

How To: Using Microsoft Teams To Communicate With Your Academic Advisor

Students have the option to download the Teams Mobile Application. The mobile app can be useful for phone calls. Academic Advising appointments should still take place via computer! Instructions on how to download the mobile app can be found at <https://products.office.com/en-us/microsoft-teams/download-app>

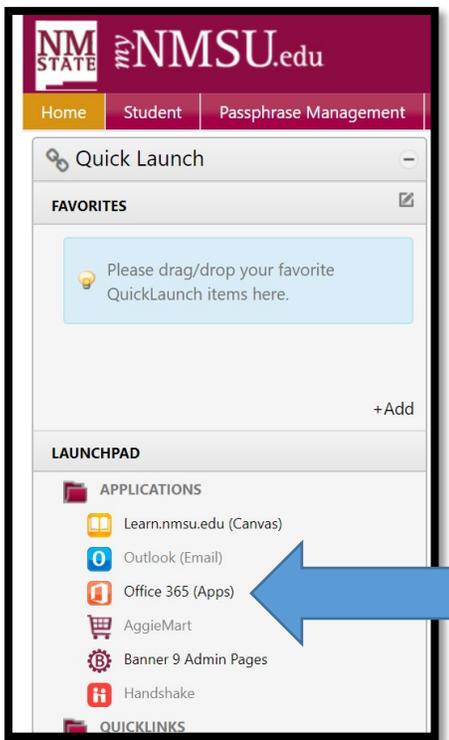
Communication Options:

- 1) Virtual Advising Appointment: Preferred option! Similar to a traditional advising appointment. You'll need to be at a computer with audio (and visual if you want to video chat) to use this option. You do not have to use the video option if you don't want to.
- 2) A Phone Call via the Teams Mobile Application: This is the best option if you do not have access to a computer AND have downloaded the Teams mobile application.

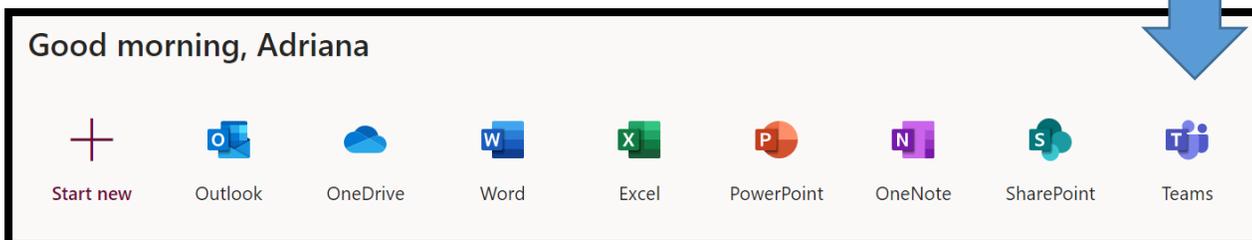
Option One: Virtual Academic Advising Appointment (Preferred Method)

Students should be logged into a computer with good internet access. This is the preferred method for all advising appointments. This allows students and advisors to call, video conference, share screens, and have a more "hands-on" advising appointment. **Students need to set up a planned academic advising appointment before using this feature. You can visit nmsu.campus.eab.com and login with your myNMSU username & password to set up the appointment.**

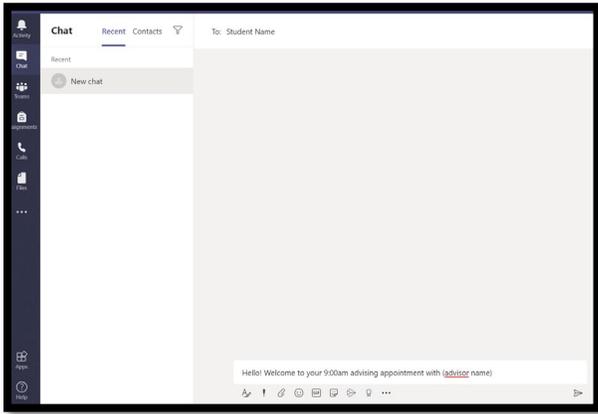
Step 1: Log into your my.nmsu.edu account. On your home page, click Office 365 (Apps).



Step 2: Click on the Teams App Icon.



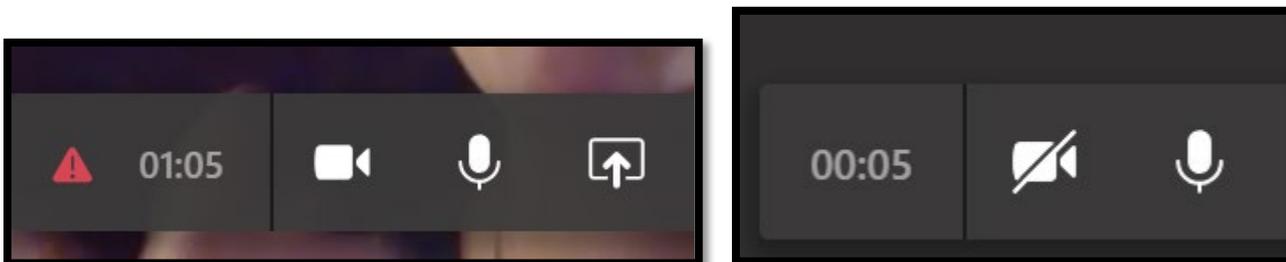
Step 3: A Microsoft Teams Chatbox will appear. That will allow you to chat, audio call, and/or video conference with your academic advisor. This includes screen sharing so both you and your advisor can review your STAR Degree Audit and any other advising documents. **Your advisor will start the chat process at your designated appointment time.**



Step 4: After your advisor starts the chat and confirms you are available for your appointment, they will initiate the call or video conference (whatever you previously agreed upon). Your screen will appear similar to the example below.



Step 5: Ensure the correct Icons are turned on. (In order) Video, Audio, and Screenshare will be your most frequently used. When a line is drawn through the Icon, it means it is disabled. Click the Icon to make active.



Note: If at any point during the appointment, you have audio or video issues, you can still contact the advisor through the Chat feature.

Option Two: A Phone Call via the Teams Mobile Application

Step 1: Have your Teams application open and ready to receive the call from your academic advisor at your designated appointment time. The first time you use the application, you may be prompted to adjust some of your phone settings. Follow instructions as stated. Your advisor will call you via the app at your designated appointment time. **Students need to set up a planned academic advising appointment before using this feature. You can visit nmsu.campus.eab.com and login using your myNMSU username & password to set up the appointment.**

