

Microsoft Teams Help Guide

1. Chrome

- Microsoft Teams works best using Chrome with Windows on a laptop or desktop machine
- If you have Chrome we recommend you change your default browser to Chrome:

<https://support.google.com/chrome/answer/95417?co=GENIE.Platform%3DDesktop&hl=en>

2. Microsoft Teams Software

- If you have a non-windows device please download the Microsoft Teams Software (Mac, Ipad, phone, computer...) so that you can use all the functions of Teams including screen share:

<https://teams.microsoft.com/downloads#allDevicesSection>

3. Join the meeting

- To join the meeting, Go to your outlook calendar invite on your preferred device and click on the “Join Microsoft Teams Meeting” text:

Join Microsoft Teams Meeting

+61 2 9053 4873 Australia, Sydney (Toll)

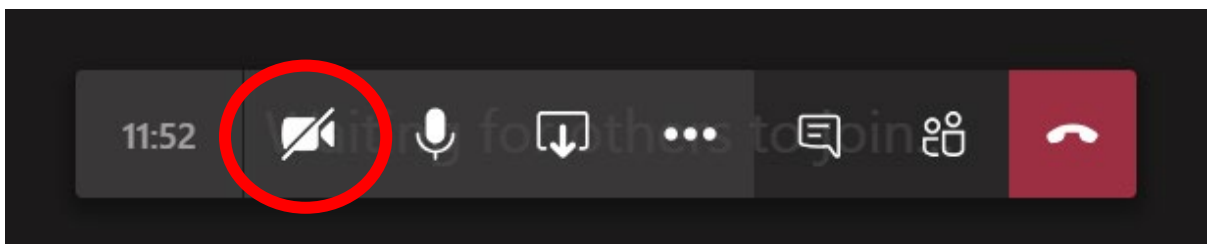
Conference ID: 718 424 693#

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

4. Useful tips when you are in the meeting

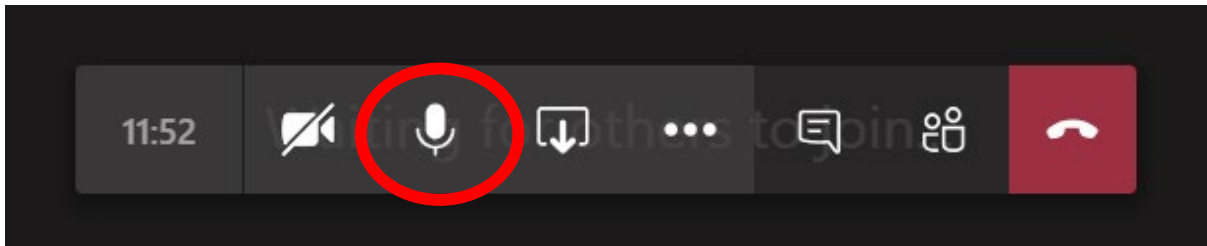
Video function

- Ensure that your camera is positioned correctly (or turn it off if you do not want to be visible).



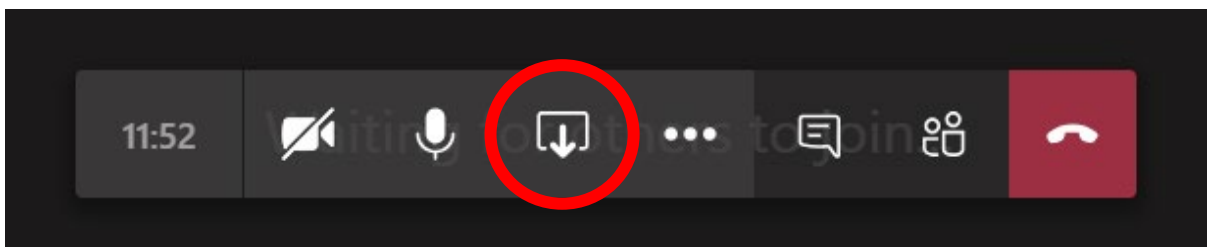
Mute yourself

- Everyone who is not talking should put themselves on mute. This ensures a clear (no back ground noise) and easy meeting.

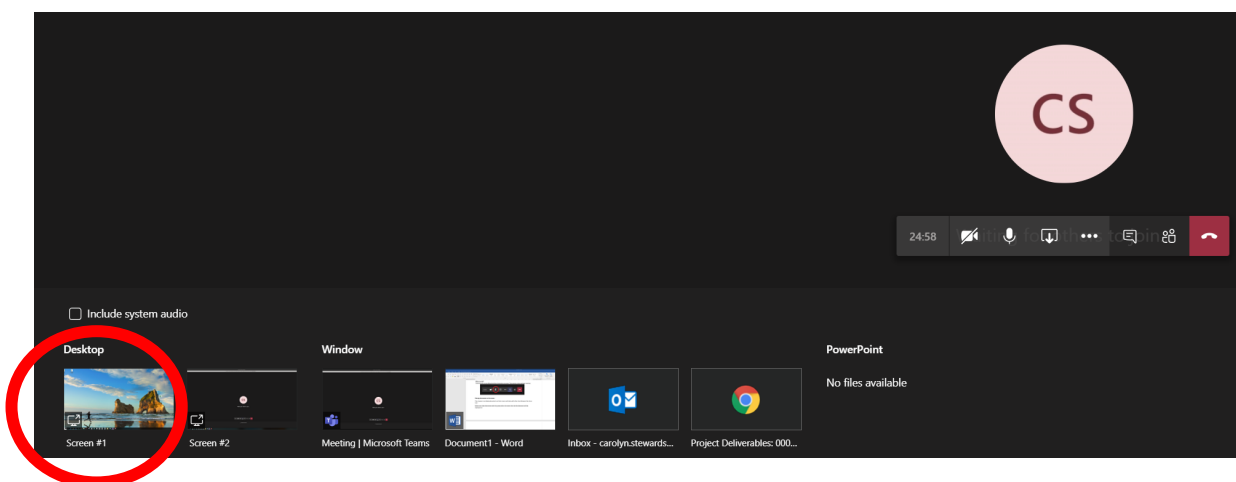


Sharing documents on the screen

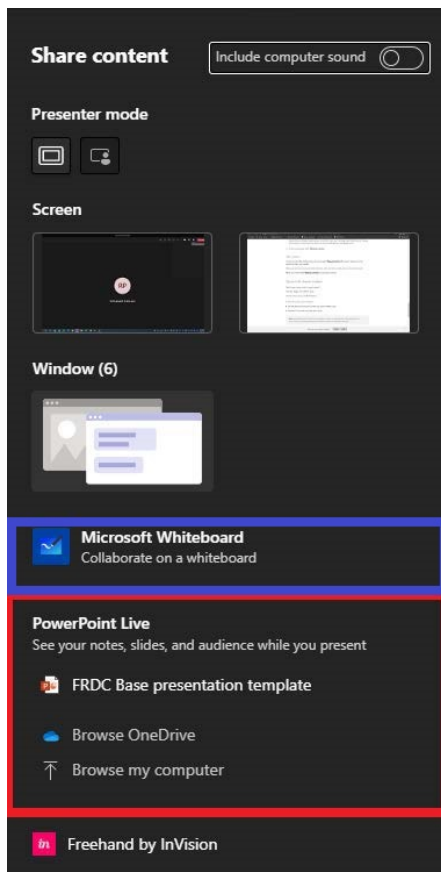
- The convenor can display documents on their screen and share with others by clicking on the share icon
- If the convenor would like an invitee to share a document the invitee simply clicks on the share icon and opens the relevant document
- Edits can be made to the document by the 'secretariat' on the master document.



Note: Before you share documents with the group select the screen that that the document will be displayed on, e.g., Screen#1 or Screen#2 on the bottom left of your screen.

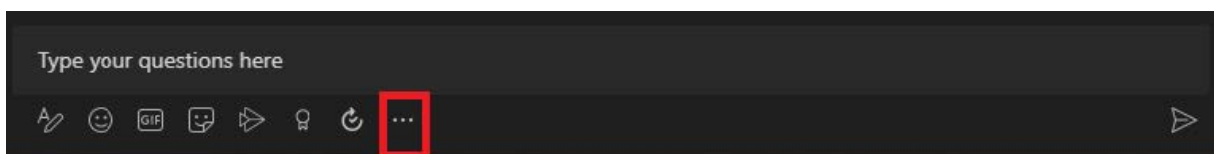


- If you are sharing a **PowerPoint** presentation, teams has a built-in feature within the *share content* menu. Here you can access recent files, or browse your computer/ OneDrive for them.
- You can also use **Microsoft Whiteboard** features, which will allow you to sketch or annotate to the group
 - NOTE: If you prefer to use Miro, the convener will have to share their board on-screen in the meeting, and then invite participants to collaborate on the external Miro site.



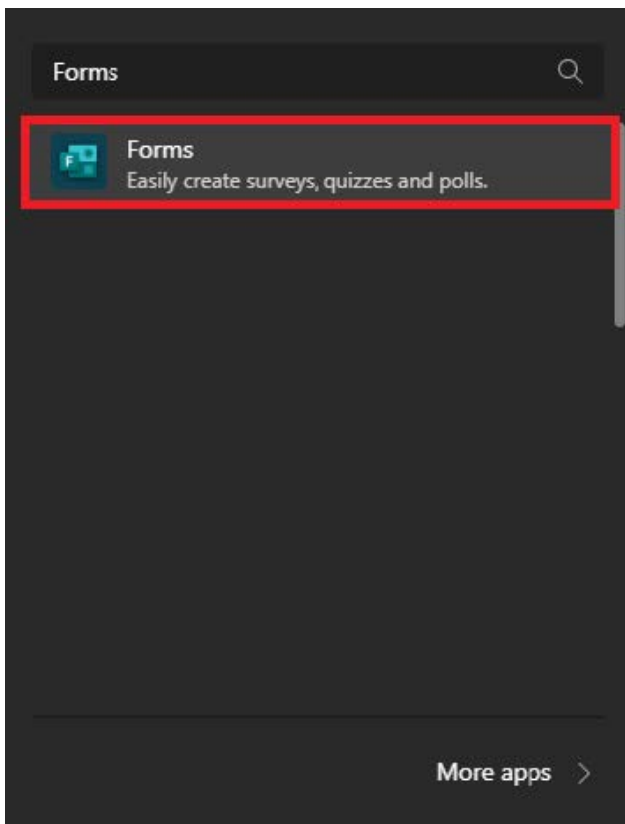
Use polls in a chat or group to record data

- In a chat box, press the *3 Dot* button to open the app menu

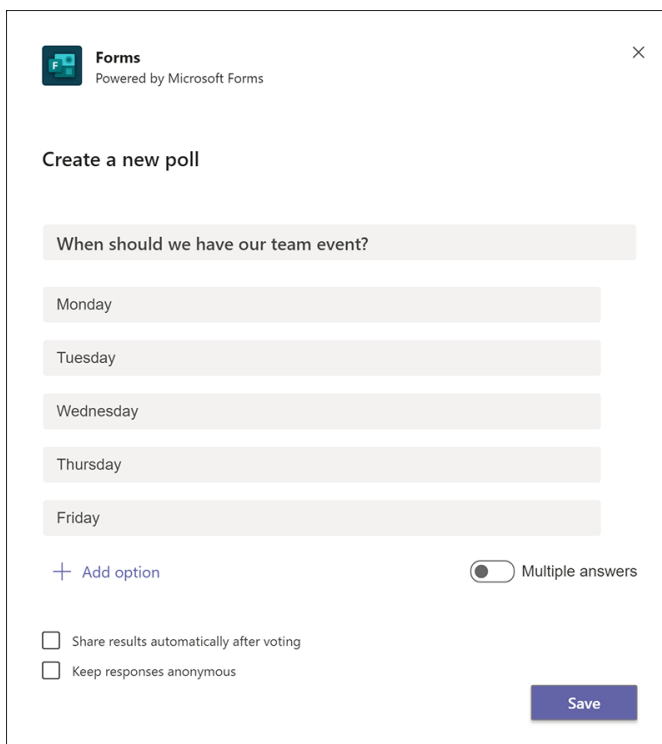


- In a chat box, press the *3 Dot* button to open the app menu

- From here, search for 'forms' and click the icon. (If you've never used this before you will need to press *add* in the next window)

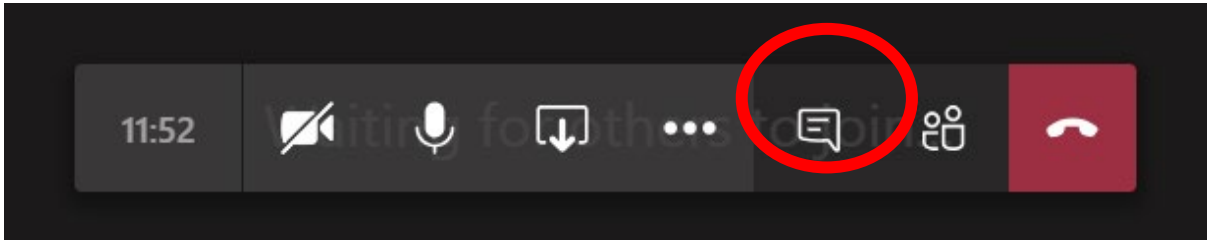


- From here you can add question and answer options.
- Press save to embed the form within the chat/group - allowing participants to answer

A screenshot of a mobile application window titled "Forms" with a close button (X) in the top right corner. Below the title, it says "Powered by Microsoft Forms". The main heading is "Create a new poll". The question field contains the text "When should we have our team event?". Below the question are five answer options: "Monday", "Tuesday", "Wednesday", "Thursday", and "Friday", each in a light gray rounded rectangle. At the bottom left, there is a "+ Add option" link. At the bottom right, there is a toggle switch labeled "Multiple answers" which is currently turned on. Below the toggle are two checkboxes: "Share results automatically after voting" and "Keep responses anonymous". A blue "Save" button is located at the bottom right of the form.

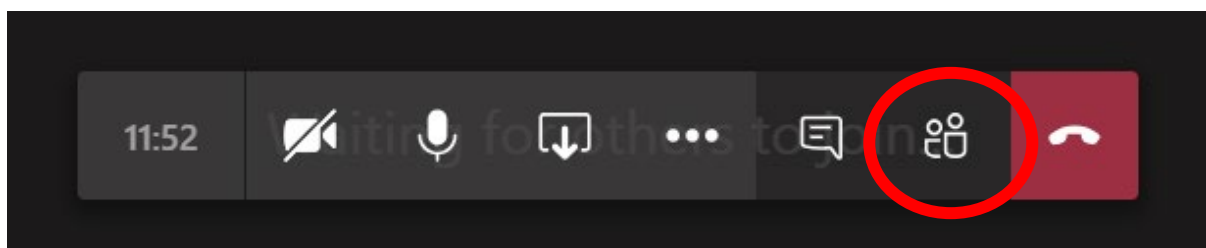
Conversation Tab

- Use the conversation tab to communicate when you would like to speak if you are in a large group.



Who has joined the meeting?


- The Convenor will accept invitees to the meeting
- You can see who has joined the meeting by clicking on the two people icon
- Invitees may display as unknown if they simply phone in rather than clicking on the 'Join Microsoft Teams Meeting' link as in point 3 above.

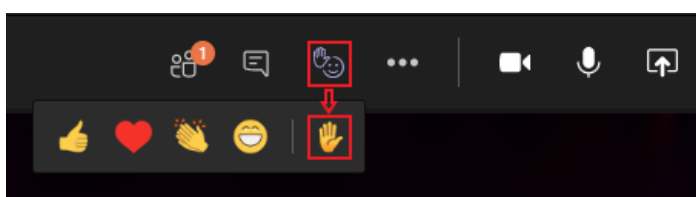


Low internet connections

- If you are in a low internet service area, we recommend you connect via the phone number provided with each meeting
- Then use your computer to connect video – making sure your computer microphone and speakers are on mute
- This way if the internet disconnects you will still remain on audio.

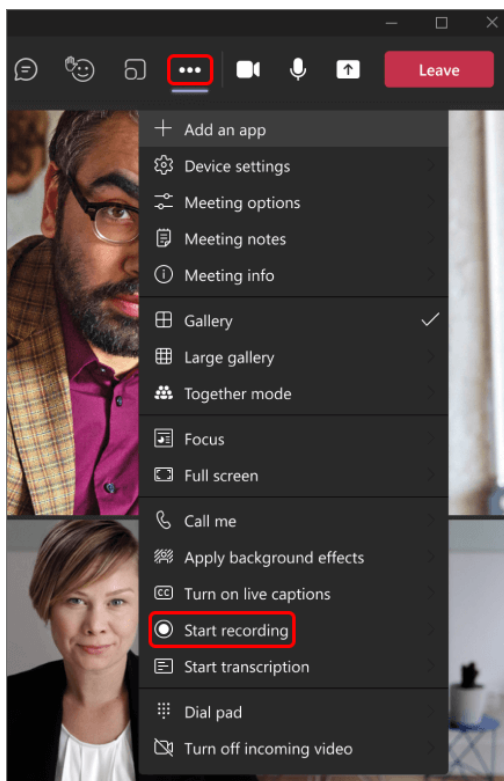
Raise Your Hand

- To avoid participants speaking over each other, raise your (digital) hand to let the speaker know you have something to say.
- Press the reactions button,  then *raise hand*.



Record a Meeting

- As a convener, you can record important meetings so they can viewed later or stored
- In the 3-Dot Menu, press *Start Recording* (you can end an ongoing recording in the same way)
- NOTE: Recording chat is unfortunately not currently supported in teams.
 - If a chat record is essential, a participant needs to share their screen, showing the meeting window with the chat. This way, the chat will be present in the recording via this person's screen share.

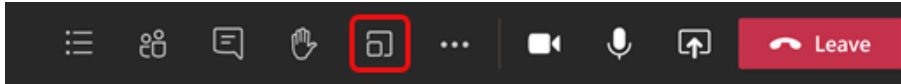


View Recorded Meetings

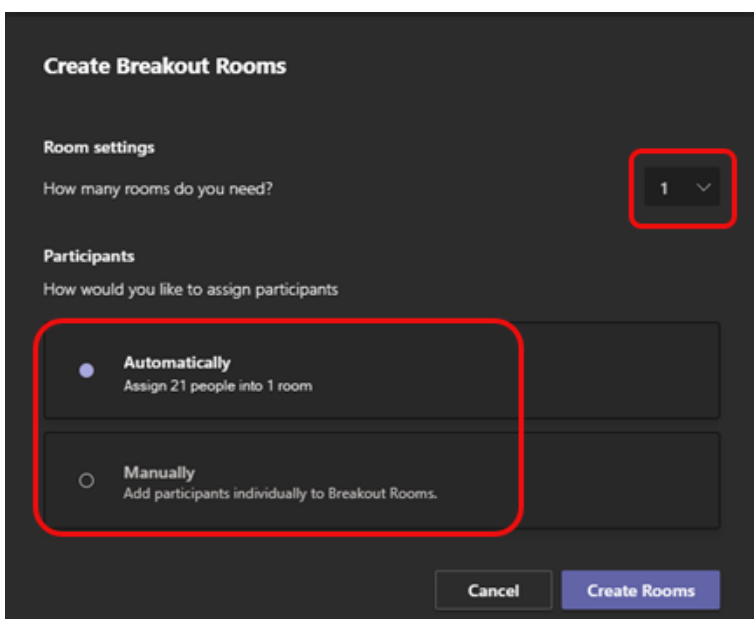
- The meeting recording will be saved differently depending on the meeting type:
 - For meetings within a team, (e.g. ELT) the recording will be stored in a folder titled *recordings* within the Sharepoint site of that team
 - For other meetings, it will be stored in the convener's OneDrive folder

Form Breakout Rooms

- Breakout rooms help to organize discussion by breaking participants up into smaller groups
- As a convener, select the breakout rooms icon in meeting controls



- From here you can choose the number of rooms you want to create, and then the assignment of participants
 - This can be automatic and random, or manual
- Click *create rooms* to finish

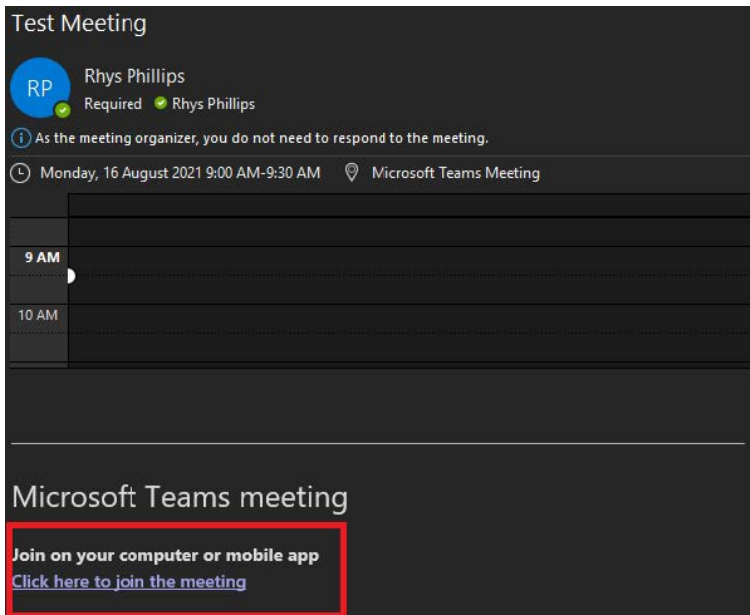


5. Team meeting etiquette

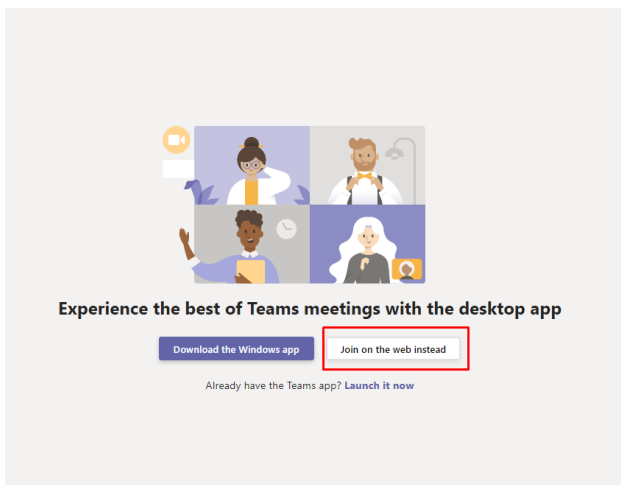
- Do not answer your mobile phone in the meeting if you are using for the conference call as all participants will hear your hold music
- Appoint a meeting chair and meeting minute taker
- Keep your responses short - <1 minute
- Chair to ensure all voices are heard
- At all times keep you microphone on mute – especially for large meetings >10 participants
- Use the chat function – if you want to:
 - Ask a question start with “Q:”
 - Make a comment start with “C:.....”
 - Note making comments in chat should add value to the conversation
 - The Chat function can be captured by the minute taker to add to the minutes

6. Joining a Teams Meeting as a Guest

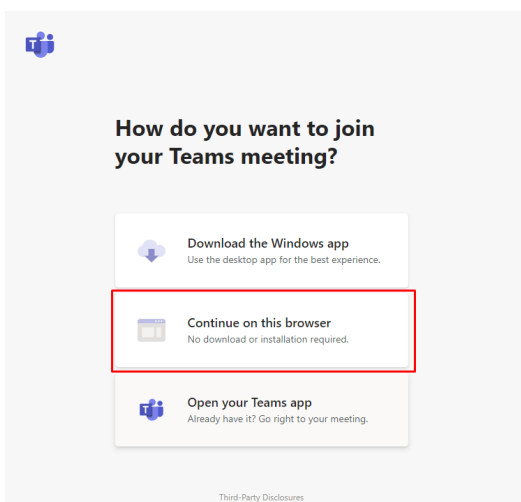
- If you are a guest, you will receive an email invite to a teams meeting



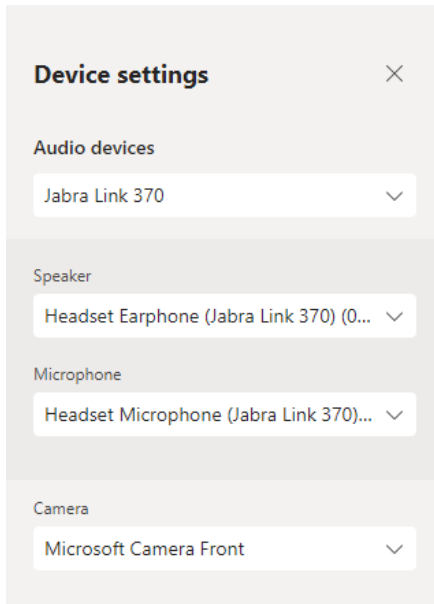
- Click the link at the bottom of the email to join the meeting.



If you do not have the teams app installed, click the *Join on the web instead* button



- Make sure to double check your audio and video settings by pressing the cog icon
 - From here, double check your devices

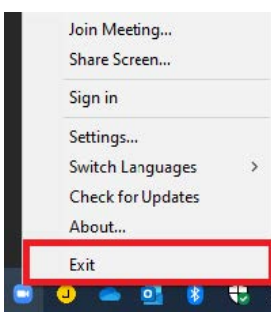


7. Solving Issues Between Zoom and Teams

- You may sometimes encounter an issue in teams where your camera may be frozen or show black, and your microphone may not work
- This generally occurs after you have been in a Zoom meeting, and have switched directly to a teams meeting after
- To mitigate the issue, we can fully close Zoom before entering a teams meeting
- **BEFORE** joining the teams meeting, close zoom by right clicking its icon on the taskbar



- Click 'exit'



- This should address issues of zoom locking use of the microphone/ camera