Microsoft Teams FAQs and Resources

Frequently Asked Questions

Why would I use Microsoft Teams?

Rethink collaboration and productivity – Microsoft Teams is the new way to work.

Often, email communication on projects are rigid and important documents are all over. **With Microsoft Teams, everything the team needs is in one hub and new members get updated about the project easily.** There is no extra cost to Office 365 users. Microsoft Teams comes with a broad and deep integration with Office 365 apps within a single interface, while offering advanced security and compliance capabilities.

What happens when I create a new team?

For every team, a **team site is created on SharePoint Online**. Each channel in a team gets a folder within the default team site document library.

What is the different between TeamUp, Microsoft Teams and Skype for Business?

Here is a brief comparison of chat-based collaboration tools:

Setup	TeamUp	Microsoft Teams	Skype for Business
Available to	NUS Staff and Students	NUS Staff and Students with Office 365 *(excludes NUSEXT & Alumni)*	NUS Staff and Students (Search for NUS Students via SFB client)
NUS Directory Integration	✅	✅	✅
External Guest Access	❌	✅	✅ (Refer to SFB Collaborations)
Server	On-premise	Microsoft (Azure Cloud)	Microsoft (Azure Cloud)
Integration	Chat in LumiNUS	With Office 365 apps	-
Team Size	Maximum 3000	Maximum 5000	-
Desktop & Mobile Apps	✅	✅	✅
Collaboration Features	**TeamUp**	**Microsoft Teams**	**Skype for Business**
Team Conversations	Asynchronous (Persistent and threaded)	Asynchronous (Persistent and threaded)	Synchronous
Private Chat (1:1)	✅	✅	✅

	TeamUp	Microsoft Teams	Skype for Business
Private Group Chat (1: many)	✅ (private channels within team)	✅ (maximum 100)	✅ (maximum 250)
Online Presence	✅	✅	✅
Rich Text and Emojis	✅	✅ (and stickers/GIFs)	Emojis only
Like and @mentions	✅	✅	❌
File Sharing	✅	✅ (integration with Office 365 apps)	✅ (Windows only)
File and Folder Management	❌	✅	❌
Search and Filter	✅ (**within** a team)	✅ (**across** teams, files and conversations)	No (only individual chats if history enabled)
Call/Meeting Features	**TeamUp**	**Microsoft Teams**	**Skype for Business**
Telephone Calls	❌	❌	✅
VoIP Calls (Audio /Video)	✅ (max 100 via Zoom)	✅ (maximum 250)	✅
Schedule Online Meeting	✅ (via Zoom)	✅	✅ (Outlook Calendar or in app)
Join Meeting	With meeting link via Zoom	On web, desktop or mobile (iOS/Android) app for members already in team	With meeting link
Screen Sharing	✅ (via Zoom)	✅ • Desktop • Specific Window • PowerPoint File	✅ • Desktop • PowerPoint File (except MacOS)
Whiteboard	✅ (via Zoom)	✅	❌
Record Meeting	✅ (via Zoom)	✅ (saved to Microsoft Stream)	❌ (disabled)
Meeting Chat	✅ (via Zoom)	✅	✅

Note:

- *It is in the roadmap for Skype for Business capabilities to be fully integrated into Microsoft Teams.*
- *Using Zoom for TeamUp*
  - *To start a Zoom meeting, first sign up for a free Zoom account with your NUS ID.*
    - *Host up to 100 participants*
    - *Unlimited 1 to 1 meetings*
    - *40 min limit on group meetings*
  - *If you are a team admin and would like to use Zoom beyond these requirements, please contact teamup@groups.nus.edu.sg.*

Can I collaborate people outside NUS into my team?

Yes! Read more here about Inviting a Guest.

Can I invite someone to a selected channel within the team?

Currently private channels are not supported, but Microsoft is working on it. Meanwhile, you can create a new team and invite a more select audience.

Can I invite guests using the "join code"?

No. Guests can only be invited one by one using email addresses.

Can the team members or guests leave the team on their own?

Yes. Any member or guest can leave the team at any time via Teams web or desktop clients.

How do I make sure people in a team or channel see my message?

The best way is to **@mention** them. Type @ before someone's name and they will get a notification.

To get the attention of the entire team, type **@team** before your message and all your teammates will receive notifications.

Can we store NUS Confidential documents on Microsoft Teams?

Yes! NUS Confidential data can be stored/shared in NUS Microsoft Office 365 (including Teams and OneDrive), **provided the individual files are encrypted**.

Alternatively, you may add a **tab for website** with the URL mynbox.nus.edu.sg to access files in nBox without exiting Teams interface.

Where are the files created and shared within Microsoft Teams stored?

Files shared in Teams are automatically added to the document library on SharePoint in Office 365, and permissions set in SharePoint are automatically reflected within Teams.

You can access the files through the Files tab or through SharePoint directly by clicking on the "**. . .**" next to the channel name and selecting "**Open in SharePoint**".

Private chats (1:1 or 1:many) are stored in each user's OneDrive folder "Microsoft Teams Chat Files".

Are my files and conversations in Microsoft Teams secure?

Microsoft Teams is built on the Office 365 hyper-scale, enterprise-grade cloud, delivering the advanced security and compliance capabilities. Data is encrypted in transit and at rest.

Files are stored in SharePoint and are backed by SharePoint encryption. Notes are stored in OneNote and are backed by OneNote encryption.

What are connectors and how do I use them?

Connectors are online apps, tools and services (e.g. Twitter, Trello, Bitbucket etc) that can be hooked up to your channel. Integrate these external services which your team needs regularly to receive relevant updates within your Teams channel.

Will there be new features in the future?

Please see Microsoft 365 Roadmap for Microsoft Teams.

Resources

- Microsoft Teams Help Centre
- Frequently asked questions
- YouTube Channel