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.