



WISEGuide

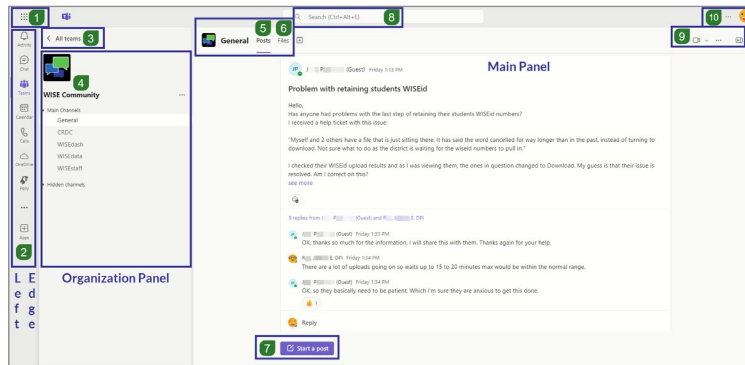
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Teams Application Organization

Teams is an application with many features appearing in different panels across the screen. It is helpful to organize your Teams screen into three panels:

- Left edge (items 1 and 2)
- Organization panel (items 3 and 4)
- Main panel (items 5 – 10)



1. **The grid icon:** A square made of nine smaller squares located in the upper left corner only. This only appears if you are using the browser version of Teams. Clicking the grid icon will take you to any other Microsoft Office-365 (O365) applications to which you have access.
2. **The icon panel:** An always visible column of icons displaying different tools within the Teams application.
3. **All Teams:** A way to view all of the different Teams groups to which you belong.
4. **Selected Team and Channels:** Each Teams group will have an icon, a name, and the list of all of the channels within the group. There are multiple 'More' tools (...) in this section, which allow you to adjust settings for this specific Teams group. External WISE Community members also have the ability to adjust notifications settings by channel. Each channel name will also display a More tool when you hover over the channel name.
5. **Teams Screen Indicator:** A repeated icon appears here on the main panel, indicating what channel you are viewing, and which tab of that channel is displaying. Options for this example are Posts or Files. The "+" icon allows you to customize if you want more tabs, displaying more features. The tab being displayed is underlined.
6. **Files:** Teams files are all also available in a SharePoint drive.
7. **Start a Post:** The bottom of the main display will always have a free text space available for you to start a post on Teams.
8. **Search Tool:** Allows you to search for desired items. Results can include anything from posts or files.
9. **Meeting, More, and Channel Details:** The video camera icon and associated expander icon provide options for starting a Teams meeting. The More tool has a drop-down menu of options for notification settings and other display options. The Channel Details icon works like a toggle switch to display all members of the Teams group, and it provides the ability to search for members, along with other options.
10. **Teams Group More Tool and Your Profile:** This More tool allows you to adjust settings at the Teams group level, as opposed to the channel level. The Help menu is located here. Clicking your profile avatar (could be initials, could be a photo) displays your profile card. This is where you can set your: pronouns, availability status, and a status message, all as desired. You can also sign out of Teams here.

Channels, Posts, and Chat

Teams' Chat tool feature is constantly present in the left edge icon panel. Chats can be:

- Just for you (chat to yourself as a place to keep notes).
- Between two individuals.
- For a group of three or more members.
- Associated with each Teams meeting you attend.
- Kept as long as you like, muted, pinned, or hidden but **not deleted**.
- **NOTE: DPI is subject to public records request laws, applying to all WISE Community content placed in the Chat tool.**

Channels help to organize content within a Teams group.

Channel Posts allow members to communicate within a channel. Channels always have posts associated with them. The bottom of the main display will always have a free text space available for you to start a post on Teams. You can create your own post and reply to others' posts. You can also delete or edit a post you've created. Scrolling will allow you to view the entire history of posts with a Teams' group/channel. Posts from one channel do not appear in any of the other channels. Posts are viewable to all members belonging to the Teams group. **All WISE Community posts are subject to public records law.**

Channels may or may not be associated with files. This depends on how the Teams group owners decide to organize its associated content. All files in a Teams group are stored in a SharePoint drive. The SharePoint drive is the official location of all files, which are visible on a Teams screen due to the interconnectivity of all Microsoft O-365 applications. More information on SharePoint is available in the next section of this WISE Guide.

Teams Files = SharePoint Drive

As a WISE Community member you have access to the WISE Community SharePoint drive.

SharePoint is a shared drive intended to hold files that are shared and accessed by an entire group or team. As mentioned, MS Teams application can display files that are housed in a SharePoint drive within each channel (remember that there may be some channels without files). Any files created within a SharePoint drive are automatically made available to all other members of that team/group. Several DPI staff members are owners of the WISE Community Teams group and control sharing rights.

Visitor Access is Read Only

When persons external to DPI (i.e., our wonderful LEA members) are invited to join the WISE Community, they are added to the Teams group under the member status of 'Visitor'. This Visitor status allows for non-DPI members to have read-only or view-only access to all SharePoint files. This allows DPI to provide information to you while also following our government regulations for cybersecurity and data management.

General Channel Contains Training Videos and Slide Decks

In all channels where Members create posts, DPI staff may reply. A primary function of member posts within the WISE Community is to encourage peer-to-peer responses.

- **General:** DPI staff make posts. Members are welcome to reply.
- **CRDC:** Civil Rights Data Collection focused. Members create/respond to posts.
- **WISEdash:** WISEdash focused. Members create/respond to posts.
- **WISEdata:** WISEdata and WISEid focused. Members create/respond to posts.
- **WISEstaff:** WISEstaff focused. Members create/respond to posts.

Setting Notifications

By Application

Use the More tool located next to your profile avatar to adjust your settings for the Teams application as a whole.

1. In the upper left corner of the Teams screen, near your avatar, click the “**More**” menu (three dots).
2. A drop-down menu will appear.
3. Click “**Settings**” (gear icon).
4. Your screen will change to the Settings screen.
5. Go through the menu in the organization panel to **adjust your Settings** the way you want them.
6. Pay close attention to the “**Notifications and activity**” section for notification settings (banner/feed or none).
7. Pay close attention to “**Appearance and accessibility**” if you need/want to:
 - a. use dark mode or other themes,
 - b. display closed captions/transcripts,
 - c. translate text into other languages, and more.
8. Click the ‘**Teams**’ icon in the left edge icon panel to return to your main screen.

By Channel

Use the More tool located in the organization panel to adjust your settings for each distinct channel within the Teams group.

1. In the organization panel, click the “**More**” menu (three dots) next to each channel name (General, CRDC, WISEdash, etc....).
2. A drop-down menu will appear.
3. Click “**Channel Notifications**” (bell icon).
4. A pop-up window will appear.
5. Read the notification options and select the settings you want for **each channel**.
 - a. For example, if you do not work with CRDC data, you can turn notifications off for that while turning notifications on for the others.
6. Click the purple “**Save**” button.
7. **Repeat these steps for each channel**, making sure to personalize your preferences.

Setting Pronouns on Teams

WISE Community members external to DPI may not have the ability to adjust their profile pic as a Visitor, but you should be able to adjust your pronouns. Please contact your LEA IT support staff if you need assistance.

To set your pronouns for the first time:

1. Click on your avatar/initials in the upper right-hand corner.
2. Click your name. This will open your profile card as a pop-up window.
3. Click the “+ pronouns” button under your name. This will open a smaller pop-up window where you will type in your desired pronouns. Microsoft only allows for English language pronouns, and ‘Save’ your changes.
 - a. If you have previously set your pronouns and just need to change them, click the pronouns under your name. This will open a smaller, pop-up window where you will type in your desired pronouns. Microsoft only allows for English language pronouns, and ‘Save’ your changes.

Teams Troubleshooting

We appreciate you, your membership within the WISE Community. Your feedback helps us to create a better experience for all WISE Community members.

Why is Microsoft Teams not notifying me of messages? Device notifications might be disabled for your computer. Be sure to check your computer settings. Also check your volume settings.

Looks like the team or channel you are looking for does not exist. Please contact the team owner or try again later. Change over to a 'DPIProduction' account.

I can't log in or see updates to the Teams chat. Try clearing cache and cookies on your browser. You can also refer to this [Microsoft Help document](#).

I can read posts and create posts, and I can chat, but I can't access SharePoint. An automated process assigns new members access every Monday, Wednesday, and Friday afternoon after 3:00 p.m. Normal upload usually requires about 15 minutes. If you still cannot access by 3:30 p.m. on Visitor member upload day, wait for the next upload day. It is possible there was a glitch during the upload. If you still can't access files after the subsequent upload. [Submit a Help Ticket](#) to let us know.

Why do Word Docs and PowerPoints keep downloading? I want them to open in a tab, like Google does. Click the More tool by your profile/avatar. Select 'Files and links' and set your selection to 'browser' from File open preference. Or, you can also switch browsers to Microsoft Edge (formerly Internet Explorer). Chrome is a Google product, so it supports those items best. Edge is a Microsoft product and will open MS items as a tab in the browser. It will also give the option to download as well.

Visit the WISE Community SharePoint (General channel) files for more information!

Thank you for joining the WISE Community!



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