

Face-to-Face Financial Aid and VA Meetings Suspended

Financial Aid/VA appointments will be conducted via Microsoft Teams ideally or by email if necessary.

In accordance with federal, local, and state recommendations/mandates the college will be conducting all appointments virtually until further notice.

- If you have already scheduled an appointment, please know your Financial Aid will reach out to you with instructions for the appointment.
- If you do not hear from your Financial Aid, please [email them directly](#).
- Please use the scheduling tool ([SetMore](#)) to schedule your virtual Financial Aid/VA appointments. Note that your representative will confirm your appointment by sending you a Microsoft Teams calendar request. Additionally, Financial Aid will initiate the appointment through Microsoft Teams. Email appointments are available for students or representatives who prefer this format.

Please be patient with Financial Aid as prior appointments may be running long due to the nature of this situation. We will do our best to initiate the appointment as close to the start of the scheduled appointment as possible but ask that you are logged in and available at your scheduled time. You will find instructions on how to use Microsoft Teams below.

During your appointment, please make every effort to be in a quiet space to ensure clear communication. For best service, please be logged into Microsoft Teams from a laptop, tablet or desktop with webcam/microphone capabilities to ensure full usage of the software including video, audio and screen sharing.

Student instructions: Accessing Microsoft Teams for Financial Aid/VA appointments

As a Manhattan Tech student, you have access to several of the applications available via Microsoft including Teams. If you choose this method to conduct an appointment with Financial Aid, here are the things you'll need to know:

- You MUST access Teams from your Manhattan Tech Microsoft account. Financial Aid will not conduct virtual appointments using any other software.
- Microsoft Teams can be accessed via two methods:
 1. Web Version:
 - a. Go to this link online: <https://teams.microsoft.com>.
 - b. Sign in with your Manhattan Tech username (@matc.net) and password
 2. Desktop Version:
 - a. [Download and install the desktop version](#) on your computer or laptop using your Manhattan Tech email and password (your computer or laptop will need a webcam for this option to work).
 - b. Download the Microsoft Teams app on your tablet or smartphone and log in using your Manhattan Tech email and password (or search your platform's app store). Please note that this may limit your interaction capabilities during your

appointment: [Download Microsoft Teams for iOS \(Apple\)](#) or [Download Microsoft Teams for Android/\(Google\)](#).

- If you need assistance refer to the [Microsoft Support Link](#)

What you should know before your meeting

- Please join the meeting at your scheduled appointment time. If you are late to join, Financial Aid may not be able to accommodate an extension to the meeting time.
- Please be prepared and dressed as though you are attending an in-person meeting.
- As we will most likely be going over your finances, we strongly recommend that you use a desktop/laptop with a stable internet connection in a quiet area to ensure safety and security.
- It is your responsibility to make sure you are in an environment that complies with all Family Educational Rights and Privacy Act (FERPA) rules and regulations. That is, if you do not want anyone to be able to overhear your personal information. If you are in a public space, it may be a good idea to utilize headphones, so your information stays private. Requesting a Teams meeting is your acknowledgment of the [FERPA rules and regulations](#).
- If you choose to use your phone, please do not do so while driving. Our representatives reserve the right to end the meeting if this occurs.