

# Upgrading or Installing New Teams

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## System Requirements:

- Mac Users
  - MacOS 12 or higher.
    - Macs built prior to 2015 are not eligible for this operating system.
    - If you have a newer Mac, but are running an older version of the operating system, we would encourage you to update to the latest operating system available for your device.
- Windows Users
  - Windows 10 or higher
    - Some users having old versions of Windows 10 may need to update to a more recent version to ensure compatibility.

If your system does not meet the specifications listed above or you attempt the update via the instruction below and you get notified that your system does not support the desktop application for New Teams, Please follow the instructions below for how to install New Teams as a “Progressive Web App”.

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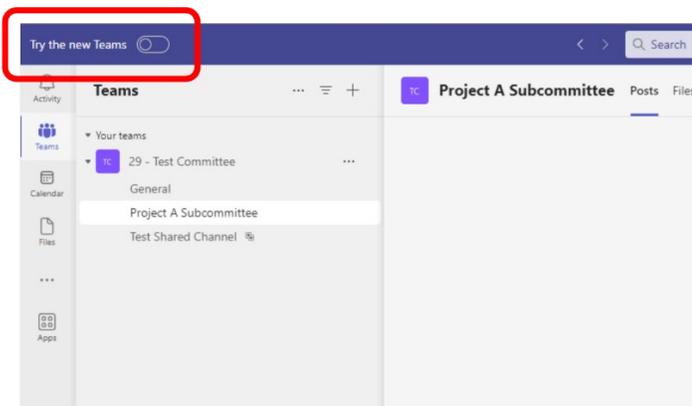
## Update to New Teams

If you currently do not have the Teams Desktop application, go to:

<https://www.microsoft.com/en-us/microsoft-teams/download-app>

There should be an option to “Download the new Teams app” or “Download new Teams”. Select one of those and follow the installation instructions. If you see an option for “Teams for home”, do NOT select that option. That is a different version of Teams that is not compatible.

If you currently have Teams Classic, you should be able to update to New Teams, clicking on the “Try the new Teams” slider in the top-left corner. Then follow the prompts. It should install New Teams, if it’s not already installed.

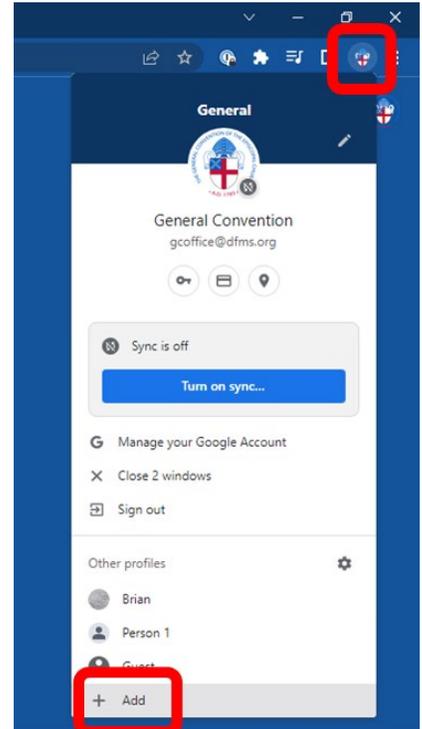


## Setup New Chrome Profile

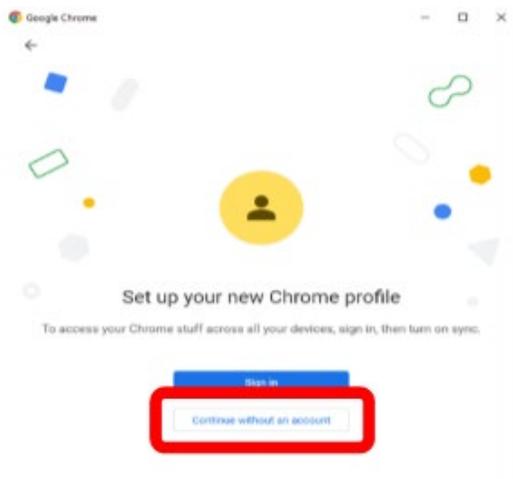
In order to install Teams as a Progressive Web App, we strongly encourage you to use Google Chrome, but Microsoft Edge will work similarly as well. The instructions below will be for setup in Google Chrome.

This step is highly encouraged, but not required. By creating a new profile in Chrome that will just be used for this app, it will ensure that there will be no conflict with any other Microsoft account that you may be currently logged into or that you may log into in the future.

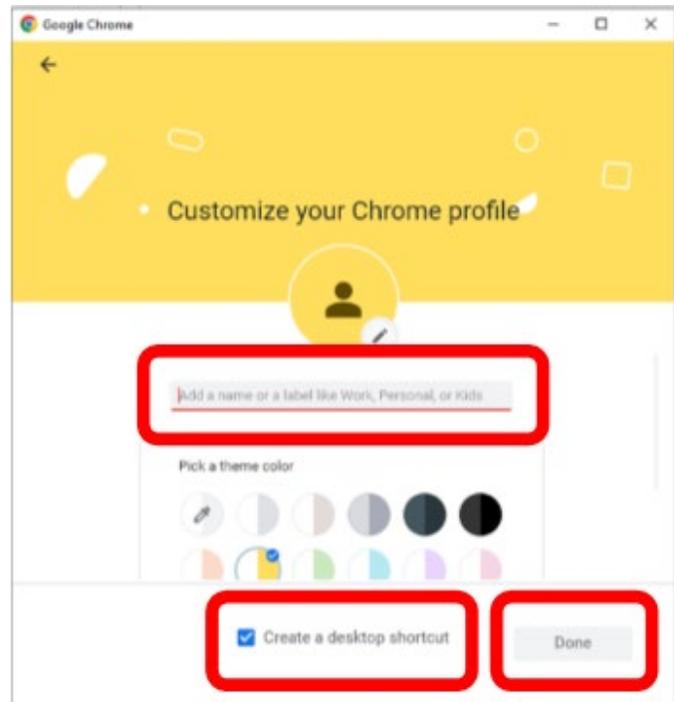
- A. Click on the profile icon in the upper-right corner of Chrome. It will be a circle with an image or an avatar. Then click on "+ Add".



- B. Then click "Continue without an account".



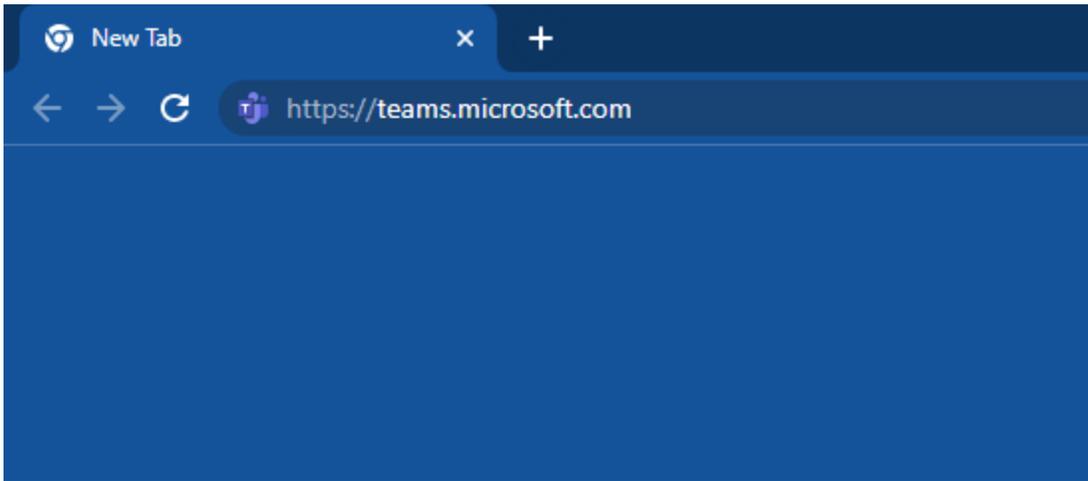
- C. You can name the profile DFMS, GCO or whatever you wish. You can de-select the “Create a desktop shortcut” button, as you will only be using this profile for Teams. Then click “Done”



- D. This will act completely independent from your primary Chrome profile (almost as if you were using a different browser).

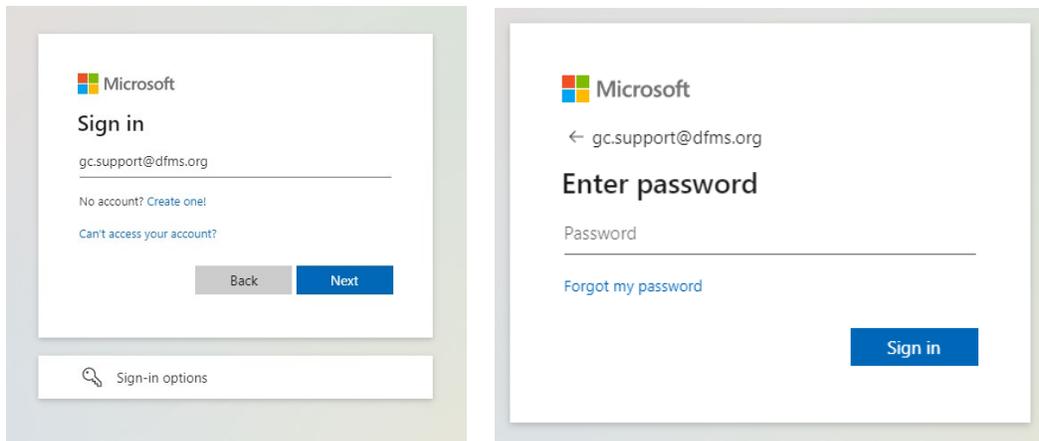
## Install Progressive Web App

1. Go to <https://teams.microsoft.com>

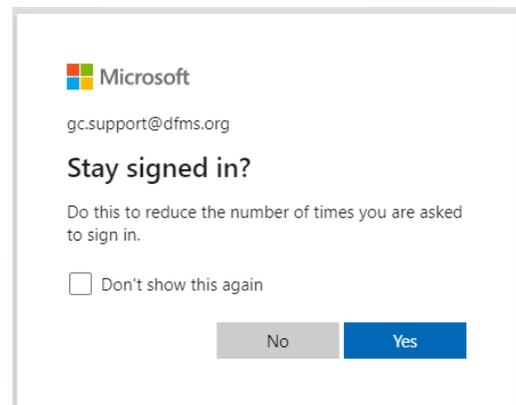


2. Enter in your username, click “Next”. Then enter in your password and click “Sign in”. If this is your first time logging in, you will then be prompted to create a new password.

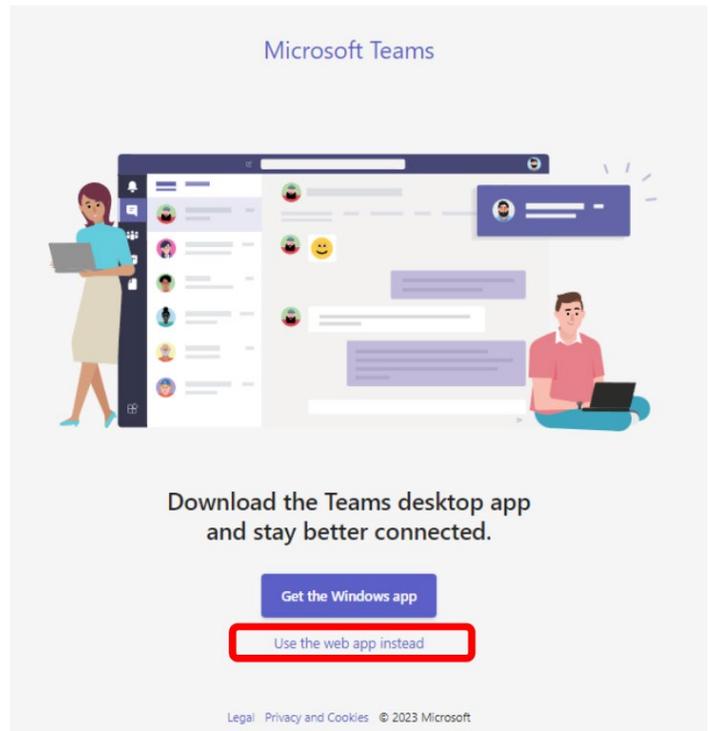
If you find that you are already logged into another Microsoft account, there will need to be an additional step. See ‘Appendix A’ below for instructions on that before proceeding.



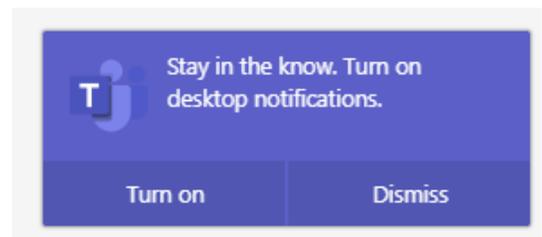
3. You may get a prompt to stay signed in. Unless this is a shared computer, we are recommending that you stay signed in.



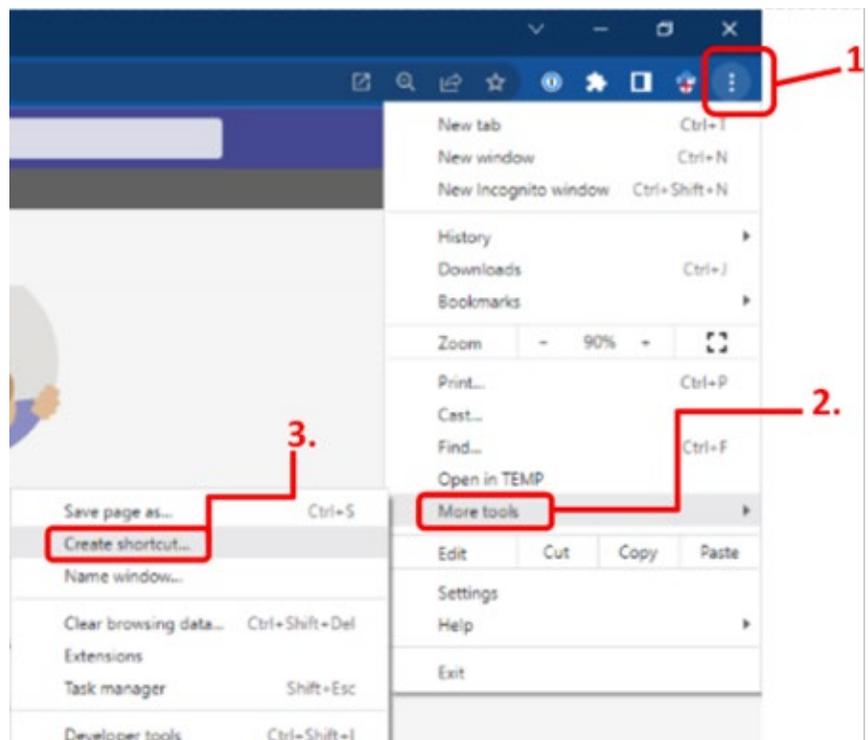
4. You may get a prompt encouraging you to use the desktop app. Click the “Use the web app button” underneath it instead.



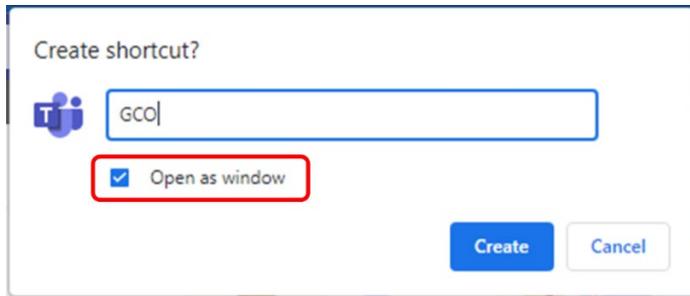
5. You should now be logged into your Teams account. You may get a prompt asking you if you wish to receive desktop notifications. This is entirely up to you if you want to see popup notifications on your screen as messages come in.



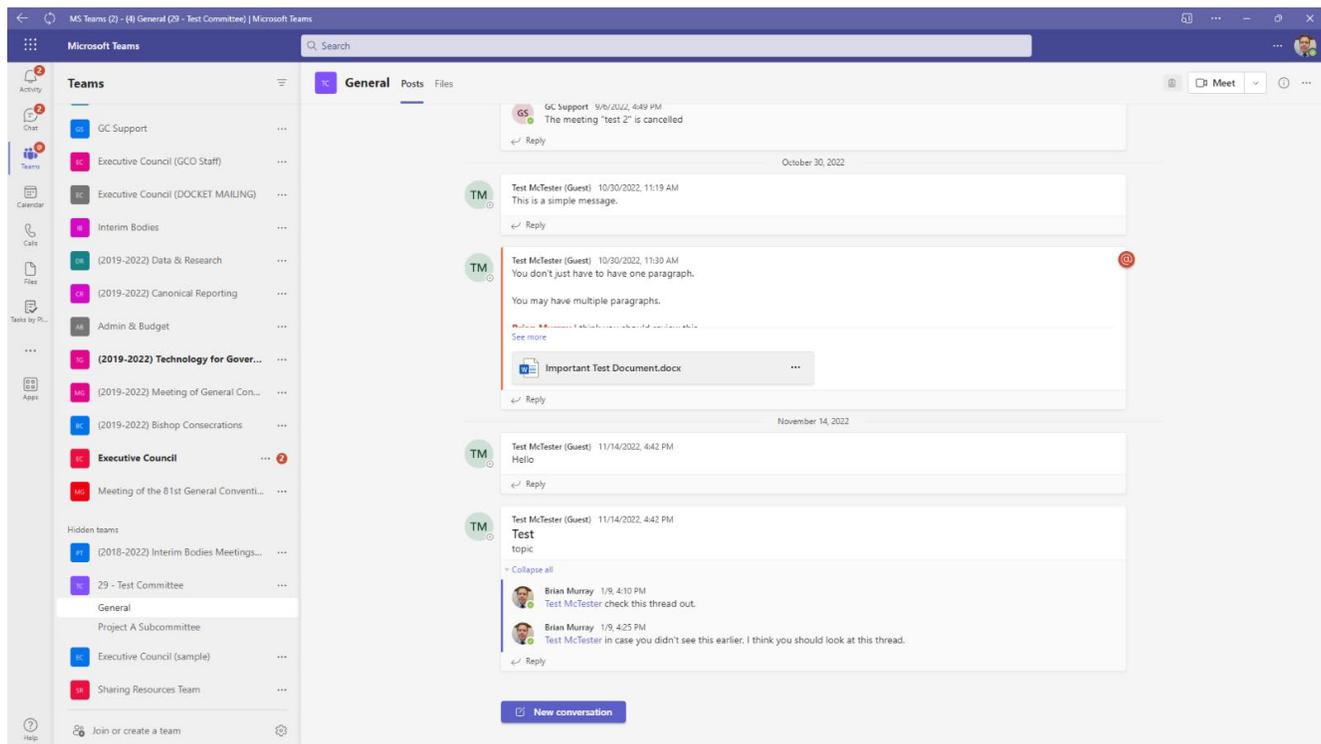
6. You will then click on the 3 vertical dots in the top-right corner of Chrome; click on “More tools”; and click on “Create shortcut”.



7. You will then get a pop-up window. Change the name listed to GCO or something similar (it will likely have a long name in there). Make sure to check the box "Open as window".



8. The page will refresh and you will notice that it no longer has the URL bar or any of the other elements of the browser. This is the Progressive Web App version of Teams.



9. You will also note that in your Taskbar (or Dock for Mac users) that the Chrome browser icon will have been replaced by a Teams icon.

Next you want to make sure it stays in your Taskbar (Dock for Mac users). So do so, right click on the icon and select "Pin to taskbar". Mac users would use their secondary click (click with 2 fingers together or just press Control+Click) on the icon and select "Choose Options " → "Keep in dock". This will ensure that the app will stay in your Taskbar/Dock and you can access the app when you need it.