

# TEAMS- Students FAQ

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## 1. What is Microsoft Teams?

Microsoft Teams is a unified communication and collaboration platform providing multiple ways for university/office contact and distance working. It offers video and voice calls, chat, sharing and storing files, and collaboration on them.

It requires a live internet connection to operate.

## 1.1. What do I need if I want to use it?

A live internet connection is a must and basically that is really the only thing you need. Everything is available through a browser. Chrome and Edge is recommended.

However, we recommend that you download a desktop application for full functionality.

Teams is a part of O365 service package.

### 1.1.1. I have Windows 7/Vista/XP on my laptop. Can I use Teams desktop application?

These operation systems are not supported any longer by Microsoft, so we have limited access to help.

According to official description Teams can be installed on Windows 8.1 and above.

### 1.1.2. Do I need BCE VPN connection to be able to use it?

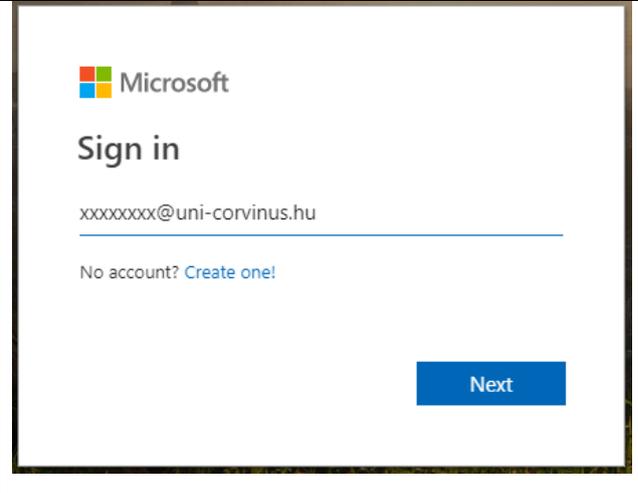
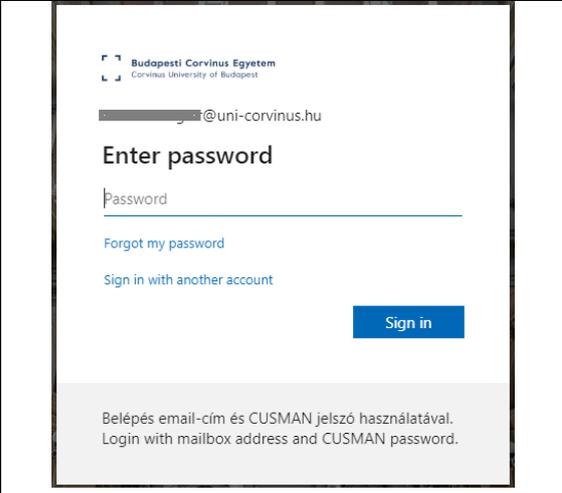
No, you do not. It can be accessed from any public network.

## 1.2. How can I access Teams?

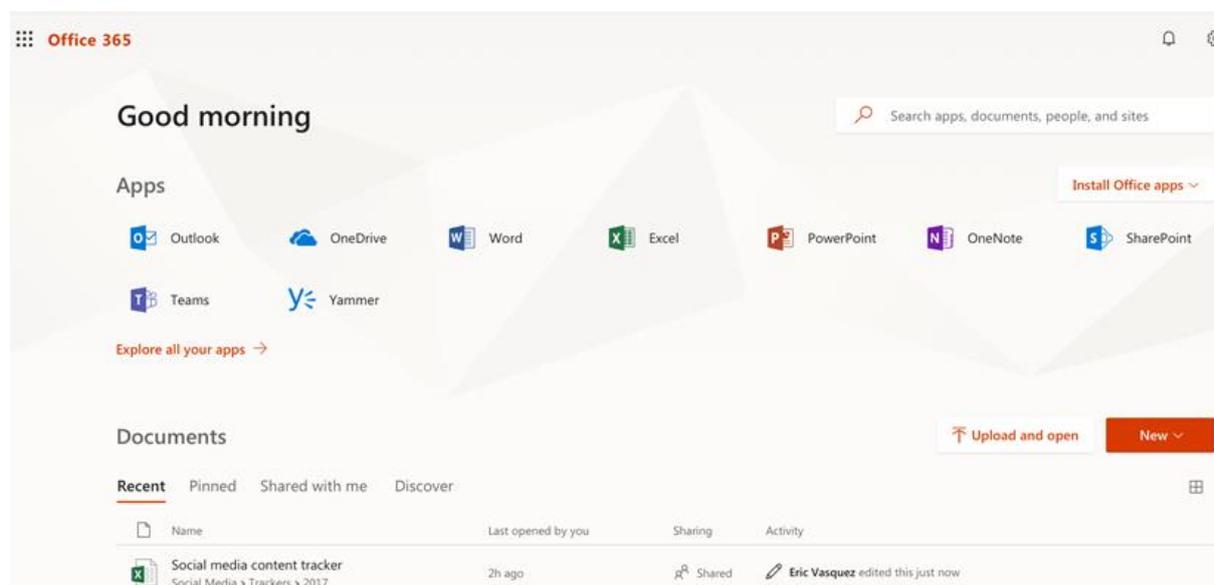
You can log in for the cloud service at <https://office.com>. This leads to O365 service pack, but Teams can be accessed here, too.

For logging-in use your

- university email address (the one that ends with @stud.uni-corvinus.hu for students and it is @uni-corvinus.hu for academic and staff);  
You are not sure about your email address? Check for the related documentations at <http://www.uni-corvinus.hu/index.php?id=69175>
- and your Cusman password (it is the one you use for logging-in e.g. to computers in the labs)  
Please note, it is not the same that the one you use for Neptun.

 <p>Microsoft Sign in</p> <p>xxxxxxx@uni-corvinus.hu</p> <p>No account? <a href="#">Create one!</a></p> <p><a href="#">Next</a></p>	 <p>Budapesti Corvinus Egyetem Corvinus University of Budapest</p> <p>xxxxxxx@uni-corvinus.hu</p> <p>Enter password</p> <p>Password</p> <p><a href="#">Forgot my password</a></p> <p><a href="#">Sign in with another account</a></p> <p><a href="#">Sign in</a></p> <p>Belépés email-cím és CUSMAN jelszó használatával. Login with mailbox address and CUSMAN password.</p>
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When you are logged in you see the following screen:



### 1.2.1. Client types – Desktop client

The installed desktop client is the one that offers full functionality and compatibility with cloud services.

All university students, academic and staff, as long as they have a full right university (Cusman) profile, can download and use the O365 desktop client.

Start the installation by clicking on the Office install button in the top right corner in the picture above.

Before the first use you have to activate any of the modules installed. For activating use your university email address and password.

O365 can be downloaded and run on Windows and Mac OS. Linux is not supported.

Visiting professors (on contract base) and extramural students are only entitled to use the browser version for their O365 account.

Office 2016 and Office 2019 installed application can also be used, although the former has more limited compatibility.

The desktop client offers full functionality.

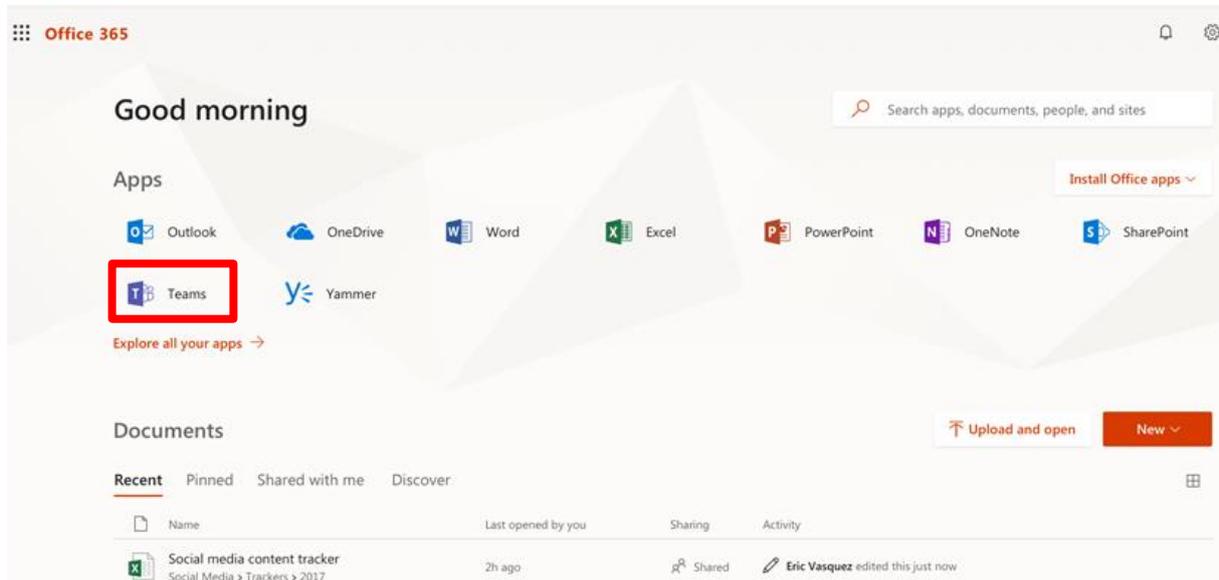
### 1.2.2. Client types – Web browser

According to Microsoft recommendations Edge and Chrome browsers can ensure the most functions flawlessly. In case of Internet Explorer 11 and Firefox browsers compatibility problems might appear.

The browser client does not support all the functionalities e.g. though all the styles are displayed properly, style modification possibilities are limited.

Similarly, you might experience similar situation when using Teams.

Visiting professors (on contract base) and extramural students are only entitled to use the browser version for their O365 account.



Teams can be accessed by clicking on its icon (in the green frame on the picture above).

### 1.2.3. Client types – smart device applications

Office smart device apps can be downloaded from the application stores (Apple Store, Google Play) either separately or the whole package.

Similarly to the browser client, these apps are full featured when displaying, but they show limitations when editing.

Of course it includes Teams. When downloaded, you get a tool similar to Messenger or Hangouts for communication, but it offers more functionality for collaboration.

The IT Service Center at BCE would only support the desktop application as that is the tool offering the full feature set.

### 1.3. How shall I install Teams onto my computer/laptop?

Teams can be downloaded and installed directly from Microsoft's website. [Click here to download](#)

The other possibility for downloading it is from Teams web client. When you open it in the browser (See it in Client types – Web browser) you get to a page shown in the picture.



However, Teams offers wider functionality as that, especially in case of file- and screen-sharing and collaboration. In addition Teams at BCE is integrated with other university systems, therefore

- all your professors and BCE students can be reached via Teams, as all of them have an account, too;
- all the courses and their related groups (i.e. the groups of students who attend the same course) have been generated based on the Neptun. (Similarly to Moodle);
- Moodle and Teams can be accessed through cross-references and all the courses can be reached in both systems. For easier use it is suggested that you first log in into both systems. This way each link brings you to the course page directly, without showing up a login page.

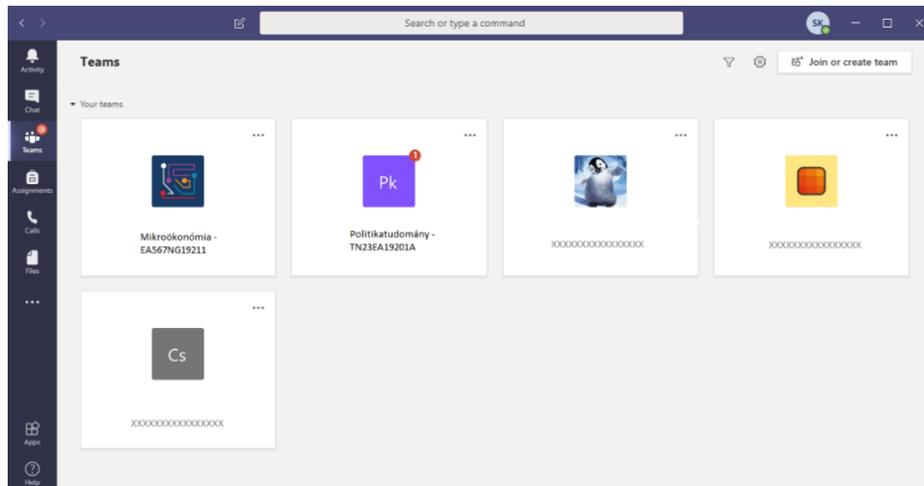
Let's interpret it into our present educational environment

- you can keep contact with your teachers and 'course mates' either individually or as a member of a course;
- you can attend your courses and consultations that are mostly held as video-conferences (via video calls). Most of them will be organized events, so you can follow these in your Outlook calendar belonging to your university account;
- you can create your own groups for co-working;
- you can share files or work with files that are shared with you.

Let's see the functions with some more details.

## 2.1. I am signed in to my Teams account. What do I see?

It opens with the view of your groups (Teams) when it is first used. Later it always opens with the screen it was closed. Your pre-generated groups are your courses.



By clicking on any of the course its related chat window opens. That is where you can contact them as a group. It is used similarly to others chat applications you know.

Anything you write and send here is visible for all the members of the course, and they can get notifications about them depending on their own settings. If you have any unread messages a red dot appears on the icon of the course (see the icon of the second group above).

### 2.1.1. I have a course I cannot find among my groups. What shall I do?

If you cannot see your course either in Teams or in Moodle, it means you are not enrolled for that in Neptun, or that happened after these courses had been generated (after 19th March). In this case let your teacher know so that he can add you to that Moodle course and also write to [helpdesk@uni-corvinus.hu](mailto:helpdesk@uni-corvinus.hu) including your BCE email address, and the name and code of the course.

### 2.1.2. Can I create my own groups?

Yes, you can. There is a Join or create Teams button in the top right corner when you are in the Teams menu. In the pop-up window you can give a name to your team and then add members to it.

Adding members happens the same way as you would do it in Messenger, Viber or Hangouts. To find the one you want to add, start typing the name. A more and more filtered list appears as you type. If you cannot find someone or you are not sure which is the person you want to add (a same-name problem) try to type the person's (university) email address. (Professors' email address may be checked in the phonebook of the university on the web at <http://www.uni-corvinus.hu/index.php?id=telefon#> )

### 2.1.3. The course is open. What can I do here?

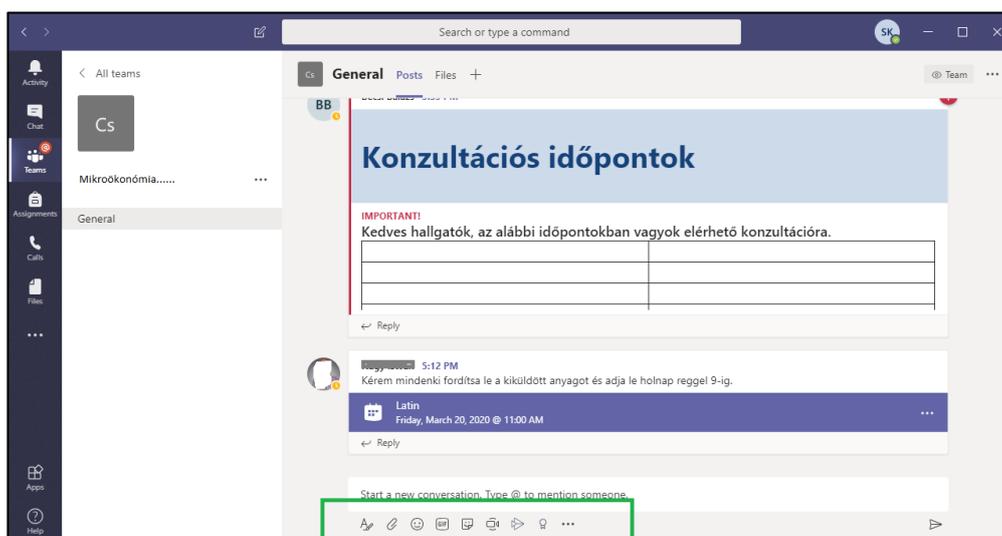
The basic functions are the same as those in other chat programs:

- you can write posts,
- you can answer posts.

These are visible by all the members.

You can also

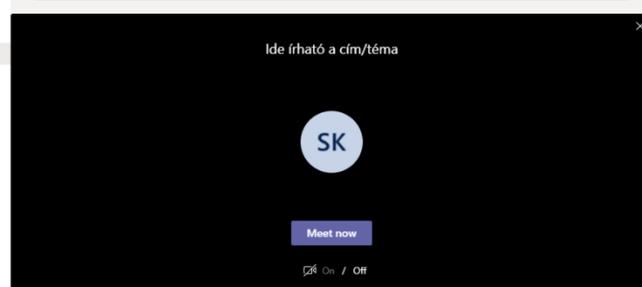
- attach files,
- start an instant video chat while you can also share your screen.



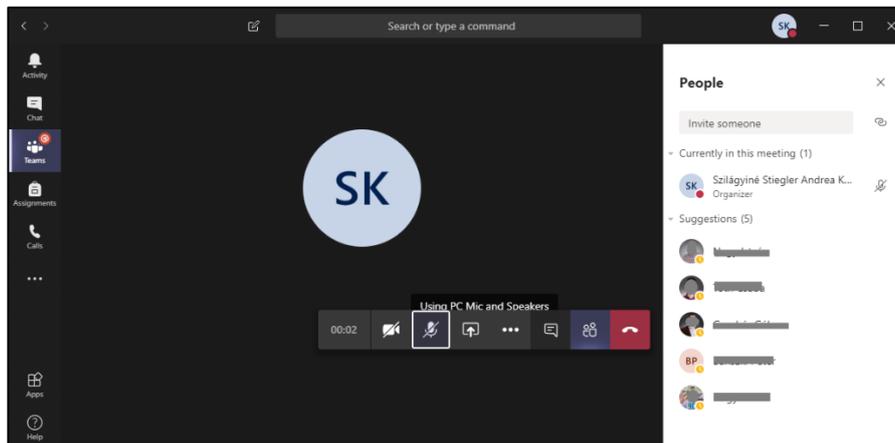
The latter two functions can be accessed with the appropriate icon (see the green frame in the picture above).

The Attach icon (second on the left) is the one to be used when we want to add (to share) a file with the group for download.

The instant video chat can be started by clicking on the Camera icon (Meet now). This means immediate call and may not intended to all team members, but any team member will see it (the fact and its title) later on the chatboard. The subject can be given in the title text field before the call starts live.



By clicking the Meet now button the window of the call opens. Here you can invite either the whole group or just some of them by name.



### 3. About video calls in general

#### 3.1. Microphone and camera

One of the most important reason to use video calls is the personal contact as you might also see the people you are talking to. However, you still have the opportunity to turn your camera or even your mic off. This latter can come suitable when the professor is speaking and presumably for a longer time. This way most unwanted noise can be eliminated from the call.

The camera and the mic can be turned on and off by clicking on their icons.

#### 3.2. Sharing the screen

With the help of the third icon – the one next to the mic – any participant can share his/her own screen. You will see the files or windows you can choose from. It can be useful when something can help in understanding, or demonstrating something the speaker is talking about.

### 3.3. Chatting while video call is going

With the help of the chat icon text messages can be sent and read.

### 3.4. Scheduled video-call

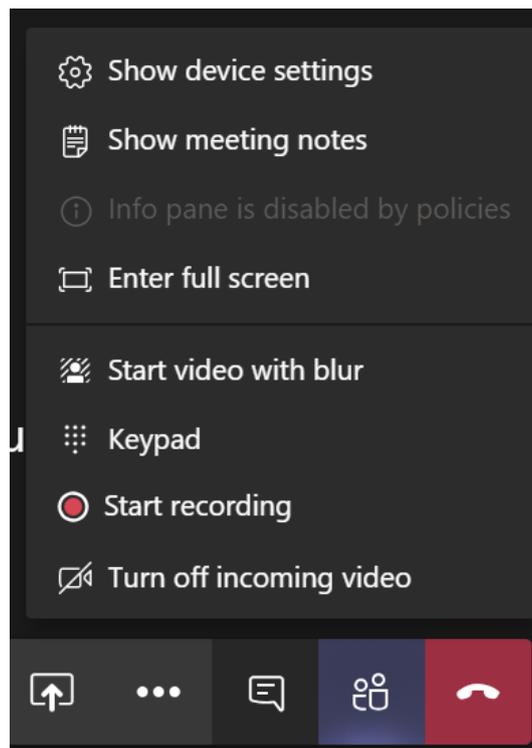
Students can schedule video calls as they all use O365 email service.

The professors can also schedule their courses and lectures about which the students and teachers get notification email and the event appears in their calendar. The URL to open for the call is always included in the event description.

## 4. Can the call be recorded?

Yes, it can be recorded. It is provided by the desktop version.

Click on the 3 dots (next to the screen sharing icon) in the pop-up window you find the Start recording option. If clicked, the recording starts.



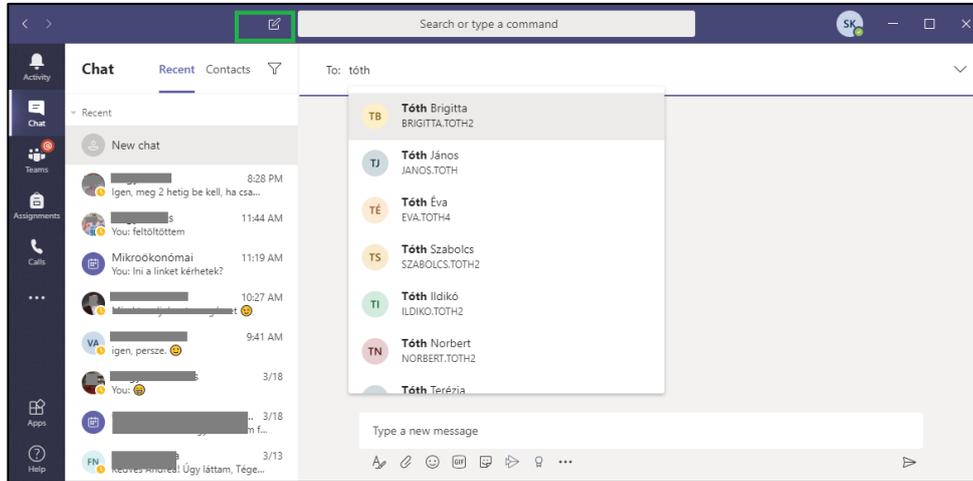
When recording is stopped it is stored in Stream – another Office 365 service. It is accessible directly at <https://web.microsoftstream.com/>

## 5. One-to-one contact

All these previously described functions are available for one-to-one communication. Use Chat menu for it. (The second item in the menu on the left)

The same way under this item all previous chats are available and new ones can be started by the top left icon next to the search field (see it in the green frame)

You can find the contact to be reached by typing his/her name or email address. It works the same way as other chat programs.



The existing contacts can be called or video-called with same functions as in case of Teams.

Under Calls in the menu previous calls are listed, and you can start new ones either to a previously called partner or to a new one.