

## Guidance on using Microsoft Office Teams

Microsoft Teams can be used for individual or group chat, audio and video conferencing and replaces the older Skype for Business service/application.

Microsoft Teams can be accessed via your web browser (Edge or Chrome preferred), or you can install the Teams application (available for Windows, Mac, ios and android).

**Due to the Covid-19 outbreak, Enabling Services and First Support will now be using Microsoft Teams to contact students for all student appointments. All students with a university email address will have access to Microsoft Teams, providing internet access is available. In exceptional circumstances, if there is a reason you are unable to access Microsoft Teams for your student appointment, please email [enable@soton.ac.uk](mailto:enable@soton.ac.uk).**

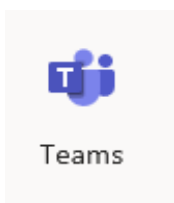
Please find below instructions on how to download and use Microsoft Teams for your student appointment. We recommend that you download Microsoft Teams in advance of your student appointment.

- [How to use Microsoft Teams on a laptop/PC](#)
- [How to use Microsoft Teams on a mobile](#)

### How to use Microsoft Teams on a laptop/PC

#### Downloading Microsoft Office Teams to your laptop/PC

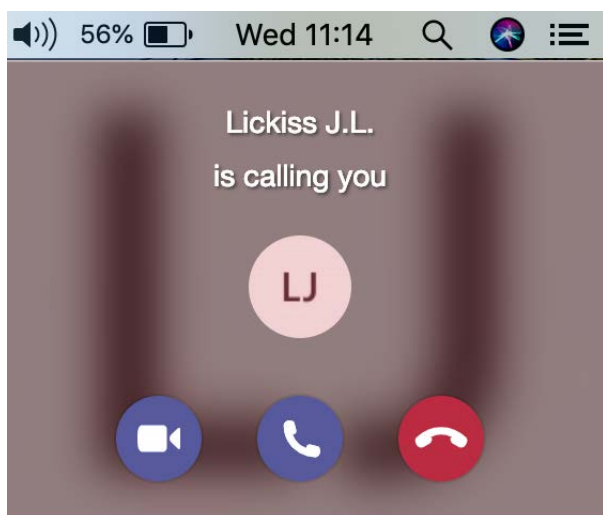
1. Visit <https://www.southampton.ac.uk/365/>, sign in using your university student email address and password and download **Microsoft Office Teams** (if you do not already have this) by clicking on the Teams icon as shown below:



2. Alternatively, you can download Microsoft Office Teams to your laptop via this link; <https://products.office.com/en-gb/microsoft-teams/download-app>.

## How to attend your student appointment via Microsoft Teams using a laptop/PC

1. Open Microsoft Teams and sign in using your university student email address and password (please see above instructions if you have not already downloaded Microsoft Teams to your laptop/PC).
2. Your practitioner will call you for your appointment – this should appear as below on your laptop/PC.



3. If your appointment is via video, select the video icon to answer the call for your appointment. If your appointment is via audio, select the telephone icon to answer the call for your appointment.

## **How to use Microsoft Teams on a mobile**

### Downloading Microsoft Office Teams to a mobile

1. Visit the app store on your mobile and search for 'Microsoft Teams' as below.

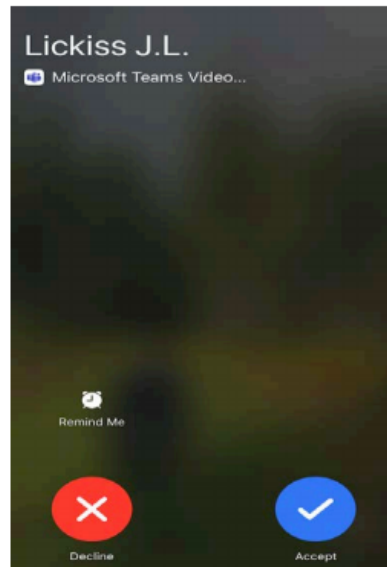
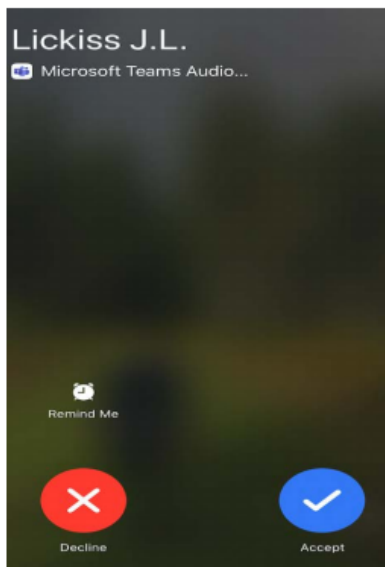


2. Click 'get' and 'then install' to download the Microsoft Teams app to your mobile. Note Microsoft Teams app is free to download. Once downloaded, the Microsoft Teams app icon (shown below) should appear on your mobile.



### How to attend your student appointment via Microsoft Teams using a mobile

1. Open the Microsoft Teams app on your mobile and sign in using your student email address and password (please see above instructions if you have not already downloaded the Microsoft Teams app to your mobile).
2. Your practitioner will call you for your appointment – this should appear as below on your mobile screen, depending on whether you have an audio or video appointment booked.



3. Select 'accept' to answer the call. If your appointment is via video, make sure the video icon does not have a cross through it (as shown below).

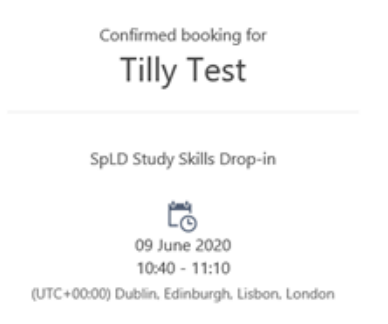


## How to attend an SpLD Study Skills Drop-In appointment via Microsoft Teams

Please note, the following instructions are for SpLD Study Skills Drop-In appointments made through our [Study Skills Support](#) web page only.

**For all other SpLD appointments, including tutorials, please refer to the steps above.**

1. Go to your email account and open your SpLD Study Skills booking confirmation.



2. Select the 'Join Teams Meeting ' link at the time stated in your booking confirmation.

Your practitioner will join you on the Teams call.



### **Important things to note:**

- **Live Chat feature on Microsoft Teams:** please be aware there is a live chat feature on Microsoft Teams. Enabling Services and First Support are unable to communicate with students using this feature. Please send any queries to [enable@soton.ac.uk](mailto:enable@soton.ac.uk) or [firstsupport@soton.ac.uk](mailto:firstsupport@soton.ac.uk).

**If you have any questions about using Microsoft Teams or would like support with installing it, please contact [enable@soton.ac.uk](mailto:enable@soton.ac.uk).**