



Australian Government

# Getting started with GovTEAMS

User guide



## Contents

<b>Getting started with GovTEAMS</b> .....	1
User guide.....	1
<b>GovTEAMS</b> .....	3
The basics.....	3
Why GovTEAMS? .....	3
✓ Your online workspace.....	3
✓ Trusted and secure .....	3
✓ Tools to make your job easier .....	3
✓ Personal profile .....	3
<b>GovTEAMS Registration</b> .....	4
Who can register? .....	4
4-step registration process.....	4
1) Confirm your email address.....	4
2) Set-up your account .....	4
3) Activate your account .....	4
4) Complete two-factor authentication (secure your account).....	4
<b>Get familiar with your dashboard</b> .....	6
<b>Personalise profile</b> .....	7
Account.....	7
Profile (Delve) .....	7
Profile Photo .....	7
<b>Communities</b> .....	8
Create your own community .....	8
Get familiar with your community card .....	8
Search and join communities .....	8
Set-up community permissions .....	8
Add a favourite.....	8
Add people to your community.....	8
<b>Interact with others</b> .....	9
Pick a community and channel .....	9
Create a channel.....	10
To create a channel you'll need to: .....	10
Start a chat.....	10
@mention someone.....	10
Share a file.....	11
Co-author files.....	11
Work with files.....	11
See recent activity.....	11
Search for messages, people and files .....	11
Set up notifications.....	11
<b>Whats next?</b> .....	12
SharePoint .....	12
Planner.....	12
<b>Checklist</b> .....	13
<b>We're here to help</b> .....	13

# GovTEAMS

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 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**. 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.

\*If you're a contractor with an Australian Public Service email address you can register as a member

## 4-step registration process

### 1) Confirm your email address

1. To start the process, open a **Chrome or Microsoft Edge browser** on a computer or laptop and type [www.govteams.gov.au/register](http://www.govteams.gov.au/register). In the top right hand corner click, register.
2. Enter your **work email address**, tick the box **I'm not a robot** and click **submit** – a confirmation email will be sent to you. If you don't receive the email, check your junk or spam folders.
3. In the confirmation email, click **confirm email address** OR **copy and paste the link** into the web browser

### 2) Set-up your account

1. **Read and accept the terms and conditions.**
  - a) Make sure you read all the terms and conditions as they are important and you can't press next until you've **scrolled to the bottom**.
2. **Enter your details in the form**, click **review** and if the information is correct tick the box **I acknowledge the details are correct** and click **create account**
3. Copy and save your GovTEAMS username ending in **@govteams.gov.au** and then click **go**

### 3) Log in

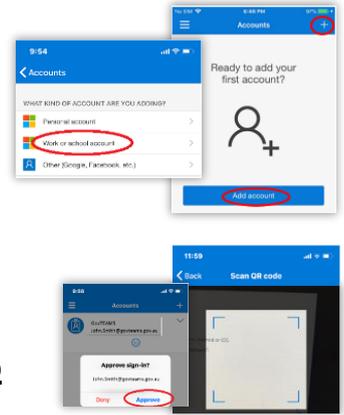
1. Choose an option:
  - a) **Sign in** – first time creating an account
  - b) **Multiple accounts** – you have multiple accounts
2. Sign in using your new username –**firstname.surname@govteams.gov.au** and enter the password you used to create your account  
[Forgot password - Contact the Service Desk.](#)
3. A **more information required** screen shows, click **next**
4. Click **next** to set-up the Microsoft Authenticator (you need your mobile) and then click **next**

### 4) Complete the Microsoft's multi-factor authentication process

To complete your multi-factor authentication process, you'll need a mobile/landline phone or the Microsoft Authenticator app on your device. 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**.

## Mobile App

1. Install the **Microsoft Authentication** app  for Android or iOS from the app store
2. Open the app and click the **+ (plus) icon** and select **work or school account** (make sure you allow the app to send notifications and access your camera)
3. Use the app to **scan the QR code** on your laptop or computer screen (this will connect the app to your GovTEAMS account). Once you've scanned the QR code, click **next**
4. **Approve the notification** on your **phone** and click **next** on your **laptop or computer screen**
5. Select your area code from the drop down, enter your phone number and select **text me a code** or **call me** and then click **next**
6. **Enter the code sent to your phone**, click **next**, then **next** again and then click **done**
7. **A more information screen** will show, click **next**, then **done**. When the stay signed in screen shows, click **yes**



OR

## Authentication Phone

To use this verification method, you must have access to a mobile phone that can receive messages. After step 4 – complete two-factor authentication complete the following:

1. **Select your country or region** e.g. Australia (+61) and enter your phone number.
2. Select the method:
  - o **Send me a code by text message**
  - o **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.

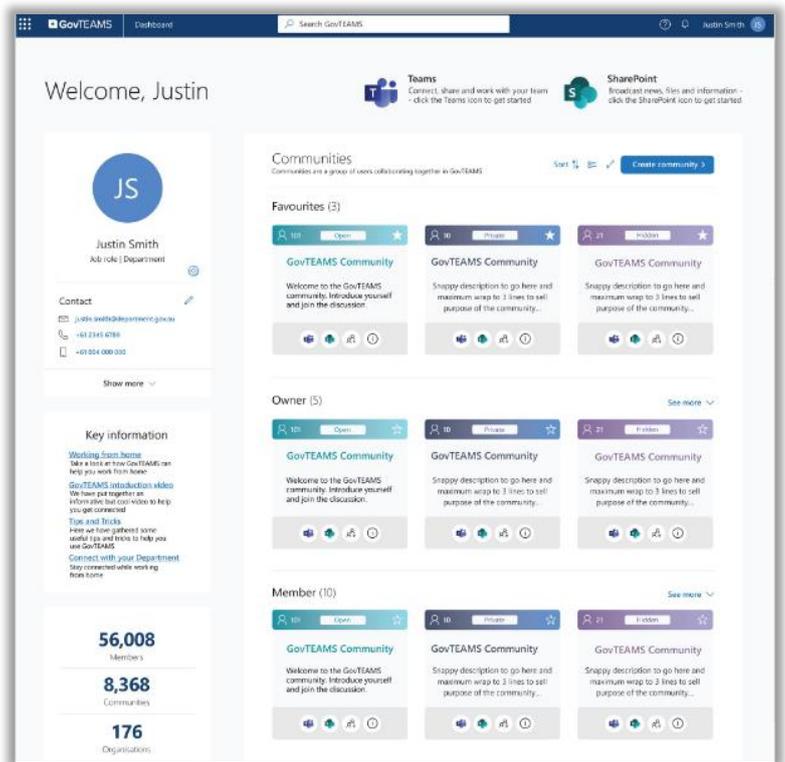
1. Click **add method**.
2. Select your preferred alternative option
3. Complete the required details and click **next**.
4. Using the alternative option you selected complete the verification.
5. Click **done**.

# 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 two main apps Microsoft Teams and SharePoint at the top of the page
- Access other Office 365 apps by clicking on the waffle icon, top left hand corner of the page



## Change your dashboard view

Set up your GovTEAMS dashboard for how you need it!

### Grid view

To view your dashboard as a grid, click on the **grid icon** next to the create community button.

### List view

To view your dashboard as a list, click on the **list icon** next to the create community button

### Expand view

To view your dashboard in expand view, click on the **expand icon** next to the create community button.

### Sort options

Your dashboard is automatically set to be in alphabetical order A-Z. To change this setting, click on the **sort icon** it will change to Z-A.

### Add you favourite communities

You can favourite communities on your dashboard:

- Click the **star icon** on a community card
- It will appear under the favourites heading at the top

## Personalise profile

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

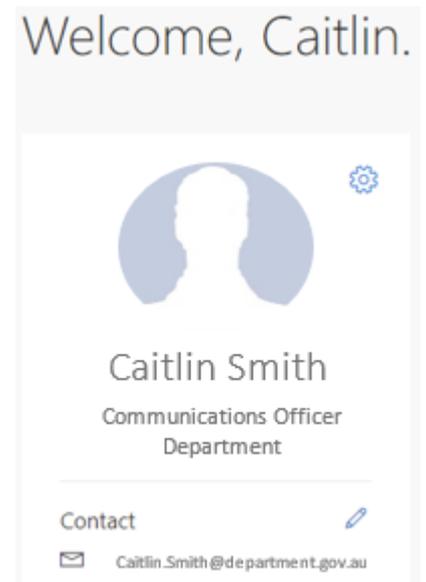
### Account

**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

### 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, private 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

 Create community

### 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
- **Private** – 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

You can invite members to any of the community types

### 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

### Set-up community permissions

**To set-up your community permissions:**

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**

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 and it will appear under the favourites heading at the top

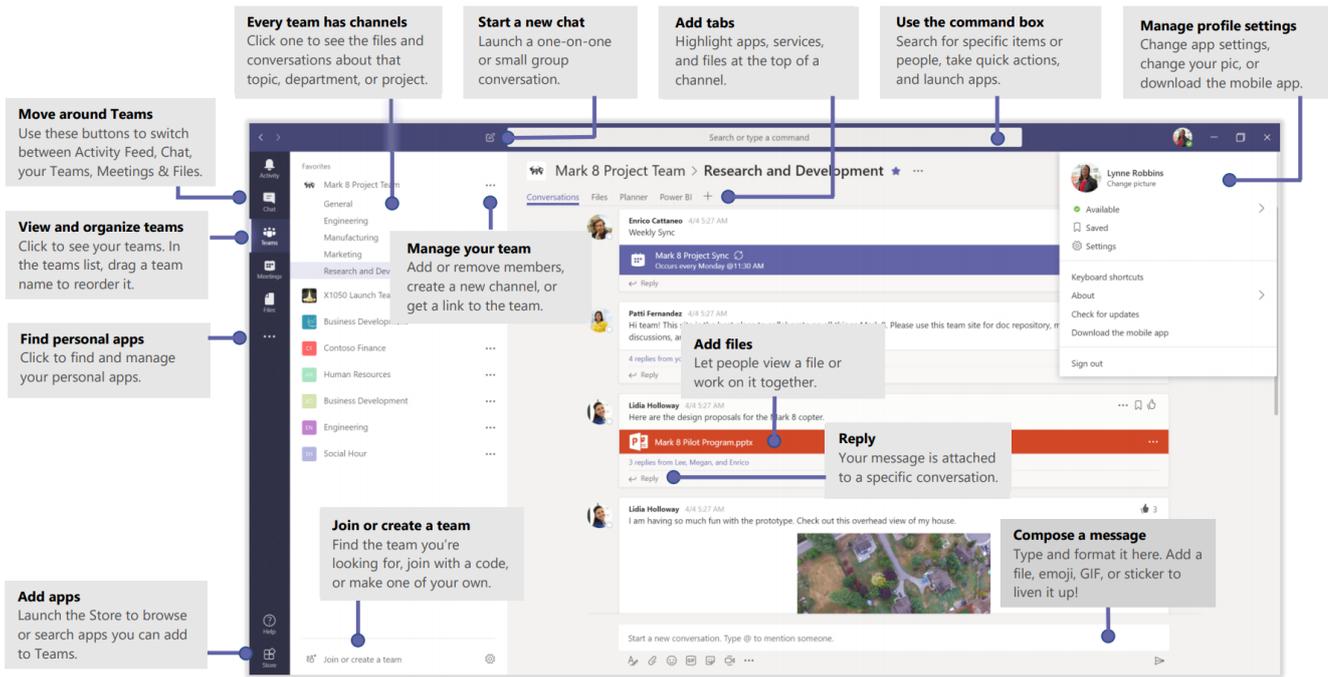
### Add people to your community

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 and select from the drop down or select add bulk invites - you can only have one email address on each line. You can invite anyone to your community, even if they're not already registered. Click **send invite**

# Interact with others

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



## Get familiar with Microsoft Teams:

To access Teams from your dashboard:

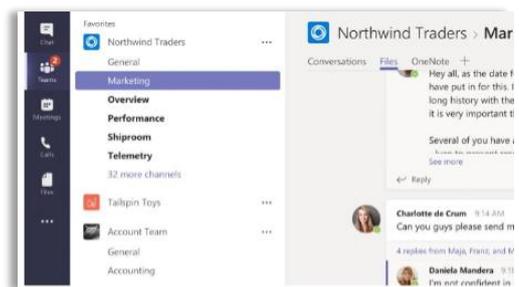
1. Click the waffle icon or click the Teams icon on your community card
2. Click **Teams**
3. Teams will launch in a new tab in your browser

## 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.

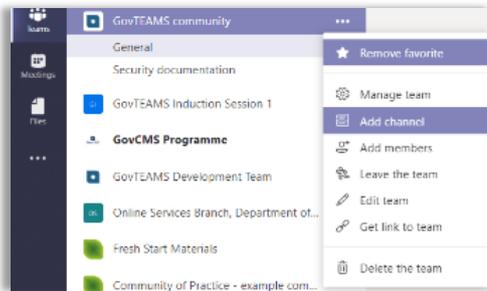
1. Open **Teams**
2. Select a community from the Teams tab on the left
3. Click a channel beneath the community name to explore the conversations, files and other tabs



## 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.



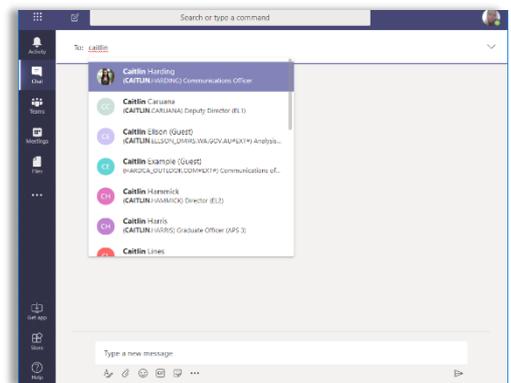
To create a channel you'll need to:

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!

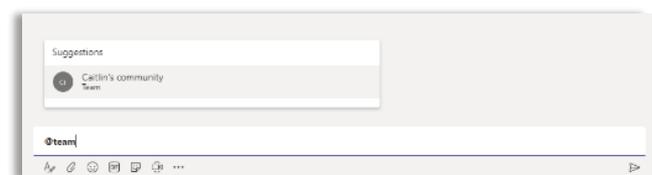
1. Click **sticker** under the textbox where you type your message
2. Pick a meme or sticker from one of the categories
3. You can also add an emoji or GIF using the buttons



## @mention someone

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

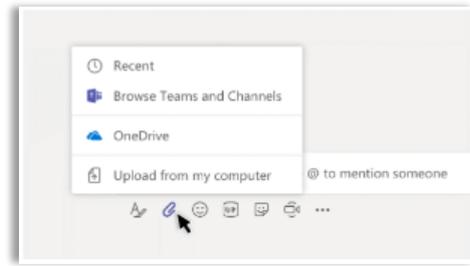
Type @team to message everyone in a team or @channel to notify everyone who favorited that channel.



## 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!

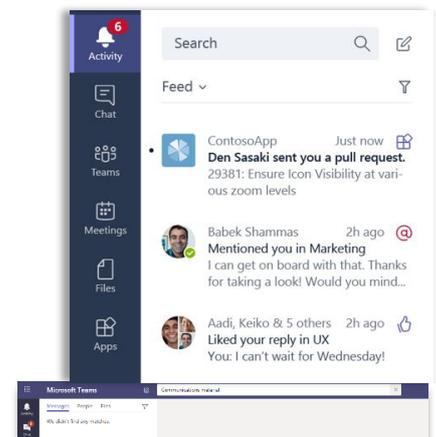
Click **activity** on the left. The Feed shows you all your notifications and everything that's happened lately in the channels you follow.

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

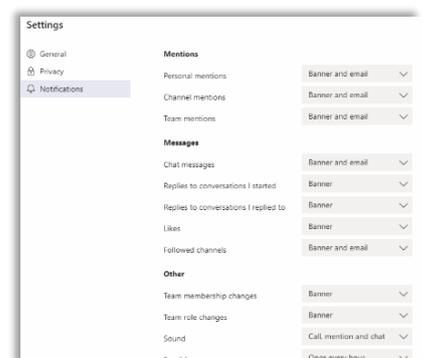


## Set up notifications

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

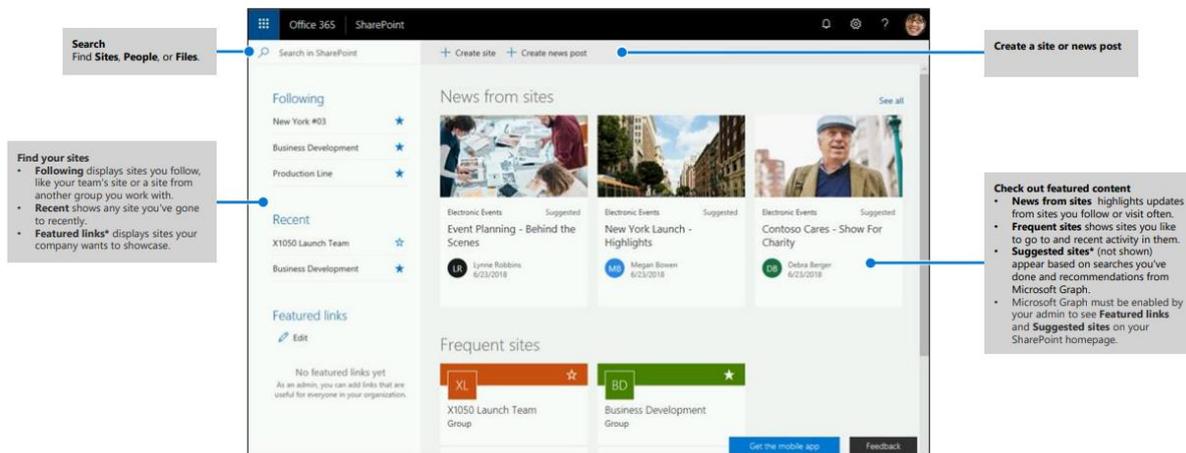


# Whats next?

## SharePoint

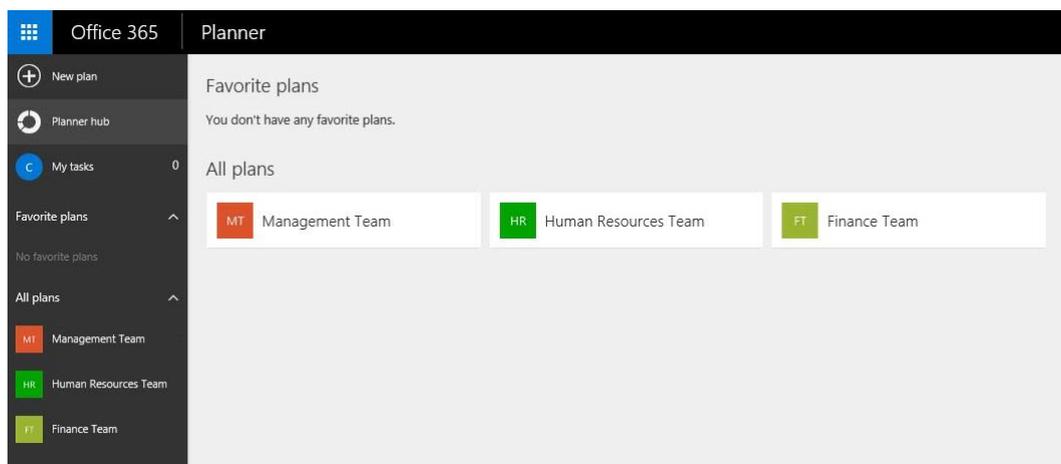
Create pages, document libraries and lists!

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



## Planner

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



## 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](http://www.GovTEAMS.gov.au) for more information.