

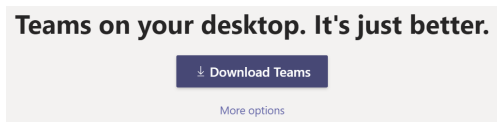
How to Access Video Counseling Through Microsoft Teams

Your session will be held through our secure conferencing platform, Microsoft Teams. Prior to your appointment please familiarize yourself with this technology.

Make sure you have a webcam installed on your computer or phone.

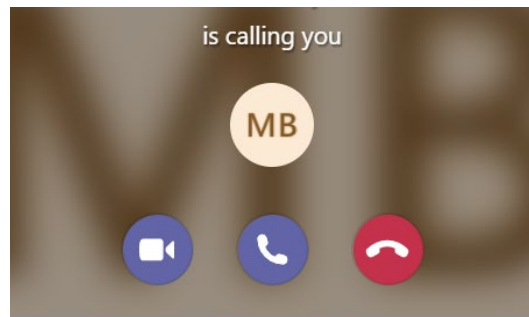
If you have issues connecting, please contact your internal IT or the main helpdesk at 512-475-9400.

1. **Log into Microsoft Teams.** If you don't have the Microsoft Teams app on your phone or computer you can download it at <https://teams.microsoft.com/download>. UT Austin faculty and staff must use their Office 365 (@austin.utexas.edu) address to login. If it asks you for your password, it will be your EID password. You will need to use Duo Mobile too.



Note: If you have a UT email address that ends with @utexas.edu then you will not be able to access MS Teams. You will need to create or use an Office 365 email, in order to access this platform, which can be done at <https://www.office.com/>

Make sure you are logged into Microsoft Teams at the time of your scheduled appointment. Your counselor will initiate the call and you will see a purple box with a join button in the middle. Click the video camera icon and then activate audio.



Preparing for your appointment:

1. Be prepared to communicate to your counselor your address.
2. If disconnected, please try to reconnect through Skype for Business. If you cannot connect, please call 512-471-3366 to continue your appointment via phone. In the unlikely event you are unable to get through to us and need urgent help, please call 512-471-3399 to be connected to our counseling hotline.