

**MS Teams –
for Students**



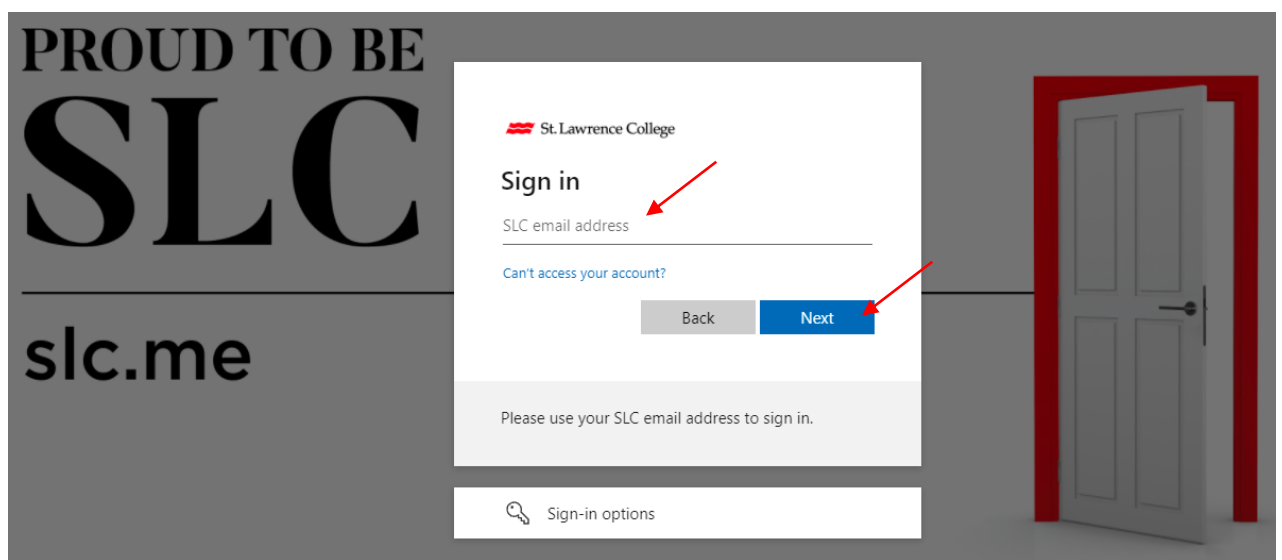
**St. Lawrence
College**

This manual includes information
to help students access MS Teams

October 6, 2021

Logging into MS Teams

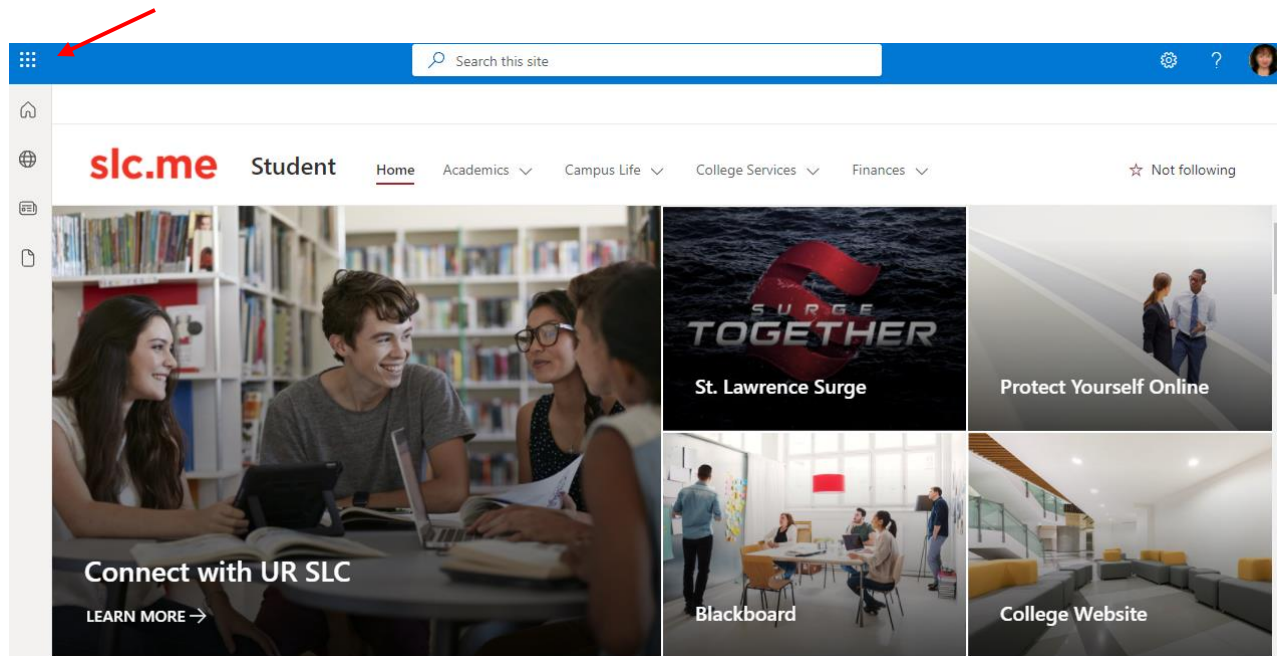
1. From your computer, type “slc.me” into your web browser address bar. We suggest you use ‘Google Chrome’ for the best experience.
2. Enter your full SLC email address. Don’t forget to end it with @student.sl.on.ca. Click ‘Next’



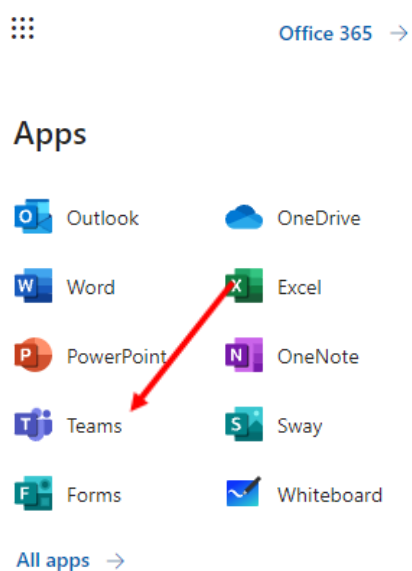
3. Enter your password
4. Click on the ‘Sign in’ button

Logging into MS Teams

- Now you will be on the landing page of the SLC portal. Click on the 9 dots (waffle) in the top left-hand corner of the screen.



- You will see all of your Apps. Click on 'Teams' to launch your own Microsoft Teams



Trouble Shooting MS Teams Issues

- With Macs or PCs, we recommend you use Google Chrome.
- In Google Chrome, you may need to clear your internet cache by pressing 'cntrl/shft/del' and change your Time Frame to 'All Time', instead of the default, which is 'the past hour'.
- Check your internet browser to ensure **Cookies** are not turned off or blocking SLC sites. You can do this by going to the three dots in the top right-hand corner of your screen, and then selecting Settings>Privacy and security>Cookies and other site data.

Make sure that you do not have Cookies Blocked (this should not be selected):

Block all cookies (not recommended)

Make sure that no St. Lawrence College sites are listed under 'Sites that can't use cookies'

Sites that can never use cookies

Add

No sites added

Issues with Chat Feature:

Microsoft recently updated their Teams environment to open meetings in a new window. Unfortunately, this "active meeting" window does not provide the full chat features but you can still access full chat in the original Teams window while the meeting is in progress. Microsoft plans to improve the feature in a future update.

'Download the Windows App' prevents you from joining as a Guest:

When you join your MS Teams meeting, please make sure that you choose 'Download the Windows App' and log in with your SLC email address. This will prevent you from joining as a 'Guest'. Joining as a Guest can cause issues with the Chat Feature.

Here is a great 3min video that explains how to connect to your Teams meeting:

<https://web.microsoftstream.com/video/eaadc28b-27b9-4822-b3cf-5cdbb0d8da5d>

Problems with MS Teams?

1. Remember that your Teams are created from your Blackboard (Bb) course enrollments. Check your Timetable to ensure the course appears there. If you don't see the course listed in Bb, please contact your Academic School Office (in Kingston) or Student Services (in Brockville and Cornwall).
2. If you see the course on your Timetable, but it doesn't appear in Teams, please try to clear your internet cache. You can do this by logging into slc.me and launching Google Chrome. Press (CNTRL-SHFT-DEL) and be sure to change your Time range from 'Last hour' to 'All Time'; then 'Clear data'.
3. If you still don't see your Team appear, please contact the IT Service Desk at slc.me@sl.on.ca or x4357.

Please remember to Sign Out of slc.me

1. Please remember that when you're finished using slc.me, click on your image/initials in the top right-hand corner of the page. Then you can click on 'Sign Out' and close your browser. This will log you out of all sites you have opened and used.