

Last updated: 30th March 2020


Chat Functionality

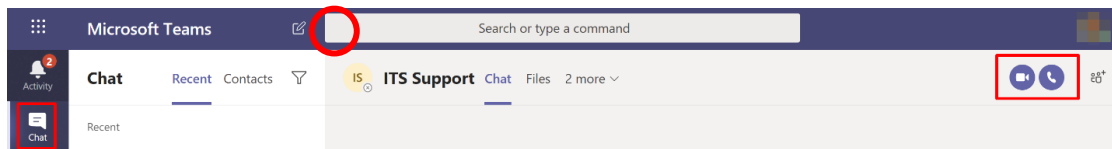
Personal chats

[Quick-start video](#)

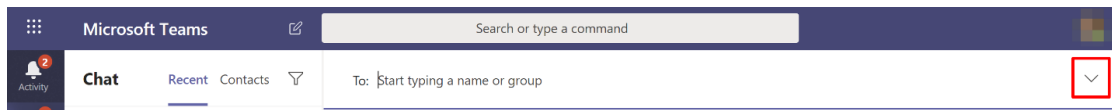
Adapted from [Microsoft's step-by-step](#) guide.


Chat functionality works in a similar way to many other instant messaging services:

1. Start a chat by selecting the **New chat**  icon at the top of the Teams window. Video/audio calls can also be made via the chat window.



2. To start a chat group, select the drop-down arrow on the right and create a group name.

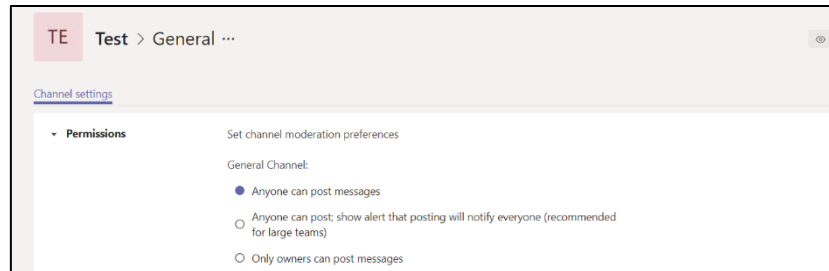


3. Click the **Send**  icon to send a message. You can use the icons to the left of this to add formatting, attachment, emojis and other items.



Forum/group chat

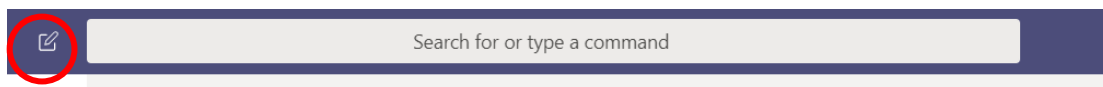
Each channel has a **Posts** tab. You can change the posting permissions of each channel by clicking the ellipsis next to the channel name and selecting **Manage Channel**. Your general channel might have all updates and news from staff members. A separate Q&A channel may be a better solution for students to ask questions depending on your needs.






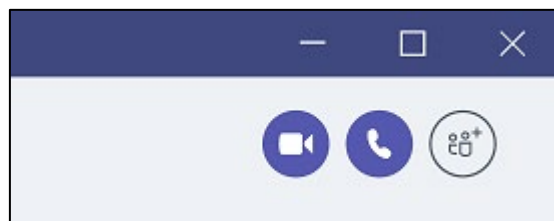
Video calls for 1-to-1 tutorials

Resource adapted from [Microsoft's step-by-step](#) guide.

You can make one-to-one or group calls with anyone at NTU directly from a chat. These calls are private and won't appear publicly, but a log of the calls will appear in your chat.

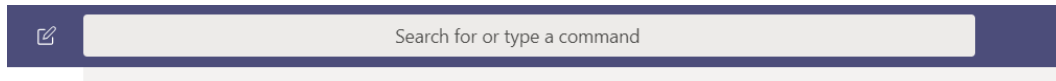



1. Click **New chat**  at the top of the Teams window to start a new conversation
2. Type the name or names into the 'To' field at the top of your new chat.
3. Click **Video call**  or **Audio call**  to start a call. Up to 50 people can be on the same video call.



If you're not currently in a chat with the person you want to call, you can start a new call from a **command**:

1. Go to the command box at the top of your screen and type 'call'.



2. Type or select the name of the person you want to reach and select the Send  icon.

You can also start a one-on-one call from someone's profile card. Open it by clicking their picture in a channel or from a search.

