

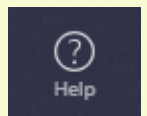
Microsoft Teams – Getting Started

How to get Teams and access basic information.

1. Introduction

Microsoft Teams allows you to collaborate and communicate in many ways. As long as you have a device (preferably with a camera and microphone) and an internet connection you can take part. At the very least, a smartphone with the Teams app will suffice.

It's worth mentioning here that Teams has an excellent help system within the product. This can be accessed from the 'Help' button at the bottom left.



Clicking the button gives 3 main options: Topics, Training and What's New.

Topics gives access to mainly text-based resources. **Training** leads to almost exclusively video-based resources. **What's new** is useful as the product is automatically updated, and any new features will be described here.

Please ensure that your password is still current. You can test this by logging in at <https://portal.office.com> - if you can access the portal you're good to go!

2. I'll be using the Teams app for Windows 10

In your favourite web browser, go to <https://teams.microsoft.com/>

**Download the Teams desktop app
and stay better connected.**

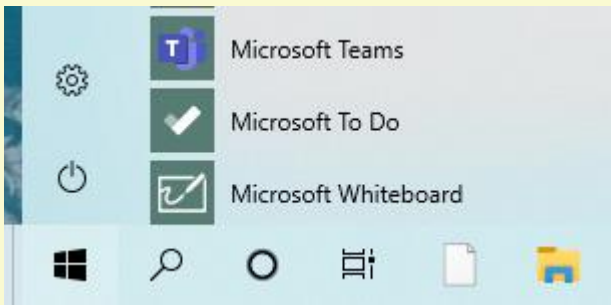
Get the Windows app

Use the web app instead

Click '**Get the Windows app**'.

This will prompt you to download and install the app in Windows.

The Teams application should run automatically when it's finished installing. If not, you can get to it from the Windows start menu:

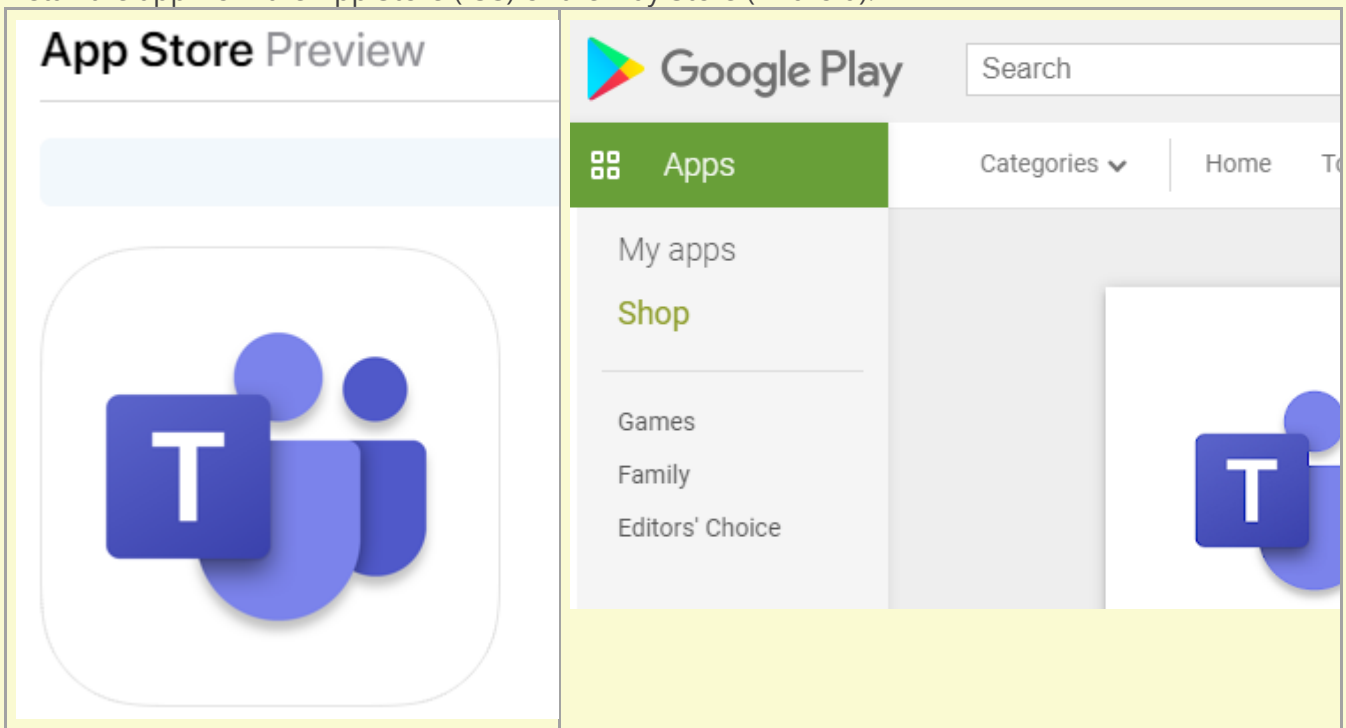


You will be prompted to log in with your SVR credentials.

IMPORTANT NOTE. If you are using a company computer, make sure you are logged in with the ID you are going to use for accessing Service Information. You will **not** need to supply an administrator password to install this software.

3. I'll be using a mobile device

Install the app from the App Store (iOS) or the Play Store (Android):



Run the app and log on with your SVR credentials.

4. I'll be using a web browser

You can use any of the main browsers: Microsoft Edge, Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Safari etc.

The address you need is: <https://teams.microsoft.com/>

You will be encouraged to download an app, but if you want to use the browser click '**Use the web app instead**':

Download the Teams desktop app and stay better connected.

Get the Windows app

Use the web app instead

You will be prompted to log in with your SVR credentials.

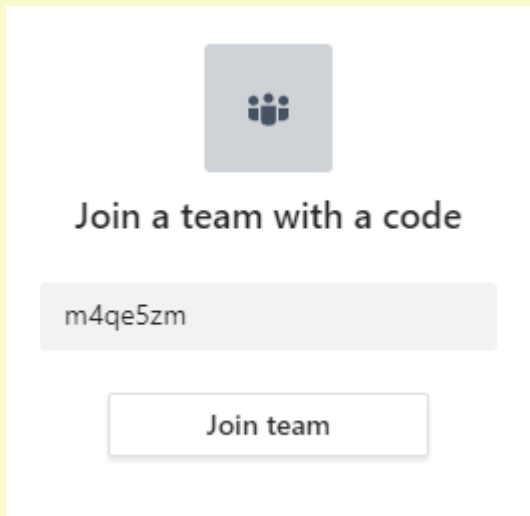
5. Accessing Service Information

Every operating day you will receive basic information and regular updates about the service. For this initial phase you won't be able to reply to posts, but we are considering this for phase 2.

If you wish to join up, make sure you can access Teams, then join the team by entering the code:

Joining the team (in the Windows app or on the web)

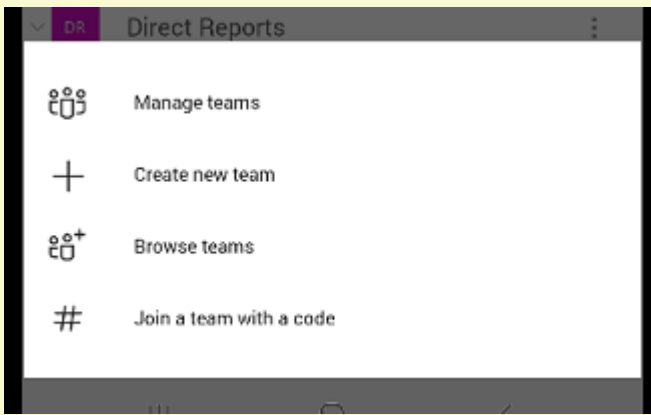
To join the 'Service Information' team, click '**Join or create a team**' at the bottom left and enter the code (**m4qe5zm**) in the 'enter code' box in the 'Join a team with a code' tile. Click '**Join team**'.



The screenshot displays the Microsoft Teams interface for joining a team. At the top is the Teams logo. Below it is the heading "Join a team with a code". Underneath the heading is a light gray rectangular input field containing the alphanumeric code "m4qe5zm". At the bottom of the input area is a white button with a thin gray border and the text "Join team".

Joining the team (on a mobile device)

To join the 'Service Information' team, click the three vertical dots at the top right of the app, and select '**# Join a team with a code**':

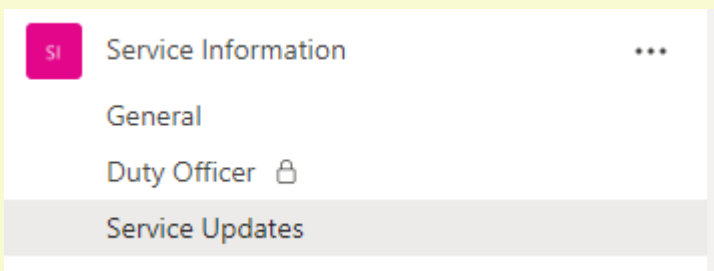


Enter the code (**m4qe5zm**) and tap '**JOIN**'.

Viewing service updates

On the left, click 'Teams'.

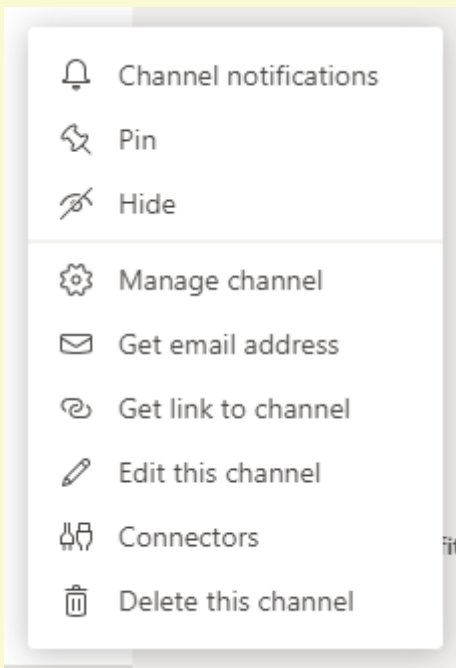
Then, under 'Service Information', click '**Service Updates**':



When information is posted, you'll see it at the right.

Changing your notifications (in the Windows app or on the web)

To switch on notifications, click on the 3 dots to the right of 'Service Updates':

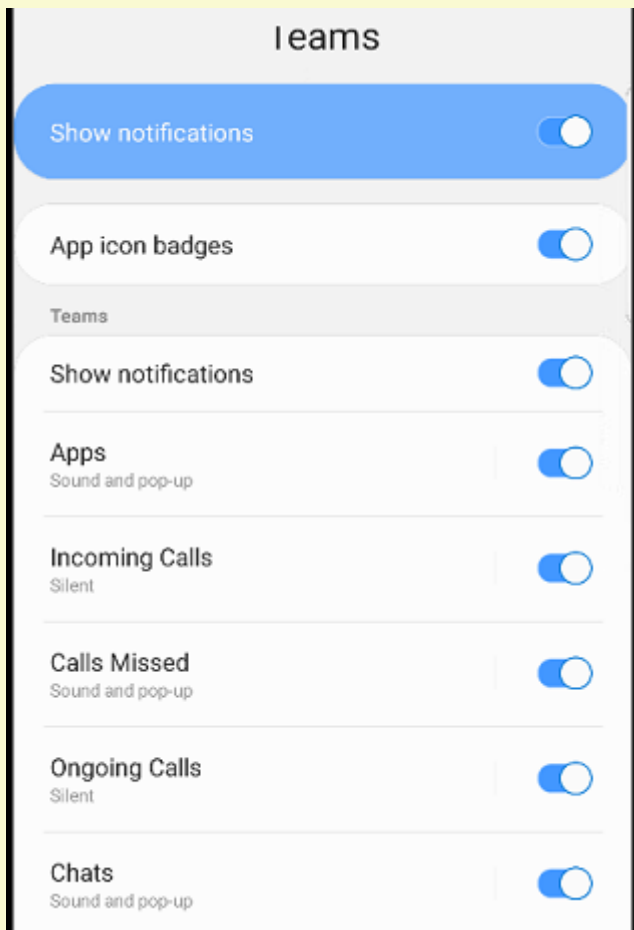


Choose '**Channel Notifications**', and then '**Banner and Feed**' in the drop-down. Click '**Save**'.

Changing your notifications (on a mobile device)

To change the 'notifications' settings, click the 3 bars at the top left and choose '**Notifications**'. Make sure that 'Show notifications' (at the top) is switched ON.

You can configure how the mobile app notifications relate to your desktop computer - under '**Configure notifications**' you can adjust exactly what triggers a notification:



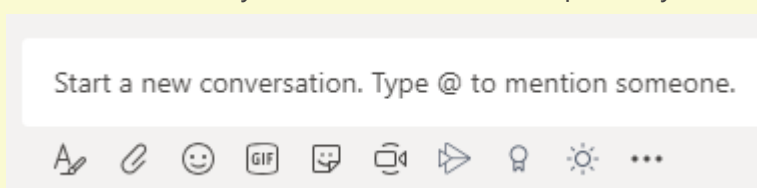
Posting in the 'General' channel

You'll notice that in the 'Service Information' team there is another channel (marked as 'General'). This channel is not restricted - if you have access to the team, *you can use this channel to post messages and reply to messages posted by others.*









This channel is for miscellaneous topics - if a station needs to inform other stations about an issue (e.g. a passenger has mislaid something) this can be posted here so that it can be dealt with and a response can be made.

Also, (and more importantly) it can be used in this first phase to inform the Duty Officer and the Operations Team. This could be anything from timekeeping information to notification of a serious issue.

To post your message, click in the '**Start a new conversation**' box and type your message. Using the '@**mention**' facility will make sure that the person you mention is aware of your message.



Click on a button below the box for additional options. For instance, the left-hand button (with the capital 'A') opens the editing box so you can apply some formatting to your text.

B *I* U  |  **A** **AA** Paragraph  |     | 

10 minute delay


Hello **Duty Officer**. The 2:30 Up departure is delayed 10 minutes - awaiting a coach party.

Just click the 'send' button to post your message:









Accessing Operations Notices

At the top of the 'Service Updates' channel, click the 'Files' tab:

 **Service Updates** Posts **Files** Wiki

Further down there is a list of available file resources (such as a WON, as shown here):

 Name 	Modified 	Modified By 
  Weekly Operating Notices - issued Thursda...	Yesterday at 11:44 ...	Bill Griffiths

Just click a file to open it - and Close to return to the file list:



 **Weekly Operating Notices - issued Thursday 30th January 2020.pdf** Start conversation Close



6. Accessing Company Notices

We will be using Teams to keep you up to date with general information (including NBIs).

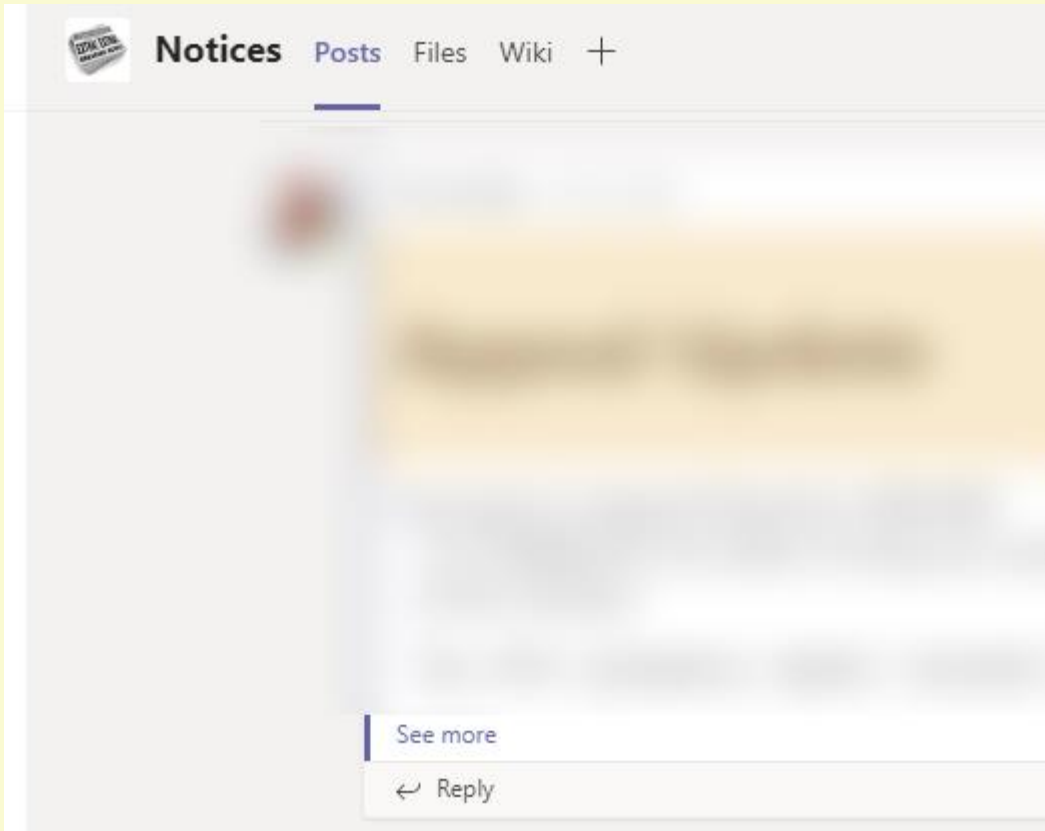
You don't need to join this team – it's available to everyone. Just take a look at the left – you'll see a 'News' team:

 News 

General

Notices

At the moment, this team has 2 channels – one for general communications, and the other for notices:



We will look to expand the quantity and scope of information over the coming months.



Severn Valley Railway

Number One
Comberton Place
Kidderminster
DY10 1QR

01562 757900
www.svr.co.uk
www.svrlive.com
