

Using Microsoft Teams for Center for Writing Sessions

There will be a learning curve on this, for you and for us. Please be patient while we push through it!

A few general tips:

- 1) Log in to Teams through [Office 365](#). Log in to Office 365 using your Cooper email and password. If you don't know your Cooper email/password, or if you have trouble accessing Office 365, contact ITsupport@Cooper.edu.
- 2) Teams seems to only have full functionality on google chrome or the desk/mobile app.
- 3) You'll need a working mic or headset to chat.
- 4) There is a Teams app for the desktop and phone. While we don't recommend it, you can conduct video chat sessions via phone.

How the video chat session will begin:

- 1) Your associate will reach out via a Teams chat message at your scheduled time. If you need a few minutes to get ready, just let them know.
- 2) If you haven't heard from your associate by your allotted time, enter their name in the search box at the top of the screen, select them, and send them a chat message using the chat box at the bottom of the screen.
- 3) The associate will initiate the chat when you're both ready.

Some basic video chat functions:

Once the chat has begun, you'll see a few icons in the bottom/center of your screen:

- 1) The video camera enables/disables your camera.
- 2) The mic mutes/unmutes the conversation.
- 3) The share button shares your screen.
- 4) The text bubble brings up the chat window on the right side of the screen (recommended).
- 5) The red phone icon ends the session.
- 6) On the bar at the bottom of your window, clicking the button marked with three dots will bring up a range of other options. Perhaps most useful is the "blur background" function, which effectively makes your surroundings private.

Chat window functionality:

At the bottom of the chat window (once you've opened it), you'll see a text box for writing messages, as well as some additional functions that should be useful:

- 1) The paper plane icon on the right sends your message.
- 2) The paper clip icon allows you to upload a document from your computer.
 - a. An uploaded document must then be sent using the paper plane icon.
 - b. Once someone clicks on an uploaded document it takes over the screen, and the video chat screen becomes a small, moveable bubble.
 - c. To close a document, click the close button on the top right of your screen.

Reach out to John.Lundberg@cooper.edu if you have suggestions for improvement.