

# Microsoft Teams - What is the difference between Teams, Channel & Chat

MS Teams is made up of different: Teams, Channels & Chat. Below is a brief explanation of the differences between these areas.

## Teams

New teams can only be created via CITs service desk by using a request form and requires at least two owners. The form can be found on the CITS portal or accessed via this link [Teams - setting up a new Team](#)

The team can be dedicated to a specific department or a group you have been invited to participate, it may also be related to a piece of work which requires input from many individuals from different departments, for example the trust 'Innovation Team'.

## Channels

Channels are part of a team; you can create many channels under one team, without the need of CITs.

Channels can be on a specific topic, which allows a group of individuals to be grouped together. Channels are easily managed and hold information required on a given topic, for example, a Mandatory Training channel can be created and accessed by individuals within your department. The channel allows the breakdown of information into smaller manageable pieces for example: reminders for outstanding Mandatory Training, a link to ESR or upload Generic PDR documentation.

These channels are used for more focused participation, keeping focus and information in one place and on topic.

# Chat

Chat contains individual or group messages, recipients can be a mixture of members of your team, individuals within RCHT/ another trust, GP practice etc Individuals can be added to the chat by using a valid NHS email address. You can use Microsoft Teams for private 1:1 and group chats without the need to create a team. Chat messages are instant messages and any sent whilst the recipient are offline will be available when they next login.

Within group chats all participants are able to read the chat – make sure you do not share sensitive information if you do not want the whole group to view it.

Be careful of using old group chats, ensure you are aware of all the participants of the group before sending your message.

## PID information

PID information should not be shared in any part of MS Teams

To view an overview video click on the following link [Overview of teams and channels](#)

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=269>