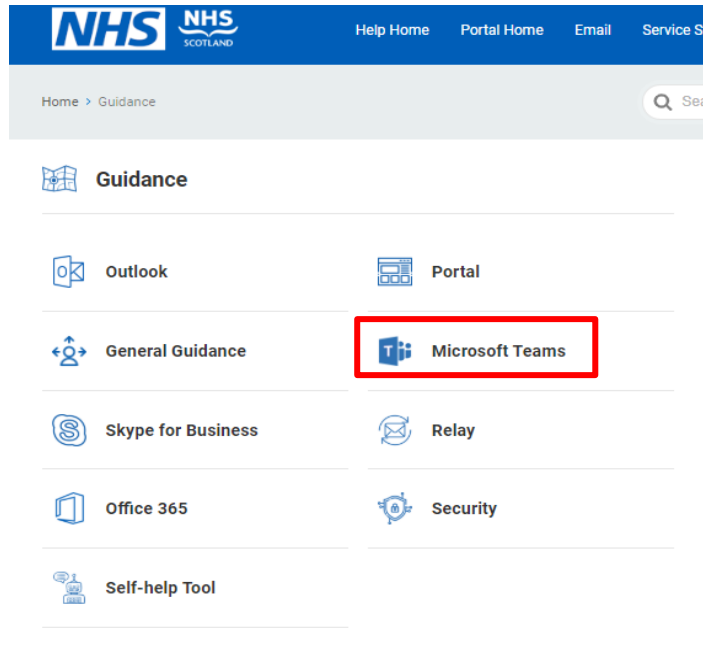# Microsoft Teams enabled for NHSmail users

18 March 2018

Support site landing page

Click the link to download a guide for Teams basics to get started

Image links directly to announcement article

This bar takes you directly to the standard Support Site homepage

NHS England and NHS Improvement

Teams content to be stored under 'guidance'

Articles hosted in Teams area

1. Introduction to Teams (linked from homepage)
2. Start chats and make calls (linked from homepage)
3. Meet (linked from homepage)
4. Preparing for Teams – technical guidance for local administrators
5. Audio and video settings
6. Best practice
7. Teams enablement FAQs

Article 1: Introduction to teams

[Video](#)

You'll now have access to Teams, a hub for collaboration in Office 365. This application will enable you and your colleagues to send instant messages, make internal calls, share, edit and collaborate on files and documents in one central, secure location.

With Teams, you'll be able to:

- chat with and call NHSmail colleagues from different organisations and locations in real-time. Follow **these steps** for guidance and to start collaborating
- use Teams **to hold meetings** with fellow NHSmail users
- catch up on all your unread messages, @mentions, replies, and more.

Be sure to make use of the command box at the top of your Teams page To search for specific items or people, take quick actions and launch apps, use the command box at the top of your Teams page.
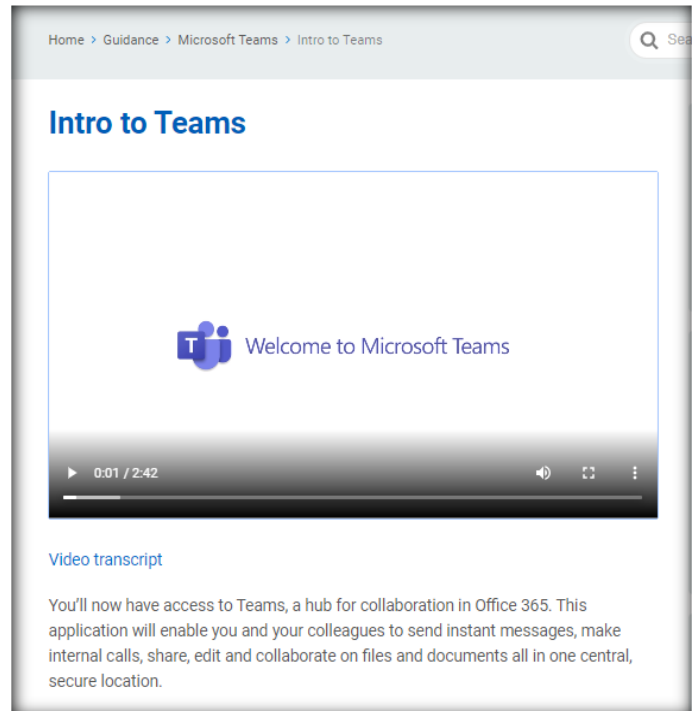
Article 2: Start chats and make calls

Try it!

With chat, you can have a private one-on-one or group conversations that are not in the public team channel. And you can make calls or check your history.

View a chat

Select Chat and then a one-on-one or group chat from the chat list.

Start a chat

Select New chat 🖉 .

Type the name of the person or people you want to contact.

Select the down arrow to add a name to your chat group.

Make video and audio calls from a chat

Select Video call ▢◁ or Audio call 📞 to call someone directly from a chat.

Use Recent and Favourites

On the left side of the app, you'll see your Recent conversations as well as your Favourites.

Hover over a conversation, select the three dots, and then select Favourites to keep your chat in your Favourites list.

Make calls and view history

Select Calls > History to see your call history.

If you don't have Calls, select Activity to see any missed calls.
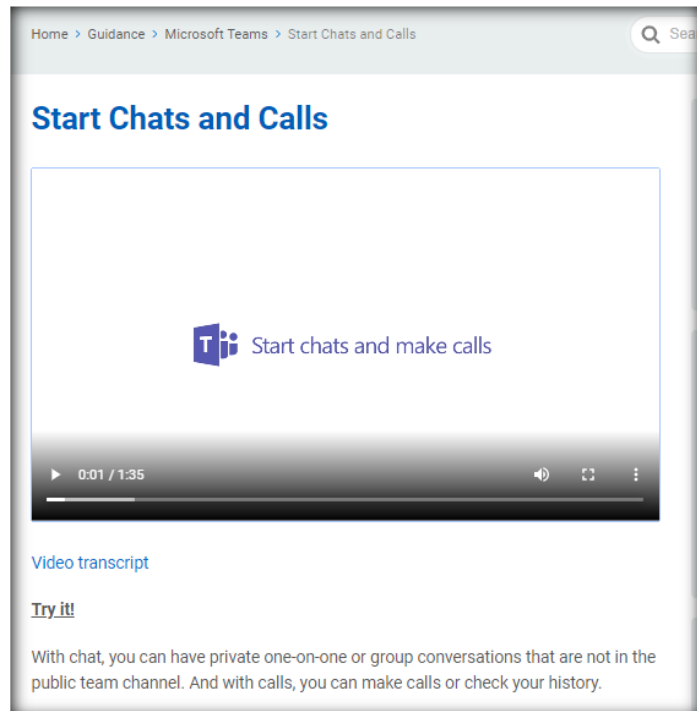
Article 3: How to set up meetings

You can schedule meetings with your NHSmail colleagues in two ways via teams. Follow the simple steps below for:
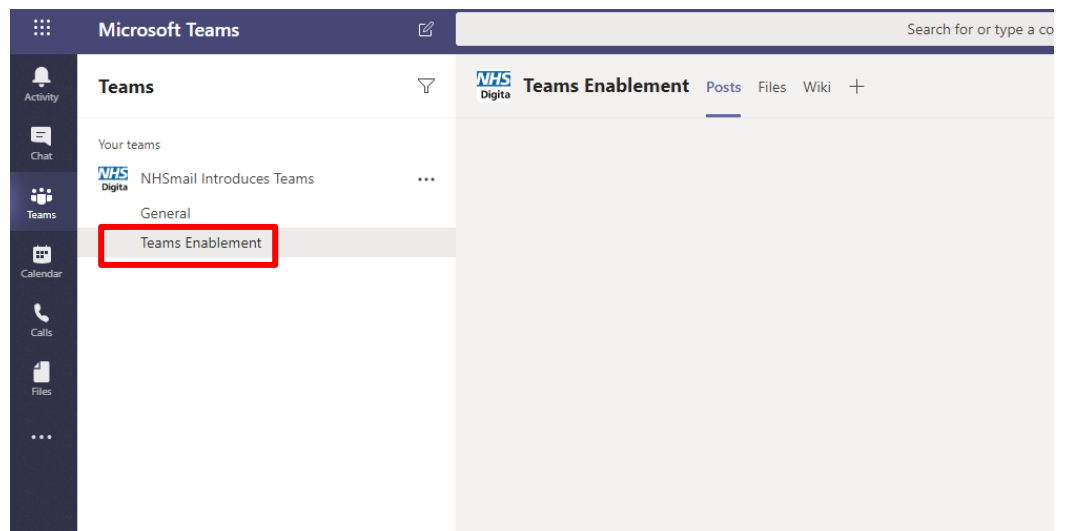
- 'Meet now' directly within a Teams channel
- Schedule a meeting using your outlook calendar.

How to 'Meet now'

Step1: Navigate to the appropriate team for your meeting.
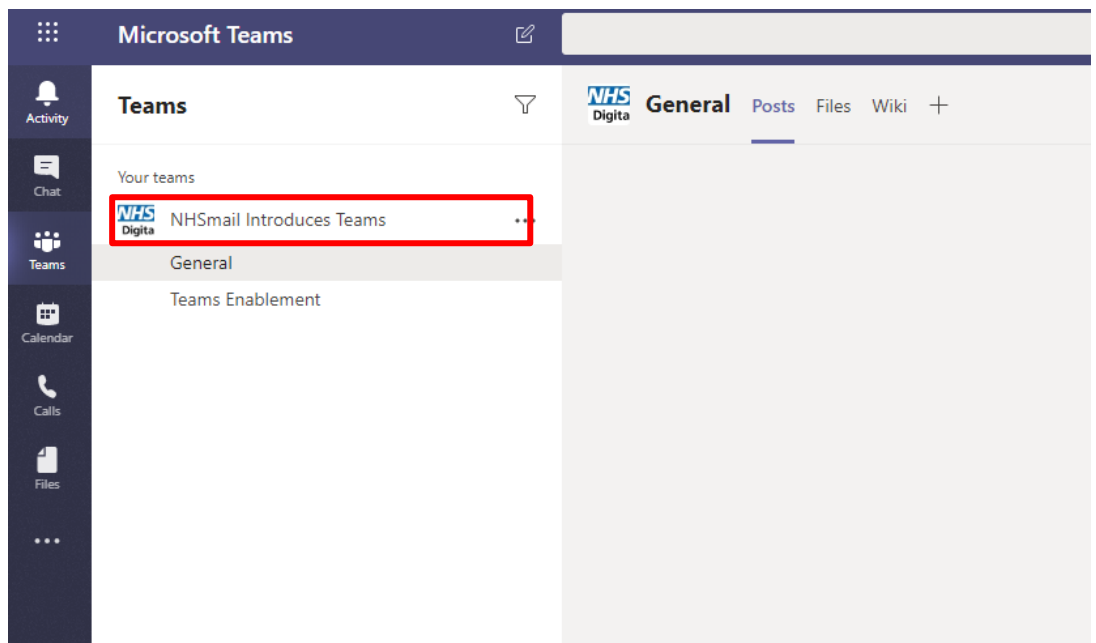
Step 2: Select the channel containing the colleague with whom you'd like to connect.

Step 3: Click the 'Meet now' icon in the task bar at the bottom of the 'Posts' page and follow the prompt to start the meeting.
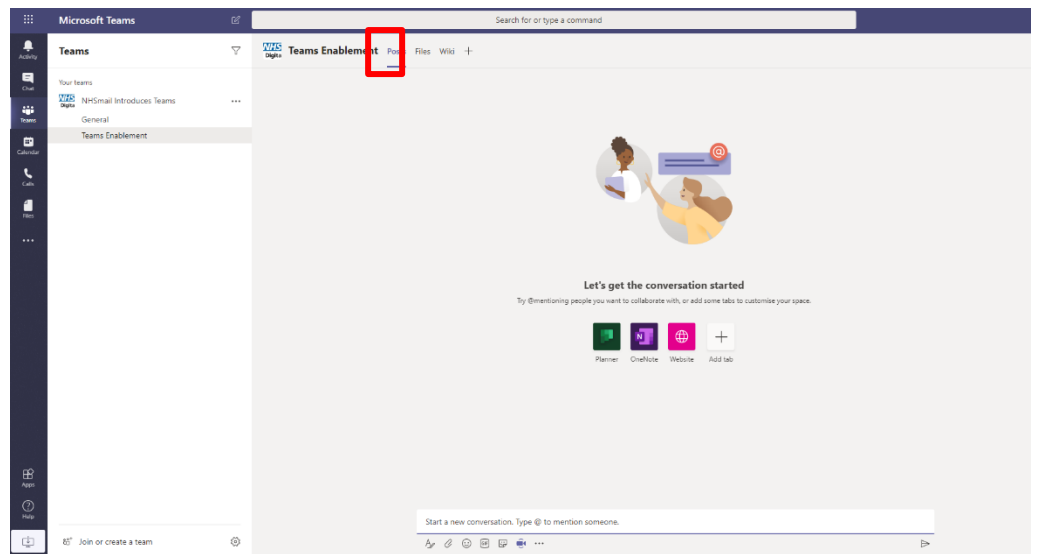
Step 4: Add the subject for your session and click 'Meet now' ….you will now be in the session.
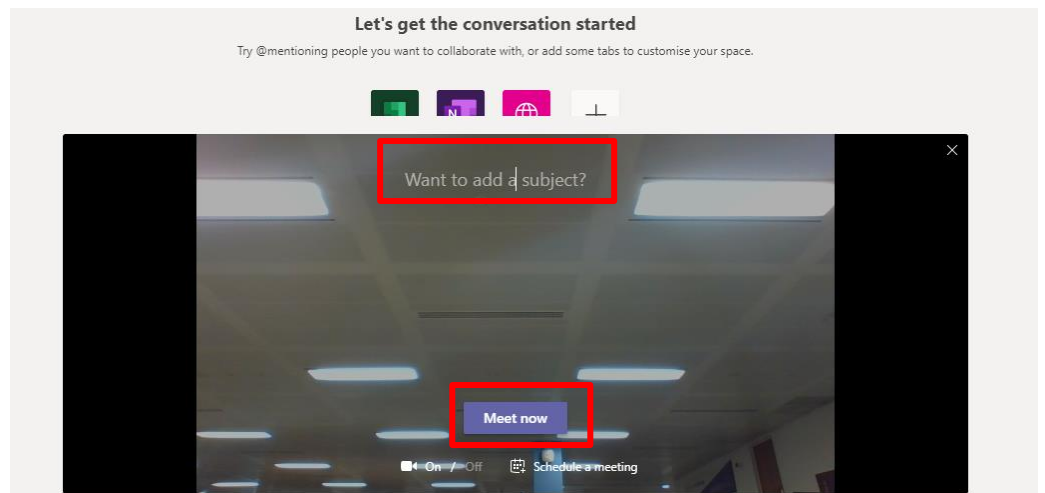
Step 5: To add NHSmail colleagues to the session, search for them using the bar to the right-hand side of your meeting screen.
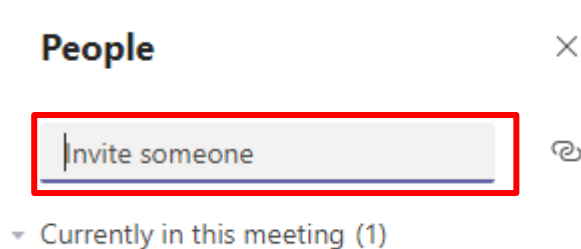
Step 6: The invited colleague will receive a notification informing them that the meeting

has started. By selecting 'Join' they will be directed into your meeting.
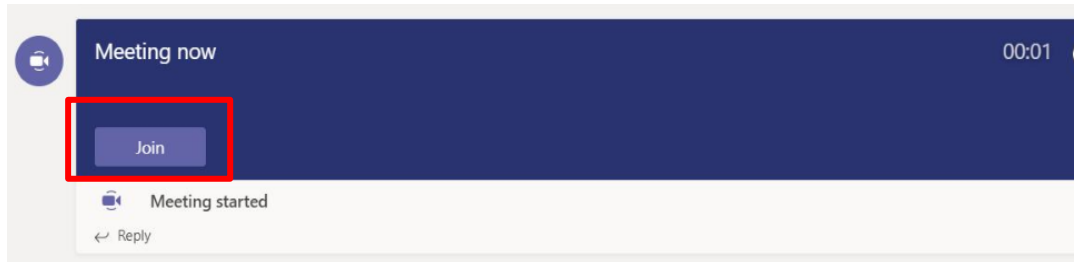
Schedule a Teams meeting in Outlook

To do this you must have the Teams desktop application installed.

Step 1: Open the Outlook desktop application.

Step 2:

Navigate to the calendar toggle in the bottom left-hand corner.
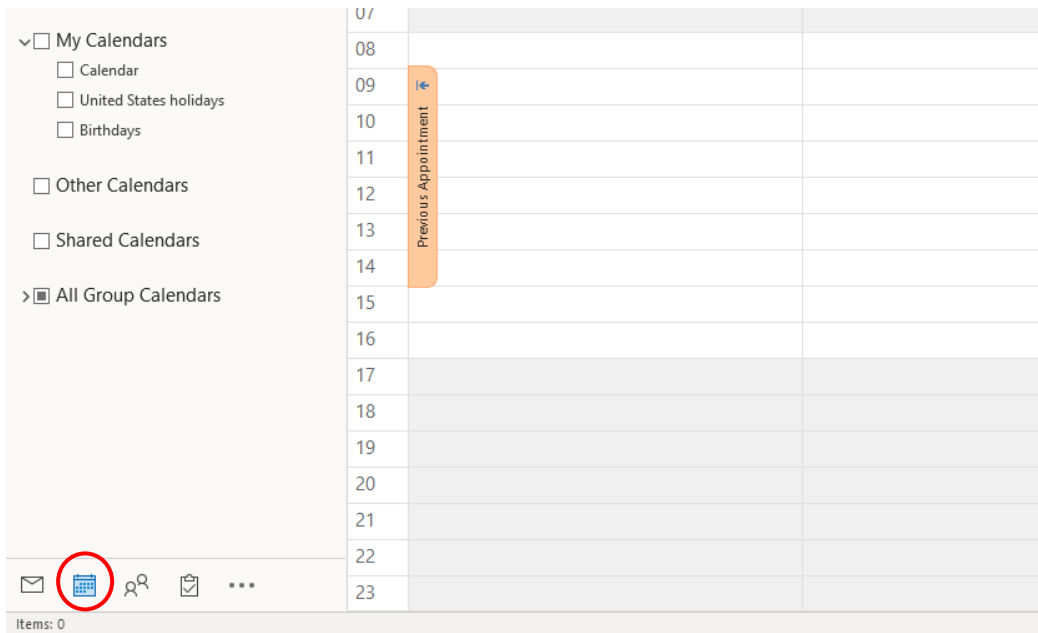
Step 3: Select 'New Teams Meeting' from the ribbon at the top.
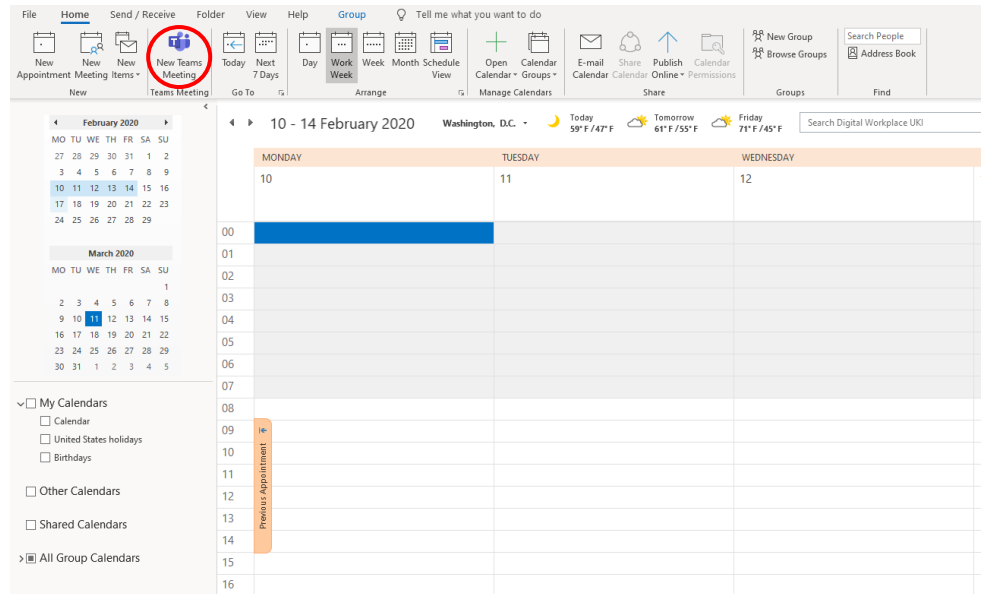
Step 4:

Complete the required fields for your meeting, add your NHSmail participants and click 'send' to schedule your session. The Teams session will be added to our Outlook calendar.

Article 4: Preparing for teams – technical guidance for local administrators (LAs)

LAs must do a number of technical things when preparing for their organisation to use Teams. If these are not done, users may not be able to access Teams or experience problems.

Technical preparation

O365 URLs and IP address ranges
Check Teams works with your network. A series of IP address ranges and endpoints need to be whitelisted to use the application. Further detail can be [found here](#).

It is recommended that addresses and ports are enabled for Teams, SharePoint, OneDrive and Office Online.

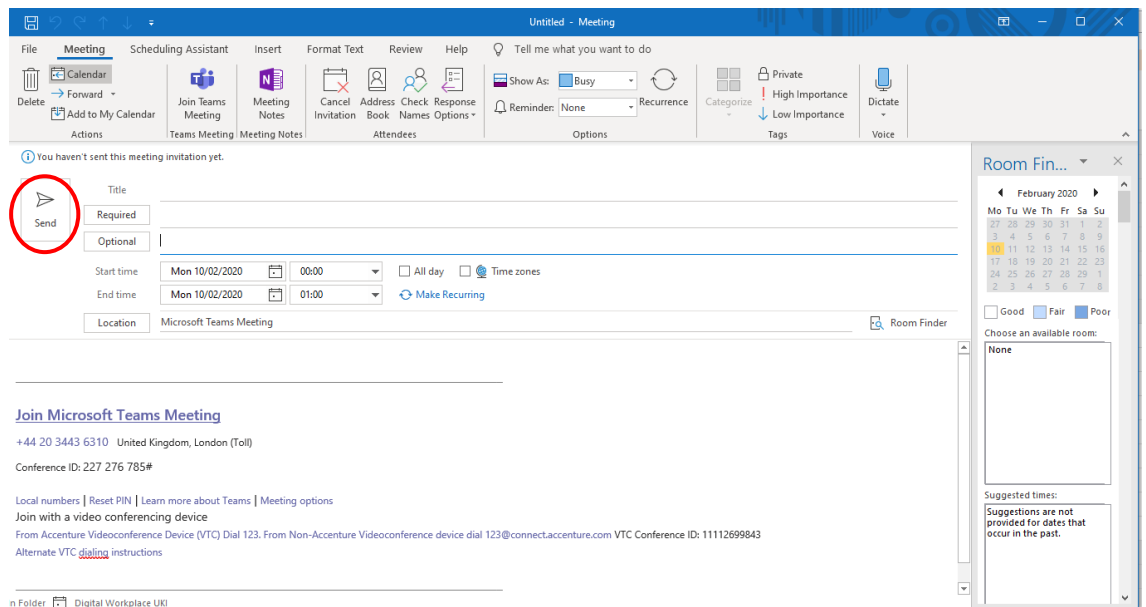For Teams specifically you need to:

- open TCP ports 80 and 443 outgoing from clients that will use Teams
- open UDP ports 3478 through 3481 outgoing from clients that will use Teams
- whitelist IP addresses 13.107.64.0/18 and 52.112.0.0/14.

Bandwidth requirements
Teams is designed to maximise audio, video and content sharing experience regardless of your network conditions. That said, insufficient bandwidth may impact Teams' performance.

The table below outlines bandwidth consumption across different use case scenarios.

Bandwidth(up/down)	Scenarios
30 kbps	Peer-to-peer audio calling
130 kbps	Peer-to-peer audio calling and screen sharing
500 kbps	Peer-to-peer quality video calling 360p at 30fps
1.2 Mbps	Peer-to-peer HD quality video calling with resolution of HD 720p at 30fps
1.5 Mbps	Peer-to-peer HD quality video calling with resolution of HD 1080p at 30fps
500kbps/1Mbps	Group Video calling
1Mbps/2Mbps	HD Group video calling (540p videos on 1080p screen)

Network optimisation

Network optimisation may be required if users experience any of the following issues:

- Teams runs slowly (you may have insufficient bandwidth)
- calls keep dropping (may be due to firewall or proxy blockers)
- calls are static and cut out, or voices sound like robots (may be due to jitter or packet loss).

Based on Teams use across your organisation, you may need to ask your local network provider to increase the bandwidth.

Microsoft provides a series of self-help steps should you experience any issues when using Teams:

Self Help Step	Description
External name resolution	Be sure that all computers running the Teams client can resolve external DNS queries to discover the services provided by Office 365 and that your firewalls are not preventing access. For information about configuring firewall ports, go to Office 365 URLs and IP ranges.
Validate (NAT) pool size	Validate the network address translation (NAT) pool size required for user connectivity. When multiple users and devices access Office 365 using Network Address Translation (NAT) or Port Address Translation (PAT), you need to ensure that the devices hidden behind each publicly routable IP address do not exceed the supported number. Ensure that adequate public IP addresses are assigned to the NAT pools to prevent port exhaustion. Port exhaustion will contribute to internal users and devices being unable to connect to the Office 365 service.
Intrusion detection and prevention guidance	If your environment has an Intrusion Detection or Prevention System (IDS/IPS) deployed for an extra layer of security for outbound connections, be sure to whitelist all Office 365 URLs.
Configure split-tunnel VPN	We recommend that you provide an alternate path for Teams traffic that bypasses the virtual private network (VPN), commonly known as [split-tunnel VPN]. Split tunnelling means that traffic for Office 365 doesn't go through the VPN but instead goes directly to Office 365. Bypassing your VPN will have a positive impact on Teams quality, and it reduces load from the VPN devices and the organisation's network. To implement a split-tunnel VPN, work with your VPN vendor
Optimise WiFi	Similar to VPN, WiFi networks aren't necessarily designed or configured to support real-time media. Planning for, or optimising, a WiFi network to support Teams is an important consideration for a high-quality deployment. Consider these factors:

- Plan and optimise the WiFi bands and access point placement. The 2.4 GHz range might provide an adequate experience depending on access point placement, but access points are often affected by other consumer devices that operate in that range. The 5 GHz range is better suited to real-time media due to its dense range, but it requires more access points to get sufficient coverage. Endpoints also need to support that range and be configured to leverage those bands accordingly.

- If you're using dual-band WiFi networks, consider implementing band steering. **Band steering** is a technique implemented by WiFi vendors to influence dual-band clients to use the 5 GHz range.

- When access points of the same channel are too close together, they can cause signal overlap and unintentionally compete, resulting in a bad experience for the user. Ensure that access points that are next to each other are on channels that don't overlap.

Each wireless vendor has their own recommendations for deploying their wireless solution. Consult your WiFi vendor for specific guidance.

Teams application install

Teams can be used both through the desktop client application or the browser-based version.

LAs can use this link to facilitate the download and installation of the Teams desktop client application on user devices. Alternatively, standard local methods to download and distribute applications to devices can be used.

Administration and management

User configuration

Users will be given access to Teams, OneDrive, SharePoint and Office Online as standard. As this is a temporary solution, LAs won't be able to configure application access for end users. This will be managed centrally by NHS Digital.

Creating Teams

LAs will be responsible for creating Teams for end users. This can be done by logging into the NHSmail portal and following the instructions outlined here.

Teams functionality

Standard Teams functionality will be available to end users, notably instant messaging, audio and video calling with all other NHSmail colleagues. Instructions on how to complete certain tasks will be provided to end users and made available on the NHSmail portal Helpsite here.

<u>Using Teams with Outlook and OWA</u>

To use Teams within Outlook (for meeting scheduling) – you need to download and install the Teams desktop application. This will automatically create the Teams add-in for Outlook (version 2010 onwards).

Teams meetings cannot currently be set up directly in OWA (Outlook Web App). Instead users need to use the 'Meet Now' functionality in the Teams application to facilitate meetings as and when required.

Article 5: Best practice article

Learn about the varied offerings Teams provides and experience the best results by following these established processes:

Chats

- You can use Teams for private one-to-one and group chats without the need to create a team.
- Any instant messages you receive while offline will be available next time you come online.
- Conversation history and chats are persistent – that is, your conversations stay around even after closing the application.
- Make sure you do not share sensitive information that you do not want all invited participants to a chat to see. They will be able to read the chat even if they do not join the meeting or have already disconnected.
- You should use a separate email or Teams chat for private conversations among a subgroup of colleagues.

Meeting and calls

- You can invite up to 250 participants to a meeting in Teams.
- You must use a compatible browser when using the call/meeting feature (Chrome/Microsoft Edge). You will receive an error message if you attempt to join a meeting in any other browser via the web app.
- Schedule your meetings from Outlook if you have the Teams desktop application installed or create immediate conferences using Meet Now.
- Meeting chat is visible to anyone who receives an invitation to the session regardless of whether they join or not.
- Guests (or one-time attendees) of a recurring meeting or series have full access to the chat. They will see current and future chats even after leaving the meeting.

Files

- When a Microsoft Team is created, a SharePoint site is also automatically created. Each channel within your team will correspond to a folder in the document library.
- Any files that are shared within a Teams conversation or via the channels files tab are automatically added.
- Any permissions are translated from the SharePoint directly to the Teams site.

- To create a new document as a tab, you must first upload it; otherwise the file will not be available to add.

Teams, channels and activity

- View threaded conversations within your team channel to avoid scrolling through long email chains.

- Your activity feed provides you with a range of notifications. These include a colleague 'liking' something you posted or replying to a thread you started in a channel that you are following.

- To get your colleague's attention, @ them using their NHSmail address and they will receive a notification. If enabled by the Team owner (your LA), you can also mention an entire channel.

- If you want to limit your notification, visit the track activity icon and select accordingly.

- You will see a presence status in the top right-hand corner of your team's page reflects your availability. These can take from 2 to 4 minutes to update

Article 6: Audio and video settings

Teams can use either audio or video for their meeting.

If people in a meeting cannot hear you, you may be muted or your microphone may not be configured correctly.

To change your speaker, microphone or camera settings when you're on a call or in a meeting, select More options ••• > Show device settings ⚙ in your meeting controls. Then, select the speaker, microphone and camera options you want.

The device you select will become the default setting. Any changes will need to be made manually.

Before joining a scheduled meeting, you can choose to turn your video and microphone on or off. You can also specify the default device to use.

Note: If four or more members have already joined the meeting, you will automatically be muted.
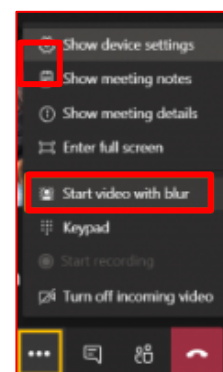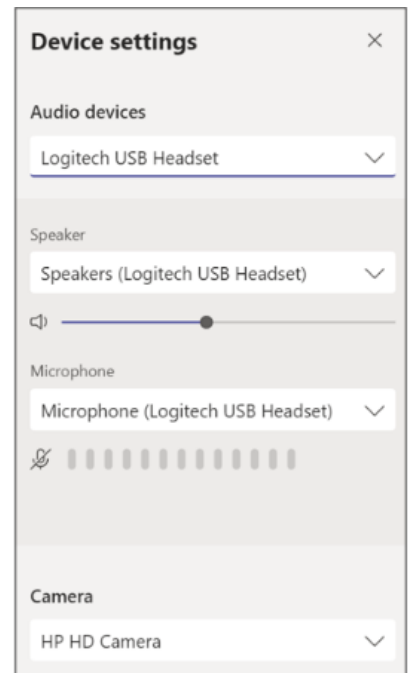
Once you have selected your audio and video settings, click Join now to join the meeting.

To leave the meeting, click the Hang up button

Blur your background

With Teams you can blur your surroundings when on video with colleagues. Follow the instructions below on how to do this.

1. Move the background slider to the right when you join a meeting and you will see a preview with the background blurred.
2. You can also blur your background once in a meeting by clicking the 'More options' icon and selecting the appropriate option.
3. If you no longer want to blur the background, click the 'More options' button and select Don't blur background.

Article 7: Teams enablement FAQs

End user		
1	How do I access Teams?	Navigate to portal.office.com and sign in with your nhs.net username and password. Once logged in you will see tiles for the Teams, OneDrive, SharePoint and Office Online applications. Click the Teams application to get started.
2	Can I create a Team?	Local administrators (LAs) are responsible for setting up Teams. Please contact your organisations LA if you require a specific Team set up for you and your colleagues. To find out who your LA is click here.
3	Is there any training or guidance material available?	A specific help site location has been set up to provide guidance on how to complete instant messaging, audio and video calls in Teams. This can be found here, along with a wealth of broader Microsoft training materials.
4	Can I use Teams clinically?	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.
5	How do I access support for any Teams queries?	Support articles and other guidance are available on the NHSmail portal here. Should you have any further queries please contact the NHSmail service desk through helpdesk@nhs.net
6	Can I call external telephone numbers from Teams?	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

Local administrator		
1	Can I turn off Teams, OneDrive, SharePoint or Office Online for my users?	Yes, this can be done at an organisation level only. You need to make a service request to the NHSmail service desk. They will enact the change. It will take 1–2 days for the change to be made.
2	What will happen after the 3-month period?	An announcement will be made by NHS Digital over the coming weeks on continuity plans after the 3-month window has expired.
3	What happens if my organisation already has an O365 policy set up?	Any organisations on the current NHSmail hybrid platform with their own O365 licences will retain their current user policy

		settings. There will be no change to O365 application settings or access.
4	How do I install the Teams desktop application?	The download and installer files for Teams can be easily accessed online here. These can be used to package and distribute the Teams application to your user base as per normal methods.
5	How do I create Teams for my users?	LAs are required to create specific Teams for end users. Guidance on how to complete that task in the NHSmail portal can be found here. End users cannot create Teams within the application.
6	Audio/video doesn't work or performance is poor?	Teams performance will directly correlate to your local network configuration. You can employ a number of recommended settings and network optimisation self-help steps to improve performance. These can be found here.
7	Can non-NHSmail users be added into Teams?	The standard guest user account process can be followed to add guests (from non-nhs.net domains) into Teams. Guidance on how to do this can be found here. Please note, only guests from whitelisted domains can be added.
8	Can Teams meetings be setup through Outlook?	To set up Teams meetings through Outlook, you need to install the Teams desktop application. This will automatically create the Teams plug-in in Outlook (if you are on Outlook 2010 or newer versions) which can be used to set up Teams meetings.
9	Can Teams meetings be setup in OWA?	Teams meetings cannot be setup directly in Outlook Web App (OWA). Instead users need to use the 'Meet Now' functionality in Teams or call their colleagues directly. Training materials on how to do this can be found here.

Non-NHSmail users		
1	I'm from a non-NHSmail organisation. How do I access Teams?	Please contact your local Microsoft representative or reseller to understand options for accessing the licenses required to enable Teams
2	Are any central support options available to non-NHSmail organisations?	Yes. A number of support articles and other guidance is available on the NHSmail portal which can be accessed here. Should you have any further queries, you can contact the NHSmail service desk through helpdesk@nhs.net. Please note the NHSmail service desk cannot access your local infrastructure to make technical changes, but can offer support and guidance.