


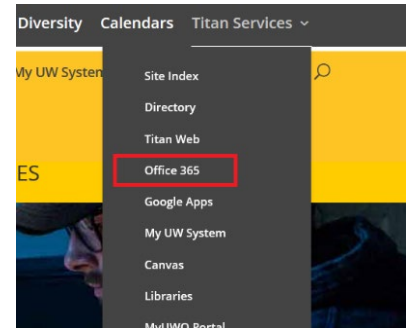
10-minute consults (in-person or virtual) for quick questions during fall and spring semester

View the Same Day Service schedule to meet with an advisor at [uwosh.edu/advising](http://uwosh.edu/advising)

**Stop by the UARC front desk or call 920-424-1268 to schedule a 10-minute consult on the day Same Day Service is offered**

### How to access Microsoft Teams via Web

1. Go to [www.uwosh.edu](http://www.uwosh.edu)
2. Hover over **Titan Services** and click **Office 365**
3. Sign in with your **UWO email** (@uwosh.edu) and **password**
4. Click on the **Teams** icon to open Microsoft Teams 
5. Choose to use the **Web App** or get the **Windows App** (recommended)
  - a. Download the Windows App for maximum quality and capabilities
6. Your **advisor will call you** when it is your turn to meet
  - a. Turn on desktop notifications to be sure you see the advisor call
7. **Answer the call** by clicking the bottom left circle video camera icon



### Access via Desktop or Phone App

1. **Download Microsoft Teams** on computer or phone
2. Sign in with your **UWO email and password**
3. Allow access to your **camera and microphone**

### Mac Users Must Grant Additional Permissions

1. Go to **System Preferences**
2. Click **Security & Privacy**
3. Select **Microphone** to allow microphone access
4. Select **Screen Recording** to allow screen access

### Test Microsoft Teams

Prior to your virtual advising appointment, you'll need to verify your microphone and camera are working properly with Microsoft Teams.

Microsoft Teams works best when using the desktop app but can still be used from your browser.

## Microsoft Teams Troubleshooting

### MICROPHONE AND CAMERA

#### DESKTOP APP:

Start by making a test call.

1. Click your profile picture (if you don't have a picture set it will be your initials), then select **Settings > Devices**.
2. Select **Make a test call** under **Audio devices**.
3. Follow the instructions and record a short message. The message will play back for you. This is what you will sound like to the person you're talking to.

If you're having issues with your camera or microphone, check your app permissions by following the directions below.

#### WINDOWS:

1. Open Settings.
2. Under **Privacy**, select **Camera**.
  - a. Make sure the setting for **Camera** access for this device is turned **On**.
  - b. If the setting is already turned on, turn the setting off then back on again.
3. To check your Microphone permissions, repeat step 2 selecting **Microphone**.
4. Close all apps and restart your device.

#### MAC OS: (10.14 AND HIGHER)

1. Open System Preferences.
2. Select Security & Privacy.
3. Under **Privacy**, choose **Camera** on the left.
  - a. Make sure **Microsoft Teams** is selected.
4. To check your Microphone permissions, repeat step 3 selecting **Microphone**.
5. Close all apps and restart your device.

#### WEB BROWSER:

Microsoft Teams is compatible with Chrome, Edge, Firefox, and Internet Explorer 11.

A significant limitation of the desktop app is the inability to make a test call. If possible, test your microphone and camera by calling a friend. Ask them if they can hear you and if you're video is displaying.

You'll need to check your settings as you may need to "allow" your camera and/or microphone to work in Teams.

To check your browser permissions and settings:

Go to the **Settings** or **Options** for your browser. Find the camera and microphone.

For example, in Chrome:

1. Go to Settings > Privacy and Security > Site Settings > View permissions and data stored across sites.
2. Enter "teams.microsoft.com" in the **Search** field.

3. Open the “Microsoft.com” group and scroll down to find “teams.microsoft.com” and select it.
4. Set the **Camera** and **Microphone** to **Allow** access to these devices.

## SCREEN SHARING

### DESKTOP APP:

### MAC OS:

You’ll need to grant permission to Microsoft Teams to record your computer’s screen before you can share.

1. Open System Preferences.
2. Select Security & Privacy.
3. Under **Screen Recording**, make sure **Microsoft Teams** is selected.

### WEB BROWSER:

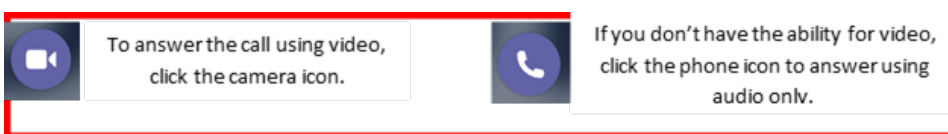
*Screen sharing is only available if you’re using Google Chrome or the latest version of Microsoft Edge.*

If you’re using a Mac, you’ll need to grant permission to Microsoft Teams to record your computer’s screen before you can share. Follow the steps above and make sure to also grant screen recording permission to your browser.

## ANSWERING THE CALL

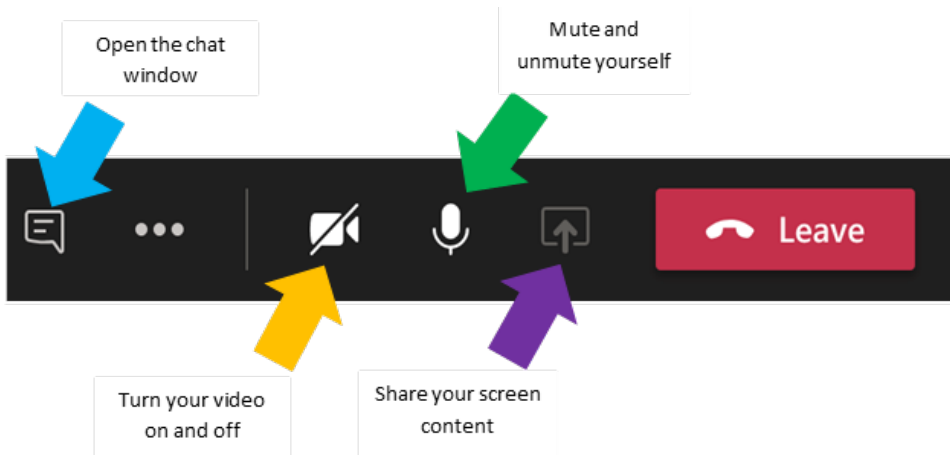


The advisor will call you at the time of your appointment. You should have Microsoft Teams open and logged into 5 minutes prior to your appointment start time. When the advisor calls, the window below will pop up on your Microsoft Teams window.



## BASIC CONTROLS

Once you join the meeting you'll be able to turn your video on or off, mute and unmute yourself, share your screen content, and type in the chat



Find more information at [uwosh.edu/advising](https://uwosh.edu/advising)