

Microsoft Teams Chat Job Aid



Pin a Chat

To keep a chat at the top of your list, you can Pin it.

1. Locate the **chat** to pin
2. Select its' **More options** menu **...**
3. Select **Pin**

Tip: You can remove a pin using Unpin from More options.

Mute a Chat

Stop receiving notifications from a chat using Mute.

1. Select the **chat** from your list.
2. Select **More options > Mute**

Unmute the chat at any time using **More Options > Unmute.**

Mark a Chat Unread

Save an individual or group chat to read later by marking it unread.

1. Select the **More options** **...**
2. Select **Mark as Unread**

The chat will now be bolded in your chat list.

Note: You can also mark a chat as Read using **More options > Mark as Read.**

Hiding a Chat

Hiding a chat will remove any chat from your chat list.

1. Select the **chat** from your chat list.
2. Select **More options** **...**
3. Select **Hide**

Note: Chats are listed again if the person's chat you hid messages you.

Unhide a Chat

Use Unhide to view a hidden chat.

1. Use **Search** at the top of Teams.
2. Enter the name to **search** for and select it.
3. Select the **Show hidden chat history** option.

Discard a Chat

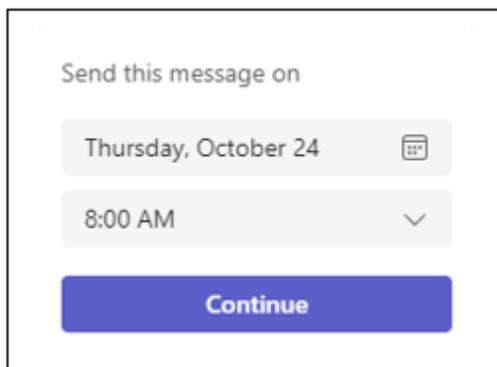
Remove an unsent chat by using Discard.

1. Select **More options** from the chat
2. Select **Discard.**

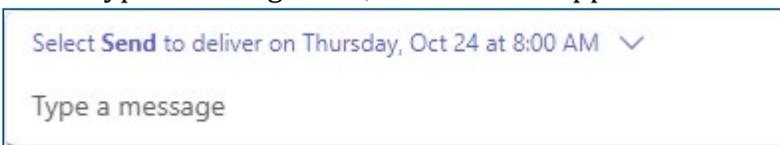
Schedule a Chat Message

Within an existing chat, messages can be scheduled.

1. In the **Type a message** section, select **+**
2. Choose **Schedule message**

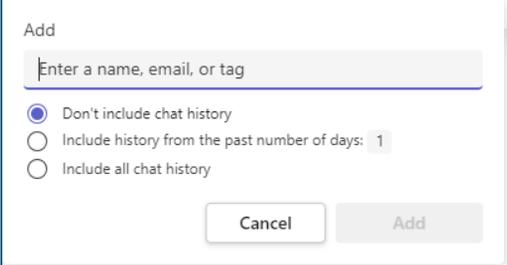


3. **Change the date** by selecting the calendar and **choose a new time** from the drop-down list.
4. In the Type a message field, the schedule appears above the message.



5. Use the drop-down menu to update the schedule or cancel.

Delivery Options	Schedule Meeting
<p>Set the Delivery Options of a message</p> <ol style="list-style-type: none"> 1. Select + in the Type a message field 2. Select Set delivery options, <i>Standard</i> is the default option 3. Select Important to add ! to the message or 4. Select Urgent to have the recipients notified every two minutes for 20 minutes. 	<p>Create a meeting from within a chat</p> <ol style="list-style-type: none"> 1. Select + in the Type a message field 2. Select Schedule Meeting 3. Use the New meeting window to create a new meeting.

Group Chats	
<p>Group chats are an efficient method of discussing a topic, sharing files, and retaining conversation history with multiple people.</p>	
Create a Group Chat	Change an Individual Chat to a Group Chat
<ol style="list-style-type: none"> 1. Start a new chat 2. Add the needed people in the To field. 3. Use the right drop-down arrow to access the Group name field. 4. Create a Group name 5. Enter your message at the bottom of the window. 6. Send the chat 	<ol style="list-style-type: none"> 1. Select an individual chat. 2. Select Start a Group chat to the left of More options. 3. Enter the names or email addresses. 4. Select Create <p>Note: If there are fewer than three people in an existing chat, a new chat will be created.</p>
Add People to an Existing Chat	
<p>Additional people can be added to an existing group chat at any time. You can select the amount of chat history new participants can view.</p>	
<ol style="list-style-type: none"> 1. Open the Group Chat 2. Select the People icon  in the upper right-hand corner 3. The list of current participants displays 4. Select Add 	
	
<ol style="list-style-type: none"> 5. Enter the name or email of the person you want to add 6. Select how much, if any, chat history the new participants should view <ul style="list-style-type: none"> ▪ Don't include chat history ▪ Enter a number in Include history from the past number of days ▪ Include all chat history 7. Select Add. 	
Mention	Leave a Group Chat
<p>When you need to call someone's attention to a chat, use a @Mention.</p> <ol style="list-style-type: none"> 1. Type @ in the message field to bring up the chat participants 2. Select the needed name then begin your message. 3. Send your chat. 	<p>You can leave a group chat and all messages you sent will remain.</p> <ol style="list-style-type: none"> 1. Open the Group chat that you want to leave 2. Select More options 3. Select Leave.

Share Files	Loop Component
<p>Two methods exist for sharing files in a chat.</p> <p>Attach File</p> <ol style="list-style-type: none"> 1. Select + 2. Select Attach file, the three last accessed files appear 3. To access additional files, select Upload from this device. 4. Select a file to add in the Type a message field. 5. Add any additional text and select Send. <p>Shared</p> <ol style="list-style-type: none"> 1. In the chat, at the top of the window, select Shared. 2. A list of the current files appears 3. Select  and choose between <ul style="list-style-type: none"> ▪ Attach cloud files ▪ Upload from this device 	<p>Collaborate using the Loop component for co-authoring, brainstorming, or managing a project providing all chat participants with the ability to edit the message.</p> <p>Select  in Type a message.</p> <ol style="list-style-type: none"> 1. Add a title 2. Enter text 3. Add a Table, Bulleted list, Checklist, Task List, Voting table, or Numbered list. 4. Select More options to view additional items to add to the chat. 5. When complete select Send. <p>Note: Chat participants can click into the message to edit with suggestions that appear in real time.</p>
Call Chat Participants	Find in Chat
<p>Turn a chat into a meeting with a video or audio call.</p> <p>For a Group chat call</p> <ol style="list-style-type: none"> 1. Select the drop-down menu to the right of Meet Now in the upper right-hand corner 2. Select either video or audio call <p>Note: Up to 20 participants can be on a call.</p> <p>For an individual chat call</p> <ol style="list-style-type: none"> 1. Select the drop-down menu to the right of  2. Select either a Video call or audio call 	<p>Use the Search bar at the top of Teams to find:</p> <ul style="list-style-type: none"> ▪ Messages ▪ Files ▪ Group chats ▪ People
Notify When Available	Set Your Availability
<p>Stay up to date when someone's status changes with Notify when available.</p> <ol style="list-style-type: none"> 1. Select the individual chat 2. Select More options 3. Select Notify when available <p>Note: You will receive notifications until you follow the steps above and select Turn off notifications.</p>	<p>Teams will display your availability based on your Outlook Calendar but can be set independently.</p> <ul style="list-style-type: none"> ▪ Click on your initials in the Teams title bar. ▪ Select > next to Available and choose your availability from the drop-down list. ▪ Use Duration to indicate how long that Status will last.