Distance learning: operating notes for students

- If you are looking for support please write to helpstud.didatticadistanza@polimi.it. The mailbox is active from Monday to Friday, from 8:00am to 6:00pm, and exceptionally also on Sunday March 1st.

- **Accessing Teams:**

  It is possible to log into Teams in three different modes:

  1. From the Online Services portal
  2. From the Teams app, if installed on your own device (laptop, tablet...). Installing the app is not strictly necessary, but it is strongly recommended for an improved user experience.
  3. From links to virtual classrooms, available in your Online Services lesson schedule:

    ![Image of Teams settings]

    **Mode 1 or 2 must be used for initial login and to test Teams; these steps have to be completed before attending online lessons.**

    **Direct links to virtual classrooms must be used to access online lessons.**

    ![Image of Teams user interface]

    **Warning!**

    On the first access to a virtual classroom through the Teams app, the following form will be shown:

    ![Image of Teams login form]

    You should choose “log in” (“accedi”) rather than “Join now” (“Partecipa ora”) which is reserved to unregistered Teams users (who cannot access the virtual classrooms).
Here is the detailed guide to access Teams using modes 1 and 2:

**From the Online Services portal**

From the Online Services portal:
- Select "Webmail, storage e altri servizi cloud".

**From the Teams app**

From the Teams app:
- Select "Microsoft Teams".

This option is available only on your first access, and only if you already have a personal Teams account.

On first access, insert your usual access credentials for PoliMI Online Services.
TIPS FOR STUDENTS

HOW TO PARTICIPATE IN AN ONLINE LESSON
What do you need?

A PC, a Mac or a tablet with the system requirements listed at the end of this document (theoretically you can use your smartphone, but it would not be optimal).

Are you in the right place?

Look around and check if there is any source of noise or distraction near you.

Now you are ready!

Where do you find the link to participate?

If your study plan is already submitted, on your lessons’ schedule you can find the link to participate. Otherwise go to the degree program Beep page and you will find a list of links to all available subjects and their online sessions.

Any problems?

If you are looking for support write to helpstud.didatticadistanza@polimi.it
Can you hear the professor?

Remember to turn your device’s audio on.

If you CAN’T hear after verifying audio setting of your device, write it in the chat. Your microphone and webcam are disabled, so the chat is your only communication channel.

Which are the main controls?

The primary controls are in the main bar:

![Main controls diagram]

How can you set full screen the webcam view?

Click on the webcam view and select “pin” in the menu.
Any doubt?

Please consider that there might be several participants, so keep the focus and be patient. The channel you can use to ask question is the chat. If the teacher is speaking, it is possible s/he won’t answer immediately and wait till the proper timing for that.

Any questions?

In some specific moments the teacher might invite participants to write questions in the chat. The teacher will read the questions and answer as many as possible during the lesson. If there are too many questions and not enough time to answer all of them, you are invited to add your question in Beep’s forum.

AFTER THE LESSON

What’s next?

Revise all lesson materials in Beep and if you need to ask questions use the forum.

Go back to the video recording, if any. You can find the link in Teams chat.

Check the forum in BEEP from time to time to verify questions from other students and read the answers posted by the teacher.
SYSTEM REQUIREMENTS

Hardware requirements:

https://docs.microsoft.com/en-us/microsoftteams/hardware-requirements-for-the-teams-app

In case of less performing devices, the suggestion is to use the web app.

Software requirements

<table>
<thead>
<tr>
<th>Bandwidth (up/down)</th>
<th>Scenarios</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 kbps</td>
<td>Peer-to-peer audio calling</td>
</tr>
<tr>
<td>130 kbps</td>
<td>Peer-to-peer audio calling and screen sharing</td>
</tr>
<tr>
<td>500 kbps</td>
<td>Peer-to-peer quality video calling 360p at 30fps</td>
</tr>
<tr>
<td>1.2 Mbps</td>
<td>Peer-to-peer HD quality video calling with resolution of HD 720p at 30fps</td>
</tr>
<tr>
<td>1.5 Mbps</td>
<td>Peer-to-peer HD quality video calling with resolution of HD 1080p at 30fps</td>
</tr>
<tr>
<td>500kbps/1Mbps</td>
<td>Group Video calling</td>
</tr>
<tr>
<td>1Mbps/2Mbps</td>
<td>HD Group video calling (540p videos on 1080p screen)</td>
</tr>
</tbody>
</table>

Network requirements:

For more information: https://docs.microsoft.com/en-us/microsoftteams/get-clients

Bandwidth options: