



## What is a 'Team'?

A 'team' is a group of users all working within an organisation working on the same project/with the same objectives.

## How do I create a 'Team'?

At present, only IT Staff can create Teams.

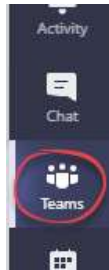
If you have been made an owner/admin of a Team you can add/remove users as necessary.

## What is a 'Channel'?

A 'channel' is a group chat within a team.

## How do I view my teams?

1. Click the 'Teams' tab.



## How do I view my channels?

1. Click the 'Teams' tab.
2. Hover your cursor over one of the team names in your list.
  - If the arrow points to the right (see 'ICT Services' in the graphic) the channels are hidden. Click the team name to show the channels.
  - If the arrow points down the channels are shown ('General' and 'ICT Support Staff' in the graphic).
3. Click on one of the channel names to view and participate in the chat within.



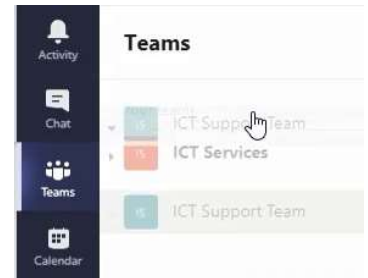
For help and assistance,  
call the ICT Helpdesk  
**0141-342 1570**

Available during office hours. For critical support at other times refer to the out-of-hours phone list.

## How do I rearrange my teams?

You may be part of more than one team and the ones you use most might be at the bottom of your list. Rearrange these into a more suitable order.

1. Click on the team you wish to move.
2. Holding down the mouse button, drag it to the required location.



In the example you can see the 'ICT Support Team' being dragged from its original location at the bottom of the list to its new location at the top.

## How do I chat to my 'Team'?

Text chat with your team in the same way you would in a general chat. See the 'Chat' section for more details.

## How do I send files to my 'Team'?

You can send files to your team in the same way as you would in a general chat. See the 'Chat - Files' section for more details.