

## Microsoft Teams – Chat

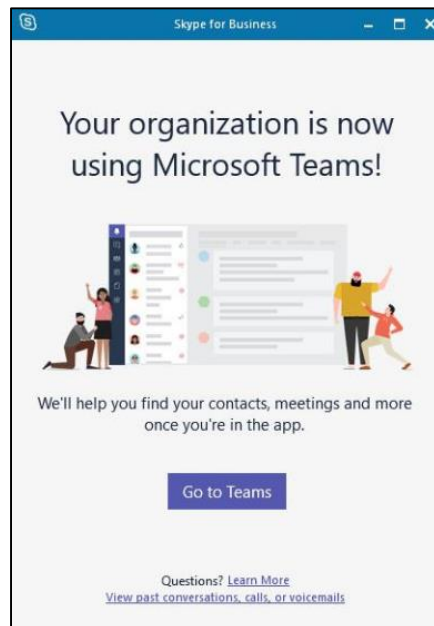
The University has transitioned from Skype for Business to Microsoft Teams for our instant messaging solution. Microsoft Teams is a group messaging application that allows file sharing, group chats, task management, and online meetings. This guide will focus on the basic features of the Chat functionality within Teams, which is very similar to Skype for Business.

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### How to Access Teams

Opening Skype for Business will display a window saying that your organization is now using Microsoft Teams. Click the **Go to Teams** button to launch Microsoft Teams. It will be downloaded automatically in the background.

If Teams is not automatically downloaded on your machine, you can [download it from Microsoft](#).



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Questions?

Contact the IT Help Desk at <https://inside.nku.edu/it/help.html> or (859) 572-6911.

Updated: 6/7/2019

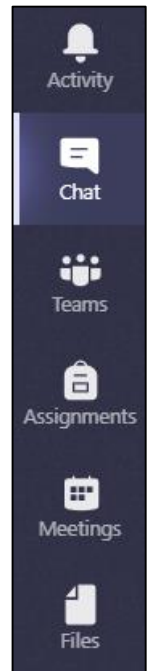
## Using Chat

The chat feature is very similar to Skype for Business, and therefore easy to use. Click the Chat icon in the left navigation to get started.

### Using your Contact List

Your contact list will automatically be imported from Skype for Business, and will appear in the left pane. Additionally, you will see a tab containing your recent contacts. Click a contact's name to begin a conversation. Unlike Skype for Business, all of your previous conversations with each contact will be visible whenever you are chatting with them.

You can organize your contact list using groups. Simply click the "Create a new contact group" button at the bottom of your Contact List.

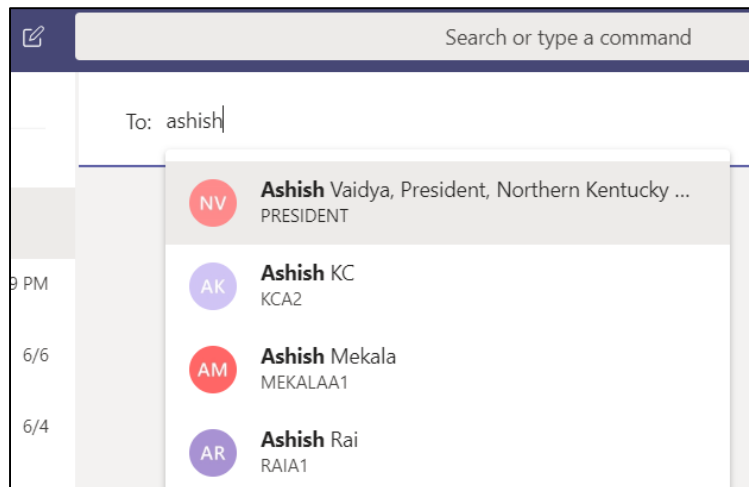


### Searching for a New Contact

Anyone in the NKU directory (all faculty, staff, and students) can be found using a simple search. Click the **New Chat** icon at the top of the screen.



Find a contact by typing their name, and the results will appear below. Click their name to begin a chat.

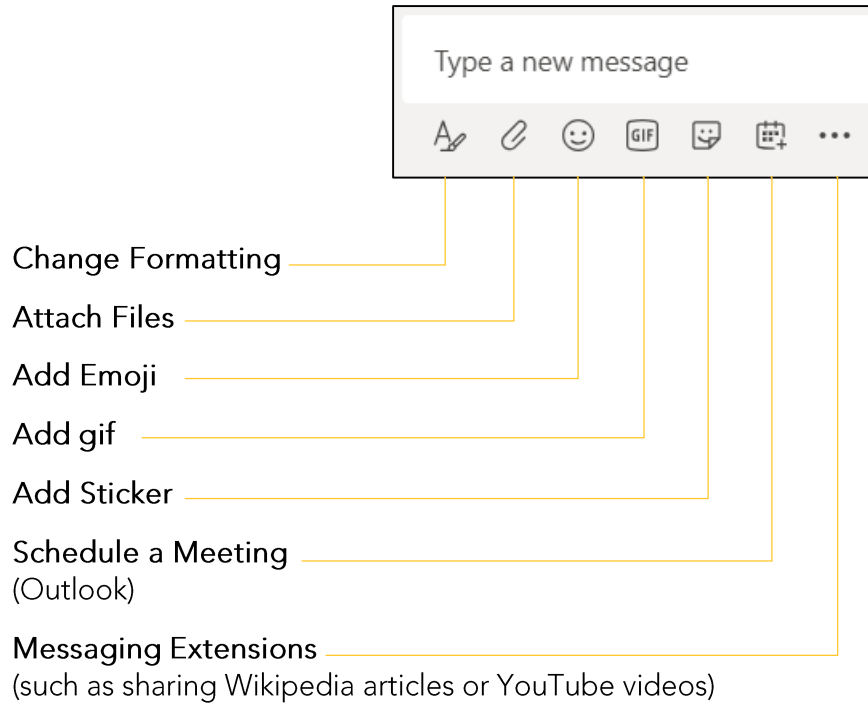


### Questions?

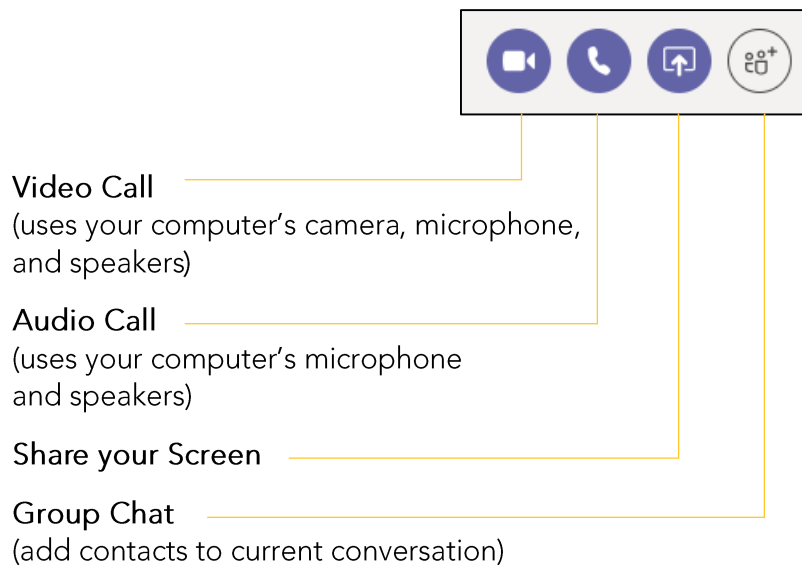
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## Chat Features

There are several icons and buttons you can use while chatting. Below the “Type a new message” interface, there are icons allowing you to add items to your messages.



On the right side of the chat interface, there are buttons with additional options.



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