

What's New with New Teams

Multiple Account Support

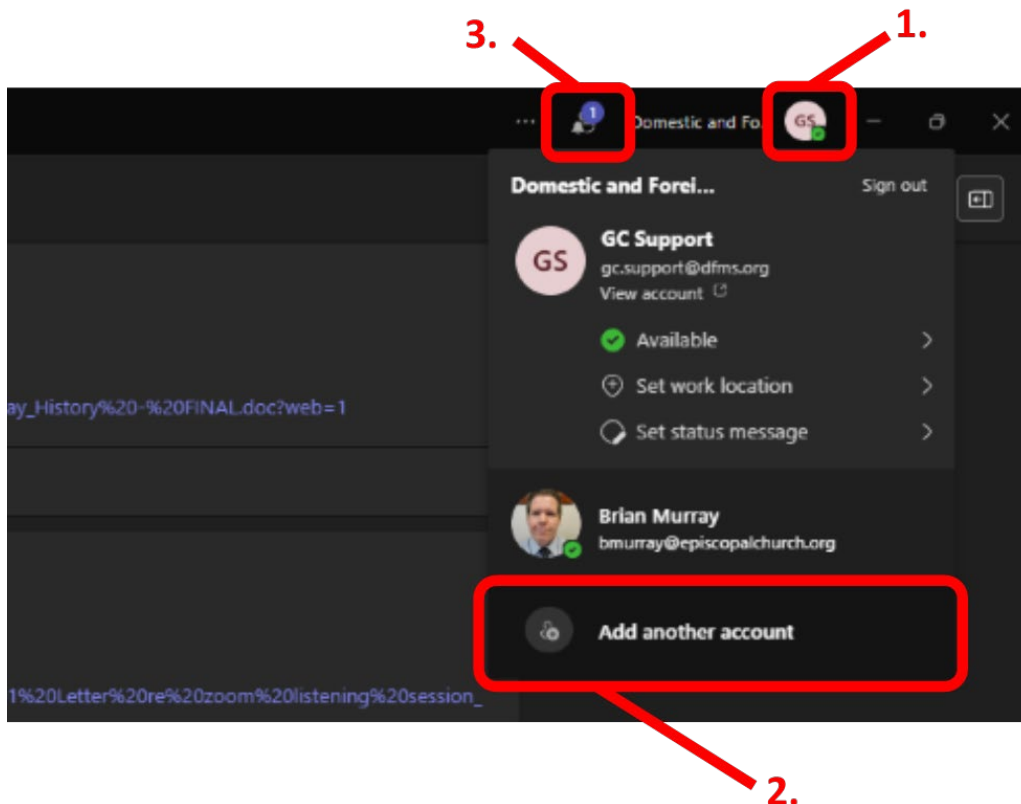
The single best feature upgrade introduced by New Teams is that it supports multiple Teams accounts. For most users, if you have more than one Teams account you will no longer need to log out of one account in order to log into the other account or be forced to access one of the Teams accounts in your web browser. New Teams natively supports multiple accounts.

To add a new account click on your profile icon in the top-right corner (1.). In the dropdown you will see any Teams accounts that have been added to the app. At the bottom of the list there will be an “Add another account” button (2.). Click on that and follow the prompts to add the new account. Note that if you have just installed New Teams and you are having trouble getting this button to work, just quit Teams or restart your computer and it should work.

To toggle back and forth between accounts, just click on the profile icon and select the account you want to access.

Also, once you have a second account added to Teams, you will notice that there is now a bell icon (3.) at the top of your Teams app. If there is a number on this icon, that indicates the number of missed activities you have in your other account(s). You can click on that icon and it will display any accounts that you have missed activity in. You can just click on the account listed and it will toggle you over to that account.

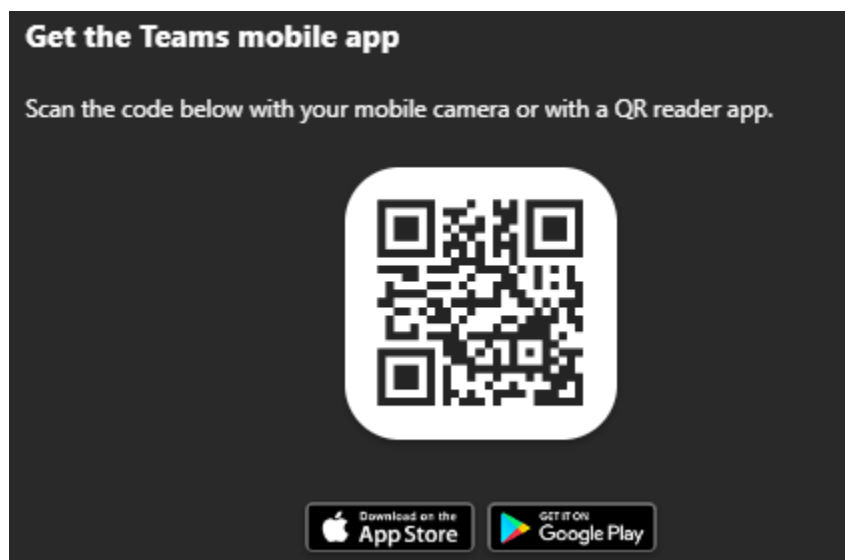
Note that some users, using corporate devices with strict security protocols may not be allowed to add an additional account within the Teams desktop app. If this is the case, you will need to access teams via the web browser at <https://teams.microsoft.com> in a browser (or browser profile) that is not associated with another Microsoft account. Also see the Progressive Web App instructions in the [Upgrading or Installing New Teams](#) document for instructions on installing a second version of Teams on your desktop using your browser. The instructions in that guide refer to that use for users on older hardware that are not supported on New Teams, but it will also work for this use case as well.



Notifications

In Teams Classic, users had the ability to adjust their notifications settings such that they would be notified for any new activity within Teams, and if they were not actively in Teams, they would receive an email notification of missed activity to remind them to login and see what was going on. This was a great way to stay connected even if you were not always actively connected.

Unfortunately, at this time, New Teams does not offer the ability to have such granular control over notifications. So, to ensure that you are not missing out on any activity, we would encourage users to install the Microsoft Teams mobile app (available on the Apple App Store and Google Play store). With this you will get notifications of any new activity on your phone to make sure you aren't missing any activity. To install the mobile app, scan the QR code below or visit your app store.



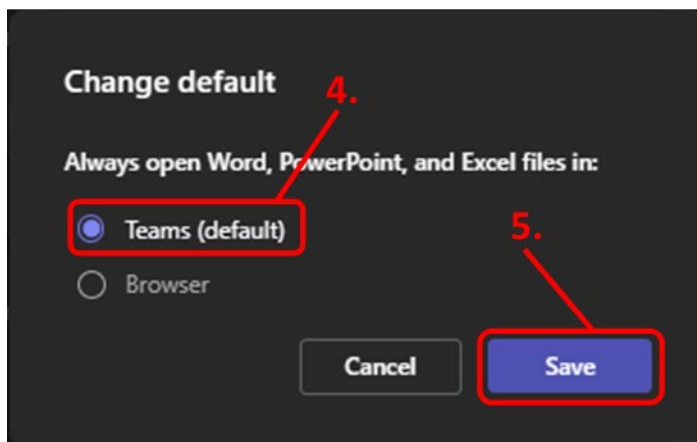
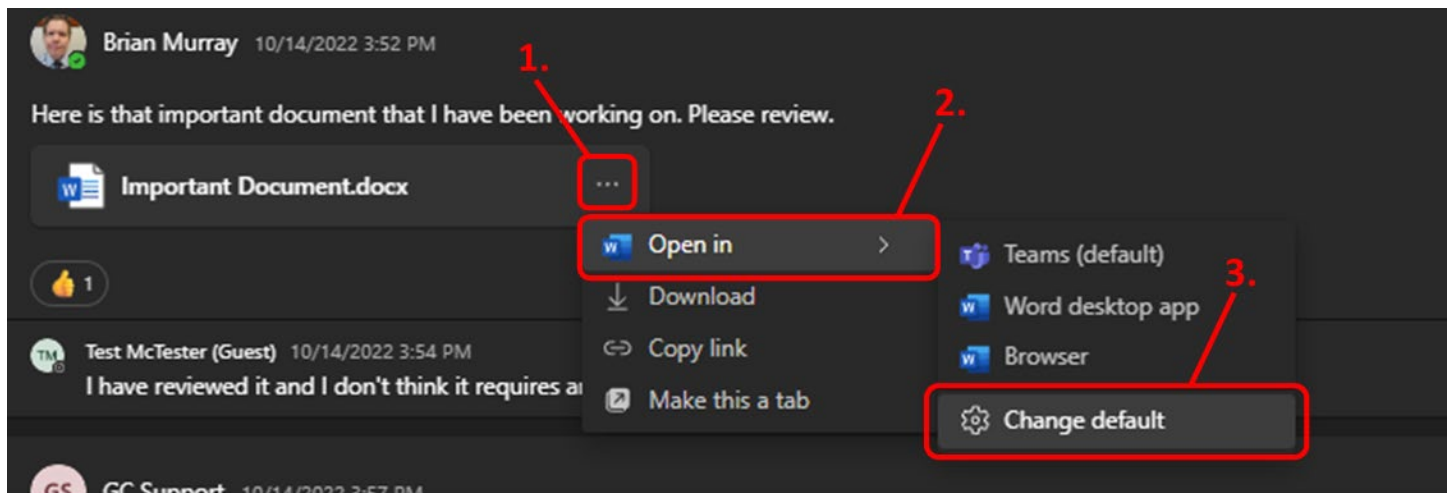
If you choose not to install the mobile app, please make sure to check Teams regularly for any updated content.

Opening Documents

Microsoft Word, Excel and PowerPoint Documents

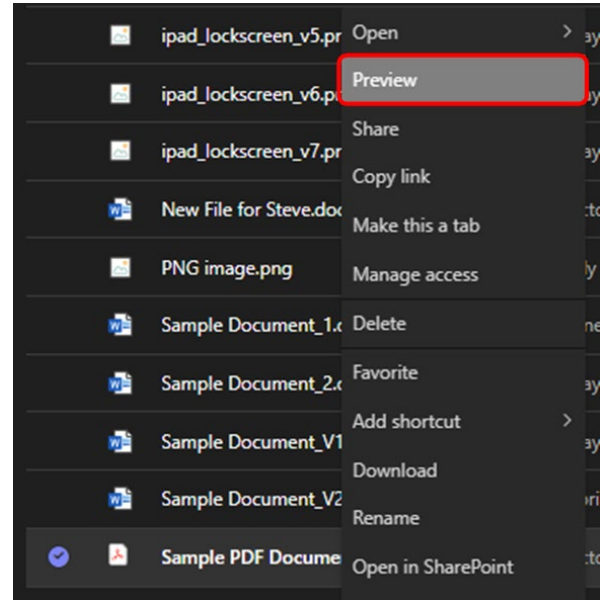
In Teams Classic, Microsoft Word, Excel and PowerPoint documents opened up within the Teams app by default. In New Teams it will open it in your browser (or the desktop app) by default. We suggest that you change these settings. If you open documents in on the desktop app or your browser you may receive an error that you do not have permission to access this document. That is because you already have a Microsoft account associated with that app or signed in on that browser and that account does not have access. You would need to log out of that account and log in with this account in order to be able to access it via those means. To avoid this, we suggest changing the default to open these documents within Teams itself. To do so, find a Microsoft Word/Excel document (either in Posts or Files) and click on the ellipses to the right (1.) → then select “Open in” (2.) → then select “Change default” (3.) → then click the radio button for “Teams” (4.) → then click “Save” (5.)

Note that if it does not immediately work, quit Teams and restart the application and it should begin opening these documents within Teams.



PDFs

Although this has not changed from Teams Classic to New Teams, it's worth reminding users about PDFs. In most cases, PDFs should just open in Teams in preview mode when you click on them. If this does not happen or you get an error, you may right click (alt click for Mac users) or click on the ellipses to the right of the document and select "Preview". The document will then open directly within Teams.



Printing Documents

For those that wish to print paper copies of documents, the easiest way to do this is to download a copy of the document to your computer and then print locally from there. To do this, find the document you wish to print and right click (alt click for Mac users) or click on the ellipses to the right of the document and select the "Download" option. It will download to your default download location. You can then open the file locally and print from there.

