

Microsoft Teams Frequently Asked Questions

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What is Teams?

Teams is a new communication and collaboration platform from Microsoft. Initially The University of Kansas Health System and the University of Kansas Medical Center will use Teams as a more reliable, bandwidth-efficient alternative to Skype for online chat and meetings (both audio and video meetings).

Who can use Teams?

Beginning July 1, 2020, all health system and university employees with an @kumc.edu address will have access to Teams.

What address should I use when I log in?

When health system users first log in to Teams, it will suggest they log in with [userid@kuha.kumed.com](mailto:user@kuha.kumed.com), but they need to change that to [userid@kumc.edu](mailto:user@kumc.edu). It will then take them to the University's login screen (CAS).

I was already using Teams. Can I expect any changes after July 1 as other users join?

In response to the pandemic, executive leaders and staff in a limited number of departments received early access to Teams for chat and meetings. Anyone already using Teams prior to July 1 should not experience any disruption as more users are added. Access to conference lines in Teams will be restricted. See "Can I add a phone dial-in option to my meetings?" for more information.

Can I continue to use Skype?

Yes, you can continue to use Skype for Business, but we encourage you to switch to Teams. Teams has superior audio and video quality, offers the advantage of persistent chat, and is tightly integrated with other Office 365 products, including Outlook.

Can I use Zoom for online meetings?

The health system uses and supports Zoom for telehealth only. Zoom licenses are not available for other business purposes. Use Teams for internal meetings and chat.

While Zoom is not officially supported by the university, you may continue to use it and any other web conferencing tool you are currently using. The Office of Information Security (OIS) operates and maintains the Zoom instance that is used on campus.

How is chatting in Microsoft Teams different than chatting in Skype?

Microsoft Teams and Skype for Business both enable real-time chat. However, in Skype for Business, once a chat is closed or the working day is over, the chat is lost. Microsoft Teams introduces persistent chat. For as long as you need to retain the information sent or received in a chat, you can keep it in Teams. Teams also includes support for GIFs and additional emoji.

How do I invite external partners to participate in a meeting if they do not have Teams?

Participants who do not have Microsoft Teams or are outside The University of Kansas Health System or the University of Kansas Medical Center can join Microsoft Teams meetings.

1. Open the meeting invitation.
2. Right-click on the Join Microsoft Teams Meeting and click Copy Hyperlink.
3. Open Google Chrome or Microsoft Edge.
4. In the address bar, right-click and select Paste and Go.
5. Select Join on the web instead.

Learn more in the [Teams quick-start guide](#) (PDF).

What browsers are best to use with Teams?

- Microsoft Edge
- The latest version of Chrome

Some browsers, such as Internet Explorer 11, Safari and Firefox support the Microsoft Teams web app but don't support some of the Teams calling and meeting features. To ensure reliable use for meetings, use Microsoft Edge or Chrome.

Can I add a phone dial-in option to my meetings?

The use of Teams conference (phone) lines requires an additional fee. To limit these costs, we will ask staff to join meetings using the audio functionality built into the Teams mobile phone app, or the Teams app available for desktops and laptops. You may use your laptop microphones and speakers, or connect any standard headset to your computer, such as wired earphones used with mobile phones.

On a limited basis, some health system leaders and administrative assistants will have access to schedule meetings with conference phone numbers when needed. If you require a call-in number for meetings that you schedule, please submit a request:

- *Health system users:* Submit a [conference line request via MyIT](#). (Manager approval is required.)
- *University users:* Submit a [ServiceNow ticket](#).

Do I need a camera and microphone? How can I get one?

Audio and video is built into all the Teams apps, making it easy to join a meeting using the camera and microphone built into your smartphone or laptop computer. For audio, you also can connect any standard headset to your computer – including those connected via a 3.5mm plug (such as wired earphones used with mobile phones), USB or wireless.

Health system managers may request headsets or webcams for team members who need them and don't have access by submitting a [hardware request via MyIT](#). Costs will be charged to the requesting department's cost center. A standard headset appropriate for Teams costs \$12. Note also that webcams are not currently compatible with thin clients.

University users do not usually purchase headsets and webcams through IR, although Customer Support is always willing to provide recommendations. University users should purchase these items through their regular channels.

How can I learn to use Teams?

See the Teams support pages [on 24/7](#) (for health system employees) and [on myKUMC](#) (for university employees), and the [Training and Resources channel](#) in Teams.

Where can I go for technical support?

For individual assistance or questions

- *Health system users:* Call the HITS Service Desk at (913) 945-9999 (option 1) or [report an issue via MyIT](#).
- *University users:* Call Customer Support at (913) 945-9999 (option 2) or open a ticket in [ServiceNow](#).