Alan Price

From: Alan Price
Sent: Wednesday, March 11, 2020 5:08 PM
To: Faculty_Official; Student_Official; Staff_Official
Subject: Microsoft Teams Quick Start Guide for Campus
Attachments: Microsoft Teams Quick Start Guide.pdf

Good afternoon.

The IT Department is working alongside administrators, faculty, and staff to prepare for any and all outcomes in the COVID-19 outbreak. As everyone received earlier today the College will hold practice online courses next week using Canvas and Microsoft Teams. We prepared the attached Quick Start Guide to cover the basic functions in Teams. Also included is Microsoft's official Quick Start Guide with additional detail. Please review it if you're not familiar with Teams to be prepared for your practice courses.

We are prioritizing online course support next week and are ready to help. If you're in need of assistance please contact us through one of the channels below. Since things will continue to move extremely quickly and introduce brand new challenges across campus we highly recommend leveraging online support resources whenever possible. You'll be able to learn, try, and review subjects any time at your own pace. The built-in Help button, located in the lower-left corner of Teams, is also an excellent resource.

Please note that due to our emphasis regarding online course readiness all other non-academic requests, including new projects, supply orders, and courtesy computer/device repairs may be delayed or unavailable at times. Classroom and lecture support remains a priority at all times, though, so please make sure to contact us if you have a problem during class.

Microsoft Teams video training
https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7

End user training for Microsoft Teams
https://docs.microsoft.com/en-us/MicrosoftTeams/enduser-training

Getting help
For best service in an urgent situation do not call or email individual IT staff. Call the Helpdesk instead.

Priority/Type	How to Reach Us
Urgent issues that disrupt class or critical business	Call the Helpdesk at x5777 (208-459-5777) or send someone to our offices in Covell
Drop-in support for help, questions, and guidance	Covell, 8:00 AM to 5:00 PM (frequently 6:00 PM) weekdays; weekends and evenings by appointment
Non-urgent issues and requests, or letting us know about a problem you noticed	Email helpdesk@collegeofidaho.edu from your C of I account
Low-priority questions and inquiries	Feel free to Teams an IT staffer, but be aware you may not get a response if they're busy or otherwise unavailable