A video demonstration of how to use Teams for learning and Teaching covering topics covered in the CIE daily webinar is available here: Introduction to Teams for Teaching and Learning.

I have 250+ students; can I schedule a live lecture for all of them?
Live events can be streamed up to 5000 participants using Teams. You will be able to give a lecture and students can post their questions via the live Q&A only. The session is recorded automatically and everyone can access it by clicking on the link.

How do I ensure I am not called or disturbed by notifications when I am running a seminar or webinar?
Before you start a call ensure you have set your status to do not disturb, this will stop all calls and notifications coming through to you: Updating your status on Teams.

One of my students is having password problems and can’t log in to Teams - what do I do?
Students can reset their password. If the issue is not resolved by this, it may not be an issue with their password and it might be best to ask them to raise this via the CSD service desk.

If I make a channel private can I later make it public if I need to?
No, once you create a private channel it remains private, only you and those added to the channel can see it. Private channels are good for student group work or for staff working on developing documents/ systems etc. but public channels should be used for information that needs to be shared widely or accessed by anyone in the organisation.

I want my students to work on a collaborative document but would like to see the different versions as it develops/ keep my original version too, how do I do this?
Documents update to the latest version in Teams, only the latest version is saved. If you want to see versions they will need to be saved as work progresses.

I would like to be able to use polls in Teams with my students, can I do this?
Yes, you can add polls to the chat section during a live session using Forms: Adding Polls to sessions.
How do I update my profile picture on Teams or show students how to do this?
This can be done via: Updating profile picture on Teams, but is somewhat unreliable. If this does not work you can update it via Outlook but it may take up to 48 hours to take effect: Changing your profile picture via outlook.

I don’t want students to be able to mute me or take over my screen when I am presenting - how do I ensure this doesn’t happen?
- How to make students attendees
- How to make students attendees video

How do I add external guests to my Team?
You can add external guests to a Team, but the permissions will be different for them.
- Add a Guest to a Team
- Guest capabilities

Students in different global locations are having difficulty accessing online teaching content, is there a way to resolve this?
- Access options for students outside of the UK

What other apps in Teams are available to enhance my teaching? For example if I want to record a lecture or annotate drawings?
CSD has released new apps you may be interested in:
- Microsoft Stream - a video service where you can upload, view, and share videos securely. You can share recordings of classes, meetings, presentations, training sessions, or other videos that aid your online work. At the moment, videos can only be shared internally to members of the University.
- Microsoft Whiteboard - provides whiteboards to collaborate with others in real time, bringing ideas, content and people together.
- Using whiteboard in Teams meetings.

These apps are available from PCs, Macs, phones or tablets by logging in to Microsoft office.com or downloading the apps from the Apple App Store or Google Play. The apps can be used within Microsoft Teams sites to bring content together for a group.

Are there examples of how University of Liverpool colleagues are using Microsoft Teams?
Please see this Microsoft Teams Champions YouTube playlist for examples of how colleagues are implementing Microsoft Teams in their teaching and learning.
3. Further questions

Why can’t I blur my background on my webcam?
Sadly, this feature relies upon hardware built into your webcam and they are not all supported. For more information please see this Change your background for a Teams meeting guide.

Is there any guidance available from Microsoft?
Yes, please see the official Microsoft support pages for more assistance.