

Accessibility Services

How to Use Microsoft Teams (MS Teams)

To Meet with your Accessibility Advisor



Microsoft Teams

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How to Use Microsoft Teams (*MS Teams*) to Meet with your Accessibility Advisor

For students who have a U of T Email Address

Before your Meeting

- Make sure you have a computer or mobile device, speakers or headphones for audio, and a microphone – most mobile devices, laptops and headphones have built-in microphones.
 - Consider also having a pen and paper or assistive device to jot notes, dates, and questions.
- Microsoft Teams (*MS Teams*) is a free application that U of T Students can start using instantly by logging into your UToronto e-mail account.
- Microsoft teams has a web browser version that you can access, but more accessibility features are present on the desktop app (application), and this is recommended.
 - **To Download the *MS Teams* Desktop App:**
 - ➔ Go to: [Microsoft Teams Application Download Page](#)
 - ➔ Select the appropriate installation package such as Windows, macOS, Apple App Store or Google Playstore
 - ➔ Follow the on-screen instructions to install and then sign-in with your @mail.utoronto.ca email address
 - **To Access *MS Teams* on your Web Browser:**
 - ➔ Log in to your [University of Toronto Email](#) using your web browser (e.g. Google Chrome).
 - ➔ Click on *Apps Launcher* button on the top left corner, beside the word Outlook (see *Figure 1*)

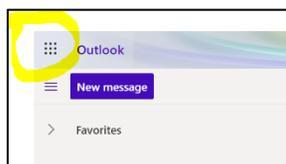


Figure 1

- ➔ Then select Teams (see *Figure 2*)

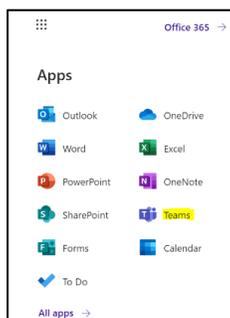


Figure 2

- ➔ Now you're ready to use *MS Teams* right from your web browser!

- Ensure you're in a private space as you may discuss sensitive health-related information.

How to Use Microsoft Teams (*MS Teams*) to Meet with your Accessibility Advisor

For students who have a U of T Email Address

To start your meeting

- Log onto MS Teams (through either the desktop app or your web browser) at the time you scheduled through the Accessibility Services Front Desk
 - Review the email received from the Accessibility Services front desk (accessibility.services@utoronto.ca) for appointment details, including time and date.
- Your accessibility advisor will call you at the time you scheduled using the **Teams Call Feature**. You will need to [Answer the Call](#).
- The incoming call will look something like this:



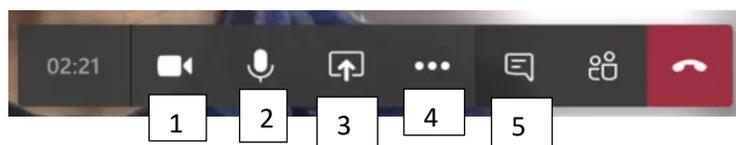
- 1 – This will be the name of your Accessibility Advisor who is calling you.
 - If you are unsure of the name of your Accessibility Advisor, it would be important to check this from the confirmation email sent to you by the front desk prior to the appointment. That way you will know it is your Accessibility Advisor calling you.
- 2- This button allows you to answer your advisors call while showing your video. This is highly recommended.
- 3 – This button allows you to answer your advisors call by audio only

How to Use Microsoft Teams (*MS Teams*) to Meet with your Accessibility Advisor

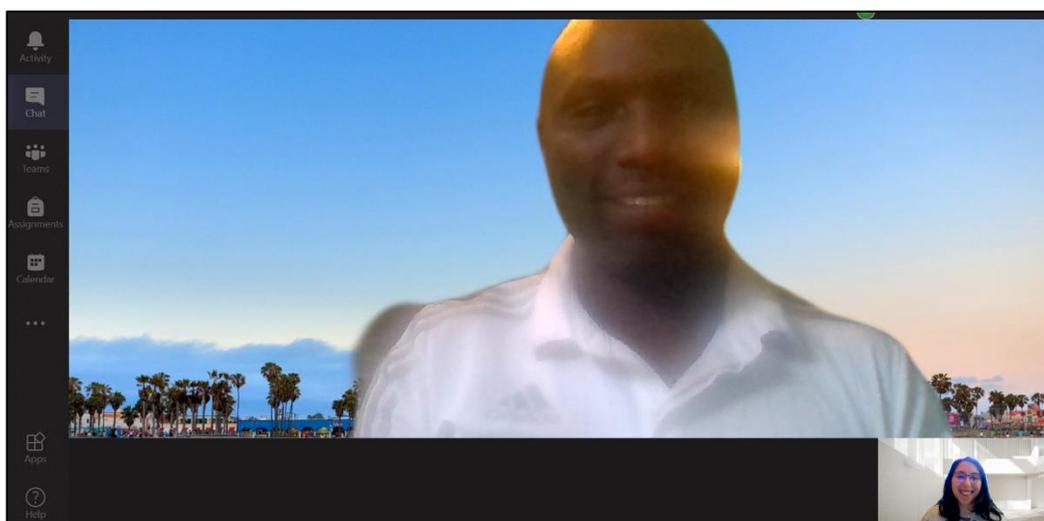
For students who have a U of T Email Address

During your meeting

- Once you've answered your advisors call you should see (and hear) your advisor!
 - If you experience lag, try closing apps and browser tabs, and checking for apps running in the background. You may also consider moving to a space where the internet connection is better.
- Once you have joined the Teams meeting, if using the web or desktop app, you will see the following icon bar on your screen:



- 1 – This button allows you to turn on or off your video
- 2- This button allows you to turn on or off your audio
- 3-This button allows you to share your screen with your advisor.
- 4- This button allows you to select special features, such as [changing your background](#).
- 5- Please **do not use this button** which opens (and closes) the chat feature. *The Chat or Files features are NOT to be used by students at any time to communicate with their accessibility advisor, learning strategist or adaptive technologist. This is to allow us to be in accordance with FIPPA guidelines related to the confidentiality of student records.*
- Once your call is finished, press the red phone button to end the call.



Video Chatting with your Advisor (you do not have to keep your video on!)

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After the Meeting

- Following the current meeting on MS Teams, all future appointments to meet must be booked through the [Accessibility Services Front Desk](#) by calling 416-978-8060 or via email: accessibility.services@utoronto.ca
- Please note that your accessibility advisor, will NOT be available over the Chat or any other features of the application following the current meeting.
- In accordance with FIPPA guidelines related to the confidentiality of student records, students are advised NOT to send meeting invites to Accessibility Services staff directly through the Calendar option in either MS Outlook or MS Teams. **Appointments requests must be made through the front desk via phone or email.**

Missed Appointments Policy

- If the connection could not be established on *MS Teams*, the accessibility advisor will attempt to call you on the cell phone you have listed on file. If you are not reachable over the phone, a voice mail will be left, if we have the permission to do so.
- If more than 15 minutes have passed since the start of the scheduled appointment, the appointment will likely need to be rescheduled and you may connect with the [front desk](#) to request a new *MS Teams* appointment.

More resources

- An overview of all Microsoft Team's accessibility features can be [found here](#).
- If you are having technical issues after this primer, contact the [Information Commons Help Desk](#).
- If you have questions or issue with Microsoft Teams Accessibility features, check out [their Accessibility Answer Desk or ask their support staff](#).
- If you are having difficulty reaching your advisor, contact the [Accessibility Services Front Desk](#).