

HR RELATED MEETINGS – MICROSOFT TEAMS EXTERNAL USER GUIDE

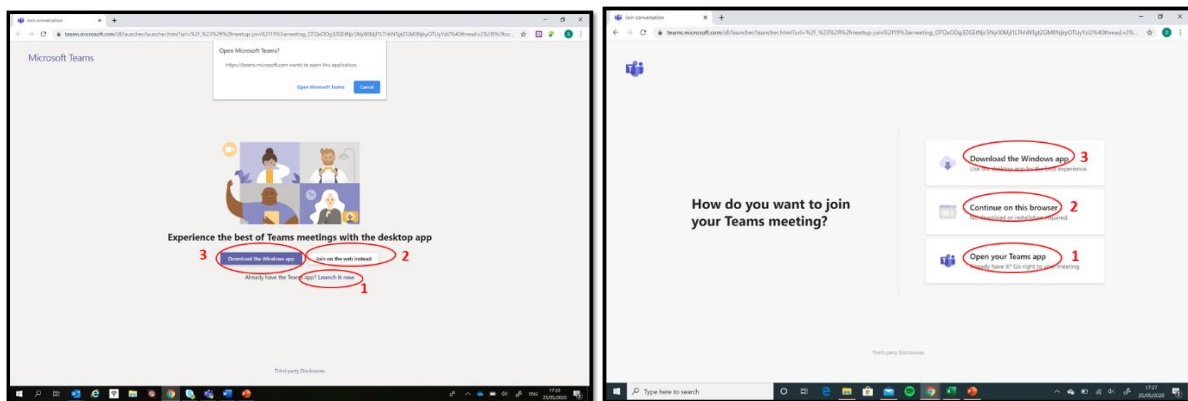
We recommend that you undertake a test prior to the meeting if it is your first time using the Microsoft Teams Application.

See **'Troubleshooting'** for info on how to carry out a general Teams test. The following instructions will also allow you to test your device prior to the meeting.

Launching the Application

There are several variations on how the application will present itself and this guide is designed to provide general support on the options to select. Different platforms, operating systems and versions will result in differing views. Some older hardware and software may also be incompatible.

You can select **'Join Microsoft Teams Meeting'** at any point prior to the meeting to undertake your testing. A screen like those in the below figures will be shown.



Despite their different appearances, the screens give the same options:

1. Open/Launch Your Teams App

This is the option you should choose if you already have Microsoft Teams installed on your device. If you are already using the app then this is the preferred option to use.

2. Join on web/Use Brower

Joining via the web allows you to join the meeting irrespective of which applications you have installed on your device.

3. Download the Windows App

Choosing this option will install the application on your device to provide some additional functionality over option 2. If you are using your own device, then follow the installation instructions. It takes approximately 5-10 minutes to complete.

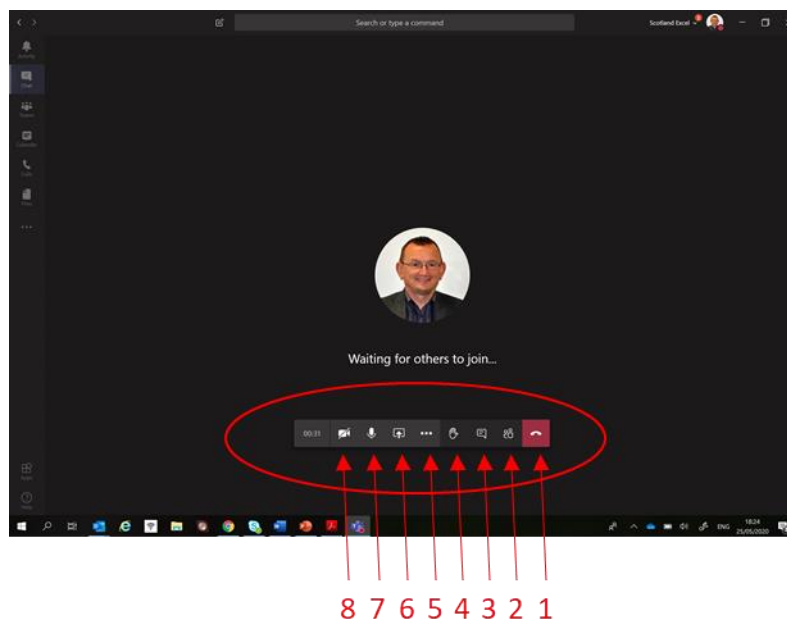
After you have selected the relevant option from above, you will proceed to joining the meeting.

The view you now see will depend on the option selected above but will be similar to the following views:

Option 1 – Microsoft Teams App

The below figure is a typical view and allows us to explain the main function bar used within Microsoft Teams.

Please note that there may be a 'lobby' function enabled for your meeting and you may sit here until the meeting organiser admits you to the general meeting. This is good practice for security purposes. If you are waiting for a period of time, please contact the Chair for support.



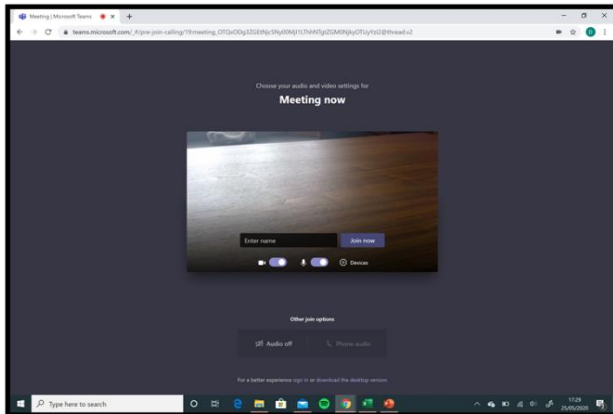
Once in the meeting you will see the Teams Options Bar on screen. It has the following options:

1. Hang up / Terminate – Participants can terminate the call via this button.
2. Show participants in the meeting
3. Conversation – This allows you to 'chat' with all other participants in the meeting. This is **not a private chat** and can be seen by all participants.
4. Raise Hand - selecting this will raise your hand against your video and participant list. It is useful if you wish to ask a question without interrupting the flow of the meeting. The Chair will indicate when you should speak.
5. A number of additional features including the option to blur your background if required and other device settings.
6. Share provides an option to share your own desktop with other participants.
7. Microphone is used to mute/unmute your audio. Note: The Chair may have the ability to mute all or individual participants audio. Use the microphone button to unmute when required.
8. Camera is used to switch your camera on and off.

Option 2 – Join on web / browser

The below figure represents the view the participant will have when they select the web option. The first step is to **enter participants name** and select **'Join now'**.

Please note that there may be a **'lobby'** function enabled for your meeting and you may sit here until the meeting organiser admits you to the general meeting. This is good practice for security purposes. If you are waiting for a period of time, please contact the meeting Chair for support.



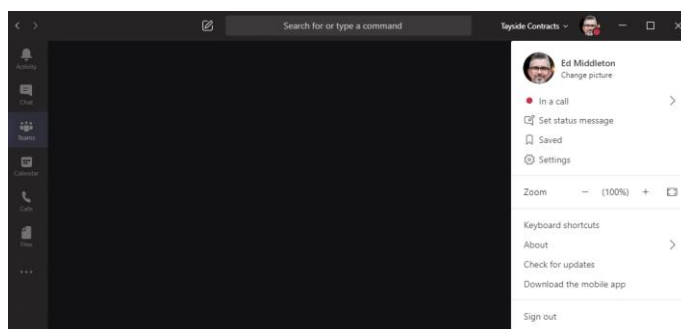
The three options on screen allow you to; switch your camera on and off, switch your microphone on and off and view device options.

Once in the meeting you will see the Teams Options Bar which has the same functions as the app as described in Option 1 above.

Troubleshooting

This section is designed to record and answer common issues associated with online Teams meeting participation.

- **How do I carry out a general Teams test call before the meeting?**
Open Teams and click on your profile at the top right of the screen.



Click on settings then devices and choose "Make a Test Call". This will initiate a call to the Teams testing service and will confirm if your device is set up correctly.

- **I can't get connected and need help setting it up. Who can help me?**

Please contact our IT Unit at helpdesk@tayside-contracts.co.uk

- **I have been disconnected during the call. What do I do?**

Disconnections often happen due to internet connectivity. This may be a result of your own local internet setup or wider. In the first instance, check you still have access to the internet. If you can still access the internet, then try connecting again via the original join instructions

- **Other participants can't see me in the meeting.**



Check your camera is activated and the icon doesn't have a cross through it. If this does not resolve the issue, then please check device options which allows modification of video and audio devices. This can be found in the device settings shown in the Teams App picture above (No 5, the 3 dots).

- **Other participants can't hear me in the meeting.**



Check your microphone is activated and the icon doesn't have a cross through it. If this does not resolve the issue, then please check device options which allows modification of video and audio devices. This can be found in the device settings shown in Teams App picture above (No 5, the 3 dots).

- **My camera is showing a different view. How do I change it?**



Some devices have a front and back mounted camera. There are a number of ways to resolve this. If you are using the Teams product then there is a camera icon at the bottom left hand corner of your screen that toggles the camera. You can also change with "device settings" options.