Eastwood Park •••
training

Preparation before joining any meetings

Teams works on Windows, Macs and Android and iOS. Click the link for your session to test out joining a meeting and you will be asked to either

- Download the Teams app for your device
- Continue in your device's internet browser
- Open Teams (if you already have it installed)

You can join the meeting at any time before the start time in order to test your devices can connect.

A link for the session will be sent via an Outlook invite

Before the meeting

- Have the device that you will be using for the session charged or connected to a power socketFind a quiet and comfortable place with no distractions
- Have paper and pen available
- Please make sure you test your access prior to the session start and log on to the Teams session 10 minutes before the start time (if you are held in the lobby the trainer will admit you when the meeting starts)
- We do ask that you leave your camera on during the entire session
- If you are in a shared office, we recommend using a headset
- All copyright remains the property of Eastwood Park and no one individual is permitted to record any session, or have another individual attend the session with them without prior permission from Eastwood Park.
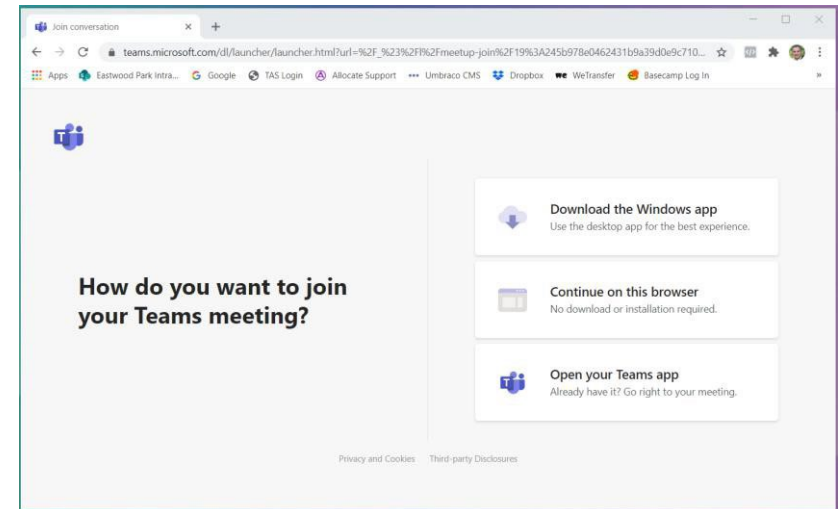
If you have any difficulty joining your session please call 01454 262788 for assistance

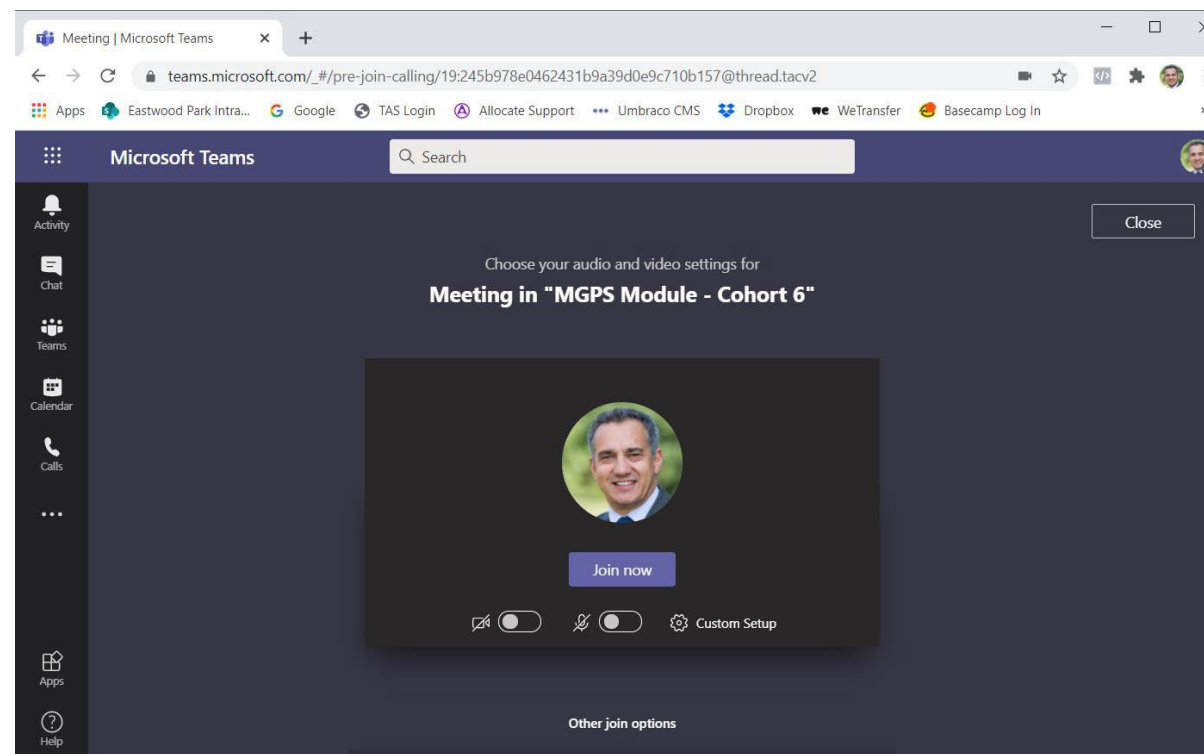Learners guide to Microsoft Teams

Joining the session

You then see a screen with audio-video options and a **Join now**

Initially set the camera and microphone to on

When ready – click **Join Now**

A register of those attending will be taken at the start of the session before the trainer starts presenting

If you have any difficulty joining your session please call 01454 262788 for assistance

Eastwood Park •••
training

Once in the session

You can see other video feeds in the main window (up to 9 attendees at a time)

When the trainer is presenting a powerpoint or document they and other attendees are displayed in a tray at the bottom of the screen, with the shared document in the main part of the screen.

The meeting controls are shown at the top of the window.
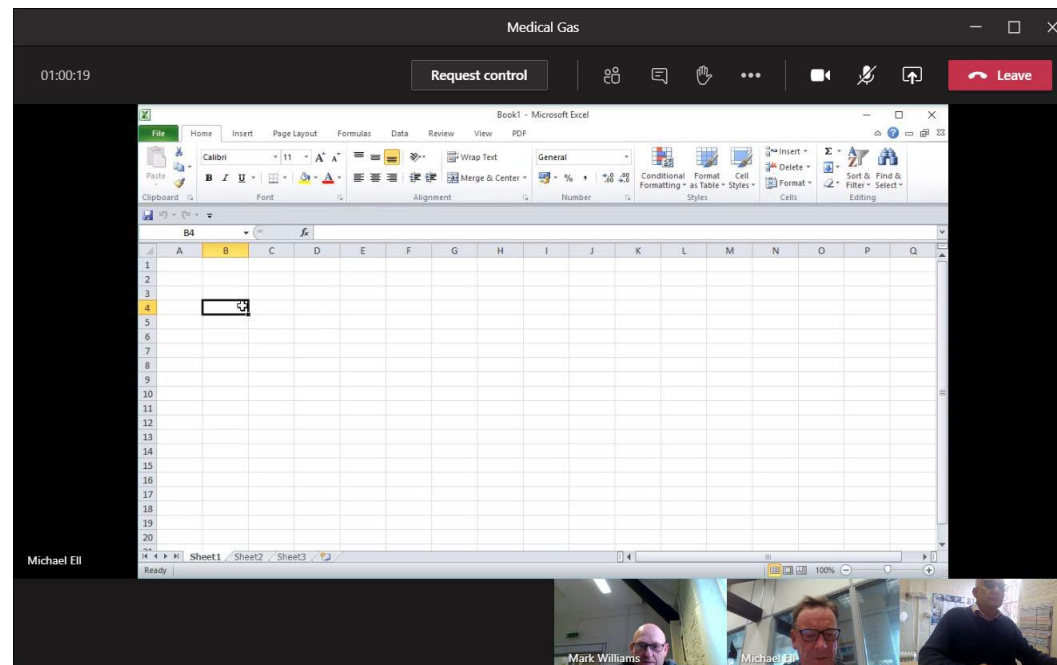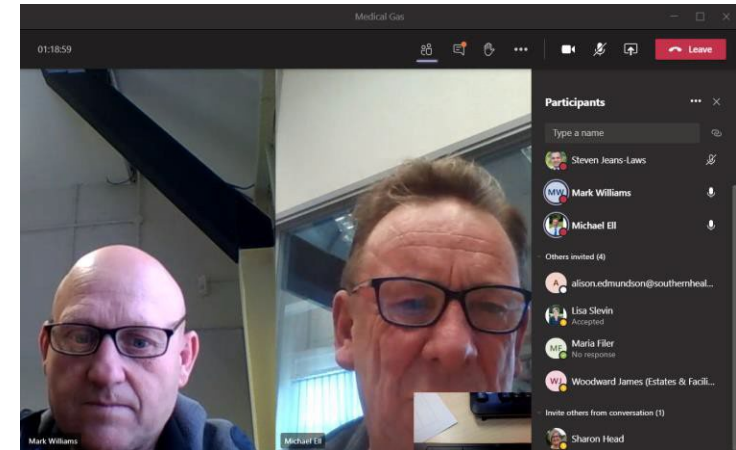
You will have a hard copy of the course notes to refer to throughout the session.

If you have any difficulty joining your session please call 01454 262788 for assistance

Meeting controls

1. Show/hide participants

2. Show/Hide conversations

3. Raise your hand to let the trainer know you have a question

4. Click the ellipses for more options

5. Enable/disable your webcam

6. Enable/disable your microphone

7. Share button – only the trainer should use this

8. Click to leave the meeting
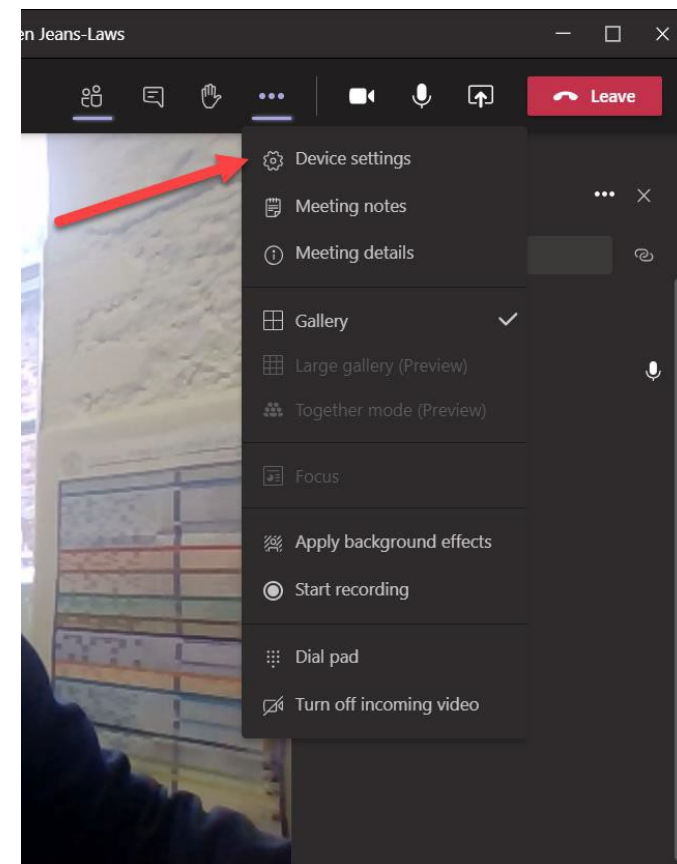
If you have any difficulty joining your session please call 01454 262788 for assistance

Meeting etiquette

Once the meeting has started please mute your microphone to eliminate background noise, unless you want to ask a question.

Use the **Raise your hand control** to alert the trainer that you have a question and wait till the trainer speaks to you before unmuting your microphone. If you are not noticed, then unmute your mic and ask the question.

If you have any difficulty joining your session please call 01454 262788 for assistance

Troubleshooting

I can't hear the speaker
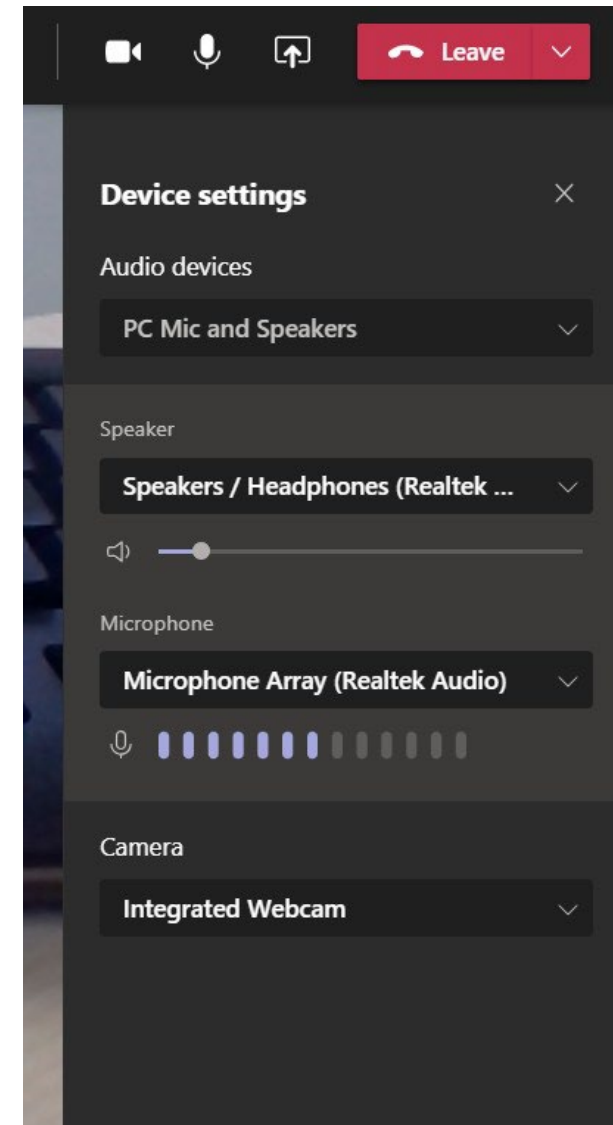Check the speaker settings on your device and in the **Device settings in Teams**.

Trainer can't hear me
Check that your device's microphone is selected in **Device setting in Teams.**

I get a 'poor connection' message in Teams
Use a good broadband connection if possible
Try switching your webcam of in teams to reduce your outgoing traffic

If you have any difficulty joining your session please call 01454 262788 for assistance