



Australian Government

Getting started with GovTEAMS

User guide



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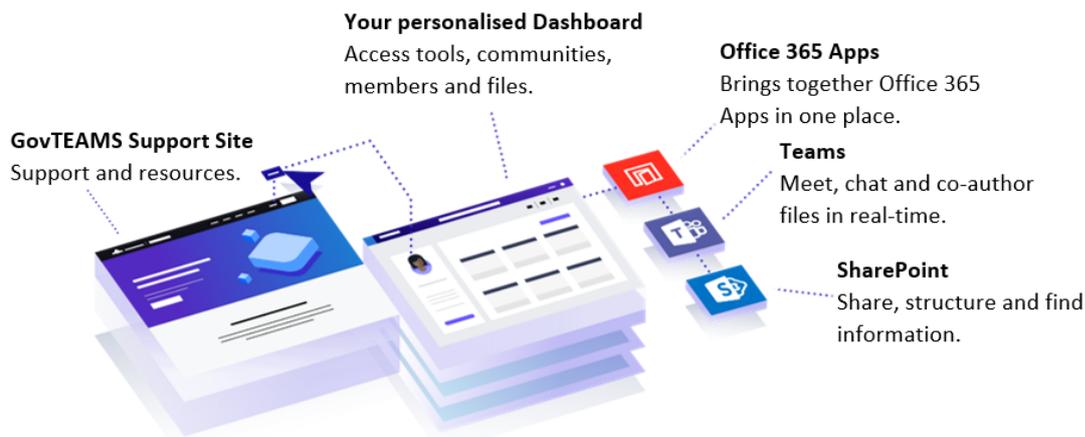
Whole of government collaboration

Connecting all tiers of government, industry and partners to deliver for Australians. Meet online with video or audio, instantly connect through chat and collaborate on documents together, from anywhere.

The basics

When you login to GovTEAMS you'll land on your **personalised dashboard**. You can access tools, communities, members and files from here.

The main apps you'll use in **your workspace** are Microsoft Teams and SharePoint. You'll also have access to all the available Office 365 apps in one place.



Why GovTEAMS?

There is nothing else like it in government.

GovTEAMS has the features you need to work better from wherever you are across organisation boundaries:

- ✓ **Your online workspace**
 - Access all the tools you need in one place.
 - Create communities and bring teams together.
 - Promote activities, build a network or start a project.
- ✓ **Trusted and secure**
 - Your privacy and data is our priority
 - It's secure and compliant with government standards
 - Classified to OFFICIAL: Sensitive
- ✓ **Tools to make your job easier**
 - Microsoft Teams – Meet, chat and co-author files in real-time.
 - SharePoint – Share, structure and find information.
 - Office 365 apps – Work on the go with the tools you know.
- ✓ **Personal profile**
 - Discover communities based on your information.
 - Promote your skills and help employers find you.
 - Connect with likeminded people and grow your network.

GovTEAMS Registration

Before you start – make sure you have access to your work email and a phone.

Who can register?

- **Commonwealth Government employees** can register as a **member**. As a member, you can access all available features. You can also be a **community owner** and invite other members and guests to your community.
- **State government employees** can register as a **guest**. You'll be added to the demonstration community to try out GovTEAMS, at no cost. Community owners can invite you to their communities. As a guest, you can only access features in the community you're invited to.
- **State government employees** can buy a **state owner account for \$350** per user per annum (at least two owners are needed to create a community). As an owner, you can access all available features. You'll be able to create communities and invite other members or guests for free. Fees and invoicing processes are still being finalised.

If you're a **local government, private sector or Government Business Enterprise** employee, you can only be invited to access a community as a **guest for free**. As a guest, you'll be able to take part in the community you have been invited to join. But you can't create communities or invite/remove members.

! Check if you're eligible at – www.govteams.gov.au/register

3-step registration process

On your computer visit www.govteams.gov.au/register.

Set-up your account

Enter your details in the form and complete your account set-up.

- Read and accept the terms and conditions. To progress to the next page, you must scroll to the bottom, click accept then next.
- The information we collect is used to help us set-up your account.
- Once you've completed the form tick the box, **I'm not a robot**, before submitting it.

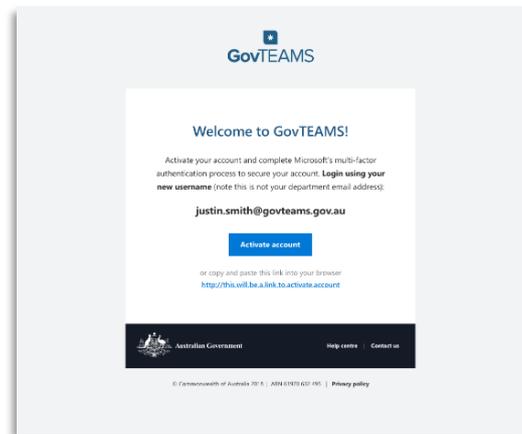
Activate your account

You'll be sent an activation email. Keep an eye on your work email inbox (check your junk and spam folders, just in case).

1. Click **activate account** in your email or copy and paste the link into your web browser.
2. Choose an option:
 - **Sign in** – first time creating an account
 - **Multiple accounts** – you have multiple accounts
3. Sign in using your new username – **firstname.surname@govteams.gov.au** and enter the password you used to create your account.

Forgot password – you'll need to [contact the GovTEAMS help desk](#) if you have forgotten your password at this stage of the registration process. Once the registration process is complete you'll be able to reset your password yourself.

4. A **more information required** screen shows, click **next**.

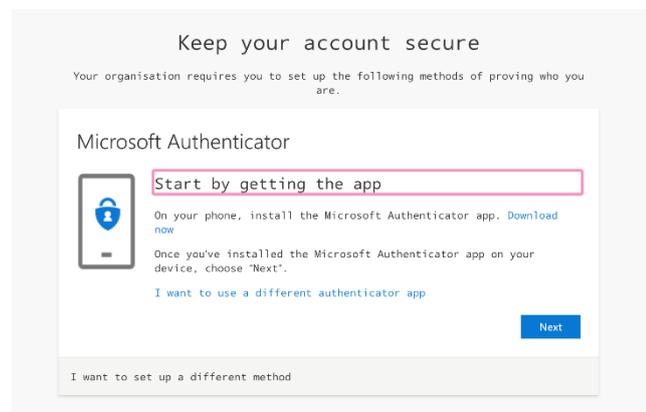


Complete Microsoft's additional security verification

You'll need a phone or the Microsoft authentication app on your device. The additional security verification is mandatory for all members and guests - it adds a layer of protection to the entire GovTEAMS service.

You will be asked to download the Microsoft Authenticator app. If you don't want to download the app click **I want to use a different method**.

We recommend you use the Microsoft Authenticator app on your personal phone or work issued mobile phone in case you're working away from your desk and need to log in to GovTEAMS.



Mobile App

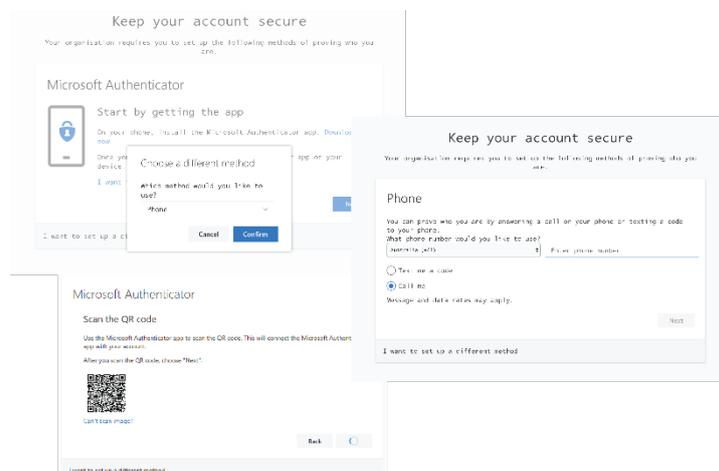
To use this verification method, you must set up the Microsoft Authenticator App.

1. Download the app for [android](#) or [iOS](#).
2. Click the **+** (plus) icon in the app.
3. Select **work or school account**.
4. On your computer, click **next**.
5. A QR code will appear on your computer screen, use your phone to **scan the QR code**.
6. A notification will appear on your phone, click **approve**.

Authentication Phone

To use this verification method, you must have access to a mobile phone that can receive messages.

1. Select your country or region e.g. Australia (+61) and enter your phone number.
2. Select the method:
 - Send me a code by text message
 - Call me - An automated service will call you and ask you to press the hash (#) key.
3. Click **next**
4. Enter the code supplied
5. Click **verify**
6. Click **done**

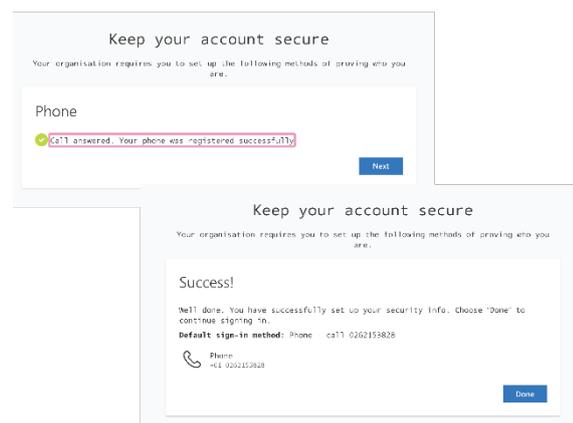


Verify your account

To make sure you can reset your password, Microsoft needs to get you to complete the multi-factor authentication process you just set up.

You will then be taken to the security info screen where you can set an additional authentication method. We recommend you do this in case you lose access to the phone you used to setup the preferred authentication method.

1. Click **add method**.
2. Select your preferred alternative option.
3. Complete the required details and click **next**.
4. Using the alternative option you selected complete the verification.
5. Click **done**.

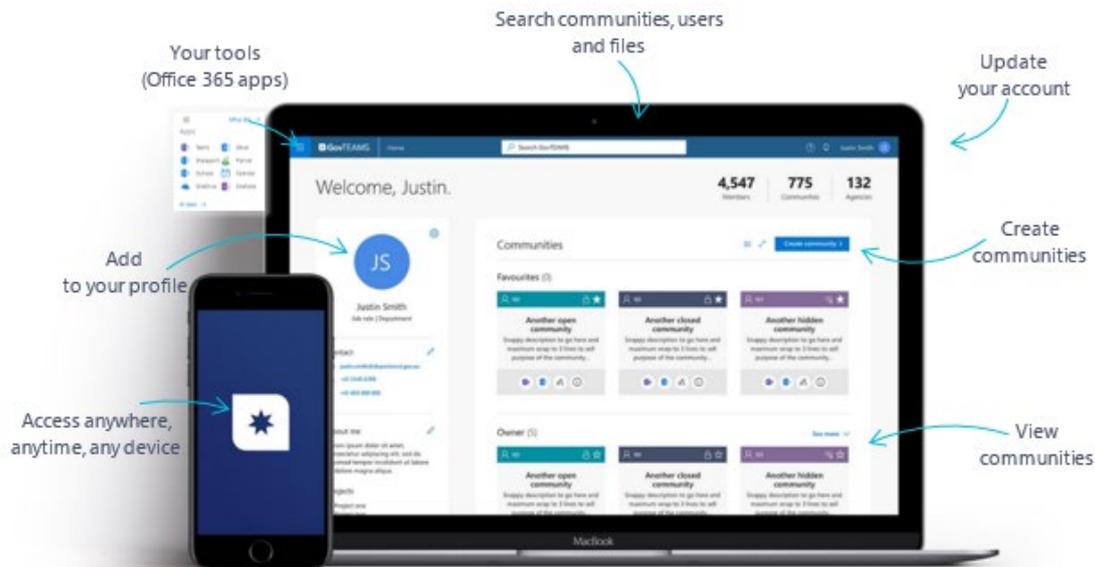


! About your @govteams.gov.au username

As a [member](#) you'll get a [@govteams.gov.au](#) username – that means if you change organisations you **don't have to change usernames**.

Get familiar with your dashboard

Your personalised dashboard lets you access tools, communities, members and files in one place!



From the dashboard, you can:

- Build your profile
- View and create your communities
- Discover communities, members and files
- Invite members
- Respond to requests to join a community you own
- Access the Office 365 apps by clicking on the waffle ☰ icon

Check out the stats in the top right corner and watch the platform grow!

Personalise profile

The more you put in, the more you'll get from GovTEAMS!

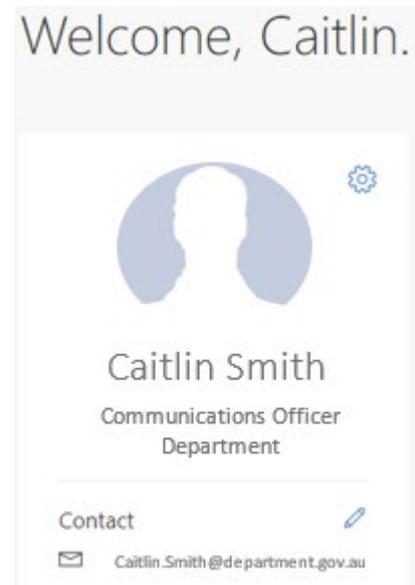
Account

Information that goes into your account is your:

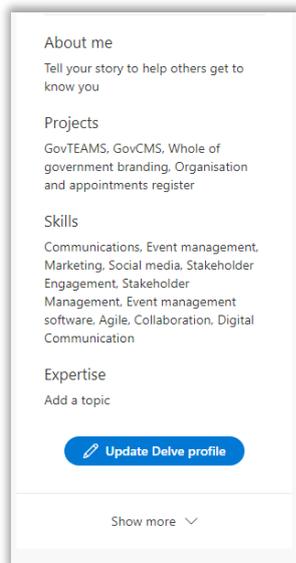
- Name
- Organisation you work for
- Job title
- Level
- Email address

Update your account details from the dashboard:

1. Click on the pen icon  next to contact
2. Make changes to the member details field
3. Click **save**
4. Change your email address if required
5. Click **update**



Profile (Delve)



Information that goes into your profile:

- About me – Tell your story to help others get to know you
- Projects - List of projects you've worked on
- Skills and expertise
- Schools
- Interests and hobbies

Fill out your skills, expertise and interests

Think about how you want your profile to be seen by future employers. Do you want a professional and informative profile or do you want one that doesn't tell them anything about you?

Remember the more you put in, the more you'll get from GovTEAMS.

To update your profile:

1. From the dashboard click update delve profile
2. Click **update profile** 
3. Complete the about me section textbox
4. Click **save**
5. Enter the name of a project you've worked on in the textbox under the project heading
6. Click **add project**
7. Repeat steps to add more projects and for other sections

! Your profile will automatically save after clicking add skill/ topic/ school/

Profile Photo

Make it easier for people to connect with you and put a face to a name!

To update your profile photo:

1. From the dashboard click **update Delve Profile**
2. Click on the camera button next to your existing profile photo
3. Click **upload a new photo**
4. Select the photo you wish to upload and **click open**
5. Use the plus and minus scale to adjust the photo
6. Click **set as profile photo**

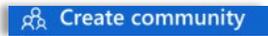
Communities

Work how you want, with the people you need.

Create your own community

Start exploring GovTEAMS! Create your own open, closed or hidden communities.

How do you create your community?



1. Click **create community** on your dashboard
2. Read and accept the terms and conditions
3. Complete the community details form
4. You'll need to make sure you nominate a second owner of your community. Your second owner needs to already be a registered GovTEAMS member
5. You'll receive an email when your community is ready, this can take a few minutes

Community detail

Community Name *

Tags + Add tag

Description

Community type *

Nominated second owner

Cancel Next

! You'll need to scroll to the bottom of the terms and conditions before you can

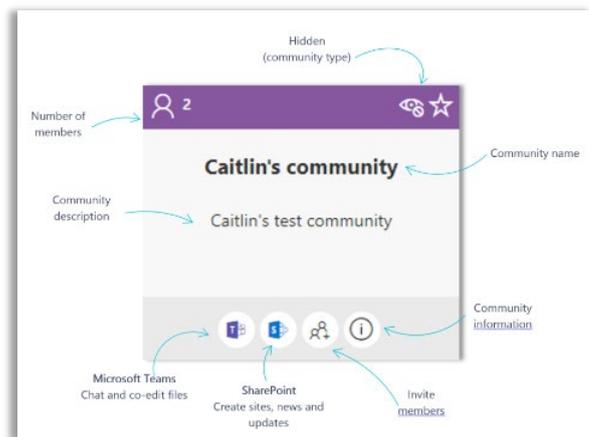
Get familiar with your community card

You can create different types of communities!

Select a community type based on your needs.

You can create the following community types:

- **Open** – your community is discoverable and any member can join
- **Closed** – your community is discoverable but members will need to request to join. Don't forget, you'll need to approve these requests!
- **Hidden** – your community won't be discoverable and you'll need to invite people to join



Search and join communities

Try finding the GovTEAMS community!

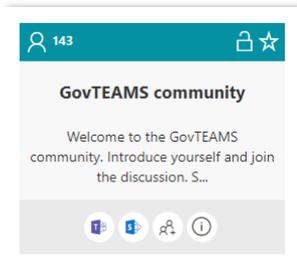


1. From the dashboard, search for the GovTEAMS community in the search bar and click the arrow
2. In the search results, click **GovTEAMS community** (a side panel will show)
3. Click **join this community**
4. You'll receive an email letting you know you've been added to the community

Add a favourite

You can favourite communities to your dashboard:

1. Click the star icon ☆ on a community card
2. It will appear under the favourites heading at the top



Add people to your community

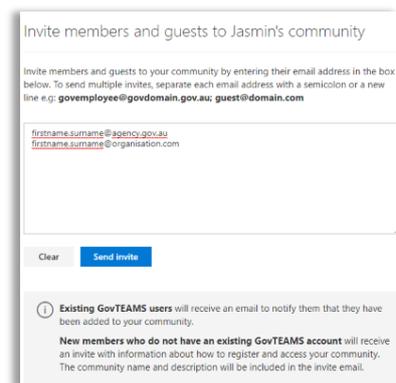
Try adding a friend to your community!

1. From the dashboard, click on the people icon  on your community card
2. Enter the work email addresses of the people you want to invite

You can only have one email address on each line. You can invite anyone to your community, even if they're not already registered.

3. Click **send invite**

The people you invite will receive an email notification and will be able to access your community

A screenshot of a form titled 'Invite members and guests to Jasmin's community'. The form contains a text area with the instruction: 'Invite members and guests to your community by entering their email address in the box below. To send multiple invites, separate each email address with a semicolon or a new line e.g: govemployee@govdomain.gov.au; guest@domain.com'. Below the text area, there are two buttons: 'Clear' and 'Send invite'. At the bottom, there is a notification box with an information icon and text: 'Existing GovTEAMS users will receive an email to notify them that they have been added to your community. New members who do not have an existing GovTEAMS account will receive an invite with information about how to register and access your community. The community name and description will be included in the invite email.'

! Bookmark users.govteams.gov.au in your web browser to make it easier for you to login and access your personalised dashboard.

Interact with others

Chat, meet and co-author files in real-time with Microsoft Teams.

The screenshot shows the Microsoft Teams interface with several callout boxes explaining key features:

- Move around Teams:** Use these buttons to switch between Activity Feed, Chat, your Teams, Meetings & Files.
- View and organize teams:** Click to see your teams. In the teams list, drag a team name to reorder it.
- Find personal apps:** Click to find and manage your personal apps.
- Add apps:** Launch the Store to browse or search apps you can add to Teams.
- Every team has channels:** Click one to see the files and conversations about that topic, department, or project.
- Start a new chat:** Launch a one-on-one or small group conversation.
- Add tabs:** Highlight apps, services, and files at the top of a channel.
- Use the command box:** Search for specific items or people, take quick actions, and launch apps.
- Manage profile settings:** Change app settings, change your pic, or download the mobile app.
- Manage your team:** Add or remove members, create a new channel, or get a link to the team.
- Add files:** Let people view a file or work on it together.
- Reply:** Your message is attached to a specific conversation.
- Compose a message:** Type and format it here. Add a file, emoji, GIF, or sticker to liven it up!
- Join or create a team:** Find the team you're looking for, join with a code, or make one of your own.

Get familiar with Microsoft Teams:

To access Teams from your dashboard:

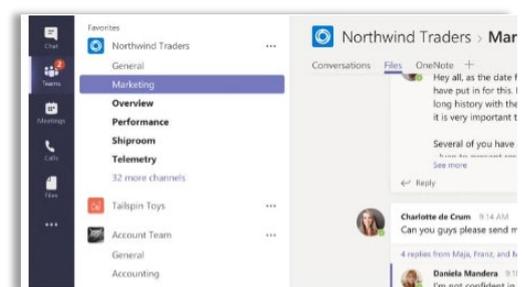
1. Click the waffle icon  or click the Teams icon  on your community card
2. Click **Teams**
3. Teams will launch in a new tab in your browser

Pick a community and channel

A community, in Teams, is a collection of people, conversations, files and tools—all in one place.

A channel is a discussion in a team, dedicated to a department, project or topic.

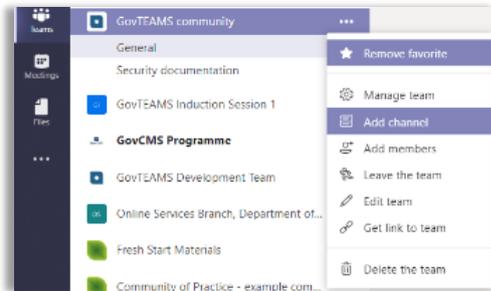
1. Open **Teams**
2. Select a community from the Teams tab on the left
3. Click a channel beneath the community name to explore the conversations, files and other tabs



Create a channel

You can create a channel in your community.

Having multiple channels can be useful to help you separate different types of work. On the left side of your screen is a list of communities you're a member of.



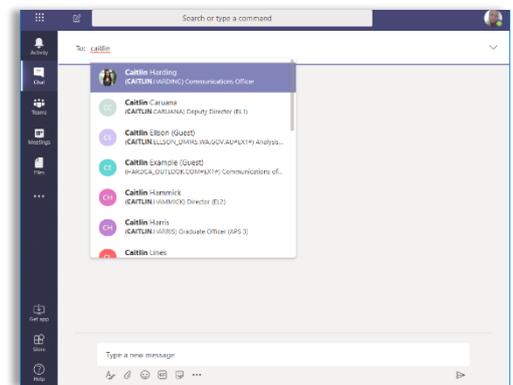
To create a channel you'll need to:

1. Click on the 3 dots next to the community name ...
2. Click **add channel**
3. Enter the channel name and description
4. Click **add**
5. The channel you created will now appear under the community name and is ready for you to use

Start a chat

You can start a chat with individuals and groups in Teams.

1. At the top left click the pen icon  to start a new chat
2. Start typing the name of the person you want to chat with. This will show a list of suggested people
3. Click on the name of the person you're after
4. Start typing your message in the textbox at the bottom of the screen and click the send icon 
5. If you want to start a group conversation, repeat steps 3 and 4 before continuing with step 5.



Have fun with your messages!

Teams lets you have a little fun with your messages. Try sending an emoji, GIF or sticker!

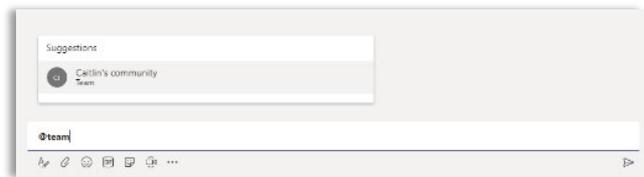
1. Click **sticker** under the textbox where you type your message
2. Pick a meme or sticker from one of the categories
3. You can also add an emoji or GIF using the buttons



@mention someone

To get someone's attention, type @, then their name (or pick them from the list that appears).

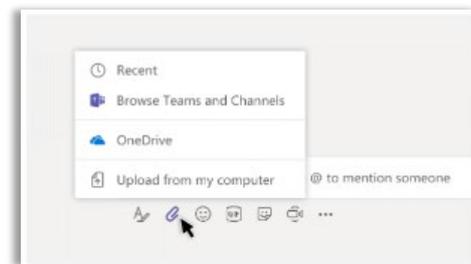
Type @team to message everyone in a team or @channel to notify everyone who favorited that channel.



Share a file

Work together in your new online workspace!

1. Click **attach** under the textbox
2. Select the file location and the file you want
3. Depending on the location of the file, you'll get options for uploading a copy, sharing a link, or other ways to share



Co-author files

Work together in real-time!

1. Find the file in the channel (or upload it)
2. Click on the file
3. Click **edit**
4. Start working in the document

You'll be able to see a coloured icon that indicates where your colleague is working so you don't duplicate effort!

Work with files

Check out all the files that are in communities!

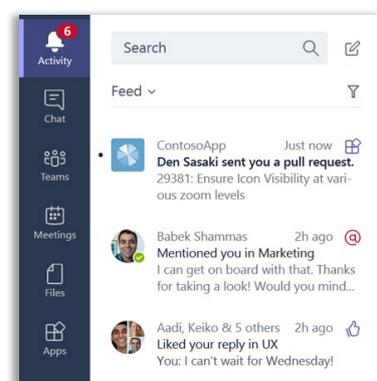
1. Click the files icon on the left to see all files shared across all of your communities or click **files** at the top of a channel to see all files shared in that channel
2. Click more options dots icon... next to a file to see what you can do with it. In a channel, you can instantly turn a file into a tab at the top!

See recent activity

Stay on top of things!

Click **activity** on the left. The Feed shows you all your notifications and everything that's happened lately in the channels you follow.

You can even apply filters  to your activity feed!



Search for messages, people and files

You can search for messages, people or files!

1. Start typing a name, keyword or phrase into the textbox at the top of your screen
2. Click the **messages**, **people** or **files** tab



! If you're searching within your messages or files, you can make your search even more specific.

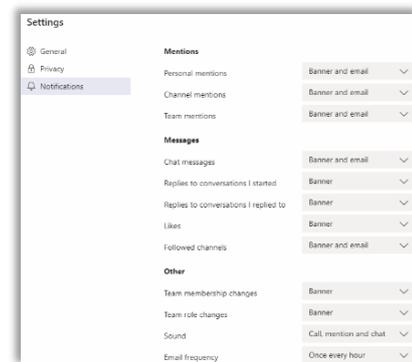
Just click the filter  button above your search results. You can filter messages by date,

Set up notifications

In Teams, you get to decide what notifications you receive!

To update your notification settings:

1. Click on your profile photo in the top right corner
2. Click **settings**
3. Click **notifications**
4. Change the settings to from the dropdown options



Whats next?

SharePoint

Create pages, document libraries and lists!

Structure, store and find information in a meaningful way that is easy to use, manage and find!

The screenshot shows the SharePoint home page interface. Callout boxes provide the following information:

- Search:** Find Sites, People, or Files. Located at the top search bar.
- Find your sites:** A list of site categories including 'Following' (New York #03, Business Development, Production Line), 'Recent' (X1050 Launch Team, Business Development), and 'Featured links'.
- News from sites:** A section displaying updates from followed sites, such as 'Event Planning - Behind the Scenes' and 'New York Launch - Highlights'.
- Create a site or news post:** Buttons at the top right for '+ Create site' and '+ Create news post'.
- Check out featured content:** A section for 'Frequent sites' showing 'X1050 Launch Team Group' and 'Business Development Group'.

Planner

Organise and track your team's tasks in one place!

The screenshot shows the Microsoft Planner application interface. The left sidebar contains navigation options: 'New plan', 'Planner hub', 'My tasks' (0), 'Favorite plans', and 'All plans'. The main area displays 'Favorite plans' (none) and 'All plans' with three team plans: 'Management Team' (MT), 'Human Resources Team' (HR), and 'Finance Team' (FT).

Checklist

START AN ACCOUNT

- Register and login

DASHBOARD

- Get familiar with your dashboard

PERSONAL PROFILE

- Update your Personal Profile
- Add a profile photo

Communities

- Create your own community
- Get familiar with your community card
- Search and join communities
- Add a favourite
- Add people to your community

TEAMS

- Launch Teams
- Pick a community and channel
- Create a channel
- Start a chat
- @mention someone
- Share a file
- Co-author files
- Work with files
- See recent activity
- Search message, people and files
- Set up notifications

What's coming next

- Get familiar with SharePoint and Planner

We're here to help

Visit our support site www.GovTEAMS.gov.au for more information.