

How to join MS Teams meeting

The HEE host will send a calendar invitation to all meeting or event participants with a MS Teams meeting link. The below provides step by step guides and video tutorials on how to join MS Teams:

- **How to join a MS Teams meeting video tutorial-** <https://support.office.com/en-us/article/join-a-Teams-meeting-078e9868-f1aa-4414-8bb9-ee88e9236ee4>
- **How to join a MS Teams meeting guide-** <https://support.office.com/en-us/article/join-a-meeting-in-Teams-1613bb53-f3fa-431e-85a9-d6a91e3468c9>
- **How to download MS Teams app guide-** <https://www.microsoft.com/en-gb/microsoft-365/microsoft-Teams/download-app>
- **End-user MS Teams training with video tutorials and guides -** <https://support.office.com/en-us/article/microsoft-Teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7?ui=en-US&rs=en-US&ad=US>

Top tips and information

The below provides you with top tips and information to ensure you are prepared when joining and participating in virtual meetings or events.

Software and connecting

- You do not need to have a MS email account to join MS Teams as you can join as a guest.
- Check you can use MS Teams by testing the meeting link.
- MS Teams can be downloaded on the following operating systems:
 - Windows 10
 - MacOS
 - Android
 - Ios
- If you do not have the MS Teams app downloaded on your device, you can join MS Teams meetings using your web browser as a guest (this does not require an email log in).
- We recommend using Google Chrome or Edge as browsers (MS Teams is not yet fully supported by Safari for Apple devices).
- If you click the MS Teams link and it opens in Internet Explorer (many have this as their default browser). We suggest you copy the MS Teams link and paste it into Google Chrome or Edge.

Before the call

- If you use two or more email accounts, please ensure the HEE meeting host is sending the MS Teams invite to all your preferred secure emails so you have access to the MS Teams meeting. We have noticed some attendees are unable to get access MS Teams meetings if they are using different email credentials between browsers and applications.
- Check your audio, headset, and the camera is working. In a MS Teams meeting, meeting hosts cannot activate your microphone and video, they can only mute participants
- Check your internet and Wi-Fi connection. Dock your laptop if you are in an office environment, this will ensure a network connection rather than using Wi-Fi.
- If you are using a headset position the microphone approx. one inch from your mouth, this is because the sound quality is much improved for other participants.
- In meeting preferences (an option under the invite link), the host will have the option to switch on “everyone can bypass the Lobby” which means attendees and guests will automatically join as long as there is an HEE attendee in the meeting. If no one from HEE has joined, external attendees will have to wait in the Lobby until they are admitted by a member of staff from HEE.

During the call

- If you join late, join quietly, and do not interrupt the conversation or presentation.
- To ensure minimal background noise please mute your microphone while you are not talking.
- Introduce yourself before you speak for the benefit of those dialing in and speak clearly and project your voice towards the microphone and look at the camera.
- If you are having issues during the meeting or cannot hear well, please use the instant messaging/chat function.
- During a MS Teams meeting, you can raise a virtual hand to let people know you want to contribute without interrupting the conversation. Just select raise your hand in the meeting controls
- Conversation history and chats are persistent –that is, your conversations stay around even after closing the application.