Microsoft Teams FAQ

As Lockton continues to evolve our Digital Workspace, Microsoft Teams plays a central role in how we connect, collaborate, and deliver value. Whether you're just getting started or looking to deepen your understanding, this guide provides answers to common questions and tips to help you use Teams more effectively.

Questions? Feedback? Reach out to digitalworkspace@lockton.com

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Getting Started

What is Microsoft Teams?

Microsoft Teams is a collaboration platform that integrates chat, video meetings, file storage, and app integration to help teams work together more effectively.

How does Microsoft Teams fit into the Digital Workspace?

Microsoft Teams acts as the central hub for collaboration—connecting chat, meetings, Viva Engage, and the Knowledge Center for documents and other resources.
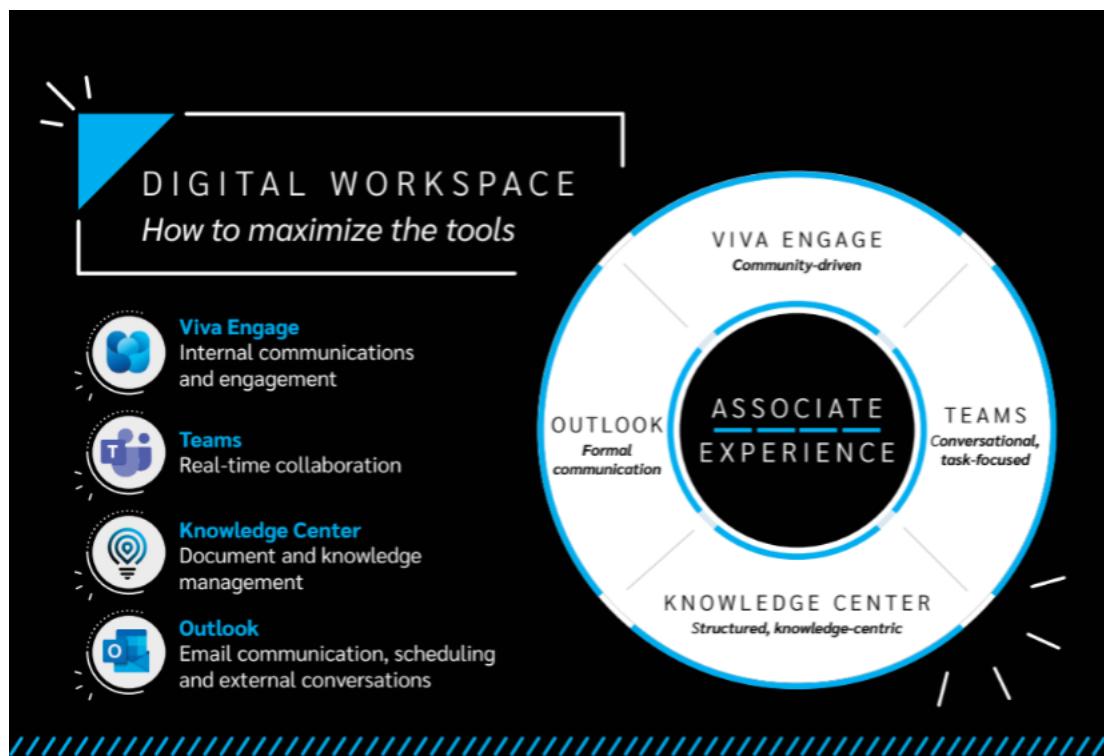
What's the difference between a Team and a Viva Engage community?

A Team is focused on collaboration and task execution, while a Viva Engage community is designed for broader conversations, knowledge sharing, and building culture across departments or interests.

How do I access Microsoft Teams?

You can access Teams via:

- Desktop app (Windows/Mac)
- Mobile app (iOS/Android)
- Web browser at teams.microsoft.com

What is a Microsoft Team?

A Team refers to the collection of people who are members of a Team in Microsoft Teams.

What resources are included with a Teams group?

Each Team includes:

- A shared mailbox and calendar (via Outlook)
- A SharePoint site for file storage
- A OneNote notebook
- A Planner board for task management
- Integration with other Microsoft 365 apps

Who can create a Team?

Anyone can create a team. In some regions, you may be able to create a team in the Teams application. In some regions, you may need to submit a request. Reach out to your local IT Service Desk for support.

What roles exist within a Teams group?

There are three main roles:

- Owner: Can manage settings, add/remove members, and control permissions.
- Member: Can participate in conversations, share files, and collaborate.
- Guest: External users with limited access, if guest access is enabled.

How do I add or remove members from a Team?

Team owners can go to the Team name > Manage team > Members, and add or remove users. You can also promote members to owners.

Can I rename a Team or change its settings?

Yes, Team owners can rename the Team, update its description, and adjust privacy settings under Manage team > Settings.

How do Teams groups support cross-functional collaboration?

Teams groups allow users from different departments or locations to collaborate in one space. You can create channels for specific topics, integrate apps, and share files and calendars.

How should I organize Teams groups?

Use clear naming conventions (e.g., Dept_ProjectName, Region_Function) and limit the number of Teams to avoid duplication.

What's the best way to manage inactive Teams?

Periodically review usage. Owners can archive Teams that are no longer active, making them read-only while preserving content.

Teams Channels

What is a channel in Microsoft Teams?

A channel is a dedicated space within a Team where members can collaborate on specific topics, projects, or functions. Each channel includes tabs for Posts, Files, and other tools.

What's the difference between a Team and a channel?

A Team is a group of people collaborating together. A Channel is a space within a Team for specific topics, projects, or departments.

What types of channels can I create?

There are three types:

- Standard: Visible to everyone in the team.
- Private: Only accessible to specific members of the team.
- Shared: Allows collaboration with people outside the team or even outside your organization (if enabled by IT).

How do I create a new channel?

Go to the Team name, click the three dots (⋯) > Add channel, then choose the name, description, and privacy level.

What are channel tabs and how can I use them?

Tabs appear at the top of each channel and can include:

- Posts: For threaded conversations.
- Files: For shared documents.
- Custom tabs: Add apps like Planner, OneNote, Power BI, or third-party tools for quick access.

Can I schedule meetings in a specific channel?

Yes. When creating a meeting, select the channel under "Add channel." The meeting will appear in the channel's Posts tab and calendar.

Can I restrict who can post in a channel?

Yes. Channel moderation settings allow you to control who can start new posts and reply. Go to Manage Channel > Settings > Permissions.

How do notifications work in channels?

You can customize channel notifications by clicking the three dots (⋯) next to the channel name > Channel notifications. Choose to be notified for all activity, mentions only, or nothing.

Can I pin important channels?

Yes. Right-click a channel and select Pin to keep it at the top of your Teams list for quick access.

How do I manage files in a channel?

Files shared in a channel are stored in the associated SharePoint folder. You can organize them into folders, co-edit documents, and manage permissions directly from the Files tab.

Who can create or delete channels?

Team owners can create, delete, and manage all channels. Members can create channels if the team settings allow it.

What happens when I delete a channel?

The channel is removed from view, but its files remain in SharePoint. Deleted channels can be restored by a Team owner within 30 days.

How should I organize channels in a large team?

Use a consistent naming convention (e.g., project-name, topic-region, function-team) and limit the number of channels to avoid clutter. Consider using private or shared channels for sensitive or cross-functional work.

Can I archive a channel?

While you can't archive individual channels, you can archive an entire Team, which makes all its channels read-only.

Troubleshooting and Support

I'm having trouble with notifications. What should I do?

Check your notification settings under Settings > Notifications, and ensure your device settings allow alerts.

Who do I contact for help?

Reach out to your IT support team or visit the Microsoft Teams Help Center.

Notes

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