



How to Use Lync in WRAP

William Mitchell Research and
Instructional Librarians

Interviewing/counseling in WRAP

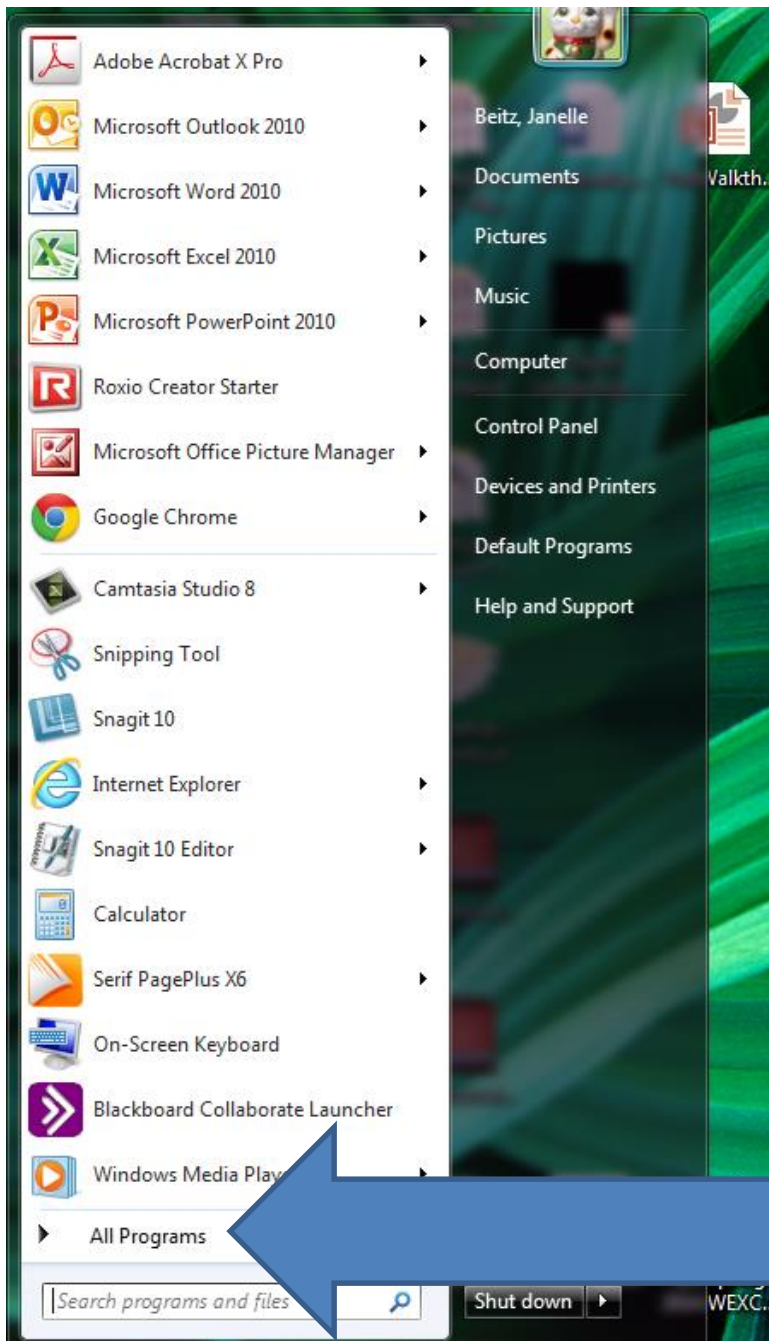
- You are required to play the role of a lawyer and then a client in the interviewing exercise; the next week you will play the role of a lawyer and a client in the counseling exercise.
- As students are not physically occupying the same space, you will have to do this virtually.
- You will also have to record these sessions, so that your professor can evaluate them.
- While many services will allow you to do this, Mitchell supplies and supports the tools in Microsoft Office Professional Plus 2013 to all students, so we are instructing you how to use Lync (one of the Office Pro Plus tools) for the interviewing/counseling assignments.

This handout will teach you:

- [How to access Lync](#)
- [How to add classmates to your friends list](#)
- [How to use Lync to conduct your client interview](#)
- [How to record your client interview](#)
- [Where to go for help](#)



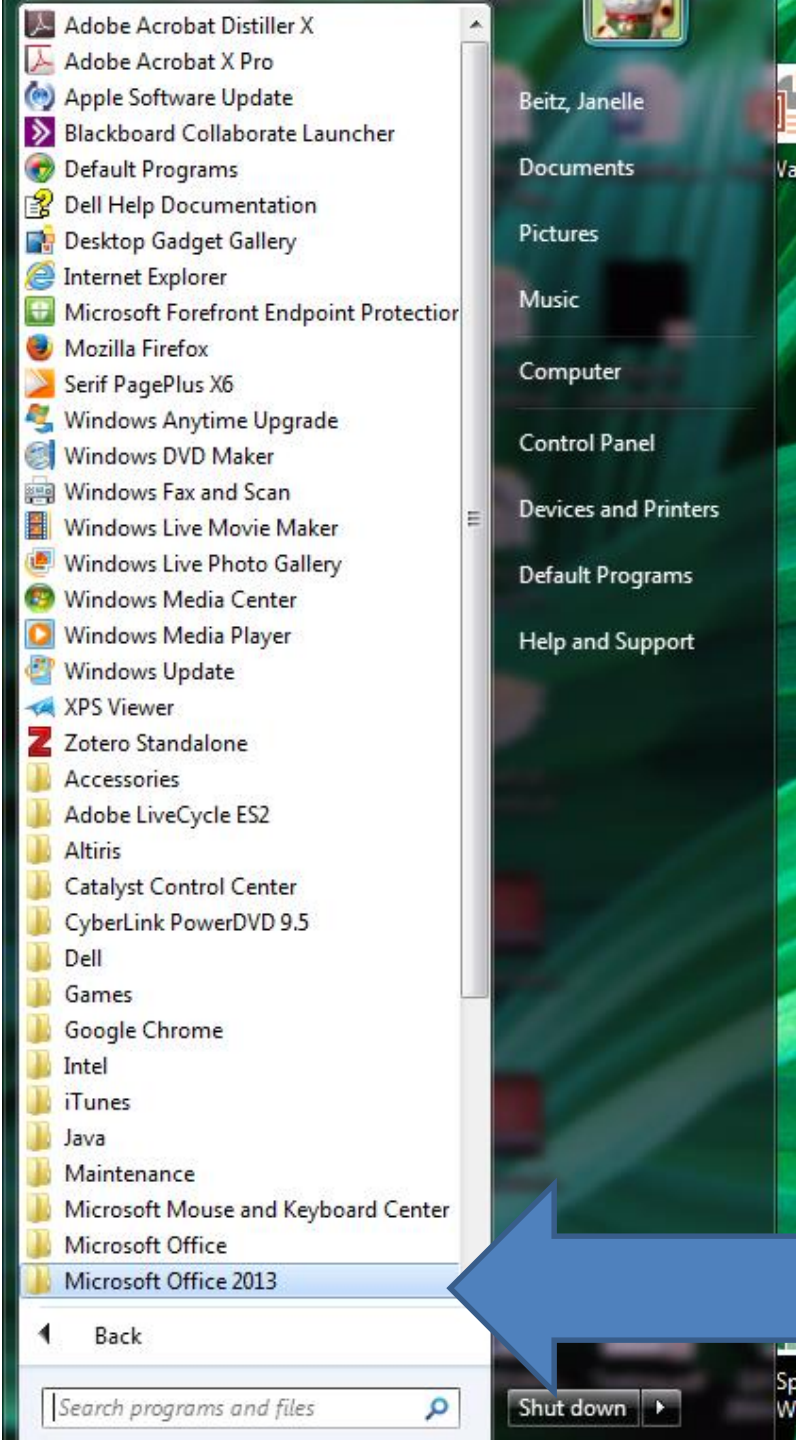
Accessing Lync



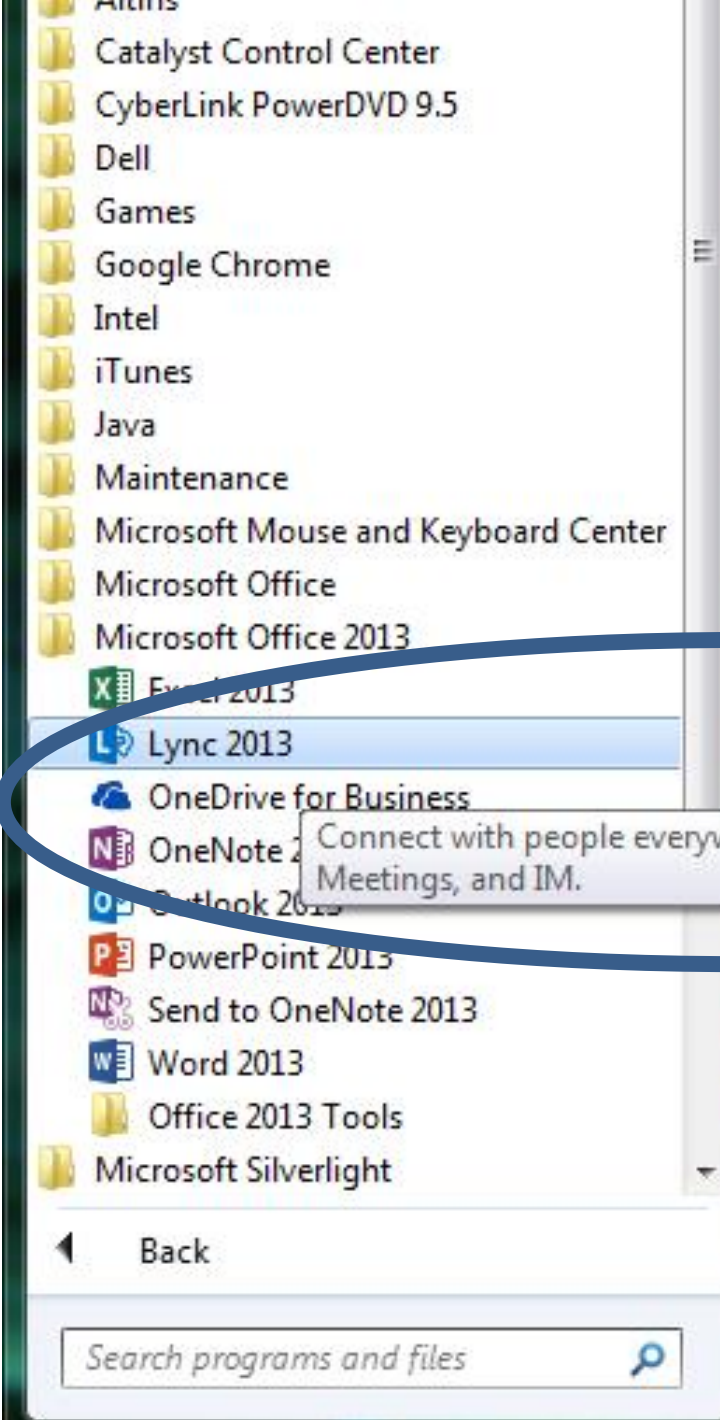
Lync is part of the Microsoft Office Professional Plus 2013 package that you are able to obtain through the Microsoft Student Advantage Program. If you have not downloaded this, go to <http://web.wmitchell.edu/technology/microsoft-student-advantage-program/> and follow the instructions there.

Once you have installed Office 365 Pro Plus, Lync will be one of the programs, like Word, Excel, and PowerPoint, that you have access to while a student at Mitchell.

To access Lync on a PC, go to your Start button, and click on “All Programs.”



From "All Programs," find
"Microsoft Office 2013."



Devices and Printers

Default Programs

Help and Support

Lync will be one of the choices under Microsoft Office 2013.

Connect with people everywhere through voice and video calls, Lync Meetings, and IM.

(You may choose to pin Lync to your Taskbar or Start menu, if you think you will use it often.)

Shut down

Spring
WEXC...

Theme
2.thmx

2014 W
AMJUR



Sign in



Sign-in address:

[Need help signing in?](#)

Sign in as:

Sign In

Your sign-in address will be your Mitchell email address (full address, with the “@wmitchell.edu”), and your password will be your network password.








Adding Classmates as Contacts


In order to be able to interview a classmate for the client interview assignment in WRAP, you must add your classmate to your contacts list.


Lync

Nothin' much is happening today.


 Beitz, Janelle
Available ▾
Set Your Location ▾


   

Find someone 

GROUPS | STATUS | RELATIONSHIPS | NEW 



▴ Favorites

 Boos, Jean - Offline

 Johnson, Chad - Offline 35 mins

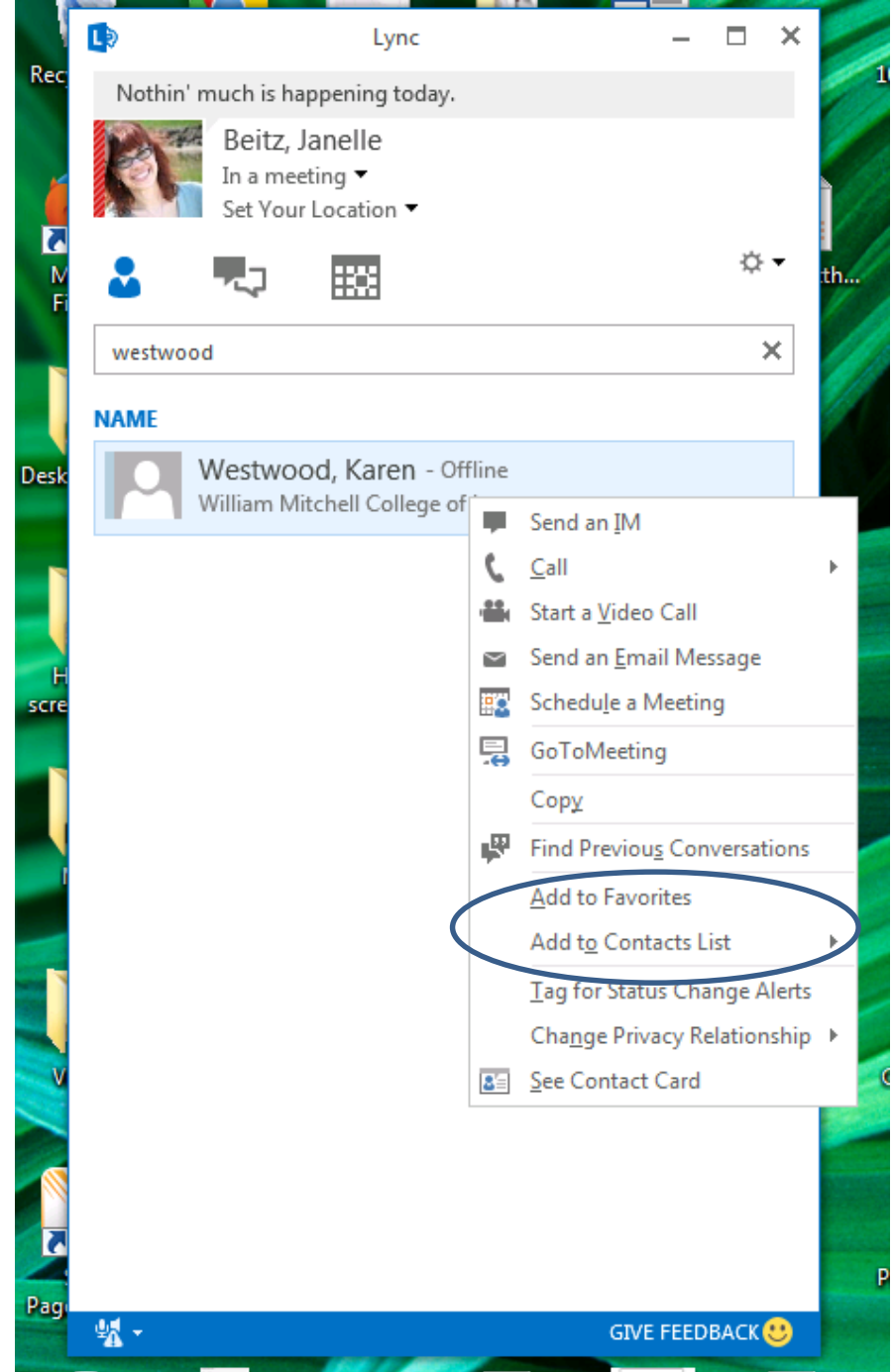
▴ Other Contacts (0/0)

To add contacts, drag from another group or add from search.

 GIVE FEEDBACK 

Start searching for your classmate's name in the search box (advice: may be easier to find if you search by last name). When it pops up, right click on their name and you will see some options.

You should either add your classmate to your "Favorites" list or to your "Contacts List."

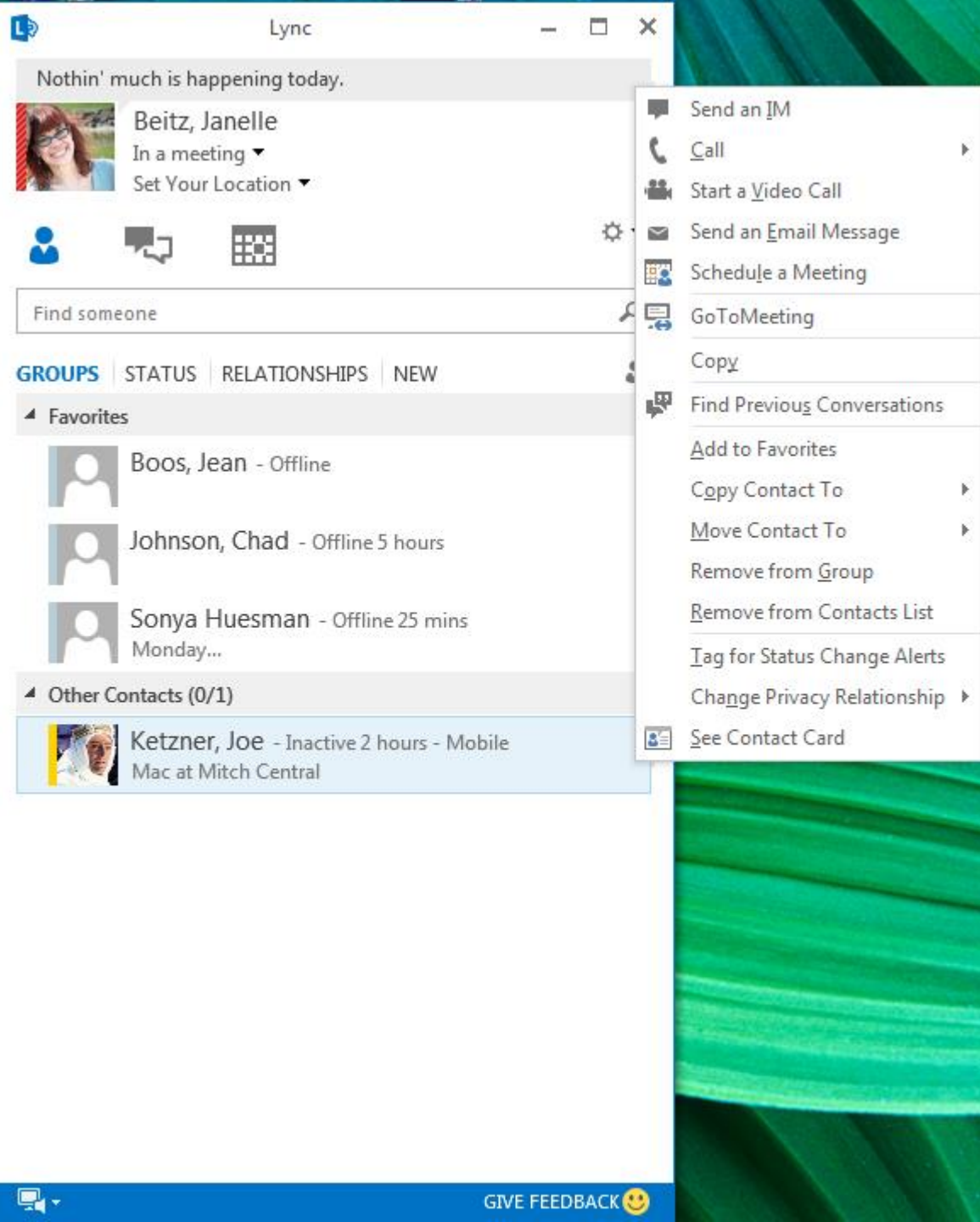


Lync will indicate whether somebody is online.

If you right-click on a contact, the options of activities will pop up again.


You can send an instant message to your contact, or call them, or start a video call, etc. (NOTE: do not “Start a Video Call” for your client interviewing/counseling exercises, as this will only record one person).





Before you conduct your interview, you will want to ...





Lync

Nothin' much is happening today.


 Beitz, Janelle
In a meeting ▼
Set Your Location ▼


   


Find someone 

GROUPS | STATUS | RELATIONSHIPS | NEW 


▲ Favorites

 Boos, Jean - Offline


 Johnson, Chad - Offline 6 hours


 Sonya Huesman - Offline 35 mins
Monday...


▲ Other Contacts (0/1)

 Ketzner, Joe - Inactive 2 hours - Mobile
Mac at Mitch Central

Select Your Primary Device

 **Other Device**
3- Logitech USB Headset

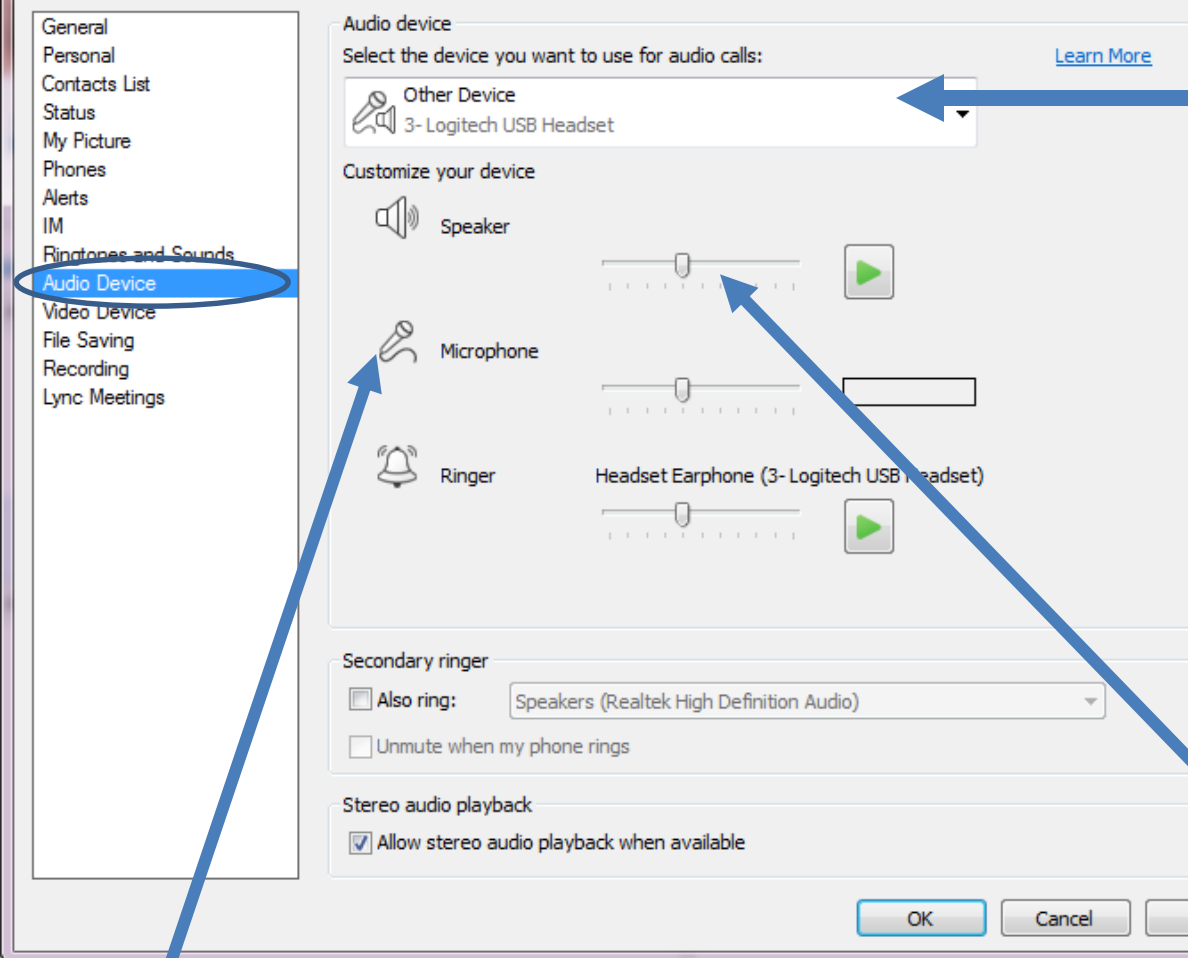
 **PC Mic and Speakers**
Your computer's default setup
Audio Device Settings
Check Call Quality

GIVE FEEDBACK 

make sure you check your audio device and check the quality. You can use your computer's mic and speakers, or plug in a headset.

Click "Select Your Primary Device" in the lower-left corner.

Click "Audio Device Settings."



Click the menu under “Select the device you want to use for audio calls.”

If you have more than one audio device, pick the one you prefer.

Under “Customize your device,” drag the slider to adjust the speakers and microphone.

Click the green arrow next to the speaker to hear a sample tone.

Adjust and test your microphone. The blue indicator helps you choose the appropriate level. If you have a handset, or desk phone, pick up the receiver and speak into it. If you have a headset, speak into the microphone.

Then you will want to ensure your Video device settings are where you want them to be.

General
Personal
Contacts List
Status
My Picture
Phones
Alerts
IM
Ringtones and Sounds
Audio Device
Video Device
File Saving
Recording
Lync Meetings

Video device

Select the camera you want to use for video calls:

[Learn More](#)

Logitech Webcam Pro 9000



If you have multiple devices (headset and built-in webcam), select the one you want to use here.

Camera Settings

Video settings

☒ Crop and center my video in meetings

OK

Cancel

Help



Conducting Client Interview/Counseling

Lync

I am testing Lync today.

Beitz, Janelle
Available
Set Your Location

Find someone

GROUPS | STATUS | **RELATIONSHIPS** | NEW

Friends and Family
No one's in this access level.

External Contacts
No one's in this access level.

Blocked Contacts
No one's in this access level.

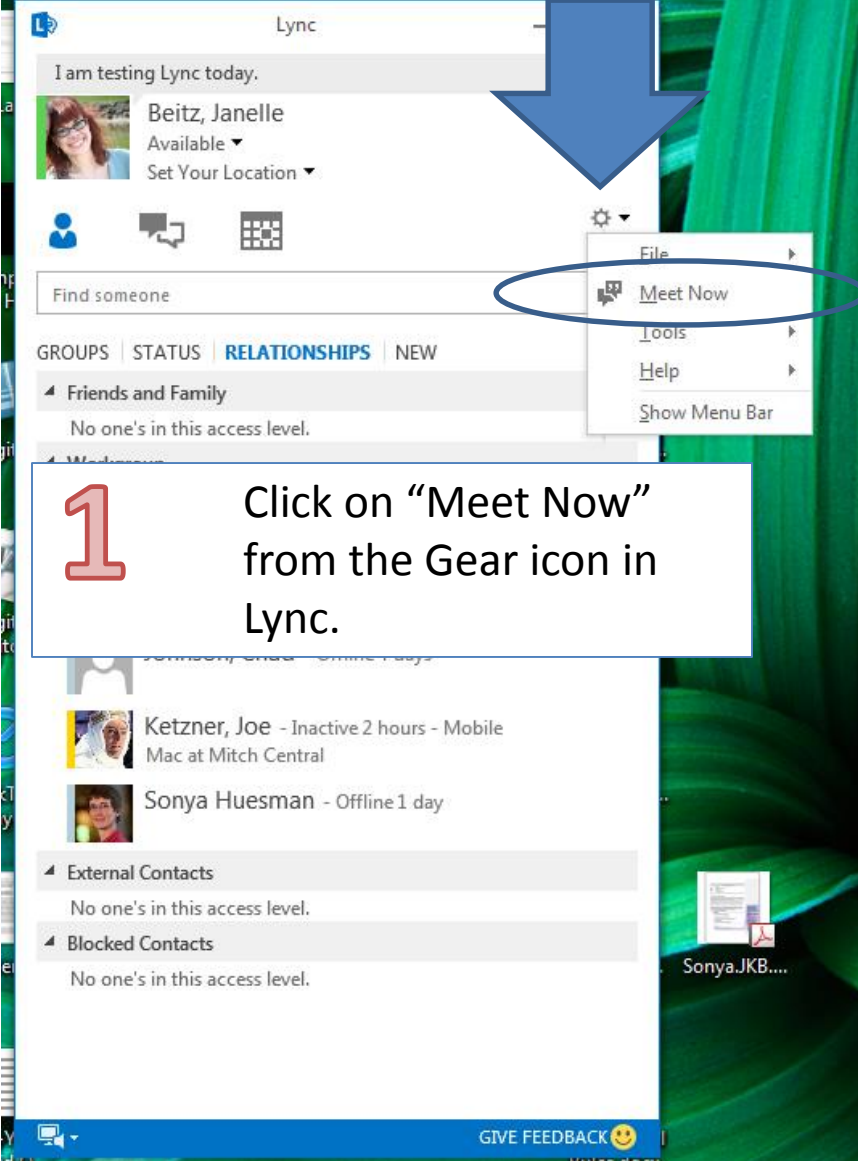
Ketzner, Joe - Inactive 2 hours - Mobile
Mac at Mitch Central

Sonya Huesman - Offline 1 day

Sonya.JKB....

GIVE FEEDBACK

1 Click on "Meet Now" from the Gear icon in Lync.



2 Invite your classmate

Conversation (1 Participant)

10385031_1... Vid

0:06

Looks like you're the only one on the call.

PARTICIPANTS ACTIONS

Presenters (1)

Beitz, Janelle

Invite More People

Invite by Name or Phone Number

Choose a contact or type a name or phone number.


Johnson, Chad - Offline 4 days
William Mitchell College of Law

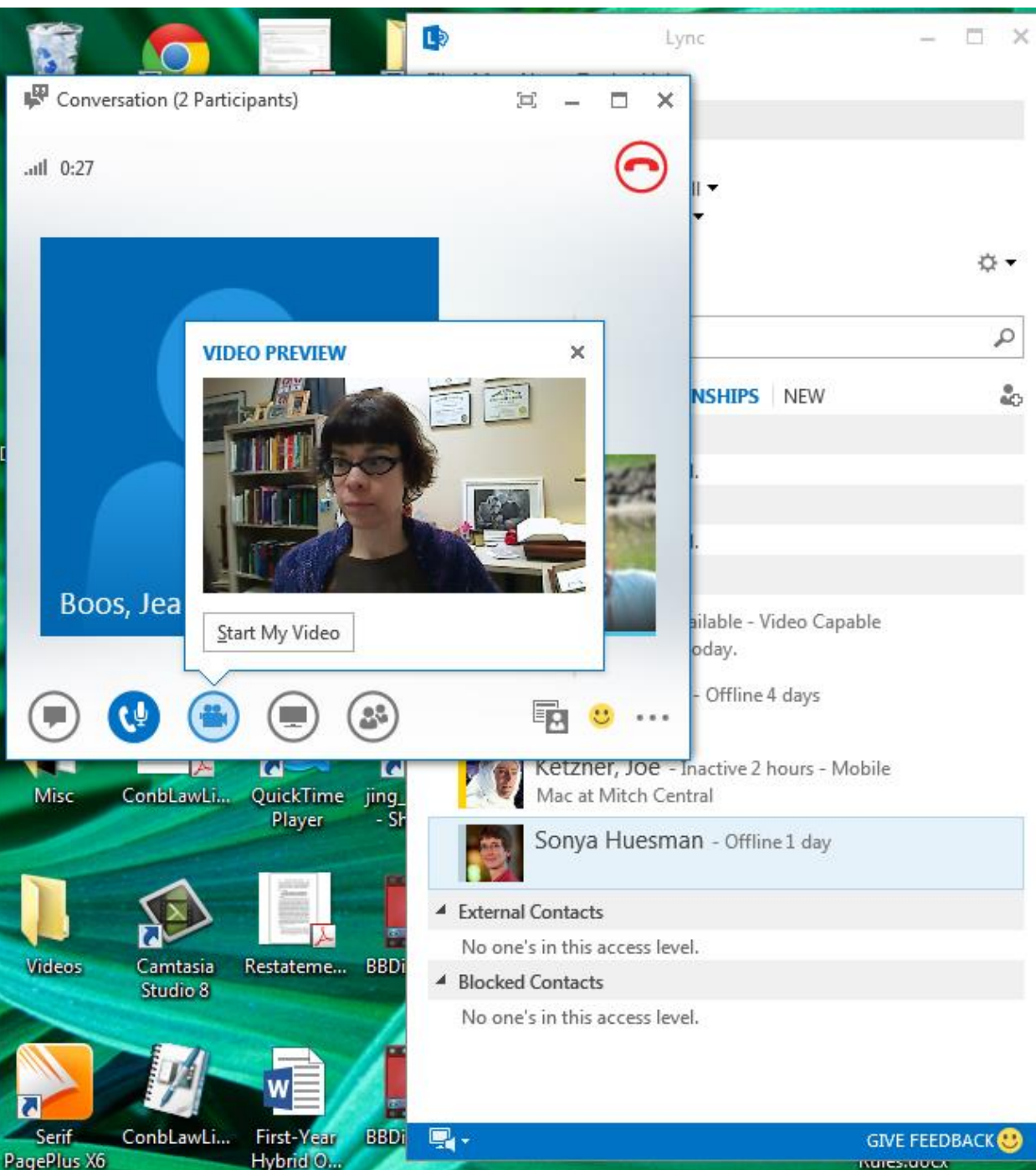
Boos, Jean - Available - Video Capable
William Mitchell College of Law

Ketzner, Joe - Inactive 2 hours - Mobile
William Mitchell College of Law

Sonya Huesman - Offline 1 day
William Mitchell College of Law

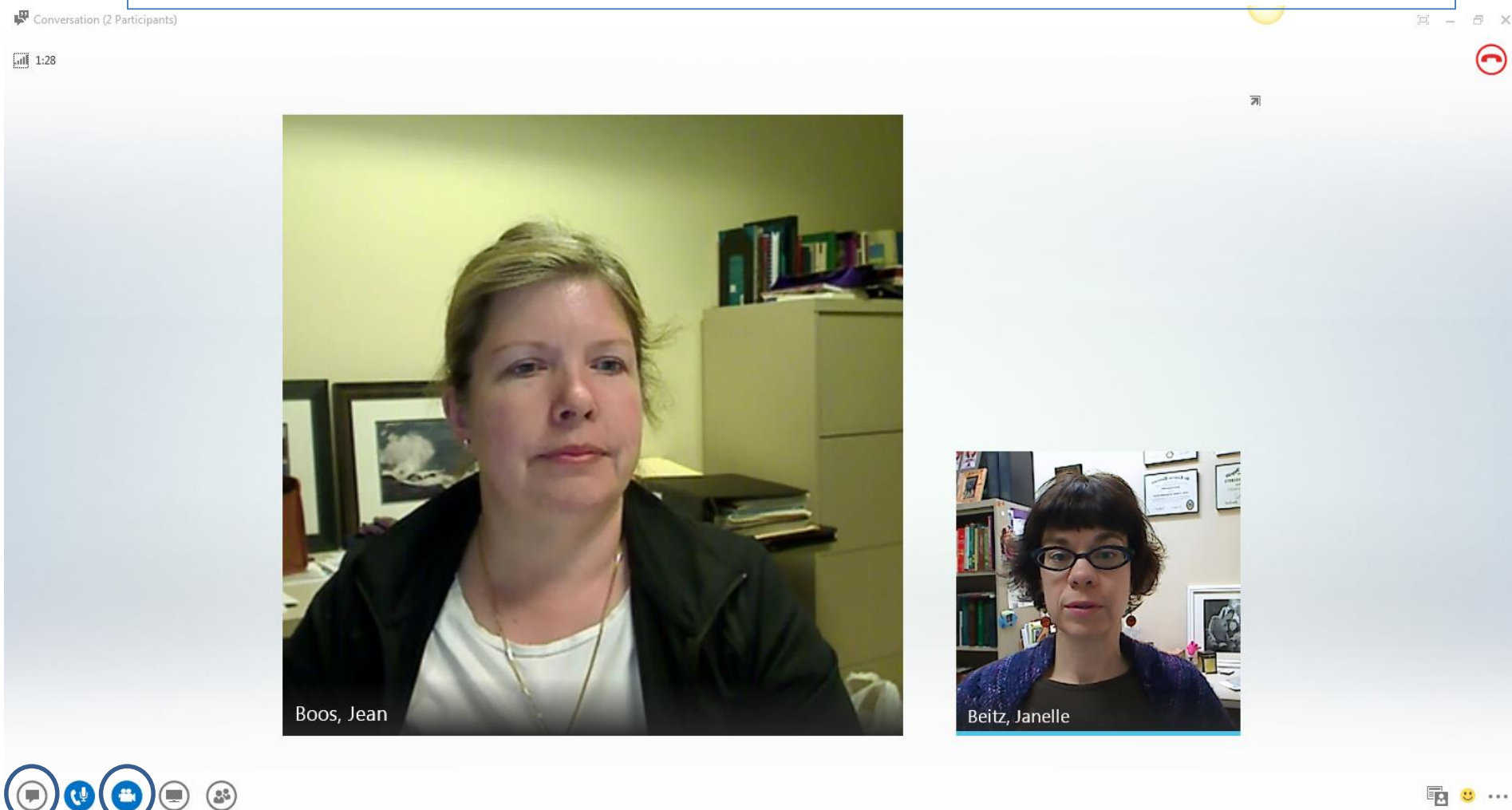
OK Cancel





While you wait for your classmate to answer the call, you might want to click on the video camera icon and click “start my video” (this is not recording anything; this is merely transmitting video of yourself to your classmate).

When your classmate has accepted your call, you will see her on your screen. You will also see yourself in a smaller screen.



You or your classmate might have to click on the video button to ensure you can see each other.

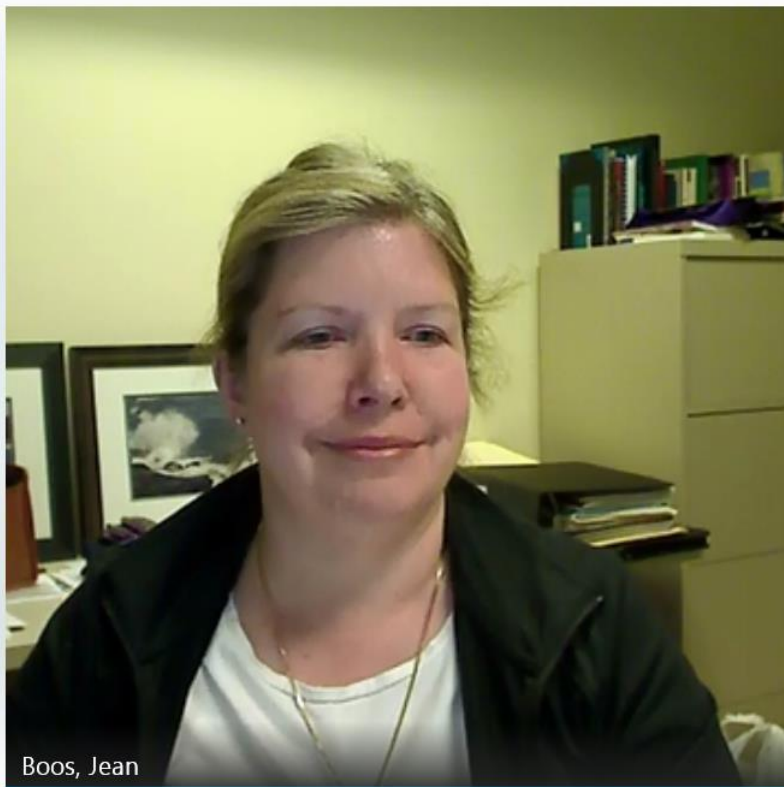
You may IM with your classmate if you click on the little word bubble icon. Your chat window will open up and you may start chatting. This might be useful if audio/video is not working properly.



Recording Client Interview/ Counseling Session



...ll 2:27



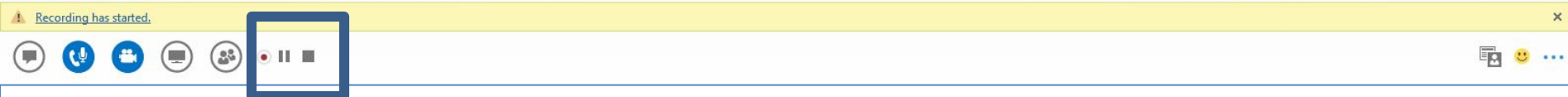
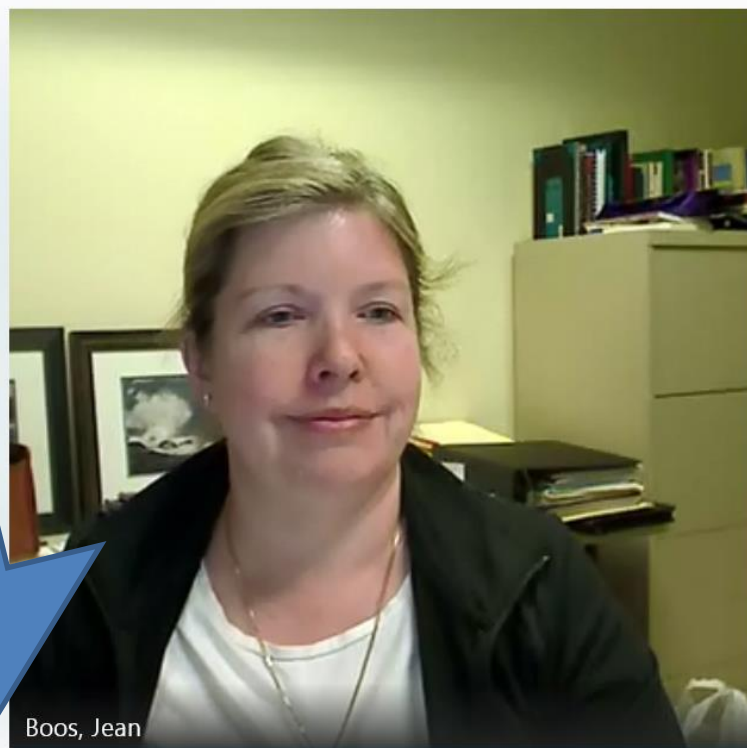
Boos, Jean



To record your session (which you must do for your client interviewing and counseling exercises), click on the three little dots to the far right of your screen. A dialog box will come up and one of the options is “Start Recording.”

The person who is playing the attorney should be the one to click “Start Recording.” The person who starts the recording will be saving the video file to his/her computer and uploading it to the assignment area on WRAP.

The recording will capture both your voices and video. So remember to pause a little bit between talking, and try not to talk over each other

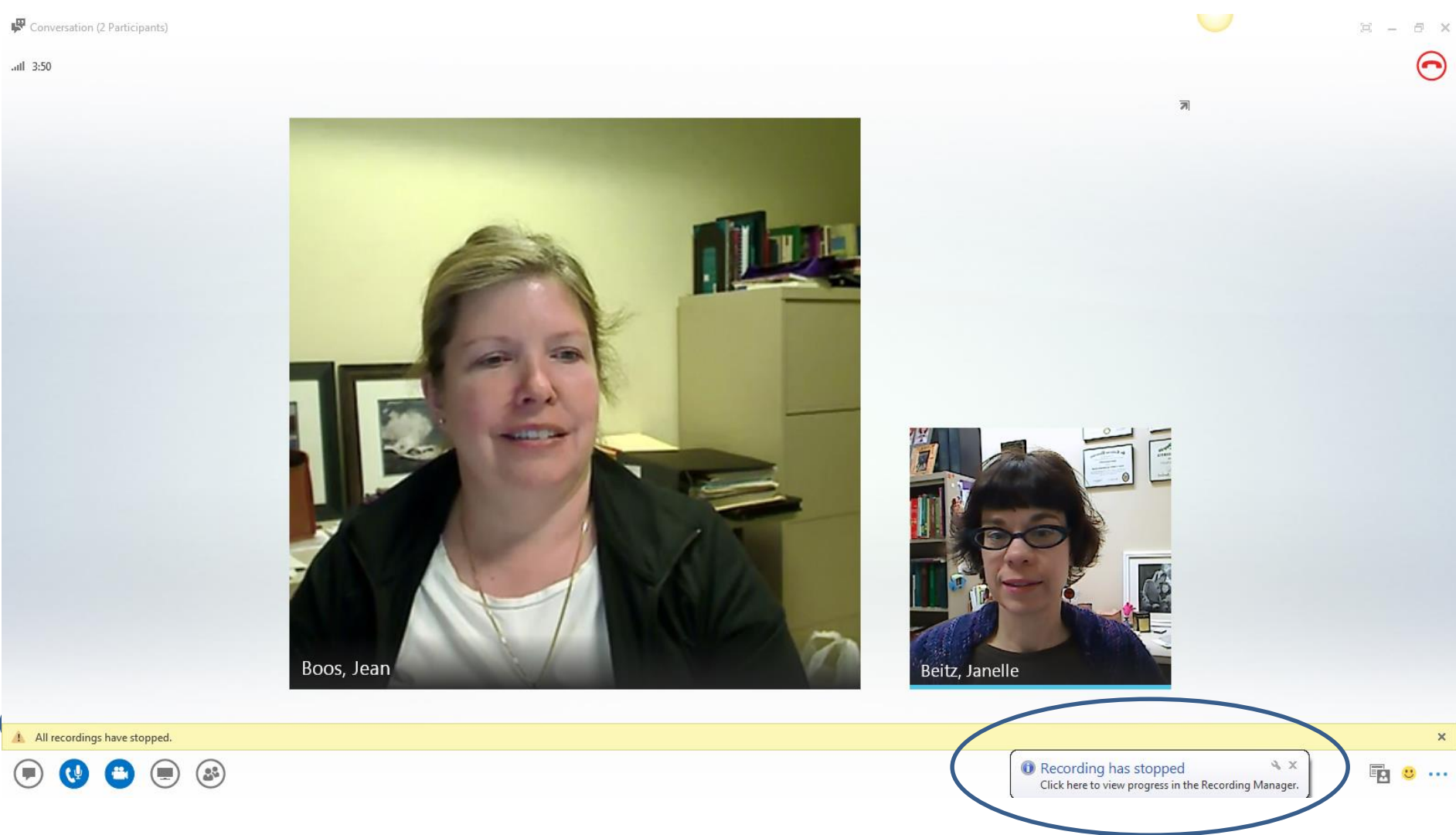


A message will come up telling you to inform your colleague that you are recording her.

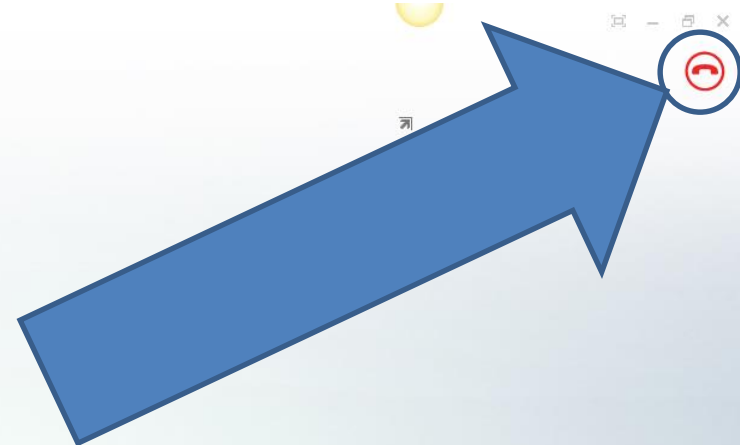
Conduct your interview/counseling session.

In your left-hand side tool area, you will see recording buttons – to stop or pause your recording.

When you are done recording the session, hit the “stop” button – the square.



When you hit the stop button, you will get a message telling you that the recording has stopped.



To hang up, click the red phone icon in the upper right.

Lync

File Meet Now Tools Help

I am testing Lync today.

Beitz, Janelle
In a meeting ▼
Set Your Location ▼

Find someone

GROUPS STATUS **RELATIONSHIPS** NEW

Friends and Family
No one's in this access level.

Workgroup
No one's in this access level.

Colleagues

Boos, Jean - Available - Video Capable
I am testing Lync today.

Johnson, Chad - Offline 4 days

Ketzner, Joe - Inactive 3 hours - Mobile
Mac at Mitch Central

Sonya Huesman - Offline 1 day

External Contacts
No one's in this access level.

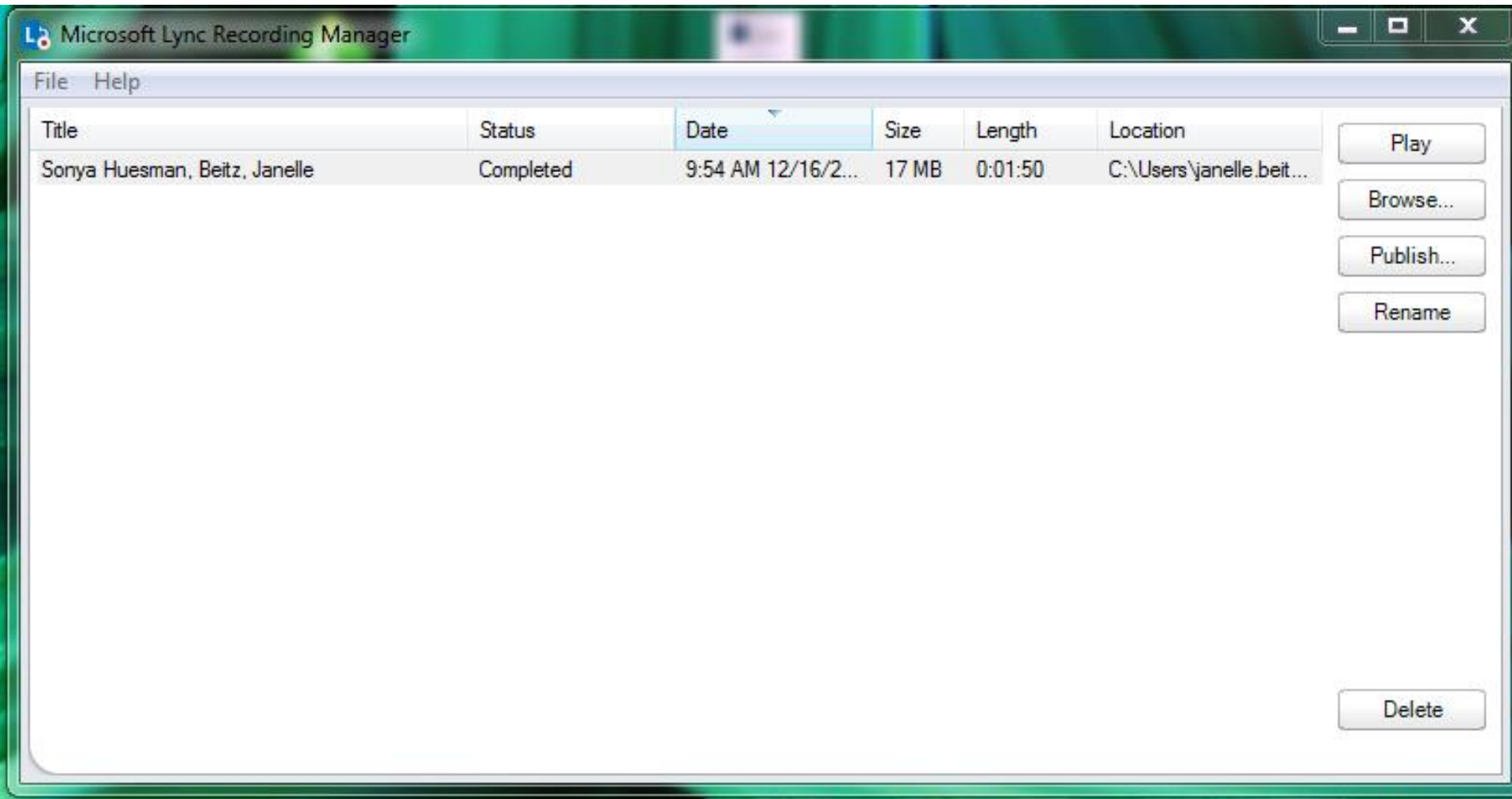
Blocked Contacts
No one's in this access level.

GIVE FEEDBACK 😊

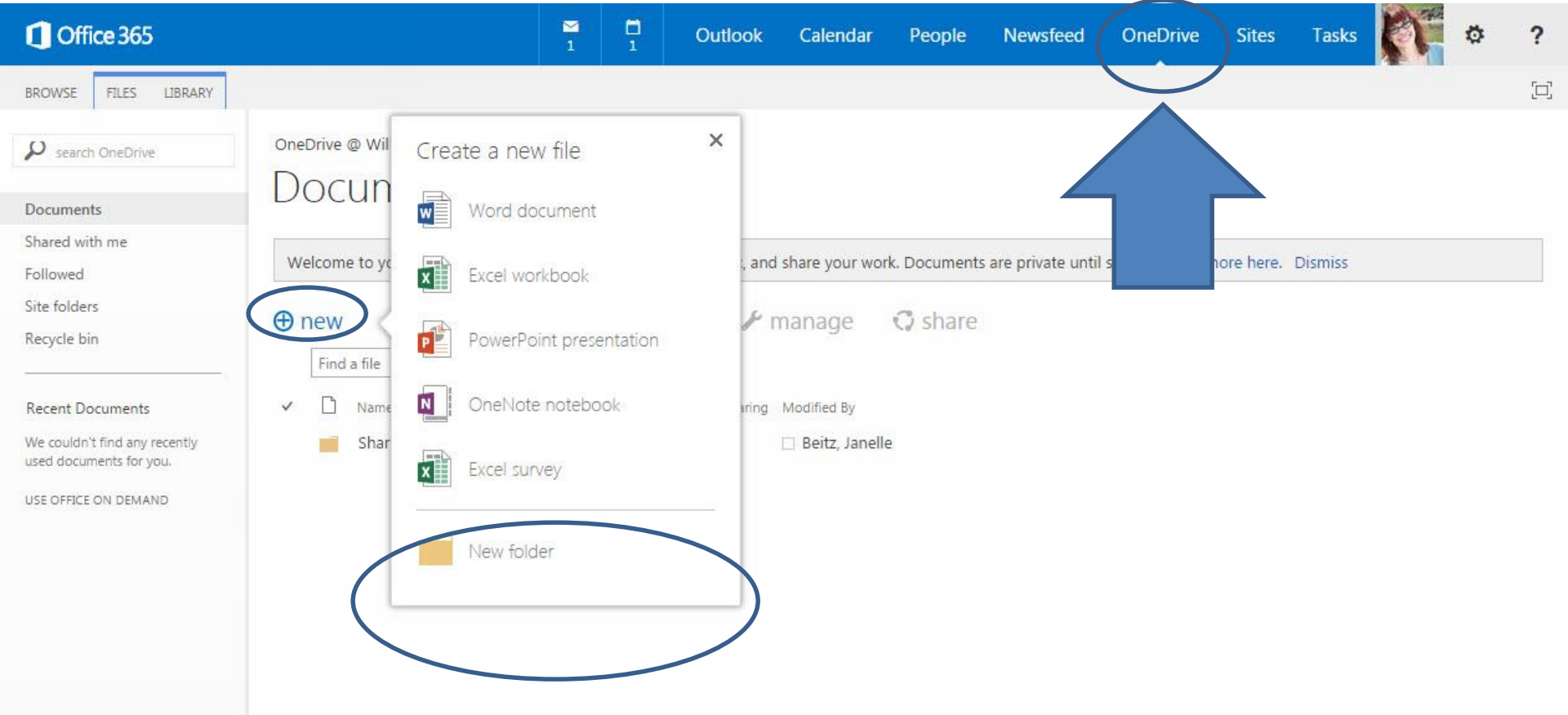
When your video is finished processing, you will get a notification that it is now available.

Your computer will either automatically save it to a “Lync Recordings” file (probably under “My Videos”) or ask you where you want to save it.

Your Lync Recording is now available. 🔔 ✕
Click here to open the Recording Manager.



You must publish your recording somewhere on your computer, and then upload it to the web. You will submit the URL for the recorded video to the appropriate assignment in your WRAP course on Blackboard. The next screens will show a suggestion of where to upload it on the web.



As part of your Microsoft Office Professional Plus 2013 package, you obtain a Microsoft OneDrive. Here, you may upload your Client Interviewing and Counseling Videos, allow your professor to see them, and generate a link to put into the Blackboard assignment for your professor to access them.

When you've logged into outlook.com, click on "OneDrive." Then create a folder for your videos.



BROWSE

FILES

LIBRARY

search OneDrive

Documents

Shared with me

Followed

Site folders

Recycle bin

Recent Documents

We couldn't find any recently used documents for you.

USE OFFICE ON DEMAND

OneDrive @ William Mitchell College of Law

Documents

Welcome to your OneDrive for Business, the place to store, sync, and share your work. Documents are private until shared. [Learn more here.](#) [Dismiss](#)

new upload sync edit manage share

✓		Name	Modified	Sharing	Modified By
		Shared with Everyone	... August 27, 2013		Beitz, Janelle

Drag files here to upload

Create a folder

Name *

INVITE PEOPLE

Create

Cancel

You will want to invite your WRAP professor to your folder.



BROWSE FILES LIBRARY

search OneDrive

Documents

Shared with me

Followed

Site folders

Recycle bin

Recent Documents

We couldn't find any recently used documents for you.

USE OFFICE ON DEMAND

OneDrive @ William Mitchell College of Law

Documents

Welcome to your OneDrive for Business, the place to store, sync, and share your work. Documents are private until shared. [Learn more here.](#) [Dismiss](#)

new upload sync edit manage share

Find a file

✓ Name

Shared with Eve

Create a folder

Name *

WRAP

Invite people

sonya.huesman@wmitc

Can view ▼

Huesman, Sonya

Showing 1 result

Send an email invitation

Create

Cancel

You will want the dropdown menu here to say "Can view."

Search for your WRAP professor in the "Invite People" box. They all have wmitchell.edu email addresses.

You do not need to send them an email invitation.

Then click "Create" to finish setting up your WRAP folder.



BROWSE

FILES

LIBRARY



search OneDrive

Documents

Shared with me

Followed

Site folders

Recycle bin

Recent Documents

We couldn't find any recently used documents for you.

USE OFFICE ON DEMAND

OneDrive @ William Mitchell College of Law

Documents ▸ WRAP

new upload sync edit manage share

Find a file

✓		Name	Modified	Sharing	Modified By
---	--	------	----------	---------	-------------

Drag files here to upload

Now you need to upload your video (which you saved to your computer) to your WRAP folder in your OneDrive.

search OneDrive

- Documents
- Shared with me
- Followed
- Site folders
- Recycle bin

Recent Documents

We couldn't find any recently used documents for you.

USE OFFICE ON DEMAND

OneDrive @ William Mitchell College of Law

Documents WRAP

new upload sync edit manage share

Find a file

Name Modified Sharing Modified By

Open

Libraries Videos My Videos Lync Recordings

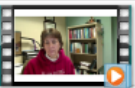
Search Lync Recordings

Organize New folder

Videos library

Lync Recordings

Arrange by: Folder



Sonya Huesman, Beitz, Janelle - Tuesd... - Tuesday, Dece...

Favorites

- Desktop
- Downloads
- Recent Places

Libraries

- Documents
- Music
- Pictures
- Videos
- My Videos**
- Public Videos

Computer

- OS (C:)
- groups (\\ginsburg) (G:)
- janelle.beitz\$ (\\GINSBURG) (H:)
- apps (\\ginsburg) (K:)
- Common (\\ginsburg) (M:)

File name: Sonya Huesman, Beitz, Janelle - Tuesd... - Tuesday, December 16, 2014 9.54.01 AM.mp4

All Files

Open Cancel

Find your video on your computer.



BROWSE

FILES

LIBRARY

search OneDrive

Documents

Shared with me

Followed

Site folders

Recycle bin

Recent Documents

We couldn't find any recently used documents for you.

USE OFFICE ON DEMAND

OneDrive @ William Mitchell College of Law

Documents ▸ WRAP

[new](#) [upload](#) [sync](#) [edit](#) [manage](#) [share](#)

Find a file

✓	📄	Name	Modified	Sharing	Modified By
✓	📄	Sonya Huesman, Beitz, Janelle - Tuesd. . . - Tuesday, December 16, 2014 9:54:01 AM 🌿	...	A few seconds ago 👤	Beitz, Janelle

Drag files here to upload

Now the video is in my OneDrive WRAP folder.

Click on "Share"

OneDrive @ William Mitchell College of Law
Documents WRAP

new upload sync edit manage share

Share 'Sonya Huesman, Beitz, Janelle - Tuesd. . . - Tuesday, December 16...

Shared with ☐ Huesman, Sonya
Open to anyone with a guest link

Invite people
Get a link
Shared with

View Only
Anyone with this link can see this file.
 [DISABLE](#)

Edit
Anyone with this link can see and edit this file.
CREATE LINK

Close

Click on “Get a Link” and then “Create Link” and you will be given a URL that you will enter ...

Core Grammar for

(You will submit a written plan that you will attach as a file, as well).

WILLIAM MITCHELL
COLLEGE OF LAW

CONNECT

My InstitutionCoursesCommunityServices

Weekly Modules > Week 9 (Mar. 15 - Mar. 21, 2015) > Upload Assignment: w09a2: Client Interviewing Exercise

TEMP_H_WRAP_S2015

: TEMPLATE: HYBRID:
WRAP: Writing &
Representation, Advice
& Persuasion
(TEMP_H_WRAP_S2015)

Course Competencies

WRAP Overview

Calendar

Weekly Modules

My Grades

Announcements

Email

WRAP Local Rules

Table of Contents

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w09s1: Weekly Activities

w09s2: Tutorials and Video

w09d1: Video Critique - Interviewing

w09a1: Cases Online Practice Set

w09a2: Client Interviewing Exercise

Upload Assignment: w09a2: Client Interviewing Exercise

Page 5 of 5

CancelSave DraftSubmit

ASSIGNMENT INFORMATION

Due Date

Saturday, March 21, 2015

11:59 PM

Points Possible

39

View Rubric

Assignment Overview

You are now ready to put your commentary research to use. You will participate in client interviewing exercises. You will play the role of lawyer and client during these exercises. As the lawyer, you will write an interview plan and then interview one of the two parties to your client counseling case. While we will provide you a *Restatement* section of the law for your interview, you can also use your commentary research to supplement the *Restatement* section.

The objectives of this assignment are to:

- Conduct a thorough introduction by effectively greeting the client and communicating a clear statement of the agenda.
- Build trust with the client by listening attentively and showing competence and empathy.

Or will they submit their URLs into the "Add Comments" box?

ASSIGNMENT SUBMISSION

Text Submission

Write Submission

Attach File

Browse My Computer

ADD COMMENTS

Comments

405

https://wmitchell-my.sharepoint.com/personal/janelle_beitz_wmitchell_edu/_layouts/15/guestaccess.aspx?guestaccesstoken=MrMnygRpioXDIFpJ06y2bAl3Vf5SfO9PwwjuDnRCUzQ%3d&docid=14aeb8d17201c4b76ad56b30838c9aaaa

Character count: 205

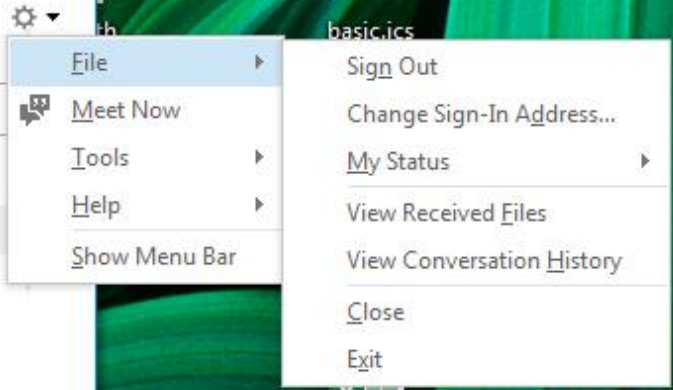
When finished, make sure to click **Submit**.


Optionally, click **Save as Draft** to save changes and continue working later, or click **Cancel** to quit without saving changes.

Cancel

Save Draft

Submit



To sign out of Lync, click on the little gear icon 

Where to go for Help

- Microsoft Tutorials
 - [Lync On-Demand Training](#)
 - [Get started with Lync 2013](#)
 - [Basic tasks in Lync 2013](#)
- Contact Mitchell's IT Helpdesk
 - edtech@wmitchell.edu or IT@wmitchell.edu
 - 651-290-6411