

## Microsoft Teams and Skype:

### Co-existing during the transition period - FAQs

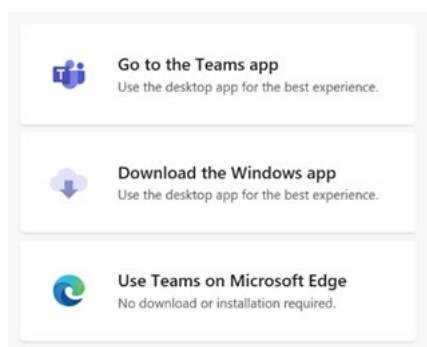
#### Q1: When will I be migrated to Microsoft Teams?

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](mailto: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.

#### 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 '**Continue on this browser**' option or '**Use Teams on Microsoft Edge**'

The screen shot will look similar to the one below:



If you get 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 Microsoft Teams 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.