NEW TEAMS SUPPORT

Information on general support for New Teams

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Availability

As of October 2023, new Teams is available only for Windows and Mac, no iOS, Android or web version at this time.

No timelines yet for VDI.

User Experience

Once rolled out, users are switched to the New Teams next time they log in. Users can decide to switch back at any time.

End of Support

Microsoft currently has no date for end of support on the Legacy Teams, but all users will be upgraded to the new Teams on March 31, 2024.

General Teams Support

What's New

Microsoft controls updates for Teams and new features may be added or removed. Review the link:

https://learn.microsoft.com/en-us/officeupdates/teams-admin

Clear Cache

- Right-click on the Teams app icon in your taskbar and select Quit.
- Open File Explorer. In the address bar, enter the following: %appdata%/Microsoft/Teams.
- Select the arrow, or press Enter. You're taken to the contents of that folder.
- Delete all contents of the folder (don't worry, Teams app won't be deleted, and no or on any of your custom settings). If you get any messages that a certain file or folder can't be deleted, select Skip.

Common Support Issues

Microsoft has documented the common support issues and resolutions here:
https://learn.microsoft.com/en-us/microsoftteams/troubleshoot/teams-welcome

Teams Updates and VDI Updates

For information on Update times and how to update VDI, review this: https://learn.microsoft.com/en-us/microsoftteams/teams-client-update#servicing-agreement

Detailed New Features and Enhancements

- **Faster app with reduced memory usage**: Reported to be on average two times faster when loading the app, joining meetings, and switching chats and channels, and consuming up to 50% less memory and disk space than classic Teams.
- **Simplified & streamlined user experience**:

- o Enhanced UI control for Windows and Mac users, with automatic light/dark mode switching.
  - o Improved color sensitivity support with Windows 11 contrast themes.
  - o Optimized keyboard shortcuts and screen reader usability for inclusive use.
  - o Effective navigation between list items such as activity feed and chat threads.
  - o New features like "mark all as read" for better message and notification tracking.
- **Cross-Tenant Communication**:
  - o **Multi-Tenant Organizations (MTO)**: Seamlessly chat and meet with users inside and outside of your home tenant.
  - o **Multi-Tenant, Multi-Account (MTMA):** Stay signed into multiple accounts simultaneously and receive real-time notifications.
  - o Real-time notifications across multiple accounts ensure no workflow disruption.
  - o **Improved people search**: Identify the correct colleague with improved people search results across multiple tenants.
- **AI-powered Productivity (licensed feature, currently not available)**:
  - o **Microsoft Copilot**: Stay organized and on top of all your chats, meetings, and calls with AI-powered summarization.
  - o **Intelligent Recap**: Provide a personalized summary of a meeting, including meeting notes, tasks, highlights, and timeline markers.
  - o **Microsoft 365 Chat**: Cross-app data intelligence with suggested prompts, built into Teams.

Features Comparison

(removed features highlighted in red)

Classic Teams	New Teams
Notifications	
Post level notifications within a channel	Users can no longer opt in or opt out of receiving notifications at a channel post level.
Windows notifications	Teams notifications are now fully served from Teams and all notifications preferences are handled within Teams Settings.
Teams call notifications	Choose to receive incoming Teams calls on a secondary device in Settings.
Channel	
Adding a Wiki to a channel tab	You no longer see a Wiki app. Instead, select the **Notes** app.
Adding third party cloud storage service from Files app and Files tab in channels	You no longer see the "Add cloud storage" in the Files app on Teams' left navigation bar and within the Files tab in Teams channels. Now you can add the third-party storage app directly from the Teams App Store.
Adding a document library (DocLib) app to a tab in channels	Use the SharePoint app instead. Then add the document library from there as a tab to the channel. Existing document libraries automatically convert to a SharePoint document library on first use.
Chat	
Activity tab in chat	No longer available.

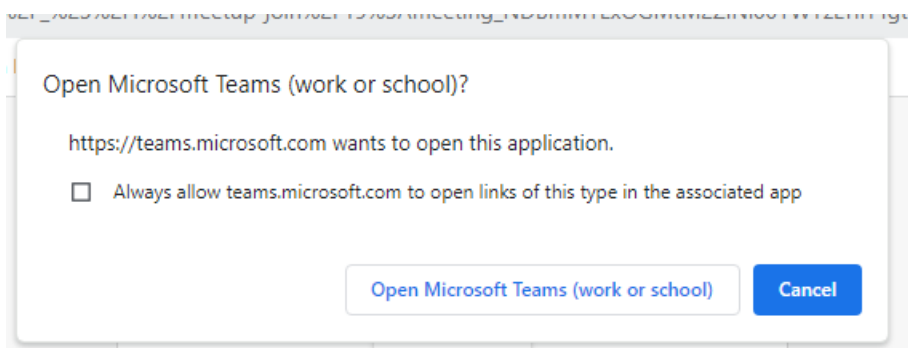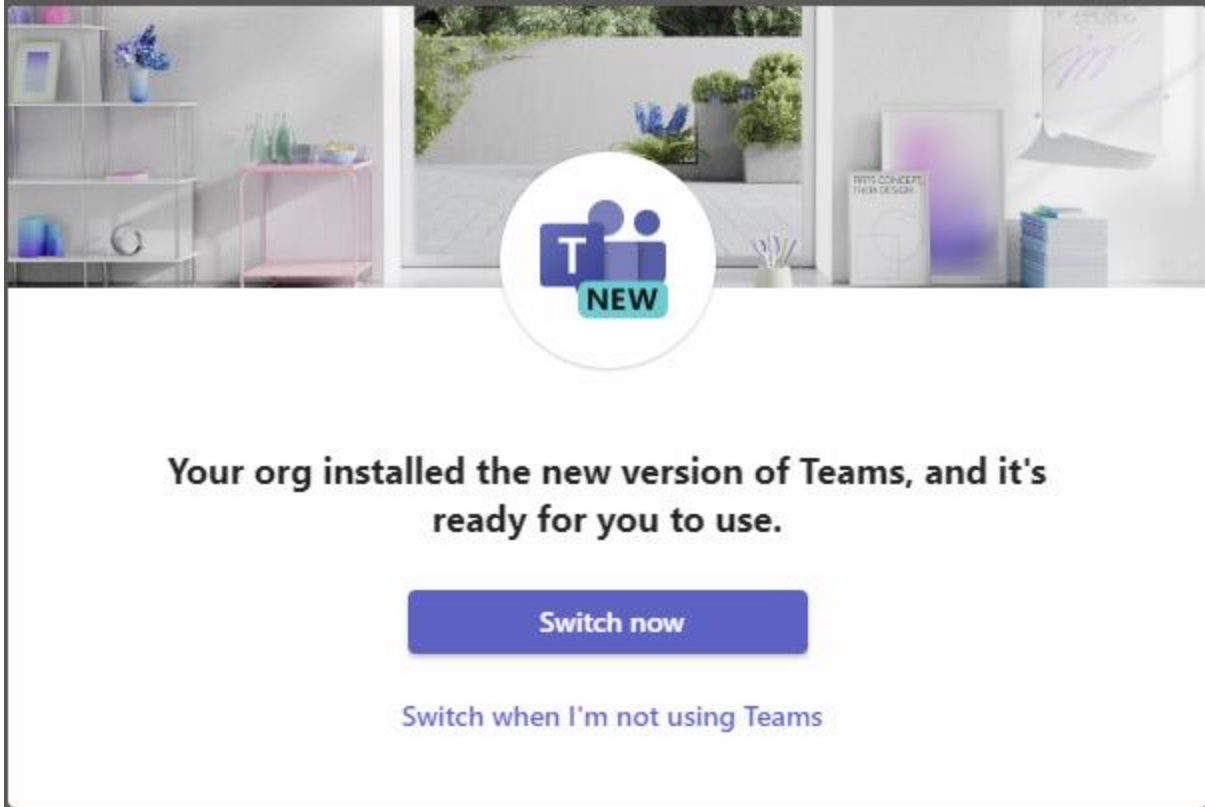|	
Ability to save messages and files in Teams	No longer available. Will be replaced later this year by a similar feature.
Contacts in chat	You no longer can access Contacts from Chat. Instead, use the new People app. Pin it to your left navigation pane by selecting the **(...)** menu, right click **People**, and then select **Pin**.
Look up an organizational chart while in a 1:1 chat	Select a user's avatar or profile photo anywhere in Teams and navigate to the organizational chart within the profile card.
Look up LinkedIn while in a 1:1 chat	Select a user's avatar or profile photo anywhere in Teams and navigate to the LinkedIn tab within the profile card.
Allow users to follow another user's presence, then notify them of availability	Select a user's avatar or profile photo anywhere in new Teams to quickly get an overview of their online status, next available calendar slot in Outlook, work hours, local time, or work location (remote or office).
UI Control	
Ability to sign out from the notification area at the far right of the taskbar (system tray).	No longer available.
Settings dialog	Teams Settings is now an app accessed from the More options menu **(...)** in the title bar.
About links in the More options menu (...)	About links are now in the Settings app under the **About Teams** category.
Help in the app bar	The Help entry point, including Help links and Give Feedback is now located under the More options menu **(...)** in the title bar.
Teams Theme Setting	Consistent with other Office applications, Teams Theme setting follows the OS Theme by default. Users can change this default in **Teams Settings > Appearance and Accessibility.**
General appearance changes	Colors, tooltip styles, and general appearance have been updated.
	Post Display Preference: Select if new posts appear at the top or bottom of a channel.
Other Features	
Ability to build Teams personal apps usings Adaptive cards	No longer available.
Search box commands	The following commands are no longer available in the new Teams search box: /activity, /files, /goto, /help, /join, /keys, /mentions, /org, /saved, /testcall, /unread, /whatsnew, /who.
Ability to use tags in the "Add member" dialog.	There's now an advanced flow for tags.
Search all of Teams	You can now focus your search to the specific chat or channel you're in by using Ctrl+F (Cmd+F on Mac).
	Meeting Avatar: Create an avatar to represent you in your meeting. Avatars app needed, which is disabled as per best practice.

Training Resources
- [Switch to the new Microsoft Teams](#)

- [Teams meeting best practices](#)
- [Join a Microsoft Teams call on a second device](#)
- [Add a SharePoint page, list, or document library as a tab in Teams](#)
- [View or add contacts in Microsoft Teams](#)
- [Using tags in Microsoft Teams](#)
- [Search for messages and more in Microsoft Teams](#)
- [Join a meeting as an avatar in Microsoft Teams](#)

Known Issues/Experience

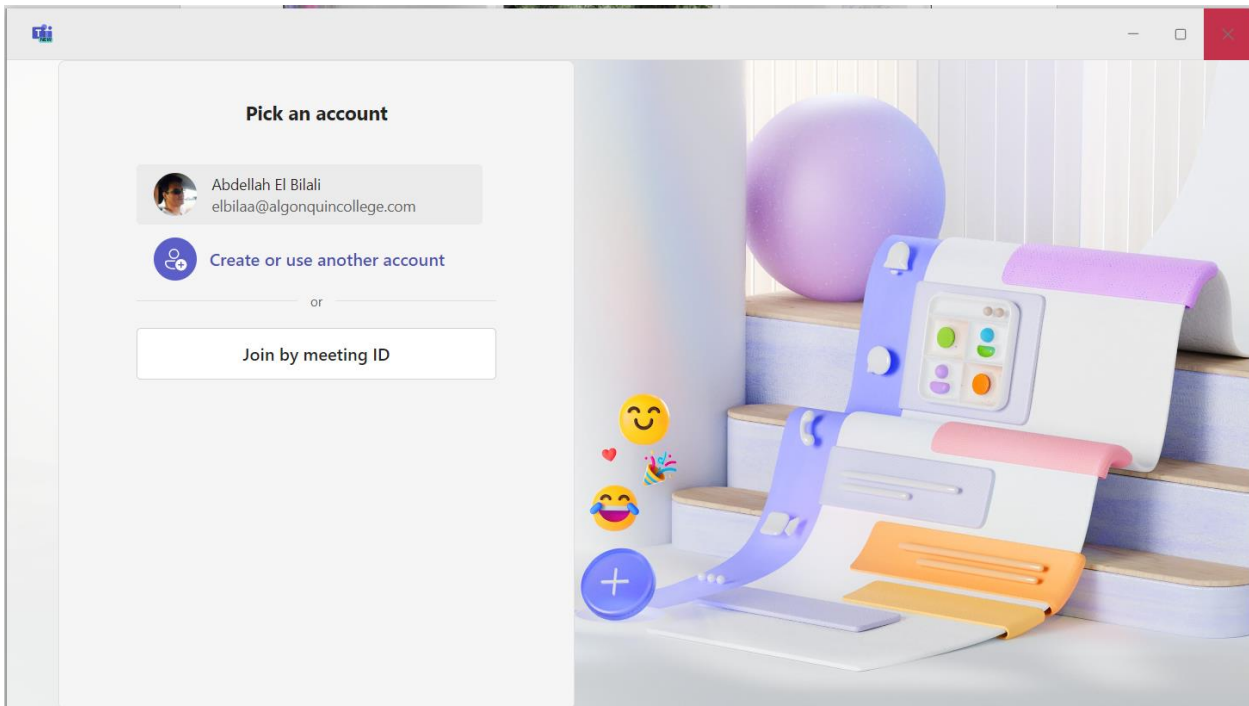### Opening first time from Outlook's weblink for a meeting

Your org installed the new version of Teams, and it's ready for you to use.

Switch now

Switch when I'm not using Teams

Pick an account

Abdellah El Bilali
elbilaa@algonquincollege.com

Create or use another account

or

Join by meeting ID

Welcome to the new Teams!

Faster and lighter
Better performance and lower memory usage

Multiple accounts and orgs
Add and switch between your accounts and orgs

Enhanced theme integration
Teams themes align with your OS settings

Continue

Change Default App

When clicking a file in Teams → Open → Change Default, the following appears: