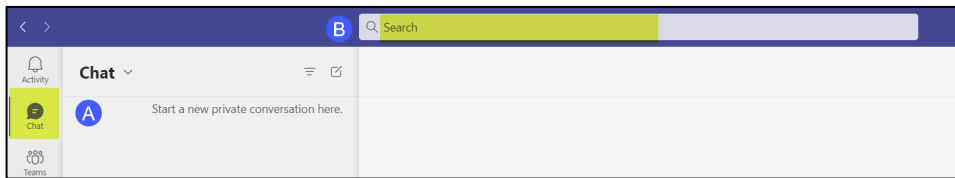


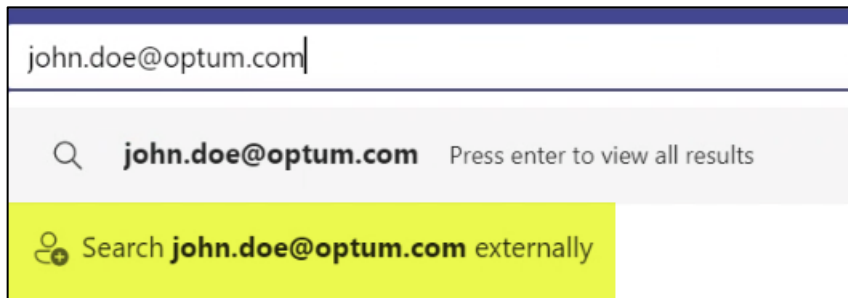
Microsoft Teams provides you with the tools to meet, collaborate, and share screens with anyone in Change Healthcare, UnitedHealth Group, Optum, or any of our integrated partners. Follow the steps below to get started.

Chatting in Teams

1. **A** - Select the Chat feature in Teams. **B** - In the Search bar at the top, enter the full email address of the colleague you want to chat with.



2. Once you enter the **full and complete email address**, select option to **Search externally**.

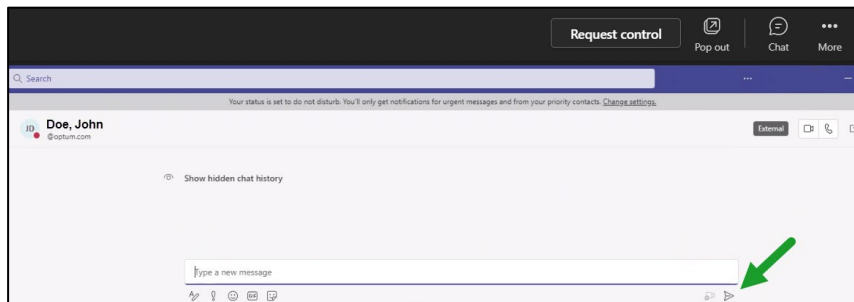


3. Under the People heading, select the name with the (External) next to it.



Collaborating in Teams

4. Enter your message in the *Type a new message* field and select the arrow to send it.



For more information on how to use Teams to collaborate, share and connect, you can access [Microsoft Office Help & Training](#) for jobs aids, videos and other helpful items.



Frequently Asked Questions

What features do I have in Teams chat?

- Chat allows you to see the presence of team members at both Change Healthcare and Optum as well as chat, video chat, screen share, or call them. Chatting with multiple people (group chat) and file sharing are not available for Change Healthcare team members at this time.

What email address should I use when searching in the search bar?

- You should use the primary work email address for the company they work for i.e., john.doe@optum.com. Please don't use @corpitsvcs.com accounts or a secondary @uhg/optum/changehealthcare.com accounts or personal email addresses. **Make sure to use their full primary email address which can be found in Outlook.** *Pro tip – If an external search does not appear, backspace over the 'm' in 'com' and re-enter the 'm' to engage the search.*

If you have questions, please contact your IT Helpdesk.