



Microsoft Teams

Helpdesk Guide

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Table of Contents

- How organizations will move to Microsoft Teams2
- Microsoft-Driven Upgrades.....2
- Common Scenarios.....5
- Resources.....6
 - Microsoft Teams Support Resources6
 - Microsoft Teams Technical Training.....7

This document is for IT helpdesk organizations supporting employees who are making their move to Teams. Using our recommended [3 step process](#) organizations can take many approaches to their Teams implementation – enabling core collaboration, online meetings or full voice solutions. In any scenario proper helpdesk support will ensure that the employee transition is smooth. Additionally, some customers will participate in the Microsoft-driven upgrade process. The automated upgrade process will begin with the smallest customers who have the most basic usage scenarios. In preparation for customers being upgraded to Microsoft Teams it is important to ready your service desk staff.

How customers will move to Microsoft Teams

If moving from Skype for Business there are three ways for a customer to be upgraded to Microsoft Teams.

Microsoft-driven upgrade – Customers will be offered an upgrade by Microsoft via an automated process. Some customers have asked for Microsoft to assist them with their upgrade to Teams, especially where they have minimal IT support.

Partner-driven upgrade – Partner upgrades customer’s tenant/users from Skype for Business to Microsoft Teams on a customer’s behalf.

Customer-driven upgrade – Customer IT Admin upgrades their users to Microsoft Teams.

In each upgrade scenario information about the Skype to Teams and readiness resources can be found at <https://aka.ms/SkypetoTeams>.

Microsoft-Driven Upgrades

For customers that are scheduled for the Microsoft-driven upgrade, Microsoft will automatically upgrade the entire Office 365 tenant to Microsoft Teams. Advance notice will be given through a series of Office 365 Message Center posts and emails sent directly to tenant administrators. When the upgrade occurs, the entire tenant with all users is upgraded to Microsoft Teams.

Prior to the scheduled upgrade date, the tenant administrator can postpone the upgrade or perform the upgrade themselves. Or, partners can work with a customer to proactively upgrade the customer’s tenant at any time prior to the scheduled upgrade date. Readiness resources are provided and

Microsoft-Driven upgrade communications

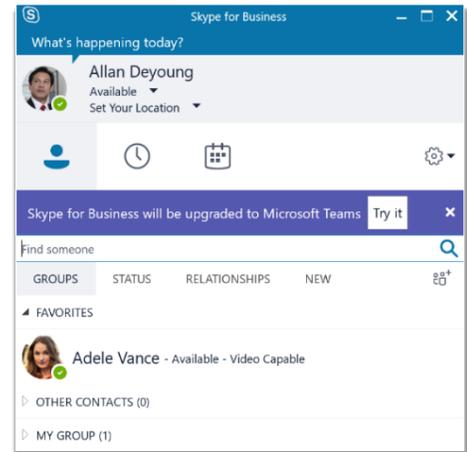
Microsoft will be communicating with tenant administrators via the Office 365 Message Center and direct emails regarding eligibility and timing for the upgrade to Microsoft Teams.

1. Customers will receive notice that “Teams is Ready” encouraging a customer to upgrade to Microsoft Teams.
2. Once eligibility has been determined, the customer will receive communications via email and Message Center, informing them they are eligible for the Microsoft-driven upgrade; included in the communications is the proposed upgrade date. If an admin chooses, there will be information on how to postpone the upgrade.
3. There will be a number of reminder emails and Message Center posts prior to the upgrade.

4. Ahead of the scheduled upgrade, Skype for Business users will receive a notification in their Skype for Business client notifying them of the upgrade.
5. Users will be upgraded on scheduled date.

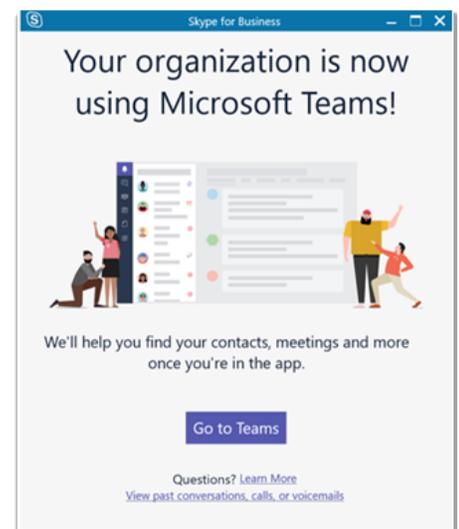
Pre-Upgrade Experience

- Prior to the scheduled upgrade date, end users will start seeing an in-app upgrade notification in the Skype for Business client.
- If the user does not have the Teams application installed, it will be downloaded automatically (in the background) at this time (Windows clients only).



Post-Upgrade Experience

- All chats and calls are always received in Teams. Meetings are scheduled in Teams.
- Skype for Business client no longer offers IM/Calling/Meeting scheduling functionality:
 - User is directed to Teams when they sign into Skype for Business
 - User can always join Skype for Business meetings
 - Through desktop client (Note that the Skype for Business client will automatically login the user and be available to join meetings)
 - Through Skype Web App
- Skype for Business Outlook Scheduling add-in disabled.
- Coach marks and First Run triggered (if not already triggered).
- Previously scheduled meetings in Skype for Business are **not** migrated.



After Teams Upgrade

EXPECTED BEHAVIOR (Tenant Admin)	EXPECTED BEHAVIOR (end-user)
Any new users that are created and licensed will be in Teams-only mode	<ul style="list-style-type: none"> • All chats and calls are always received in Teams • Meetings are scheduled in Teams • Skype for Business client no longer offers IM/Calling/Mtg scheduling functionality • User is redirected to Teams when they sign on to Skype for Business • User can always join Skype for Business meetings • Teams Outlook add-in enabled • Skype for Business Outlook add-in disabled • Skype for Business Contacts are migrated to Teams • HID preference updated (audio/mic are associated with Teams, not Skype for Business) • Teams Coach marks and First Run Experience triggered • People cards in Outlook invoke Teams functionality for IM/Chat • OWA shows Teams experience

Rollback Upgrade

To perform a rollback from Microsoft Teams to Skype for Business, **contact Microsoft Support**. After the rollback is confirmed, the following should be in effect:

EXPECTED BEHAVIOR (Tenant Admin)	EXPECTED BEHAVIOR (end-user)
<ul style="list-style-type: none"> • Tenant admin receives (in the Message Center) a notification stating that the tenant was downgraded on <Date> (Tenant downgraded notification) • The Microsoft Teams and Skype Admin Center (also known as Modern Portal) can be launched for downgraded tenant and show the accurate upgrade/interop values for the users' policies • Tenant admin can upgrade/downgrade select users using Modern Portal • Tenant admin can upgrade/downgrade select users using cmdlets • The upgrade policies show correct values in cmdlets and Modern Portal 	<ul style="list-style-type: none"> • All chats and calls are received in Skype for Business • Meetings are scheduled in Skype for Business • Skype for Business client offers IM/Calling/Mtg scheduling functionality • Users can log into both Skype for Business client and Teams client • User can join both Skype for Business meetings and Teams meetings • Teams Outlook add-in disabled • Skype for Business Outlook add-in enabled • Contacts added in Teams before the downgrade are visible in Skype for Business • HID preference updated (audio/mic are associated with Skype for Business) • People cards in Outlook invoke Skype for Business functionality for IM/Chat • OWA shows Skype for Business experience

Common Scenarios

How can I revert back to Skype for Business?

Since the entire tenant is upgraded as part of the Microsoft-driven upgrade track, a support case with **Microsoft Support** must be opened. Once **Microsoft Support** has rolled the tenant back, the Tenant Administrator can selectively upgrade/downgrade users using Modern Portal or PowerShell commands (effectively following the Customer-driven/Partner-driven process).

The end user doesn't have the Teams client installed, where can they get it?

If the automated download of the client doesn't succeed, the client can be downloaded from <https://teams.microsoft.com/downloads>

A user is not seeing the Teams Meeting add-in for Outlook.

Check the edition of Office the user has installed. Supported versions/distributions are:

- Office 2013 and higher
- Click-to-run
- MSI
- Centennial (Store)

Steps for ensuring Outlook Add-In is installed and enabled are outlined [here](#).

How does a partner proactively upgrade a customer's tenant to Microsoft Teams?

Please use the [Skype for Business to Teams Upgrade Process](#).

Additional resources are available in the [Skype for Business to Teams Upgrade Quick Start Kit](#).

Can I use Microsoft Teams to share highly confidential information with my Team?

When working in Microsoft Teams, each team has a designated SharePoint site, where you can own and share files, and discuss them in the related channel. You can now store and share highly confidential content within the SharePoint site associated with each team based on the governance policies of your organization.

Is Teams integrated with email? Will Teams support additional email integration in the future?

Yes, we'll continue to deliver ways to bridge the experience between email and Teams. Today, Teams uses email to notify people of missed messages and other important updates. Teams also supports generating an email address for a channel in a team that anyone can use to send email securely.

Can I collaborate with people outside of my organization by using Teams?

External guest access is available in Teams and is available based on the policies set by your organization and IT Admin.

What happens to the existing Skype for Business meetings?

Existing Skype for Business meetings remain intact on the users' calendar. Skype for Business meetings can be joined by Microsoft Teams users.

Why can't I find a team?

The list of suggested teams that's displayed when you choose Join a team is based on recommendations from Microsoft Graph. If you don't see a team you want to join listed, try searching for it in the search bar at top (base your search on the first few characters of the team name).

Can I schedule a Channel meeting from Outlook using the Teams Meeting Add-in?

Channel meetings can only be scheduled directly from the Teams app.

Do I need to make any changes in Teams for calendar delegation?

If you previously had delegation access to anyone's calendar nothing needs to be updated. Delegation is managed in Outlook Exchange and you will be able to manage Teams meetings as a delegate.

Are all conference IDs unique in Teams?

Yes. Each meeting is assigned a unique conference ID.

When I create a new team in Teams, what's created for me in the background?

When a new team is created, a new Office 365 Group is also created, including the associated group SharePoint Online site, mailbox, and OneNote notebook. If a team is activated on an existing group, then the existing site, mailbox, and notebook are used in place. For each new team, a single channel named General is also created, along with an associated SharePoint Online site (which contains a single document library) and OneNote notebook section.

Best Practices for Microsoft Teams Helpdesk Support

- Complete Support readiness and update the content regularly (Trainings, KB, Recorded sessions, Tools, Admin Permissions)
- Include service desk leadership in the Teams planning & implementation process
- Build a user-based Champion program to reduce ticket volume and aid adoption
- Build 24x7 support Teams (Tier 1/Tier 2) and get them to support early adopters
- Consider leveraging Microsoft Teams for service support
- Understand the top issues through early adopter feedback
- Review the product [Known Issues list](#)
- Have available test account for support team practice
- Build solid escalation process with proper SLA/OLA and user Feedback mechanism
- Weekly support team Triage

When implementing Microsoft Teams it is expected to receive a temporary increase in ticket volumes for the initial onboarding phase. Typical issues are:

- Login and authentication – normally related to multi-factor authentication policy
- Client downloads
- Mobile authentication
- “Where are my files?” relating to integration of existing SharePoint sites with the new Teams SharePoint site
- “How do I add a guest?”
- “How do I create a team?”

Issues such as these can be avoided by the creation of a [Champion’s program](#) for peer-to-peer assistance and the utilization of our online training resources to support people during their onboarding phase.

Resources

Microsoft Teams Support Resources

Microsoft has created a series of resources and guidance to help prepare organizations of all sizes to deploy Teams. There are also in-product guides to support your customer’s end users, including a first-run experience and Teams bot (“T-bot”) for in-product help. Below you will find links to resources to help prepare for the upgrade to Teams from user and admin perspectives.

- [Support resources for Microsoft Teams](#)
- [Admin training for Microsoft Teams](#)
- [Microsoft Teams roll out quick start](#)
- [Troubleshoot connectivity issues with the Microsoft Teams client](#)

- [Use log files in troubleshooting Microsoft Teams](#)
- [How to use common features in Teams](#)
- [Skype for Business to Teams Partner FAQ](#)
- [Resources to prepare customers for Teams](#)
- [Supported Clients](#)
- [Supported Devices](#)
- [Limits and specifications](#)
- [Office 365 URLs ad IP address ranges](#)
- [Known Issues](#)
- [Request and vote for features](#)

Microsoft Teams Technical Training

Session	Title	Links	Description
1	Skype for Business to Teams Upgrade Journey	Link	Three-part training covers the Skype for Business to Teams journey, coexistence, and interoperability, including both the Upgrade Basic and Upgrade Pro paths. Drills down into the coexistence modes, interoperability, the path to Teams, the user and administrative experiences.
2	Skype for Business to Teams Journey – Upgrade Basic	Link	This two-part training covers the Skype for Business to Teams journey and coexistence with a principal focus on the 10-step Upgrade Basic path. This guide principally focuses on this upgrade path.
3	Admin Training for Microsoft Teams	Link	Learn about Teams and drive usage in your organization. Check back frequently for new videos.
4	Enabling Teamwork with Microsoft Teams (MOOC)	Link	In this course you will learn how to enable Microsoft Teams in Office 365. The course illustrates the value of Teams collaboration and includes tips and tricks for getting the most out of Teams.
5	Configuring Calling Plans in Teams – Quick Start Guide	Link	This guide will help you get a set of users up and running so they can explore Calling Plans in Teams.
6	Meetings	Link	In this training, we introduce meetings in Microsoft Teams. We'll cover the capabilities of meetings in Teams as well as the requirements and planning considerations for Teams.

Session	Title	Links	Description
7	Audio Conferencing	Link	Audio Conferencing allows you to participate in Teams meetings from PSTN phone numbers via dial-in and dial-out.
8	Calling in Microsoft Teams	Link	In this training, we introduce calling capabilities in Teams, which are powered by the Phone System feature in Office 365. We'll explain the technical planning that's required to implement Phone System, how to configure it, and how to monitor usage and call quality in your implementation.
9	Introduction to Network Planner	Link	Network Planner training allows you to plan for Networking, and learn what Network Planner can do for you.
10	Network Readiness	Link	The network is one of the most crucial parts when it comes to the quality of real time communication. This session will walk through the tools and processes offered in the SOF Network Readiness Assessment offers. Note: While this training was created for Skype for Business, the principles apply to Microsoft Teams as well.
11	Call Quality	Link	This training provides guidance on how to use Call Quality Dashboard (CQD) to Investigate Media Quality, to be used in conjunction with the Manage Call Quality activities. Note: While this training was created for Skype for Business, the principles apply to Microsoft Teams as well.