

Microsoft Teams and Skype:

Co-existing during the transition period - FAQs

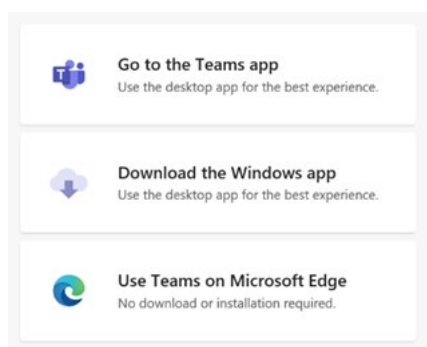
Q1: When will I be migrated to Microsoft Teams?

We're planning on launching Microsoft Teams early September but the timing will depend on our COVID-19 Alert Level status at that time. You will receive an email from TheTeamsProject@unitec.ac.nz about five days before we are ready to migrate you, with the training webinar and other information on moving to Microsoft Teams. Also check the Nest home page for updates.

Q2: How can I join a Microsoft Teams meeting if I am on Skype?

1. Click the hyperlink to join the meeting
2. You'll be presented with three options
3. Please click-on either '**Use Teams on Microsoft Edge**' or '**Continue on this browser**' option

The screen shot will look similar to the one below:



You may see an error message:

1. **"This site is trying to open Microsoft Teams"** - Click **CANCEL**
2. This enables you to select **"Continue on this browser... no download or installation required"**
3. This will ask you to login (*users need to login with their Unitec username and regular password*) otherwise they will be regarded as a guest and need to be admitted into the meeting
4. Once logged in, user will be asked if the Internet browser can use microphone and camera - Click **ACCEPT**
5. You will then be in the meeting and inside the MicrosoftTeams environment in the browser

Q3: Can I share my screen with someone who is on Skype, or can a Skype user share their screen with a Microsoft Teams user?

- ✓ No, desktop sharing is not possible between the two applications. Instant messaging, voice and video calls will continue to work as normal.

Q4: Can I call someone at Unitec that is still on Skype?

- ✓ Yes, you can make calls just like you did before you were upgraded to Microsoft Teams.

Q5: Can I still call a landline/cell phone once Microsoft Teams has been installed?

- ✓ Yes, if you were able to make external calls before you were migrated to Teams, you will still have that capability.

Q6: What happens if I have been migrated to Microsoft Teams but get a Skype meeting request?

- ✓ When you click on your meeting link you will be prompted to join the online meeting via your browser.

Q7: Microsoft Teams has been installed, but I still have the Skype icon – which one should I use?

- ✓ If you accidentally click on your Skype icon, you will be directed to use Teams.

Q8: I'm on Microsoft Teams, can I still dial-in via a landline or cell phone into a meeting?

- ✓ This feature has been restricted, but if you have downloaded the app to your mobile device, you will be able to access the meeting via your phone.