# Disabling of GIF Feature in Microsoft Teams

A recent analysis of the GIFs available for Government of Canada employees to post while working within Microsoft Teams has highlighted the potential for GIFs to be misused and offend or marginalize fellow employees, whether intentionally or not. As a preventative measure, the GIF functionality provided by the third-party Giphy service in Microsoft Teams has been disabled for all employees.

# What is Microsoft Teams?

Out of the box, Teams and Microsoft 365 (M365) give all employees a powerful, integrated suite of tools that will save you time, make remote work more engaging, and improve collaboration and decision-making.

Teams is the one application from Microsoft that brings all your Office applications together in one platform. It is effectively a "virtual office space."

# How do I Access Microsoft Teams?

You can access Teams in any of the following ways:

Accessing Teams via M365

Via the official Microsoft 365 website

Visit office.com, select the "App launcher" waffle in the top left-hand corner, and select the Teams icon.

You may be required to sign in using your ESDC credentials if this is your first-time accessing Microsoft 365.

Open Teams (Desktop)

Select the Microsoft Windows icon visible on the bottom left corner of the desktop toolbar.

Apps will be arranged alphabetically in a scroll bar menu, scroll down to the "M" section and select the Microsoft Teams application.

# What are Restrictions for Microsoft Teams?

You can only access Teams and M365 in the following ways:

On a managed government furnished laptop or tablet

On a managed government furnished mobile phone that can access work email

On a personal laptop connected to AppGate

On a personal laptop connected to the Secure Access Virtual Environment - Desktop (SAVE-D)

Exception: Employees, external attendees, and business partners without Microsoft 365 accounts will still be able to participate in Teams meetings up to Protected B as an external attendee using any device. However, to do so, they will need to have been sent a Teams meeting invite from an ESDC employee or have forwarded such a meeting invite to their device. Attendees must be clearly identified before meetings start to ensure Protected information is only being shared with the appropriate parties.

Visit the Restricted Devices page for more information.

Getting Teams Ready to Work for You

This section provides guidance on how to get started with Teams. Training and learning resources are provided in the next sections.

Start the Application (On a computer)

The Teams application icon should be on your desktop. If not, click Start or the Windows logo at the bottom left of your screen, scroll down to the "M" section, and find Microsoft Teams. If you cannot find it there, please follow these steps at the end of your workday:

Ensure Outlook is completely closed.

Download Microsoft Teams

Select the download option on the right: Teams for work or school

Using File Explorer navigate to the location on your computer where the Microsoft Teams executable file was downloaded.

Double-click (launch) the Microsoft Teams executable file.

If you have followed these steps and Teams still does not show in your apps, you will have to submit a ticket with the National Service Desk.

Confirm you have a valid license

If Teams opens, then your license is valid. If you receive a message indicating "you are missing out", this indicates that your account does not have an Microsoft 365 license. You can request a license via the Microsoft 365 License Request form.

Requesting membership to your organizational or operational workspaces

Contact your supervisor or administrative resource to request membership of your work unit's teams, group chats, etc. Any member of your team (or work unit) can add you as a member to your team's workspace. They can also provide you with a hyperlink so that you can join automatically.

Installing the Application (On a mobile device)

Installing the Application (On a mobile device)

Government furnished mobile devices

Note: If you have a managed government furnished mobile phone that can access work email, please follow the instructions provided below.

Android mobile devices

Launch the UEM Client application.

Select Assigned Work Apps.

Tap on the Microsoft TEAMS icon then tap on the Prepaid button.

Sign in using your ESDC account details.

Apple mobile devices

Launch the Work Apps application.

Tap on the Microsoft TEAMS icon then tap on the Prepaid button.

Sign in using your ESDC account details.

Testing audio and video devices (Computer or Mobile device)

To make a test call, select your profile picture, then Settings > Devices.

Choose Make a test call under Audio devices.

In a test call, you'll see how your mic, speaker, and camera are working. Follow the instructions from Test Call Bot and record a short message. The message will play back for you. After that, you'll get a summary of the test call, and you can go to your device settings to make changes.

Connecting to a Teams Meeting from a Boardroom

Some boardrooms are equipped with audio-video technology that enables employees to meet virtually using different types of videoconferencing tools. Depending on what type of tools are available in the boardroom you are using, you may be able to join a virtual meeting via Teams by one of the following methods:

Using a traditional video conferencing unit to join a Teams meeting call;

Using a video bar (for example a Poly Studio) and Barco Click Share to join a Teams meeting in an AV room;

Using a video bar (for example a Poly Studio) to join a Teams meeting call;

Look for the laminated guides in the room to assist you with your meeting connection, all instructions are printed in both official languages. Please do not remove the guides from their locations as they are required by other users. You can also find more details including user guides by visiting the Boardroom Video Conferencing Guides page.

ESDC Teams Training Video Resources

Teams Training Series

Teams Training - Episode 1 (The Basics)

Teams Training - Episode 2 (The Chat)

Teams Training - Episode 3 (The Teams and Channels)

Teams Training - Episode 4 (The Meetings)

Teams Training - Episode 5 (Apps and Integration)

Teams Training - The M365 Help team

# I am signed into Microsoft Teams, but I am not sure what to do next. Where do I start?

Similar to Skype, any employee at ESDC can use Teams to communicate with other employees at ESDC. These includes chats and audio/video calls. You can learn more about how to use these features and others by asking a question in the Microsoft 365 Help team. The Microsoft 365 Community of Practice Super Users monitor questions.

# How do I find my team's workspace?

Any member of your team (or work unit) can add you as a member to your team's workspace. They can also provide you with a hyperlink so that you can join automatically.

# Why am I receiving a request to update Microsoft Teams on my device?

If you have been issued a new device, you may be prompted to update Microsoft Teams. This update is required as the version of Teams previously installed on your device is considered outdated. It is permitted to update to the latest version of Teams manually.

When the prompted message is displayed, select the Update button, which will take you to a Microsoft website to download it. Once the file has been downloaded, you can run the file to update the application.

# How do I know if Microsoft Teams is up to date?

To ensure you have the most up to date version, please follow these instructions:

In the Microsoft Teams application, locate your initials or profile picture in the top right corner, and select it;

From the drop-down menu, select the Check for updates option;

As soon as the option Check for updates is selected, a notification status "We will check and install any updates while you continue to work" will appear below the Search bar.

No disruption to your work should occur and the updates will be downloaded and installed in the background.

# How do I schedule Teams Meetings with a General Delivery (GD) mailbox on Outlook 2016?

Close Outlook.

Select the Search icon on your taskbar and search for Control Panel and press Enter.

Make sure the 'View by' setting (upper right) is set to Large Icons.

Select Mail (32 bit) or Mail (Microsoft Outlook) from Control Panel.

Select the Email Accounts button.

Select New to add the generic mailbox if it is not already listed. (Clients usually add it within their own mailbox).

Type the display name and email address of the generic mailbox. No password is required since you have access. Select Next to finish the account setup. Close this window to go back to the Mail Setup screen with the three options.

On the Mail Setup screen, select the Show Profiles button.

If your generic account does not appear (you only see Outlook), select the Add button.

If your name is greyed out on the next screen, select manual settings, then go back. Add your generic mailbox's name and email address and select Next.

Select the option Prompt for a profile to be used and select Apply, then OK.

Close the Mail app and Control Panel.

Launch Outlook and select your generic mailbox profile. It will take a while to initially load (profile setup).

Go into the generic mailbox calendar and create your meeting, including adding the Teams invite and save your entry. Note: Generic accounts do not have Teams phone numbers.Important: Wait until the bottom status bar of Outlook switches from 'Updating Calendar' to 'Folder is up to date'. This usually takes 1 to 2 minutes.

Close Outlook and reopen as your regular account.

From your regular account, you and anybody else who has access, can modify the entries you created directly as the generic mailbox. You cannot however create them from scratch using your personal account, as it will generate a Teams error message. Teams Meetings need to be created directly from the generic mailbox profile when launching Outlook.

# Is it possible to communicate with external users, e.g., another governmental employee through Microsoft Teams?

To communicate with external users, go to the Microsoft Teams application and locate the search bar at the top of your screen. In the search bar, start typing the email address of the person you are trying to reach (e.g. john.doe@canada.ca). From the results, select the "Search john.doe@canada.ca externally" option. If the other organization has not enabled external chats, you will receive a notification that the conversation cannot be set up.

# How do I share my screen on Teams?

To learn more about sharing your screen as well as other features you can use during meetings and calls, please visit our Getting Started Learning page.

# How do I add a personalized background during a call in Microsoft Teams?

To learn more about adding a personalized background as well as other features you can use during meetings and calls, please visit our Getting Started Learning page.

# I am experiencing audio and/or microphone issues in Teams. How do I resolve them?

Using a Jabra Engage 60, Jabra Engage 75 or Jabra Eclipse headset

Microsoft has reported that these headsets will only work with Teams when Skype is completely closed. To close Skype:

Select the Windows icon in the bottom left corner and immediately start typing Task Manager. Select it within the appeared results.

On the Processes tab, highlight the Skype for Business application and choose End Task near the window's bottom right.

Close the Task Manager

# Still need assistance with Microsoft Teams?

Submit an online service request to the National Service Desk.

# How do I submit a ticket to Nation Service Desk using a Jabra 9000 series headset?

Ensure the headset base is pointing towards your PC.

Install the Jabra Direct SRU software locally.

Once installed, open the software.

Under Device Options, Softphone (PC), select 'None (Audio Only)' as the Preferred Softphone.

Unplug your Jabra headset power chord from the base and plug it back in.

Unplug the USB headset and plug it back into a different USB port on your laptop/computer.

Plug the USB headset directly into your laptop/computer, rather than into your docking station or with Bluetooth.

# How do I submit a ticket to Nation Service Desk using an AppGate remote connection?

It is recommended that AppGate users upgrade to the new AppGate SDP (iService - Remote Access).

Connect to AppGate SDP.

Before selecting the remote device, select "Show Options" in the bottom left corner, then choose the "Local Resources" tab.

Under Remote Audio, select "Settings."

Under Remote Audio Recording, select "Record from this computer".

Click "OK".

Select the "General" tab and select the "Save" button.

# How do I submit a ticket to National Service Desking using a SAVE-D remote connection?

If you are experiencing poor audio/video quality using a SAVE-D remote connection in Teams meetings, there are two workarounds:

Join the meeting using the call-in (audio-only) option. An audioconferencing number for meetings can be requested via the Teams Audio Conferencing Number Request form

Join the meeting as a guest from a personal device. Before forwarding the meeting invitation, ensure that it does not contain protected or classified information. Forward the meeting invitation to a personal email and join the meeting without signing into your m365 work account.

Still need assistance? Submit an online service request to the National Service Desk.

# How do I Access my Microphone settings in Microsoft Teams?

There may be an issue with your microphone settings on Teams. Verify that you have the correct audio settings selected:

In the Teams application, select your profile picture or initials and then select Settings

Select Devices

Under Audio Devices, pick the speaker and mic you want Teams to use by default.

Make a test call to ensure you can speak and hear your voice on playback.

If you do not hear your voice on playback, change your settings and try again.

# I am experiencing a camera issue in Teams. How do I resolve them?

Video capability is not available with AppGate or SAVE-D.

If using a laptop, ensure your shutter/on-off switch near the camera is open.

If using a laptop, ensure the screen is open.

If using an external camera, ensure the cable is properly connected.

There may be an issue with your camera settings on Teams. Verify that you have the correct settings:

In the Teams application, select your profile picture or initials and then select Settings.

Select Devices.

Under Camera, select the camera you want Teams to use and see a preview of that camera's video.

Still need assistance? Submit an online service request to the National Service Desk.

# What can I do to improve my Microsoft Teams calls and meetings?

To ensure Teams calls and meetings are operating smoothly, we have a few recommendations:

Limit the number of applications and windows open while in a meeting;

Check the option "Disable GPU hardware acceleration" under profile settings. This requires a complete restart of the application;

Your home internet service provider's download rate should be at least 25 megabytes per second.

# Can I create teams in Teams?

For more information about best practices regarding the creation of Teams/Channels/Chats, please consult your branch or region IM Lead or Broker.

# Why am I receiving an error message indicating, 'I am missing out'?

This message normally indicates that your account does not have a Microsoft 365 license. You can request a license by completing the Microsoft 365 License Request form.

# Why am I receiving an error message indicating that I need to ask an 'admin for access'?

This message indicates that access cannot be granted because your account does not have a Microsoft 365 license. You can request a license by completing the Microsoft 365 License Request form.

# Microsoft seems to be experiencing an outage. How can I communicate with colleagues?

Microsoft Teams, like other applications and software, will experience service interruptions or outages from time to time. When this occurs, the alternatives are to use Microsoft Teams on a work-issued mobile device or Outlook email until service is restored. Try accessing office.com using Microsoft Edge or Google Chrome. Teams connects through Internet, so if you are unable to access Teams while on VPN, try disconnecting from VPN. If the issue persists for more than a business day, please submit an online request to the National Service Desk.

# How do I authenticate my Password or ID?

Microsoft Teams authenticates the user through their Windows credentials: User ID: Your full email address (e.g.john.doe@hrsdc-drhcc.gc.ca) Password: Your Windows password

Some applications require MFA (Multi-factor Authentication). When you sign in to office.com for the first time, you may be asked to use an additional verification method such as:

A text message sent to a phone that requires the user to type a verification code

A phone call

The Microsoft Authenticator smartphone app

# Why is my calendar missing or why am I unable to add a profile picture in Teams?

This is a known issue affecting many employees. This issue will be resolved by the implementation of hybrid Outlook mail, expected in the coming months.

# How do I request an audio-conferencing number in Teams?

An audio-conferencing number for the Teams meeting can be requested via the Teams Audio Conferencing Number Request form.

# Why have I not received a Teams audio conferencing number after completing the form?

Once the Teams Audio Conferencing Number Request form has been completed, you should receive two emails. The first email indicates that the audio-conferencing feature has been enabled on your account and the second email will provide you a PIN. The audio conference feature will only appear in new meetings after you receive your PIN. If the second email is not received within 24 hours, please submit an online service request to the National Service Desk.

# The Teams Meeting icon or button is missing in Outlook 2016. How do I resolve this?

Ensure that the Microsoft Teams Meeting Add-ins is enabled in Outlook

Open the Teams application first before opening Outlook at the beginning of your workday.

Under File > Options > Add-ins > Select Go.

Long description

COM Add-ins Windows dialog box showing the available add-ins with the Microsoft Teams Meeting Add-in selected and checked.

Check the box beside Microsoft Teams Meeting Add-in for Microsoft Office.

Select OK

Still need assistance? Submit an online service request to the National Service Desk.

# The Teams desktop application does not start. How do I resolve this?

Open the Microsoft Office webpage.

Login using your Windows credentials.

Select 'Teams' and click on 'Use the web app instead'.

Once connected on the web application, select 'Profile' (top right corner) and select 'Sign Out'.

Then, close this web browser and relaunch the Teams desktop application.

# How do I join a Teams meeting from a boardroom?

Please review the guides located on the Boardroom Video Conferencing Guides page.

Does the Government of Canada offer Training for Microsoft Teams?

Microsoft is also hosting online training sessions in English and French for Government of Canada employees and hosted on GCcollab. These aim to help build the skills needed to support the adoption of Teams.

In addition to live training sessions, GCcollab offers training products by application and learning materials by type, including guidance on Accessibility within Teams.

# Where can I access Microsoft Teams Training?

The guidance and resources below are hosted by Microsoft and will include additional learning paths or hyperlinks. Once you have reviewed the guidance offered below, please return to this page to ensure you consult approved ESDC learning resources.

For short video tutorials on key features, go to the Microsoft Teams video training page. You will find tutorials on everything in Teams, including the basics, planning meetings, apps, chats and more.

Below you will find a reading list to help you get started using Microsoft Teams.

Teams Basics

Welcome to Teams

What is Microsoft Teams?

Sign in and get started

Chat and share files

Collaborate

Schedule a meeting in Teams

Schedule a Teams meeting from Outlook

Start an instant meeting in Teams

Get notified when someone's status changes in Teams

Change your status in Teams

Schedule an out of office status in Teams

Allow someone else to manage your mail and calendar

Learn more about Teams

Chats

First things to know about chat;

Video: Start chats and make calls;

Hide, unhide, mute, or pin a chat;

Pop out a chat;

Share your screen in a chat;

Format a message;

Edit or delete a sent message;

Send a file, picture, or link;

Search for a message;

Overview of group chats;

Teams and Channels

Learn about teams and channels;

Teams can have standard or private channels;

Show channel info;

Show or hide a team or channel;

Customize channel notifications;

Send a message to a channel;

Reorder the teams list;

Leave a team;

# How do I host live events in Microsoft Teams?

For information on hosting live events, please visit the Microsoft Teams - Video and Audio Conference page.

# What are Information Management Best Practices for Microsoft Teams?

Microsoft Teams - Managing Information

Information Management Best Practices in Microsoft Teams

Where files are stored and how Microsoft Teams work

Tips and Tricks

Automatic Chat Deletion

The instant messages that you create in the chat feature in Microsoft Teams will be automatically deleted when they are 15 days old. This applies to all messages that have been created since this tool was adopted by ESDC. Visit the Microsoft Teams - Instant Messages overview page to learn more about how this affects you.

For advice and guidance on managing information, please reference the Information Management page.

# What Information Classification does Microsoft teams fall under?

ESDC received Protected B certification for select M365 applications.

Before using an M365 application for Protected B information, refer to the interim guidance.

# Where can I access Technical Support for Microsoft Teams?

All requests for Microsoft 365 technical support should be submitted to the National Service Desk (NSD).

This includes, but is not limited to issues related to:

Login or access

Applications not working properly

File syncing

Audio and video

# Where can I access Non-Technical Support for Microsoft Teams?

The Microsoft 365 Community of Practice is a group of more than 500 employees at ESDC. It includes a sub-community of volunteer Super Users that can help you and your colleagues learn to use Teams and other applications.

This includes, but is not limited to:

Training and learning

Demonstrations

Non-technical assistance with M365 features

Connect with them by asking a question about Teams in the Microsoft 365 Help team.