

## Microsoft Teams Up & Running Cheat Sheet

Preliminaries	
Keep this link handy... Microsoft's excellent compendium of links for getting started with Teams: <a href="#">Support remote workers using Microsoft Teams</a>	
Remember that help from Microsoft Partners (like ThreeWill) is available and can improve efficiency and effectiveness of your rollout.	
Step 1 – You need a license	
Do you already have Teams licenses?	Teams is included in Office & Microsoft 365 Licenses
Don't currently have a Teams license?	Microsoft is offering a free 50-user Office 365 "E1" license for 6 months – see <a href="#">Our commitment to customers during COVID-19</a>
Look at the fine print	Items that may involve additional cost: <ul style="list-style-type: none"> <li>• <a href="#">Audio Conferencing</a> (lets users call in to meetings from their phones)</li> <li>• <a href="#">Business Voice</a> (use Microsoft 365 as a replacement for traditional telephony providers and in-house phone systems)</li> </ul>
Step 2 – Turn on/deploy Teams for your users	
Assign a license to your users	<a href="#">Assign Microsoft Teams licenses</a>
Understand and facilitate how your users will access Teams	<ul style="list-style-type: none"> <li>• Users can access teams via browsers and devices, i.e., mobile (iPhones, Android, iPads, etc.) and desktop. The Teams client app for devices can be <a href="#">downloaded by anyone from the Microsoft</a> web site. The Teams client app has more features than browser-based access (see <a href="#">Get clients for Microsoft Teams</a>).</li> <li>• Different combinations of user tech sophistication level, access mechanism, and user policies you may already have in place on devices may require more direct involvement from I/T for deployment.</li> <li>• Let users know <a href="#">typical bandwidth requirements</a> for Teams so that they can be proactive with their broadband provider, if needed, to support Teams.</li> </ul>
<a href="#">Plan for governance in Teams</a>	Even if you are operating on a short timeline, you should consider key governance questions (e.g., Team naming conventions, restricting guest user access, etc.) and identify items that need strict guidelines as part of the initial rollout vs. items to revisit as a follow up

Step 3 – Communicate with/train your users	
Build awareness	Utilize an omni-directional communication approach to make users aware of the goal and timing of the rollout process. “Omni-directional” also means putting mechanisms in place for users to provide feedback to management/sponsors.
Train your users	<p>Training that is customized and tuned to your core business processes are always a best bet. However, if your timeline doesn’t permit that, Microsoft has a wealth of free on-line training available:</p> <ul style="list-style-type: none"> <li>• Teams link on this page leads to Instructor-led and On-demand training resources as well as How-to article: <a href="https://support.office.com/">https://support.office.com/</a></li> <li>• Teams Quick Start Guide (quick How-To instruction snippets for key activities): <a href="http://aka.ms/TeamsQuickStartGuide">http://aka.ms/TeamsQuickStartGuide</a></li> </ul> <p>Note: Utilizing standard on-line training resource doesn’t eliminate the need to help users understand how Teams should be used in your business (see step 4 below).</p>
Step 4 – Guide and support your users	
Provide a vision	Highly visible communication from executive sponsors is always a key success factor for broad technology deployments. This communication, along with awareness communication mentioned above, needs to paint a picture for employees on “how this change affects me”.
Help groups/department team members “make Teams their own”	Encourage Team owners to communicate a high level “cheat sheet” to Team members on how Teams will be used with key business processes and related communications.
Reinforce	<ul style="list-style-type: none"> <li>• Understand the health of your Teams deployment by leveraging <a href="#">Microsoft’s usage analytics</a></li> <li>• Review the health of your Teams deployment at regular/periodic service reviews held with key stakeholders</li> <li>• Leverage insights from service reviews to identify effective avenues for ongoing support of your user community. Including additional training, FAQs, or how-to articles</li> </ul>