Teams BlazeVIEW Integration FAQ

Updated 12/11/2023

Contents

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, because you don't not plan to use it in any way, then the best way to schedule a meeting is by sharing a guest link with your class. See our *How to Set Up a Teams Meeting in BlazeVIEW* job aid or our *Scheduling a Class Meeting with Teams* video tutorial for step-by-step instructions for both approaches.

3. **Can you set up a meeting and create a single guest link to share with everyone so that you do not need to invite anyone to the meeting?**

   Yes, see the answer to question 2 (above) for more details and a link to our job aid giving step-by-step instructions on how to do this.

4. **Can you create an open-ended meeting for use throughout the semester? (e.g. to have for office hours)**

> Yes, but you will want to create a new one for each semester because you need to have a start and end date for the meeting. If you are using it for office hours for multiple classes you will also want to create the meeting using the Teams application rather than the BlazeVIEW LTI integration so that you can share a guest link with multiple classes (see question 2 and 3, above).
> To avoid having your calendar showing you as always busy because of the meeting, change the **Show as** settings from **Busy** to **Free.** For more information and step-by-step instructions see our *Creating an Open Session Teams Meeting Link* job aid.

5. **Can students schedule their own meetings using the Teams BlazeVIEW integration?**

> Yes, in addition to joining a scheduled class meeting directly from the LTI, students can also create meetings for themselves. This is a wonderful feature for group work or independently organized study sessions. You can download and share our *MS Teams in BlazeVIEW Student Guide* with you students to help them navigate the Teams integration.

6. **Can you record and share a Teams session so that students who couldn't make it can watch the recording?**

Yes, recording a Teams session and sharing it with your class is something you can do. The main thing to note is that by default these recordings are deleted after 60 days, so if you are going to want them for longer than that you need to manually change the expiration or download your own copy of the recording onto your own computer. See the *How to Record a Teams Meeting* job aid or the *Recording and Sharing Teams Recordings* video tutorial from CELT-eLearning for more details and step-by-step instructions.

7. **Can you use Teams in a GoVIEW course?**

> Yes, but at the moment you aren't able to use the LTI integration. This means you will need to create your meeting sessions outside of the GoVIEW

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 icons (see below).
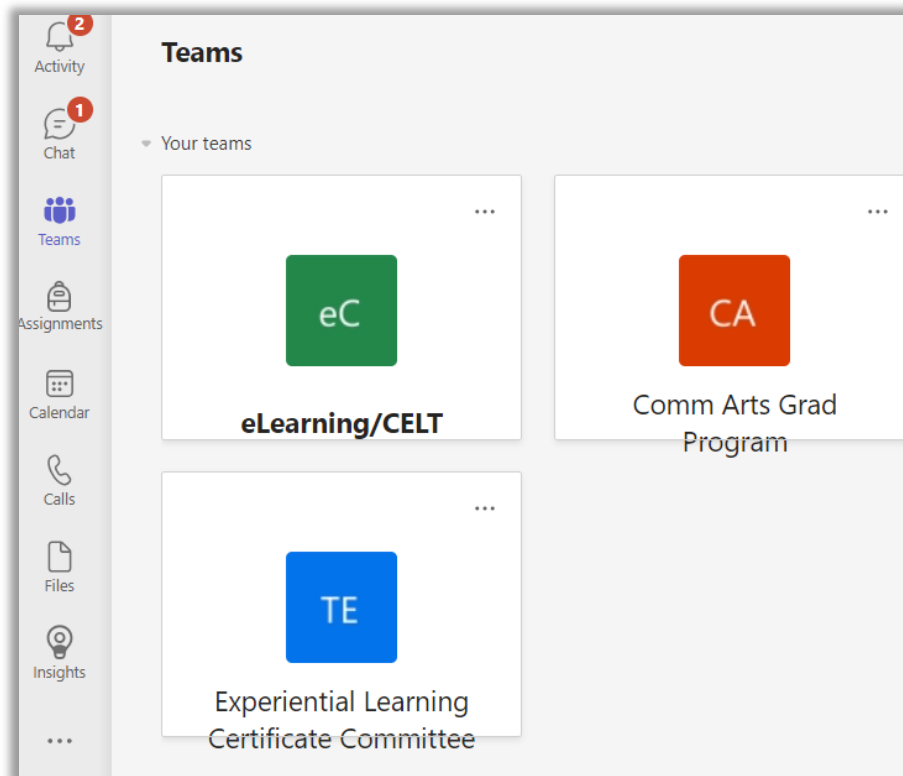

    If you do not see any of your classes for the upcoming/current semester it is likely because you are searching for them before they have been created. The Division of Information Technology produces the class teams as soon as they are able, which is usually shortly after grades are due the preceding semester. IT sends out a notification when the class teams are created, if after 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. then breakout rooms you set up will carry over for all subsequent meetings. This is a very handy feature if you have long-term group projects you want your students working on for more than a single class session. See the *Using Breakout Rooms with Teams* video tutorial from CELT-eLearning or the Microsoft guide for Using Breakout Rooms in Microsoft Teams Meetings for more information and detailed instructions.

10. **I'd like to add multiple sections of the same class into the same class team, what do I do?**

    Begin by visiting the Solutions Center and selecting the *Service Catalog*. Scroll through the available options until you find "Microsoft Teams Request" (see below), then select that option.
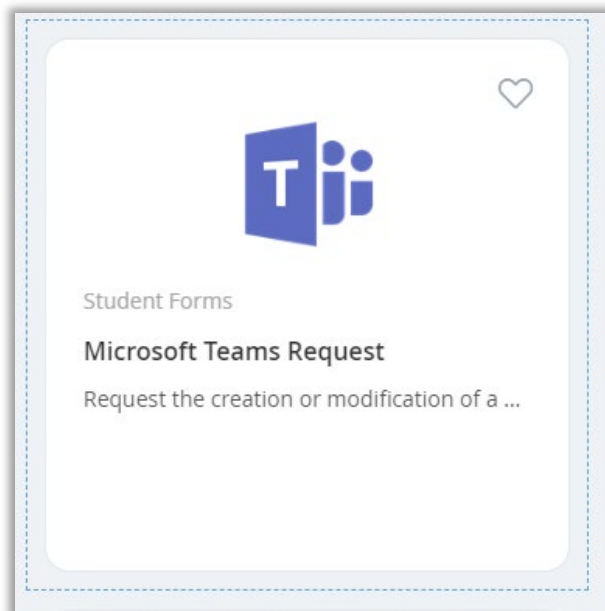
    At the top of the form, you have two options to check, either the creation of a new team or the combining of two or more existing teams (see below). Check the box next to "Would you like to combine teams?" Later in the form you will

list all of the classes you want combined; you do not need to add the students to the list of users to be added. When you are finished filling in the form, submit the request and IT will combine your class teams.

Team Details

Would you like to create a new team?

☐

Would you like to combine teams?

☑

11. What happens to students who register for the class after a class teams page is created?

Students who register for a class after the class team has been created will be enrolled in the class team automatically whenever Teams is updated by banner. You should see your newly registered students in the class teams within 24 hours of enrolling in the class. If your student is not automatically added or you need them added immediately, you can enroll them yourself.

From the class teams main page open the *More Options* menu by clicking on the button that looks like an ellipsis. Then select *Add Member* from the dropdown menu that appears.
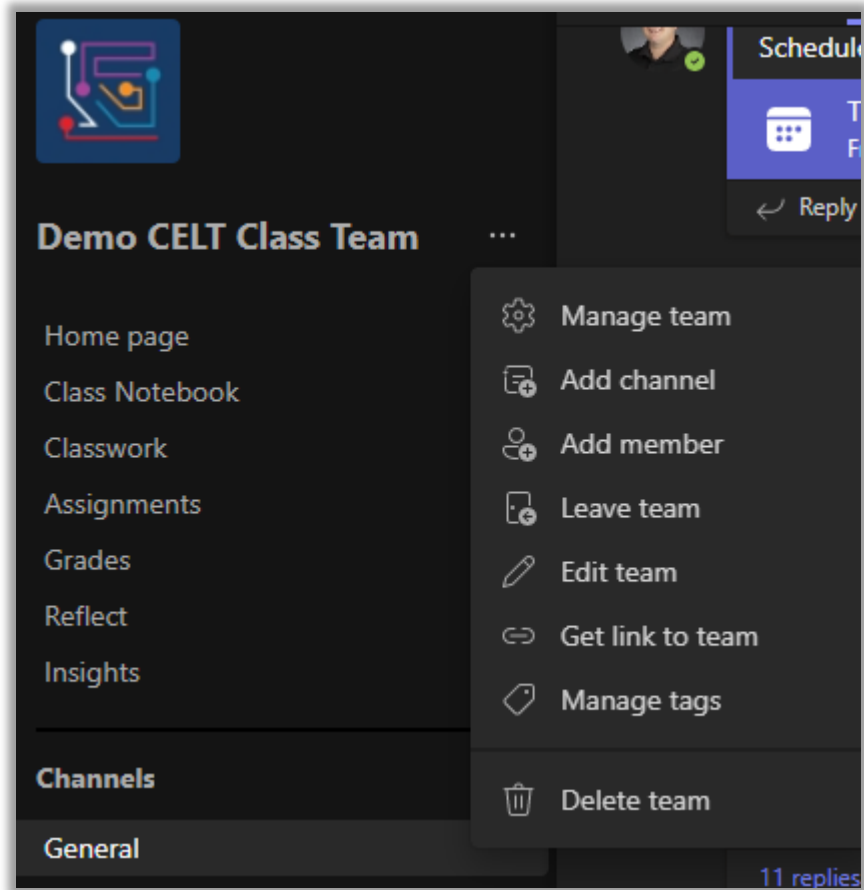
In the new pop-up window, start typing the name of the student and then select the appropriate student when you locate them. Click on the *Add* button to add them to your class.
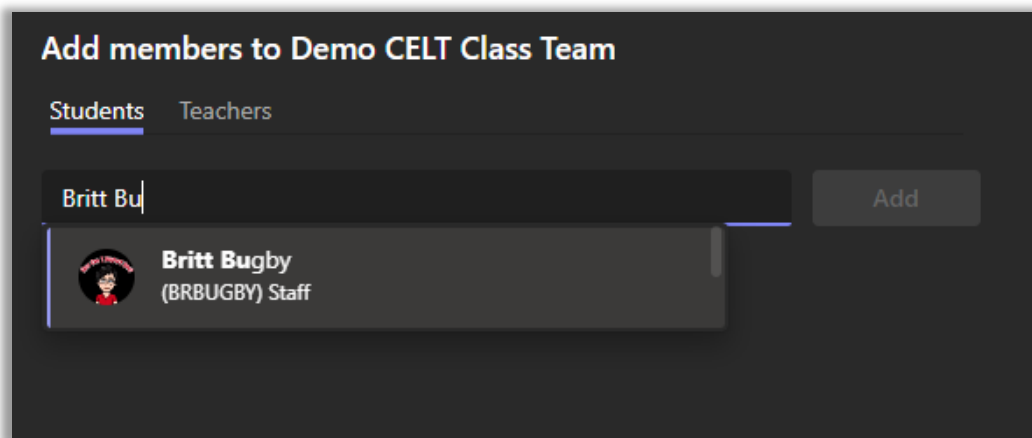
12. What features are different if you are using the web version of Teams compared to the desktop application (app)?

To maximize your access to the rich variety of features Teams offers, we highly recommend installing the desktop application (app) since it has access to all of the features in the web version and more. Microsoft has developed a full list of the Teams features by different platform. Here is a short summary of the features that are NOT available in the web version which shows how it is limited:

- Cannot create breakout rooms (can still join)
- Cannot set up a Whiteboard (can still sketch)
- Cannot turn off notifications during meetings and calls
- Cannot use all calling features. Most calling features only work with Edge or Chrome browsers, others don't work at all. Here is the full breakdown for calling
- Cannot use some video filters (blur background still available)
- Cannot page in video gallery (to see more video feeds)
- Cannot spotlight video feeds (like pinning for everyone in the meeting)
- Cannot use misc. in-meeting features: Popout content, Language interpretation, and noise suppression
- Cannot share screen in a chat (can share screen in a call or meeting)
- Cannot pop a chat out into its own window
- Cannot use a variety of features related to Live Events
    - Produce a live event
    - Have a *Presenter* role in a live event
    - Moderate a Q&A in a live event
    - Share screen, content, or system audio during a live event

13. Can I go back and look at my old class teams?

Yes, from your Teams page open the *More Options* menu by clicking on the cog icon on the upper right side of the window. Then select *Manage Teams* from the dropdown menu that appears.
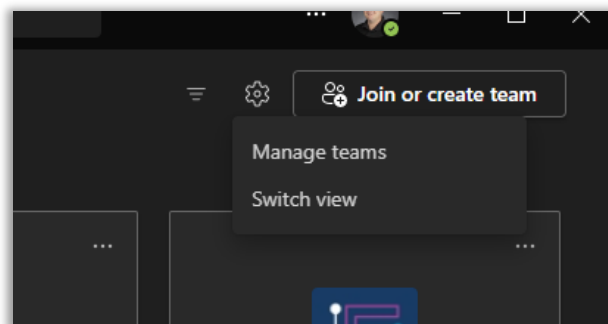
From the *Manage Teams* page, scroll down until you see the *Archived* tab. Click on that tab to open it and then click on any archived class team from previous terms.
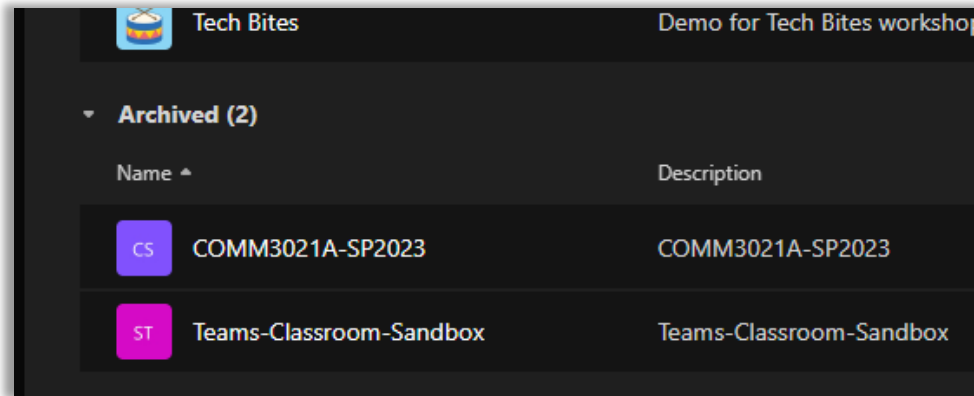
14. Where can I find more resources on how to use Teams video conferencing?

- 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).