

Palmetto Cyber Defense Competition Microsoft® Teams Guide

STEM Outreach O365 Support Help Desk:

EMAIL: support@stemrocks.org

TICKET SUBMISSION: <https://tinyurl.com/PCDC-Support>

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PRE-REQUISITES

To use your Microsoft STEM O365 Account, it is highly recommended to install Microsoft® Teams onto your computer. To install Teams, visit <https://www.microsoft.com/en-us/microsoft-teams/download-app> to download the application at no cost. Follow the installation instructions that is provided in the setup.

NIWC Atlantic and other Department of Defense (DoD) Users should use a personal computer or asset when logging into the STEM Outreach O365 environment. However, if you must use an NMCI or RDT&E asset, please connect to the STEM Outreach O365 environment off the VPN.

Microsoft Team has specific system requirements. To view those requirements, please visit <https://support.microsoft.com/en-us/office/system-requirements-for-teams-for-personal-use-dae0234b-839c-4f85-ae75-d14ad2baa978>.

WHAT IS MICROSOFT TEAMS

Microsoft Teams is the primary collaboration tool that PCDC will be using. When using Microsoft Teams, you will be able to collaborate with you team through video/audio conferencing, chat, and can share and edit files as a team. For additional information please visit Microsoft's introduction to Microsoft® Teams by clicking this link: <https://support.microsoft.com/en-us/office/welcome-to-microsoft-teams-b98d533f-118e-4bae-bf44-3df2470c2b12>.

SIGNING OUT OF CVR OR OTHER O365 ENVIRONMENT

Users of the Commercial Virtual Remote (CVR) environment or other corporate or educational institution O365 environment will have to sign out of their account. To sign out of your account, please refer to <https://support.microsoft.com/en-gb/office/sign-out-of-teams-a6d76e69-e1dd-4bc4-8e5f-04ba48384487#:~:text=To%20sign%20out%20of%20Teams,same%20account%20or%20different%20credential.&text=%3E%20Settings%20%3E%20Sign%20out>.

SIGNING INTO THE STEM OUTREACH O365 ENVIRONMENT THROUGH TEAMS

If the team will be participating in a single location, that team will be given two to three accounts with temporary passwords. If a team is participating in different locations (remotely) each participant will be given an account username and password. Once you perform the initial sign in, you will be required to change your password. Password resets can be performed by the gold team, as well as by submitting a help desk ticket through email or through the Microsoft® form. **PLEASE DO NOT SHARE USERNAME AND PASSWORDS WITH OTHER TEAMS!**

If you are participating remotely, your username will be firstname.lastname@stemrocks.org. If participating in a single environment, usernames will vary.

For more directions on how to sign into Microsoft Teams, please visit <https://support.microsoft.com/en-us/office/sign-in-to-teams-ea4b1443-d11b-4791-8ae1-9977e7723055>.

SIGNING INTO THE STEM OUTREACH O365 ONLINE PORTAL

Microsoft Teams has an online version available. To access the online version, it is recommended to use Google Chrome or Microsoft Edge to login to the O365 Environment. To get started, go to <https://www.office.com>. Click on the Sign in button and sign in with your assigned username and password. If this is your first-time logging into the environment, it may ask you to change your password. From there, on the menu bar on the left-hand side of the screen, you will see a Teams icon. Click on that icon, and Microsoft® Teams will open.

O365 SUPPORT

Limited O365 support will be available during the 2021 PCDC competition. User will have two options to receive support.

The first option is filling out a Microsoft® Form with the details that you or your team is experiencing with the O365 environment.

The second way to receive support is by emailing the functional mailbox with the issues that is being experienced and the best to contact you or a member of your team to provide updates or gain additional information. Our email address is support@stemrocks.org.