Hold an online meeting using the Teams App

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Availability

All staff have access to the Teams app and are able to participate or schedule meetings. You do not need to have a Team Collaboration Space. You just need to open the Teams app.

You can also schedule a meeting with someone who doesn’t work at the University. They do not need to have installed Teams or have Office 365, they just need an email address.

To participate in an online meeting you will need either:

- A PC and a headset with a microphone
- A laptop with a built in microphone, tablet or phone in a quiet space

If you have a video camera on your device, you can choose to use this.

Preparation using a PC or laptop

Access Office 365

1. Open Chrome.
2. From the top of the MyWorkspace staff home page click the App Launcher.
3. If you don’t see the app you need, click All apps →

or

1. Go to office365.le.ac.uk
2. Off campus you’ll need to login with your University IT account username and password

Open the Teams App in a web browser

- From the App Launcher or the All apps page click Teams
Download the Teams app

For the best experience, download the Teams App to the PC you are using, each user will only need to do this once for each PC you use.

1. From the Teams App, at the bottom of the Side Bar on the left, click **Download desktop app**

2. Follow the instructions to run the file when prompted

When the app has installed you will see a Teams icon on your Task Bar at the bottom of your screen.

**Auto-start**

The Teams app will automatically open when you start your PC. Whilst this is useful on a University PC, you may want to change this on your home PC.

1. Open the Teams app and click on your Profile picture or initials in the top right corner
2. Choose **Settings**
3. On the **General tab** under **Application**, deselect **Auto-start application**
Check your voice and sound

1. Open the Teams app and click on your Profile picture or initials in the top right corner
2. Choose Settings

3. Click the Devices tab

4. Your Audio devices, speaker and microphone are shown. If the incorrect one is showing, click the drop-down arrow to select a different audio device
5. Click Make a test call
6. You will be prompted to start talking - read a paragraph out loud
7. Your recording will be read back to you
8. Click the Hang up button when you have finished the test
   Your call results will be displayed
9. Click Close to return to the Teams app
Schedule a meeting

There are several ways to start a new meeting. This method will allow you to send a calendar invitation to anyone (internal and external attendees) in advance.

1. From the Teams App, in the Side Bar on the left, click Calendar

2. Your calendar will be displayed and you can begin a new meeting request

3. Leave Add location blank

4. Once saved, a link will be added to the meeting request which the attendees can use to join the meeting

- Attendees with a University IT account will join as Presenters and will be able to share content

External attendees

- You can invite anyone, including external attendees by using their email address. Whilst you are typing, ignore the ‘no results’ message

- Once the full email address has been entered, click the Invite button

- External attendees may have to wait in the ‘lobby’ until you allow them into the meeting
- External attendees are not able to use the Share button

Video guide to scheduling

- For more help scheduling a meeting see the Microsoft video Manage meetings (1.33mins)
- Roles in a Team Meeting
Join a meeting

You can join a meeting on a PC or any device - click the link and follow the instructions.

Join from the Teams app

1. From the Teams App, in the Side Bar on the left, click **Calendar**
2. Open the appointment
3. In the top right click **Join**

Join from a calendar appointment or email

1. Open the calendar appointment or email containing the calendar request
2. Click **Join Microsoft Teams Meeting**

If you don’t have the Teams app installed, you can join using the web app.

Camera and microphone

- As you join make sure your microphone is active. You can choose to turn on your camera
- During the meeting you can click to turn your camera on or off and to mute or unmute your microphone

Video guide to join a meeting

- Microsoft video [Join a Teams meeting](https://www.youtube.com/watch?v=12345) (1.31mins)
  We are not using 'dial in number and conference ID’
Hold or participate in a meeting

Once you join the meeting, the buttons below will show.

- Camera
- Microphone
- Share
- More actions
- Show conversation
- Show participants
- Hang up

Share button

Only attendees logged in with a University IT account will be able to use the Share button.

Click Share to share your document or screen view with other attendees:

- PowerPoint presentation
- Window
- Desktop

Video guide to sharing your screen

- Microsoft video Show your screen during a meeting (0.47mins)

PowerPoint

You will see a list of recent PowerPoint presentations; you can Browse to a different presentation to present it to the attendees.

To stop presenting, click Stop presenting in the pop up menu
Video guide to share PowerPoint Slide
• Microsoft video Show PowerPoint Slides in a Meeting (0.39 mins)

Window
Share any window you currently have open to show content to the attendees.

To stop sharing and return to the meeting, click the Stop Sharing button in the pop up menu

Desktop - share with caution.
When sharing your desktop, you can use your PC to open any program or document as if someone was watching over your shoulder.

Close any confidential documents or programs before you use this. Be aware that the names of folders and files could be visible. Emails may pop up as you are sharing.

To stop sharing and return to the meeting, click the Stop Sharing button in the pop up menu
More actions button

Click the three dots for more actions.

- Show device settings
- Show meeting notes
- Enter full-screen
- **Start video with blur** - blur the background if you are not in the office
- Keypad
- **Start recording** is not in use - whilst it will appear to work, **Microsoft Stream** has not been enabled, so the recording will not be saved
- **Turn off incoming video** - useful if the call quality is poor

Show conversation button

A side panel will open on the right.

- Type your message then press **Return** on the keyboard or click the **Send** button to post your message.
Show participants button

A side panel will open on the right.

- Click the three dots next to the attendee or participant to see options such as **Mute participant**

Add a participant

- At the top of the panel you can **Invite someone** with a University IT account. The attendee must have Teams open already.
- The attendee will join as a **Participant**, you can promote them to **Attendee** and then to **Presenter** if necessary.

Hang up button

When you have finished the meeting, press the **Hang up** button to leave.

You can enter again using the original link.
Troubleshooting

If someone is using a poor internet connection, they may have difficulty participating in the meeting.

If necessary, ask all participants to turn off their camera.

Close and join again

The person having difficulty should hang up, then join it again using the original link.

No sound

If you are unable to hear someone, click the Conversation button and type a message.

If an attendee can’t be heard, the organiser can click the Participants button, then click the three dots next to the attendee or participant to check their microphone is not muted.

Some headsets have a separate Mute button on the wire, ask the attendee to check this.

Ask the attendee to go through the steps in the section Check your voice and sound.

Browser problems

Chrome is the recommended browser, you may need to clear the cache.

Navigate back to the meeting

If you have opened a different screen and want to get back to the meeting screen:

Using the Teams App

1. Click the Teams App button on the Task Bar at the bottom of your screen

2. If necessary, click the black area of the pop up box

Using the browser

- If you are using Teams through a browser, go to Chrome and locate the tab with the name of the meeting
Other resources

Teams chats and voice calls

You can chat with anyone with a University IT account, provided they have the Teams app open (desktop app or web app).

You can chat via instant messaging or by voice, using a headset.

Any documents you share during a chat will be saved to your OneDrive and shared with the other chat members. If your data is Restricted or Highly Restricted you must not store the document in OneDrive.

- Microsoft Video Start chats and make calls (1.35mins)
  1.00 - 1.14mins not relevant. We are not using an Enterprise Voice Licence

Use the Teams mobile app

You can install the Teams app on your personal or University mobile device.

- Install office mobile apps
- Participate in a meeting from the Teams mobile app

Help and support

- Ask a question, share a tip and support each other using the Office 365 group on Yammer
- For help using Teams on your University PC, contact the IT Service Desk
Microsoft make regular changes to Office 365. If you notice a change, update your guide and post a message on the Office 365 group on Yammer.

This document has been checked for accessibility. Where screenshots have been used to illustrate the steps described above or below, the image has been marked as decorative.