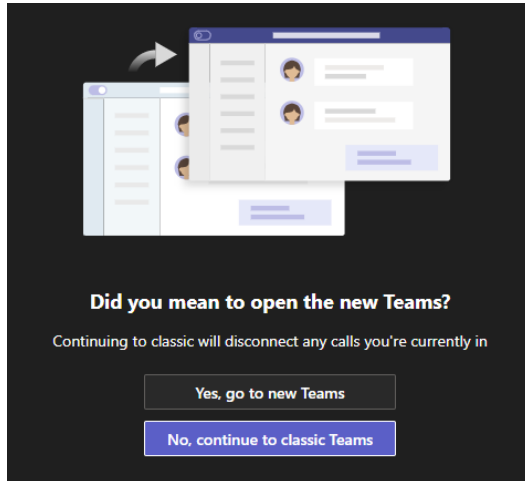


# New Teams FAQ

## # 1 – Both Teams Classic (old Teams) and New Teams are installed on my computer:

- Old Teams will be uninstalled from your PC, once New Teams is fully deployed.
- If you accidentally open Teams Classic, you should be prompted to switch to New Teams. We recommend selecting “Yes, go to new Teams”.



## To pin New Teams to your task bar:



- After opening New Teams, right click on the icon
- Click **Pin to taskbar**

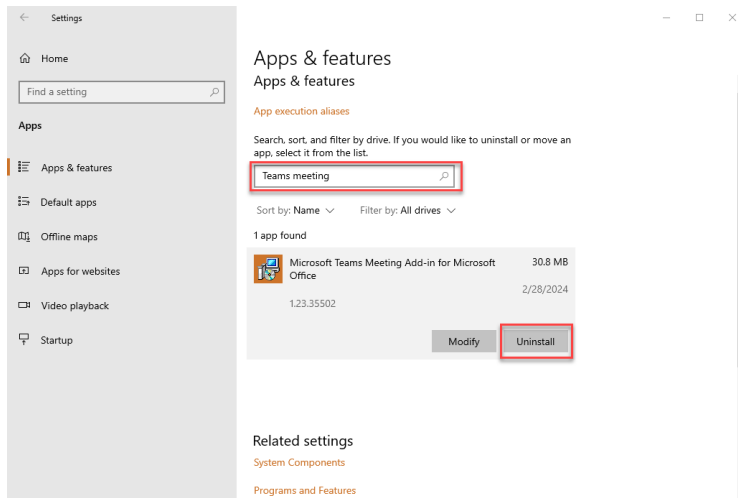


## To unpin Classic Teams from your task bar:

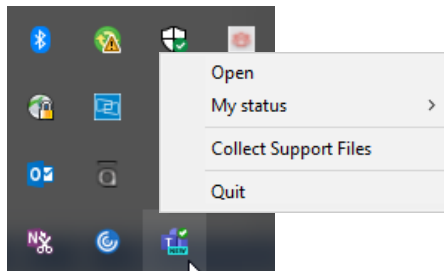
- Right click on the Classic Teams icon
- Click **Unpin from taskbar**

# 2 – If your Outlook Teams meeting add-in gets disabled once Classic Teams is removed from computer:

- Uninstall the Teams Meeting Add-in by right clicking on the **Windows Start** button  and click **Settings**.
- Once in settings, click **Apps**  **Apps** Uninstall, defaults
- Under Apps & features, search for “Teams meeting”. Click on **Microsoft Teams Meeting Add-in for Microsoft Office** and then click **Uninstall**



- Close Outlook
- Close Teams by right clicking on the Teams icon in the bottom right corner of your screen and select **Quit**



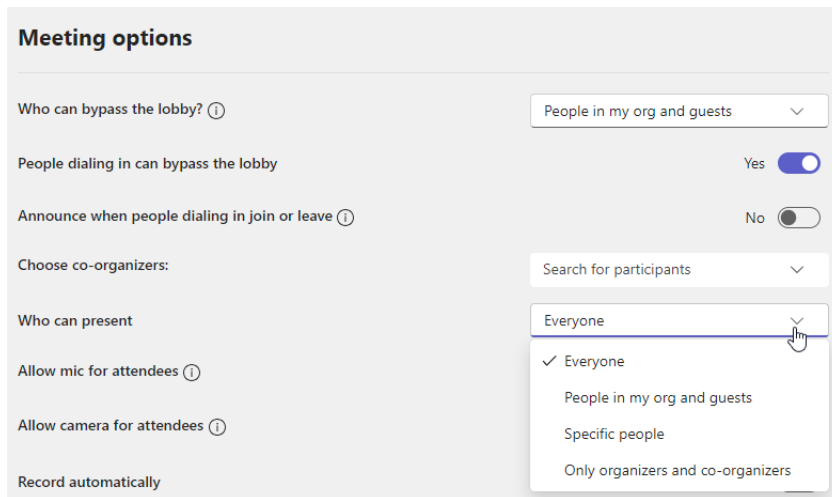
- Reopen New Teams
- Restart Outlook
- The Teams Meeting Add-in should now display again

### # 3 – Scheduling a Teams Meeting as a Delegate

During the transition to M365, there is a mismatch between some of our applications. During this transition, use the below steps to schedule a Teams meeting as a delegate.

*This option is not recommended for recurring meetings that may require frequent changes.*

- Create the meeting in your personal Teams calendar.
- Copy and paste the invite details to the administrator's/delegator's Outlook calendar meeting.
- In the **Meeting Options**, allow "everyone" to present if it is an external meeting.



Setting up the meeting in this way will allow for the leader to make changes and/or cancel on their end if needed.

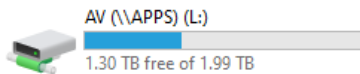
#### # 4 – Outlook not showing presence/status – set New Teams as the Chat App

To sync your Teams status with your Outlook:

- Click the **ellipses** next to your badge picture in the top left corner
- Click **Settings**
- Under system check the box next to **Register the new Teams as the chat app for Microsoft 365**

If it does not allow you check the above box:

- Open the **file explorer** and go to the **L drive**

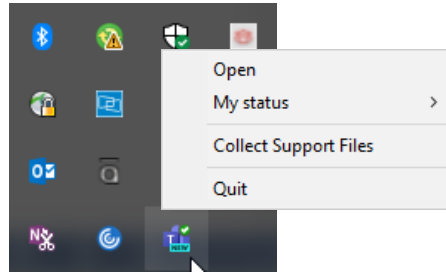



- Search for **Fix\_NewTeams\_ChatOption.cmd** and double click it to run
- Close out of both Teams and Outlook
- Relaunch Teams and confirm the check box is selected in your settings

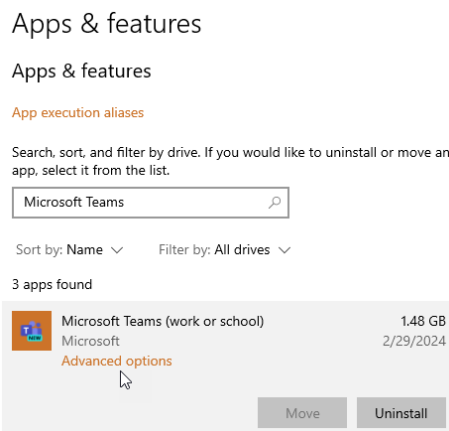
## #5 – When scheduling a Teams meeting in Outlook, meeting information is not populating in invite

If the Teams meeting information is not populating when scheduling through Outlook, try “repairing” or “resetting” the Teams Outlook add-in by:

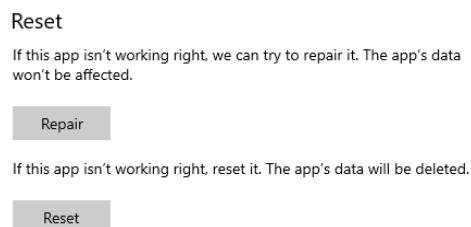
- Close Teams by right clicking on the Teams icon in the bottom right corner of your screen and select **Quit**



- Click on the **Windows Start** button  and click **Settings**.
- Once in settings, click **Apps**
- Under Apps & features, search for **Microsoft Teams**, and click on **Microsoft Teams (work or school)**
- Click **Advanced Options**



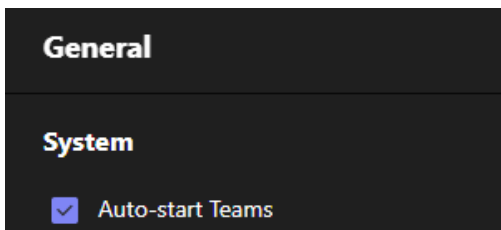
- Scroll down to the Reset section. First try to Repair Teams
- If Repair does not work, select Reset



## #6 – Teams is not auto-starting after I restart my computer

Personal settings did not carry over from Classic Teams to New Teams. To reset the application to auto-start:

- Click the **ellipses** next to your badge picture in the top right corner
- Click **Settings**
- Check the box next to **Auto-start Teams** in the System section



You can also update additional personal preference settings here like **theme, devices, chat density, etc.**

## #7 – Spell check not working

There is no resolution from Microsoft at this point. If you are finding that spell check is not working accurately and want to disable it follow the below steps:

- Click the **ellipses** in the top right corner of Teams
- Click **Settings**
- Under **General**, scroll to the bottom and uncheck the box under **Spell check**

### Spell check

- Enable spell check (requires restarting Teams)