

# Office 365 and Microsoft Teams Learner Guide

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Your guide to setting up Office 365 and using Microsoft Teams within NXU Learning Communities

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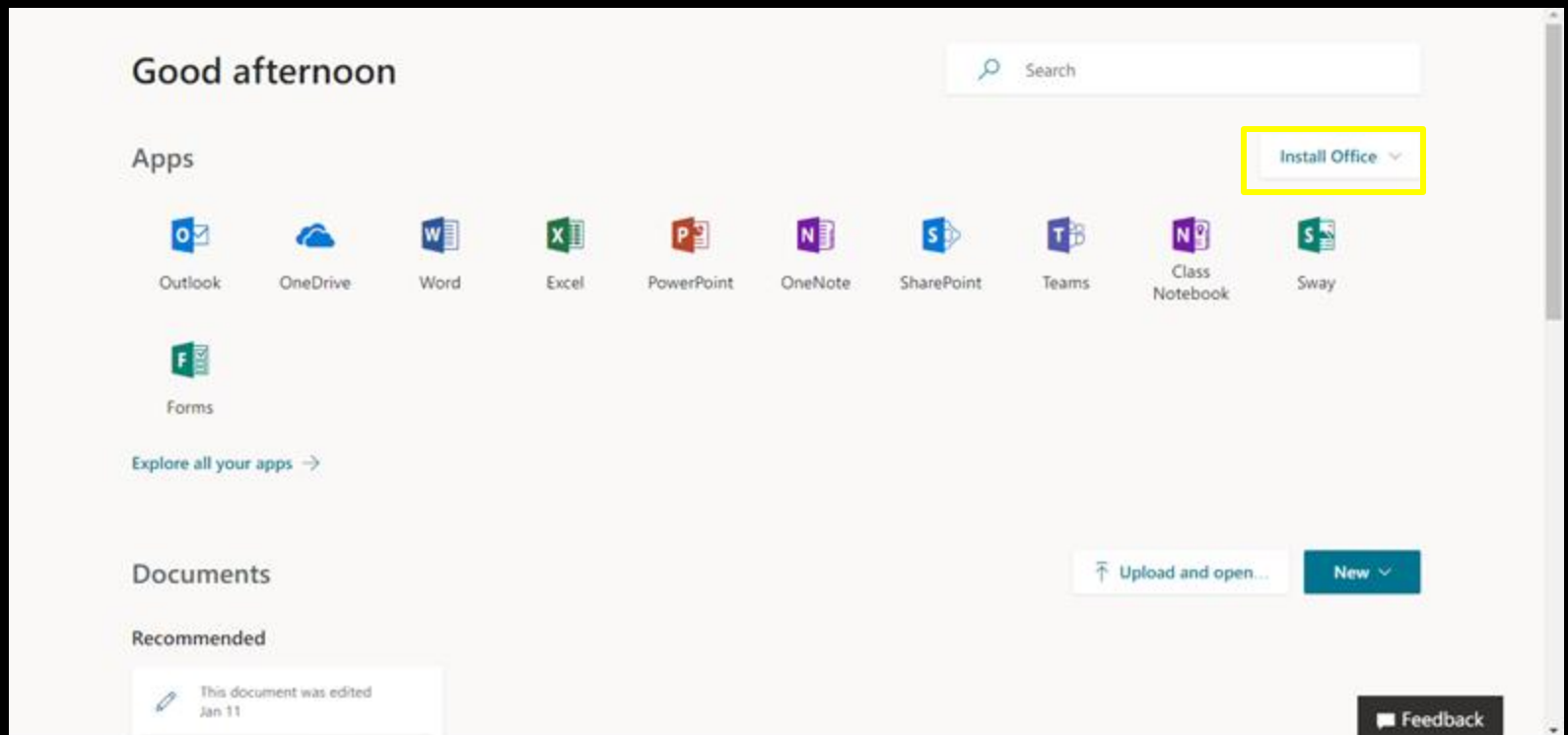
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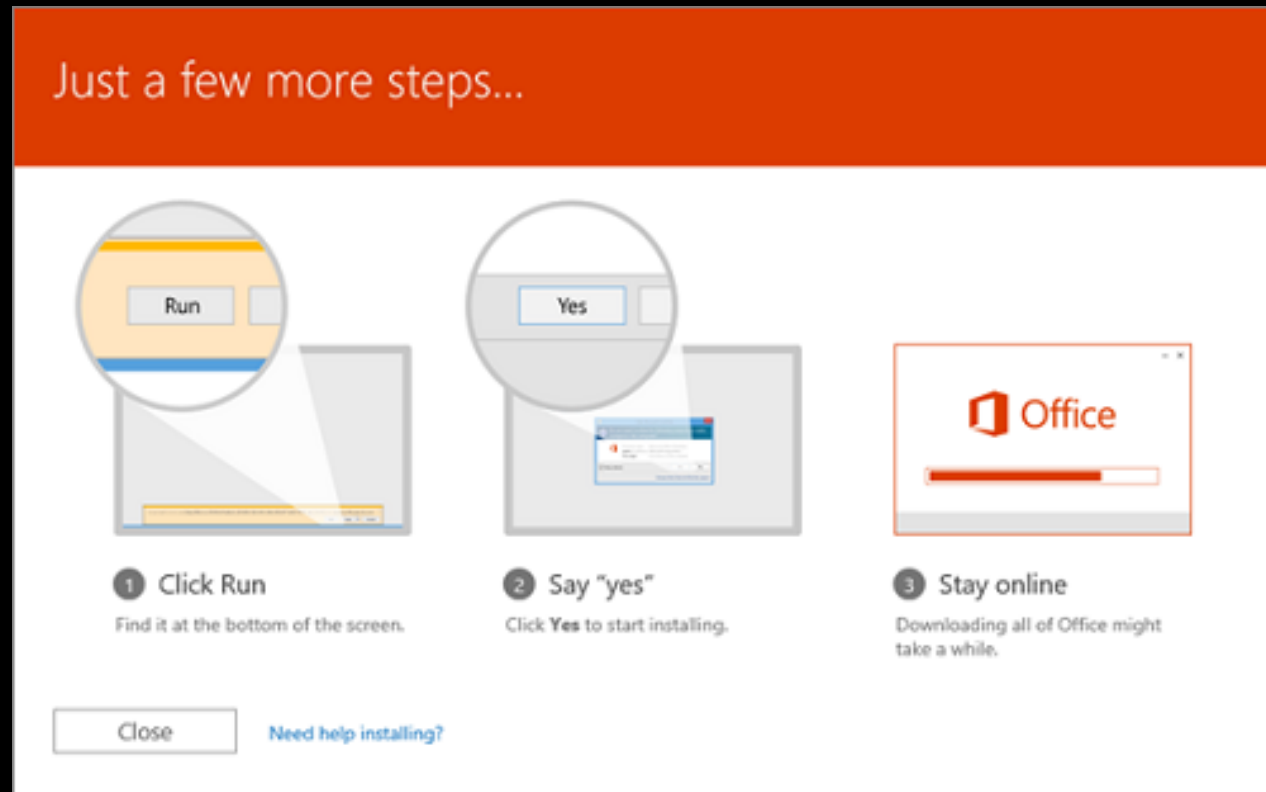
# How do I set up and install Office 365?

- 01 Go to your [Office 365](#) page, sign in, and select Install Office. Use the username that you received in the welcome letter from your Success Advisor



# How do I set up and install Office 365?

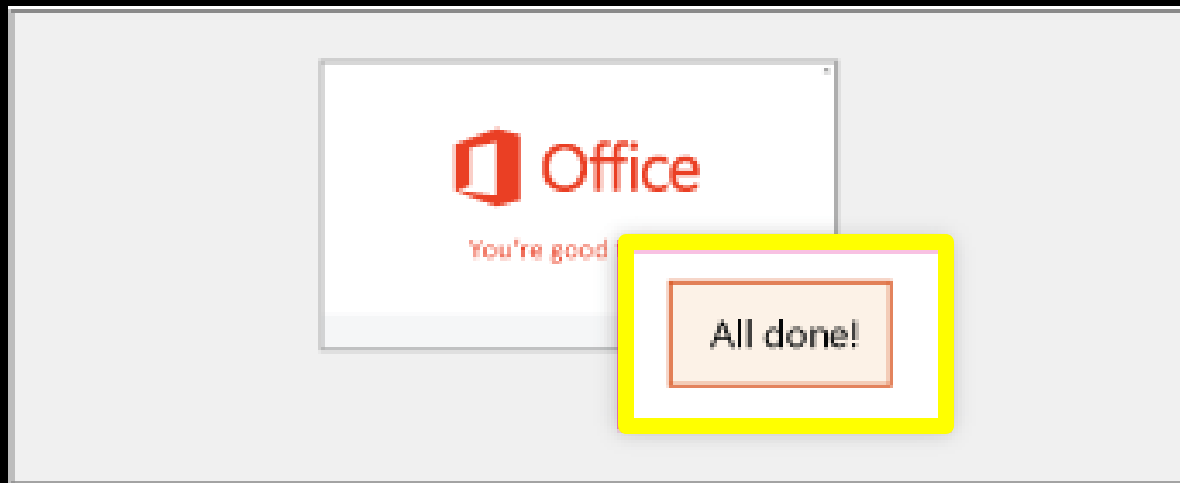
- 02 In your browser, go to the install pop up that appears and click Run, Setup, or Save, depending on the browser you are using



# How do I set up and install Office 365?

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03 Click Yes to start installing. When you see “You’re good to go”, choose All done



# Why will I be using Teams?

- o Live chat sessions

At many points in your learning journey, you will need to communicate with your Professors, with Success Advisors, and with Communication Support Coaches (as part of your Writing Lab). You will do this by joining *live sessions* in Microsoft Teams

- o Group projects

Many of your courses will include real-world projects that you will collaborate on with other learners. You will primarily work on these projects in Microsoft Teams

- o Live Q&A during NXU Orientation

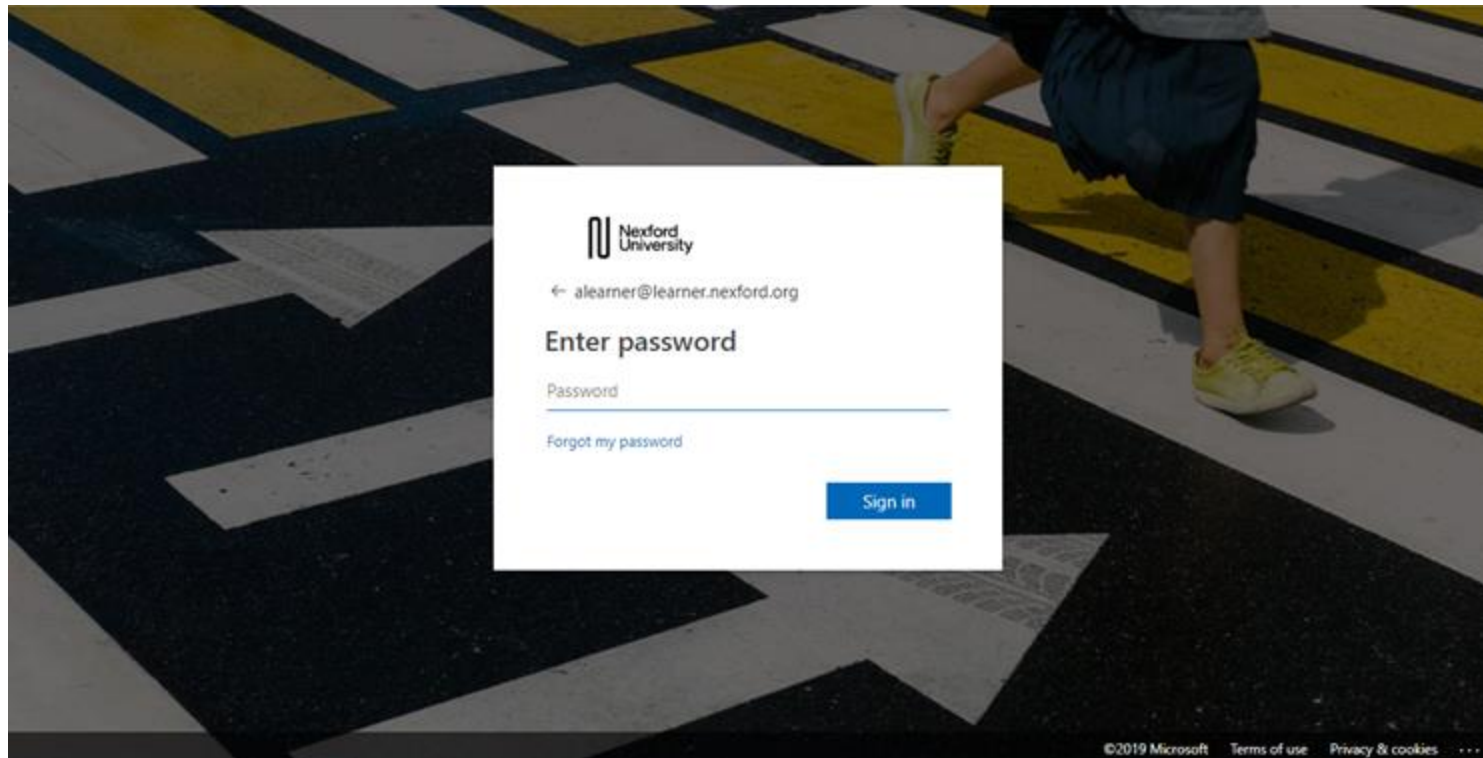
After you complete NXU Orientation, you will have an opportunity to attend a live Q&A session led by a Success Advisor. This session will be held in the *NXU Orientation Live Q&A* channel in Microsoft Teams



# How do I set up and install Teams on desktop?

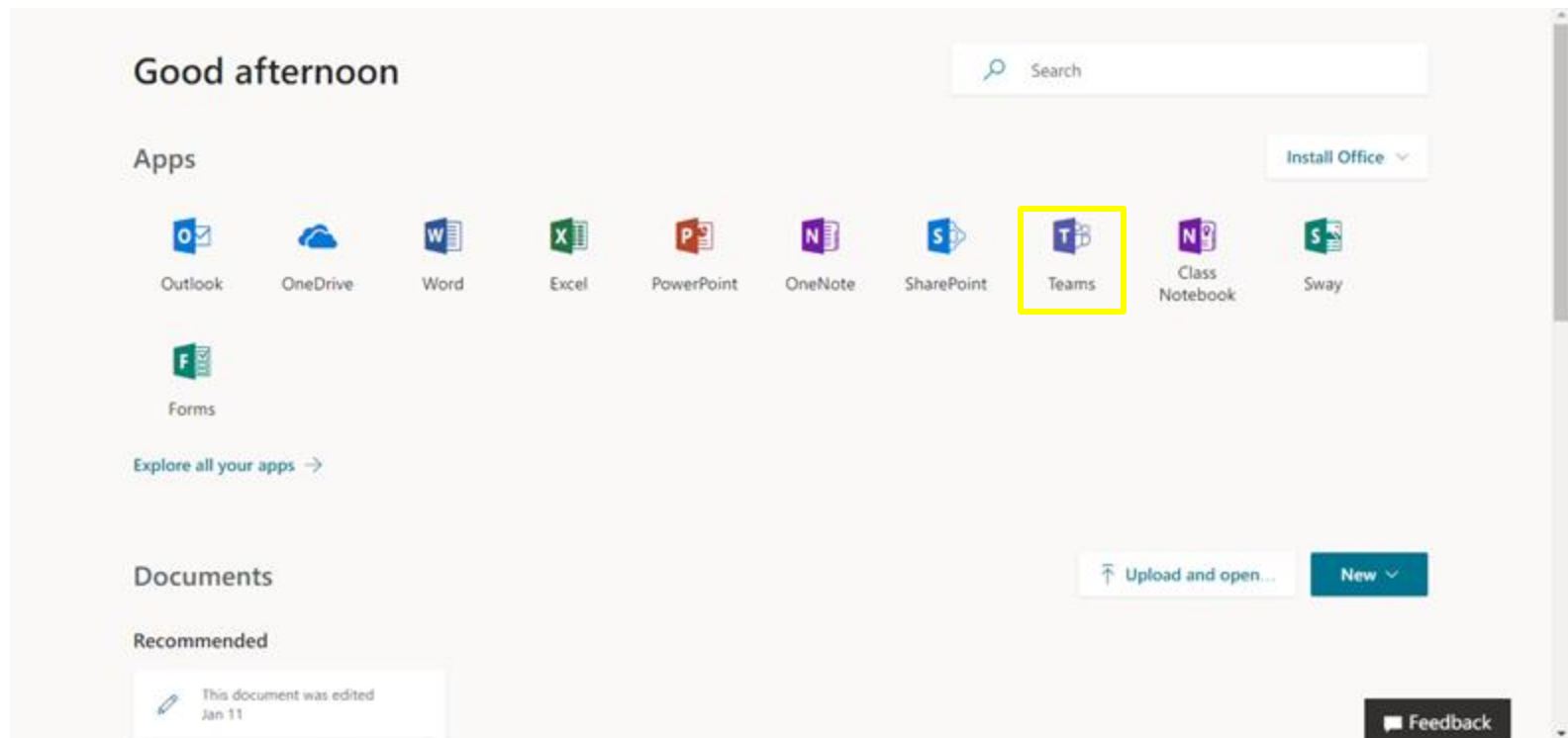
01

When logging in to MS Teams for the first time, please enter the URL: <http://portal.office.com/?whr=nexford.org> and enter your NXU MS Office 365 credentials



# How do I set up and install Teams on desktop?

02 After successfully logging in, select the Teams application that appears on the Microsoft Office home page

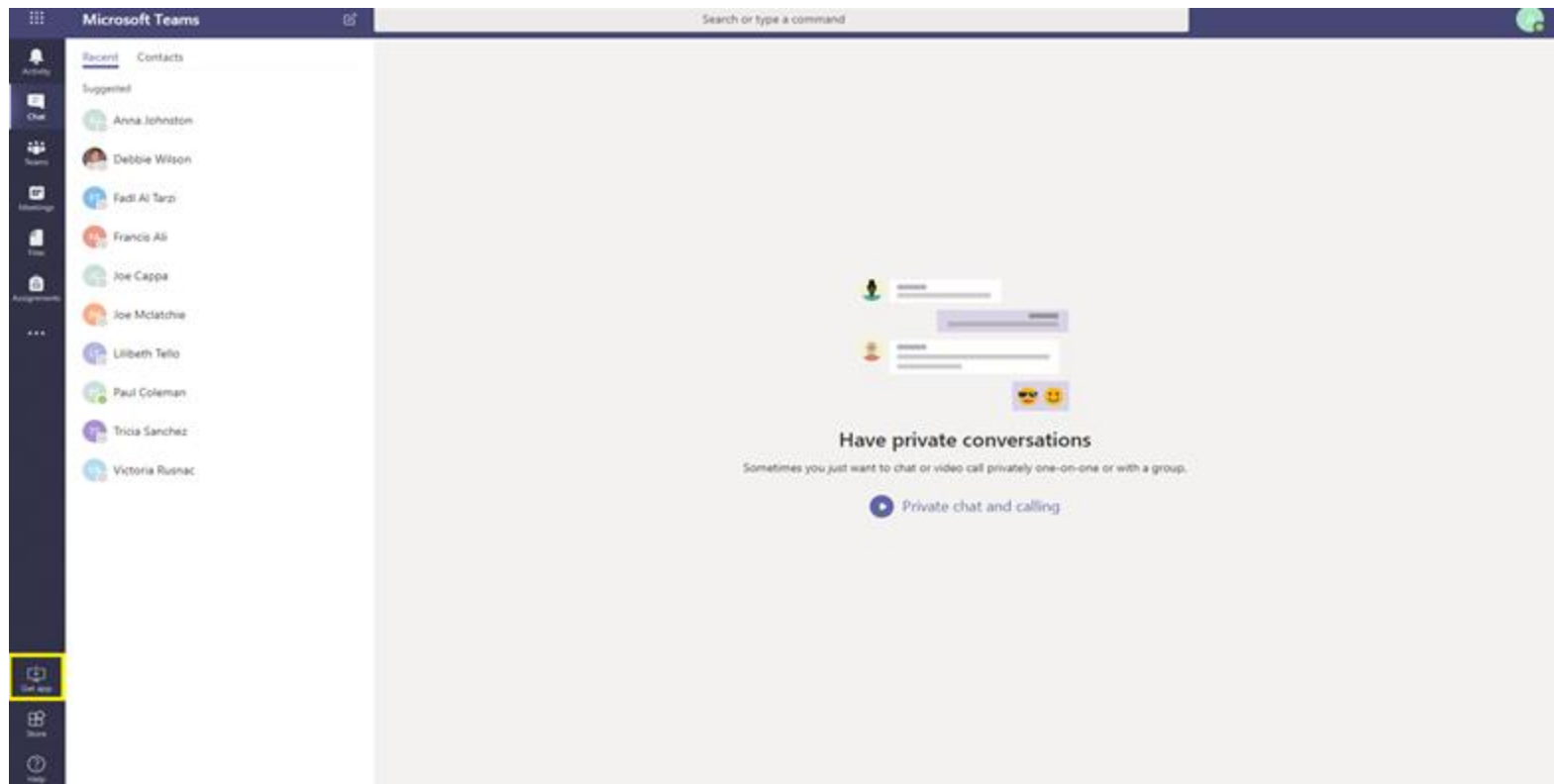




# How do I set up and install Teams on desktop?

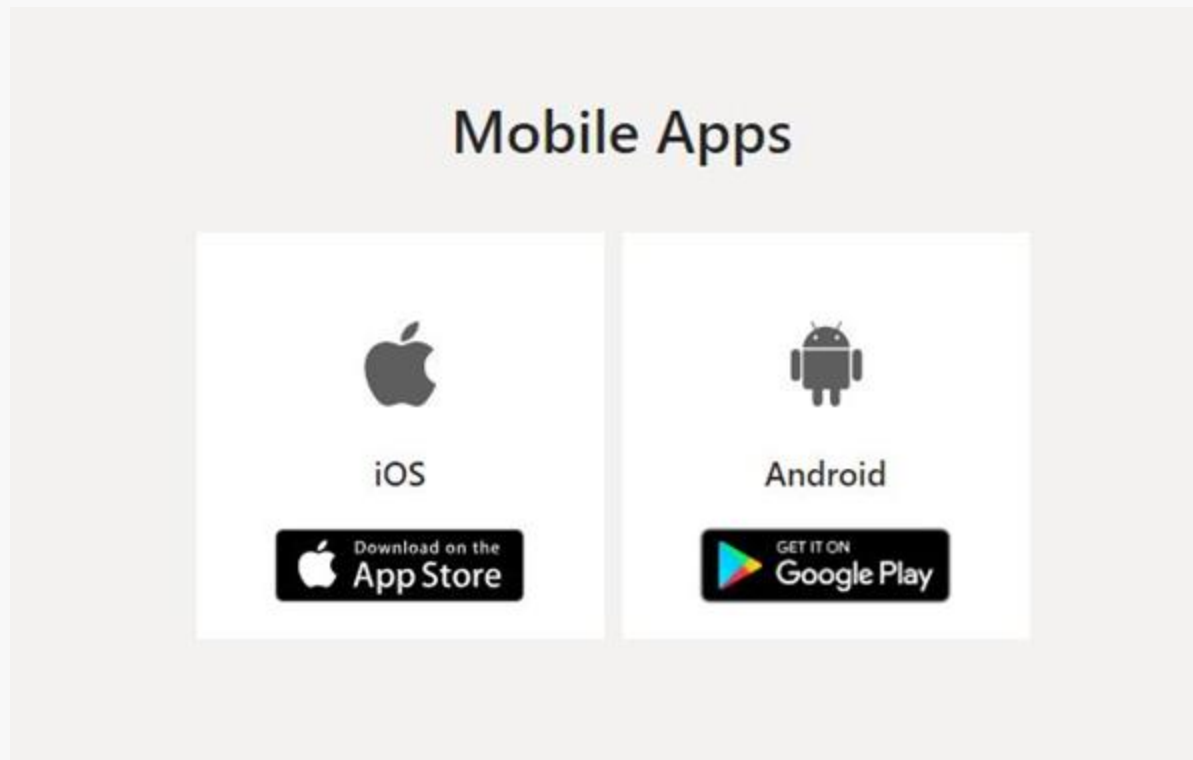
03

On the application bar of the Teams web page, select the *Get App* function in order to download and install the Microsoft Teams desktop application



# How do I set up and install Teams on mobile?

You may also download the MS Teams mobile app by going to the Microsoft download page: [Mobile App Download Page](#) and click on the application that is most compatible with your mobile device




# How do I set up and install Teams on mobile?

Another option would be to download it directly from the [iOS App Store](#) or [Google Play Store](#)



## How do I join live sessions?

Live sessions with Faculty, Success Advisors, or Communication Support Coaches can be easily accessed in several ways:

- From **calendar** - Click the *Meetings*  button on the left side of the app. You'll see a list of all your meetings for the week. To join a specific meeting, simply find it on the calendar and click *Join*
- From **chat** - If a meeting has already started, it will appear in your recent chat list. Select the meeting in your chat list and then click *Join* from the chat header



# How do I join live sessions?

Additional ways:



- o From a **notification** - If you're busy in Teams, and receive a notification that you've been invited to a meeting, simply click *Join* from there
- o From a **channel** - If a meeting is taking place in a channel, you may see an invitation to join, plus additional related information. If the meeting is scrolled out of view, you'll get a notification in the channel. To join the meeting, simply click *Join* and choose your settings







## How do I join channels?

Team Owners will proactively add you to channels

## How do I use Meetings?

In Meetings, you can keep track of appointments with your Professors, Success Advisors, or Communication Support Coaches, by day or by week. In order to view your meetings:

- Select Meetings > Agenda
- Select a meeting invitation to see information (what the meeting is about, who will be attending), and to respond



# Experiencing technical problems: what should I do?

## Problem

- 1 Cannot log-in using the provided log-in ID and password in NexLE



## Solution

- Check that your internet connectivity is stable
- Double check the text cases of the password you entered
- Ensure that you are logging in under Learner Login
- Clear your device's cache and browsing history
- Make sure to exit all opened instance of your browser and open a new window to login

# Experiencing technical problems: what should I do?

## Problem

## Solution

- |   |  |   |   |
|---|--|---|---|
| 2 | Cannot access NexLE via mobile                           | ➤ | Download the NEO LMS application in your device. Once done, input Nexford University in the blank field                                     |
| 3 | Cannot access Outlook using the Office 365 account given | ➤ | The Office 365 account we gave you does not include email, but does include Word, PowerPoint, Excel, and Teams                              |
| 4 | Cannot install Office 365 in my desktop                  | ➤ | Check if you have an existing Microsoft Office. If yes, uninstall it, retry installing Office 365, and login using the credentials provided |

# Experiencing technical problems: what should I do?

## Problem

- 5 Cannot move forward to the next module



## Solution

- Click the Next or Exit Module button at the upper right hand corner of the screen to exit the content window
- From the table of contents, make sure that a green checkmark appears next to the section title to confirm completion and move forward to the next section or module

*Note: The current module must be 100% completed for the next module to be unlocked*

# Experiencing technical problems: what should I do?

## Problem

## Solution

6 Cannot load modules, videos, assessments, etc.



Check your internet connectivity. Try to reboot your internet router/modem

7 *"Missing Key-Pair-Id query parameter or cookie value"* appears when accessing a module in NEO



- Clear cookies and history on browser and try to access it again; or
- Try in another browser or device

# Who do I contact when I have questions?

Please contact Learner Success any time at  
[success@nexford.org](mailto:success@nexford.org)



## Additional resources

You'll also find a lot of useful information by clicking on the following links:

01

[Getting started with Microsoft Teams](#)

02

[Getting started with Teams and Channels](#)

03

[How to work in Channels](#)

04

[Download and install or reinstall Office 365 or Office 2019 on a PC or Mac](#)

