Teams BlazeVIEW Integration FAQ

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1. I need support with Teams, who should I reach out to?

   First, look through this FAQ and other available resources to see if the problem you are having can be solved easily using one of the guides. If you still require further support, you can reach out to IT or CELT-eLearning depending on the nature of your needs:

   i. Information Technology: Reach out to IT by submitting a request through the Solutions Center portal. The Division of Information Technology manages our Microsoft account and can help you with your initial set-up and any technical support you need.
   ii. CELT-eLearning: Reach out to CELT-eLearning by emailing blazeview@valdosta.edu. CELT-eLearning can help if you need support with the pedagogy of using Teams for teaching and learning. This includes the BlazeVIEW integration as well as usage for a variety of features including breakout rooms, the whiteboard, and managing recordings.

2. Do you need to activate class teams to use the BlazeVIEW integration or the general channel to schedule a class meeting?

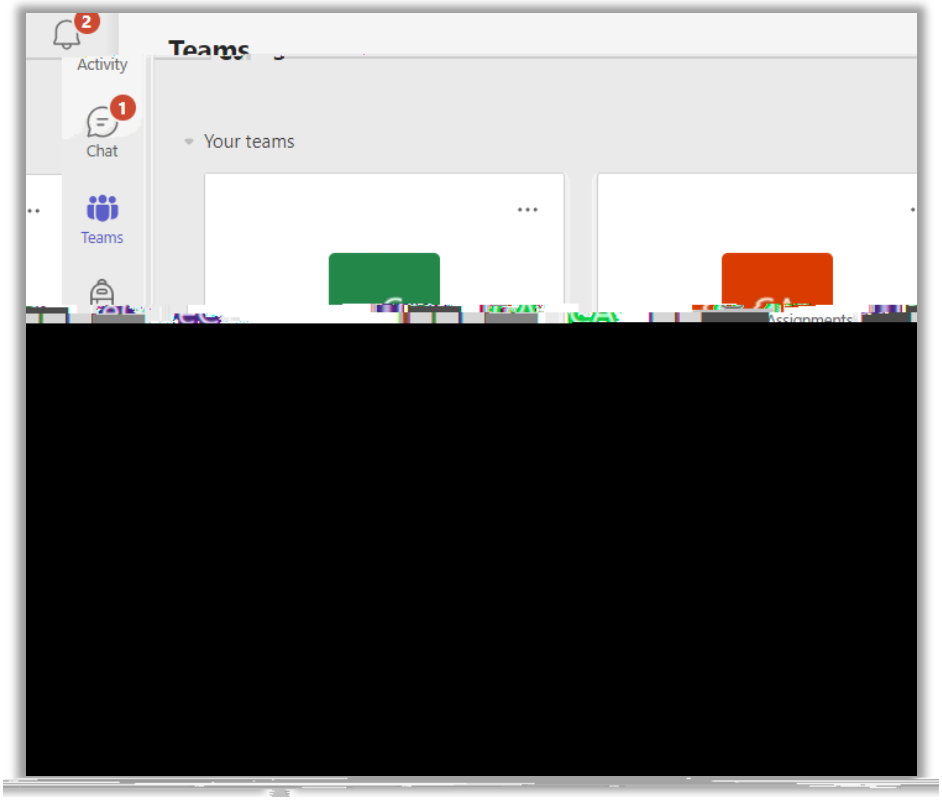
   While it is not strictly required that you activate your class teams to use the BlazeVIEW LTI integration, it is highly recommended that you do; this is because you need to activate the class teams to schedule a meeting using the class teams general channel.

   If you don't want to activate your class teams, use E 1 Td (81 -1.32a)4 (te)deams3 Tc 0.006e

environment, either using the downloaded or web-based Teams application. Then you need to share a link to that meeting in your GoVIEW course page. See our *How to Use Microsoft Teams in GoVIEW* job aid for more information and step-by-step instructions.

8. Where is my class team, I can't find it?

If you are new to Teams, follow the instructions on the Division of Information Technology's Microsoft Teams page to get started. Open your Teams app either using the web application or the desktop application. Click on the *Teams* button on the sidebar and then search for your class name from the available teams (see below).

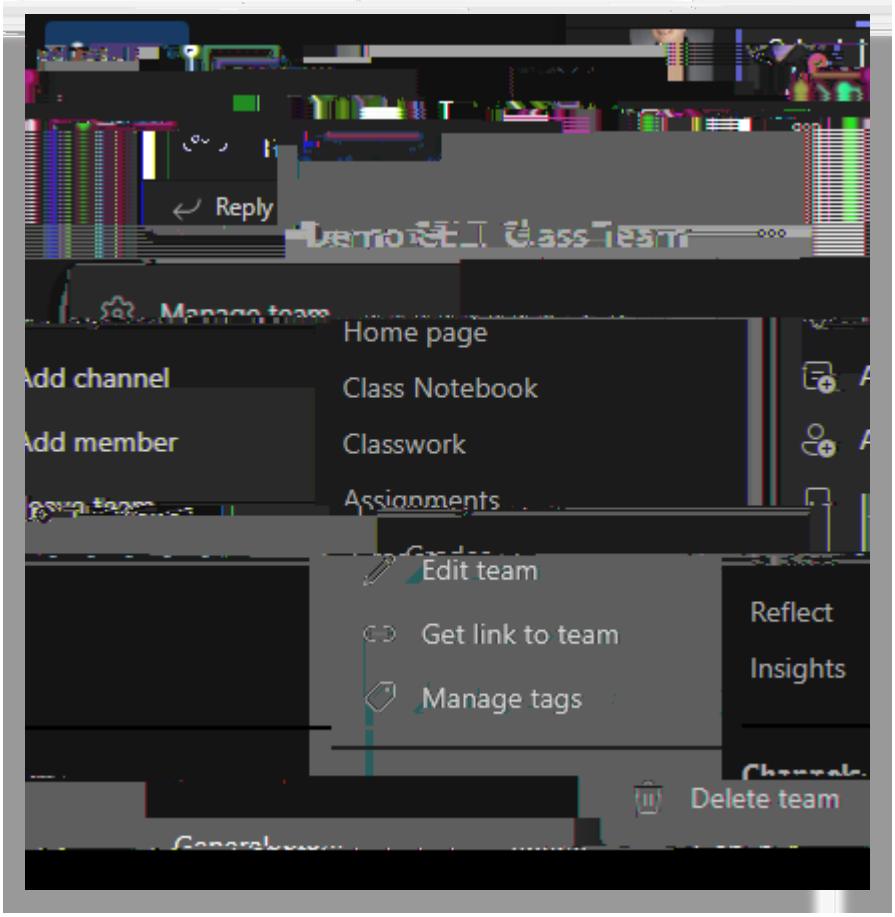


If you do not see any of your classes for the upcoming/current semester it is likely because you are searching for them before they have been created. The Division of Information Technology produces the class teams as soon as they are able, which is usually shortly after grades are due the preceding semester. IT sends out a notification when the class teams are created. If after receiving notification your class teams haven't appeared, call the Solutions Center for assistance at (229) 245-4357.

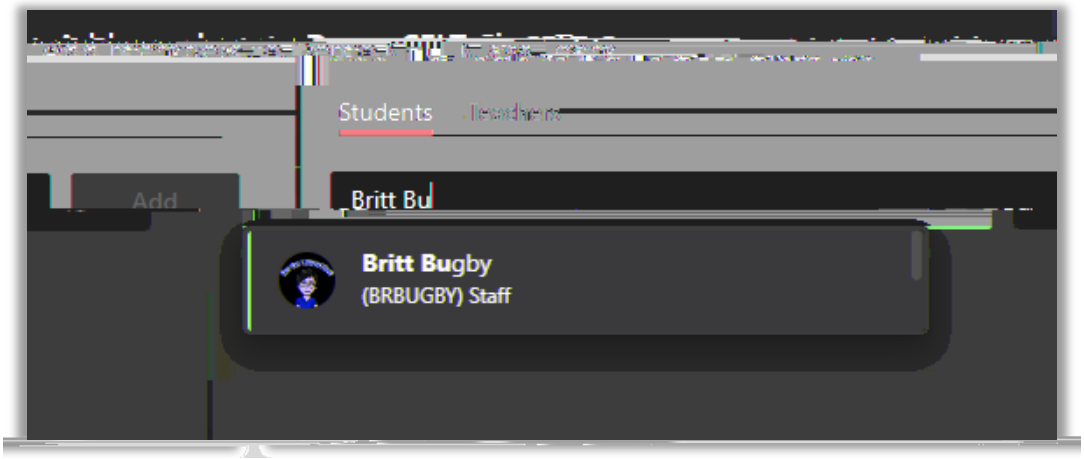
9. How long do breakout rooms last? Can you reuse them for multiple meetings?

   Breakout rooms last the duration of a meeting unless you manually adjust them before or during a meeting; this includes multiple sessions of a recurring meeting. For example, if you set up a recurring meeting for every Tuesday and Thursday from 10-11 a.m.

list all of the classes you want combined, you do not need to add the students to the list of users to be added.



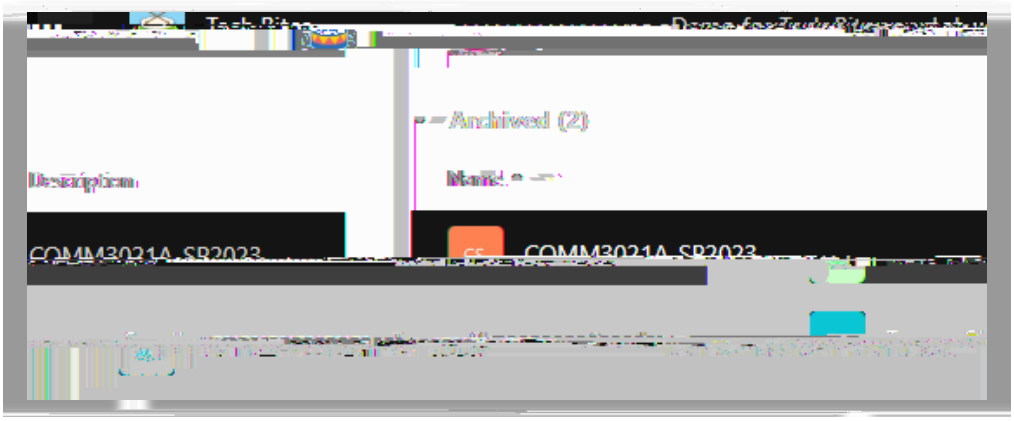
In the new pop-up window, start typing the name of the student and then select the appropriate student when you locate them. Click on *Add* button to add them to your class.



12. What features are different if you are using the web version of Teams compared to the desktop application (app)?

    To maximize your access to the rich variety of features Teams offers, we highly recnhly

From the *Manage Teams* page, scroll down until you see the *Archived* tab. Click on that tab to open it and then click on any archived class team from previous terms.



14. Where can I find more resources on how to use Teams video conferencing?

Visit the Division of Information Technology's Microsoft Teams page for information on how to get started with Teams and for links to a large number of guides and videos produced by Microsoft on how to use Teams.

You can view all of the CELT eLearning webinars and training videos on the eLearning YouTube channel.

You can access all of the CELT eLearning job aids on the Center for eLearning's *Course Technology* page.

If you continue to need assistance, you can reach out to IT or CELT eLearning using the information provided in question 1 of this FAQ (see above).