Virtual Advising Instructions

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

Technical Information

1. Please log in to Microsoft Teams at least ten minutes before your appointment to ensure sound and video functions are working properly to meet for your appointment.
2. You may need to change your computer or browser settings to grant access to Microsoft Teams to use your microphone and camera. Browsers like Safari do not support Microsoft Teams.
3. If you are not sure what your UWO email/password is, contact the IT Help Desk at (920) 424-3020.
4. Students who are late or not prepared for their appointment may be asked to reschedule.

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.
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 in 5 minutes prior to your appointment start time. When the advisor calls, the window below will pop up on your Microsoft Teams window.

- To answer the call using video, click the camera icon.
- If you don’t have the ability for video, click the phone icon to answer using audio only.
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