FAQ

Microsoft Teams

Q: How do I get Microsoft Teams and install it?

A: Microsoft Teams is available for Windows, Macintosh, as well as various mobile devices. You can install it on one device or several using the instructions provide here:

- [Install Teams on Windows 10 (Chrome)](#)
- [Install Teams on Windows 10 (Firefox)](#)
- [Install Teams on Mac](#)
- [Install Teams on iOS](#)
- [Install Teams on Android](#)

Q: How do I sign in to Teams?

A: When you launch Teams, it will request an email address. Sign in using your staff *(@niagaracollege.ca)* email and password. If you're off campus, you'll also be asked to verify your identify using *Multi-factor Authentication* (MFA).

Q: Where can I get more information on how to use Microsoft Teams?

A: You can get the basics from our [ITS website](#) or try some of the [Microsoft training](#) if you'd like to get more advanced.

Q: I accidentally signed in with the wrong account. How do I change my account in Teams?

A: You can sign out of the wrong account and sign in using the correct user@niagaracollege.ca account.

Computer: Sign out of Teams by clicking your user icon (your initials or profile picture) in the top-right and selecting *Sign Out* from the menu.

Mobile: Tap the menu icon ≡ in the top-left, *Settings*, and tap *Sign Out*.

You will have the option to sign back in, where you can enter the correct email and password.

Q: How do I book Teams meetings in my Outlook calendar?

A: You can select **New Teams Meeting** from the top menu of your Outlook calendar. It will open a new meeting page, where you can customize the time, place and invites for the meeting. When the meeting invites are sent, it will give all invitees a link to **Join Microsoft Teams Meeting**. To join, the participants will need to have Microsoft Teams installed on the device (Windows, Mac, Android or iOS).

NOTE: If you're missing the **New Teams Meeting** button in your Outlook calendar, open Teams, click your profile icon in the top-right to open a drop-down menu, select Settings, and make sure **Register Teams as the chat app for Office (requires restarting Office applications)** is checked. Restart Teams and Outlook, then the button should appear in your Outlook calendar.

Q: Can I use Teams to book meetings on a Mac?

A: Yes. You must have Teams and Office 365 (or 2016) version 16.20 or higher. Your account must be entered into Outlook as your email address instead of NC\username for the add-in to show. If the correct version of Office and Teams is installed, you can go to the Outlook preferences and change the username from NC\username to an email address if it was set up with a username previously.

Q: How do I sign back into Teams after a password for a NC account has been rest or changed? Teams is not working with SSO (single sign on).

A:

1. Sign out of Teams if it is still running. Click on your picture or initials at the top and it opens where you can select Sign out.

2. You should get a sign in box pre-populated with your username and nowhere to enter your password.

3. Make an edit to your username so that it has a spelling mistake and hit sign in.

4. The sign in will fail and give you a new sign in box, this time with incorrect username asking for a password.

5. Click on Sign in with another account and enter your correct username.

6. Enter your new NC account password and click on the Sign in button.

Multi-factor Authentication (MFA)

Q: What is Multi-factor Authentication (MFA)?

A: Multi-factor authentication is a method of confirming a user's identity only after successfully authenticating multiple levels of security. More information can be found here.

Q: Where can I get more information on Multi-factor Authentication?

A: There's how-to instructions and information on the ITS website for MFA and what it's used for.

Q: How do I set up or update my Multi-factor Authentication information?

A: You can sign in to http://portal.office.com/account, click *Manage security & privacy*, *Additional security verification*, then *Update your phone numbers used for account security*. You'll have the option to select your preferred verification option.

NOTE: Only *Call my authentication phone number* and *Notify me through app* will work for offsite access to the network (G: and N:) drives. All verification methods will work with Microsoft Teams.

Q: How do I change my verification method for multi-factor authentication if the current method is inaccessible? (I.e. it's an old number or an office phone)

A: You can contact the IT Service Desk to reset your MFA (x7642 or ITServiceDesk@niagaracollege.ca). The next time you sign in, you'll be prompted to set up MFA as if it was your first time. You can then choose a suitable verification option.

Q: Why can't I access the network drives off campus?

A: In order to access the network (G: and N:) drives remotely, you need to set your MFA to *Call my authentication phone number* or *Notify me through app*. Once your MFA is set correctly, there are step-by-step instructions on how to access the network drives using Windows or Mac OS here.