Virtual Meetings
Microsoft Teams videoconferencing platform Guide

The Governance Services Team does not endorse or guarantee the use of Microsoft Teams software; however, we recognise many schools and boards use this as a communication platform and following a number of queries, we have established this guide to assist governors and trustees. Other video conferencing facilities are available.

This document contains guidance on the following:

- Downloading the Microsoft Teams application
- Scheduling a Meeting in Microsoft Teams
- Frequently Asked Questions (FAQs)

Section 1 – Downloading Microsoft Teams

Microsoft Teams enables chat and video meetings in the workplace. The platform integrates with the Microsoft 365 Office suite and is also able to integrate with non-Microsoft products. Your school may create an account for you as part of their organisation. Your account will be linked to an email address (a school email address).

The Microsoft Teams app can be downloaded to your smartphone/ iPhone/ tablet or iPad directly from your app store (Google Play or the Apple iStore).

You'll be asked to download and install this on your mobile device.

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Microsoft Teams
Microsoft Corporation

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930K reviews	Downloads	

Install
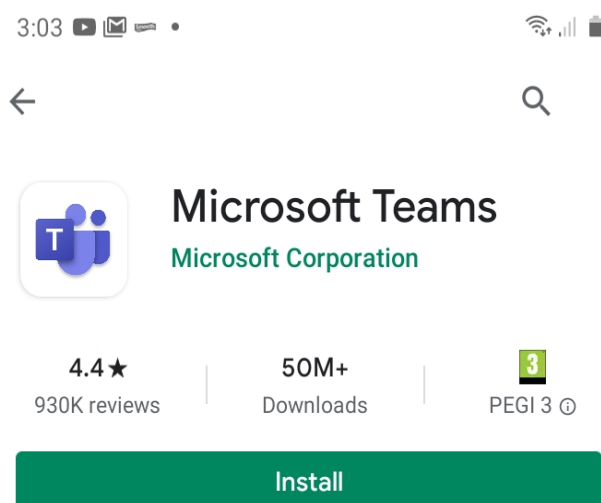
You'll need to provide your email address to complete the setup of your Teams account on your mobile device.

> **You do not need a Teams account to join a Teams meeting to which you have received an invitation. You can join the meeting through your web browser. You just need to click on the link which will be included within your email invitation to the meeting.**
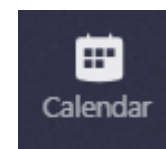
Join Microsoft Teams Meeting

Learn more about Teams | Meeting options
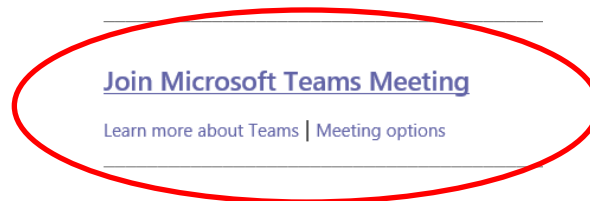
Section 2 – Scheduling A Teams Meeting

Meetings are scheduled through your calendar once you have opened the Microsoft Teams application.
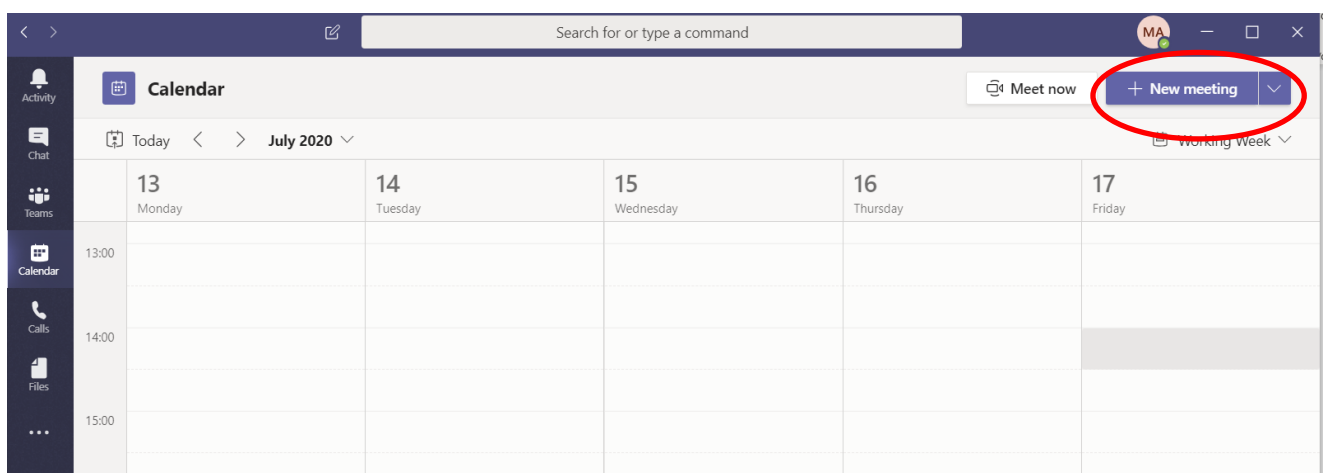
Step 1

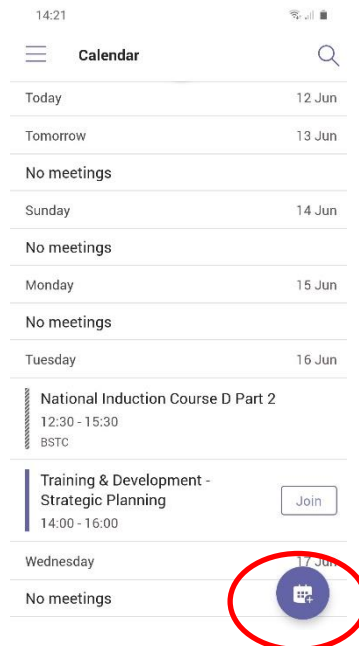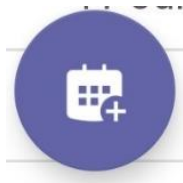Click on the 'Calendar' icon which can be found in the toolbar

Step 2

Click on the 'New Meeting' tab which can be found in the top right-hand corner of your desktop.
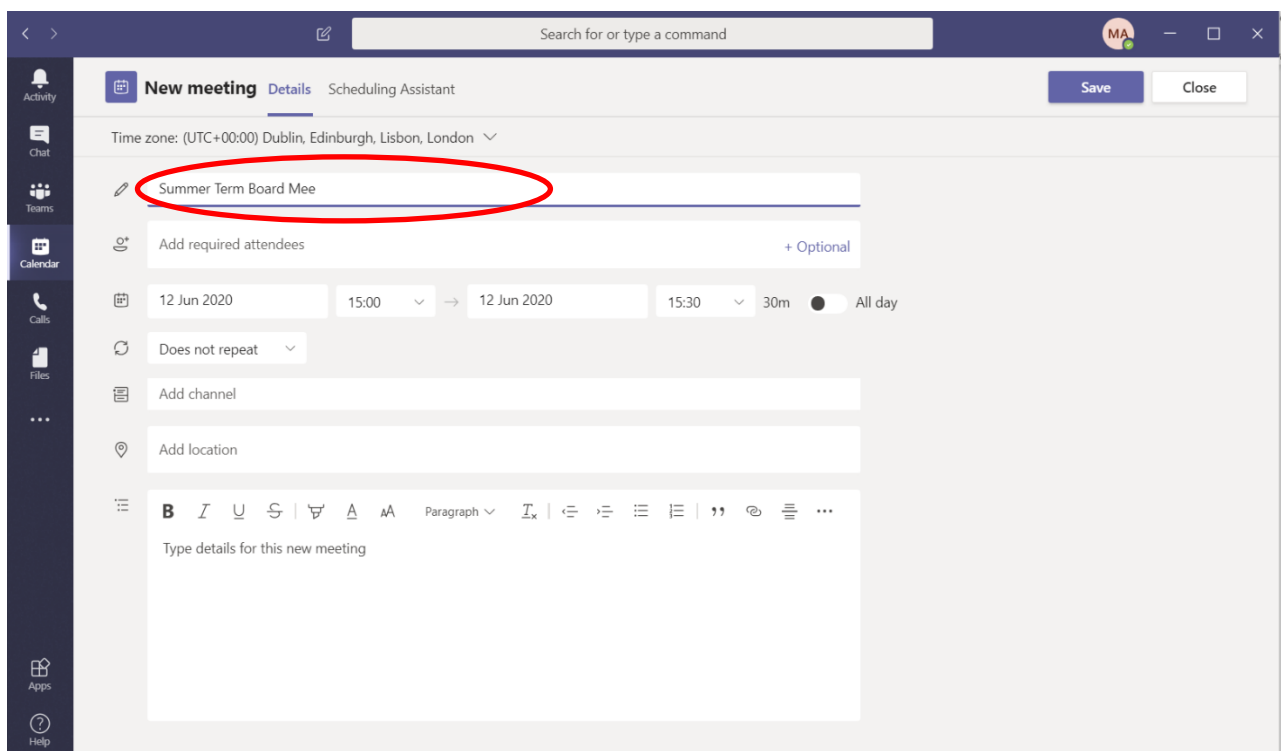
If you are scheduling a meeting from a mobile device such as a smart phone you will need to click on the following icon:

Step 3

Begin to schedule your meeting by typing in the meeting details, starting with the meeting title. A similar screen opens up in mobile devices.

Step 4

Click on the 'Add required attendees' field and type in the email addresses of all individuals whom you wish to join the meeting:

Step 5

Click into the date and time fields to change the default settings to the correct date and time of your meeting. Also, leave the default 'Does not repeat' setting for the frequency of the meeting.

Step 6

Type in 'virtual' in the location field and then add any further details you would like to include regarding the meeting:

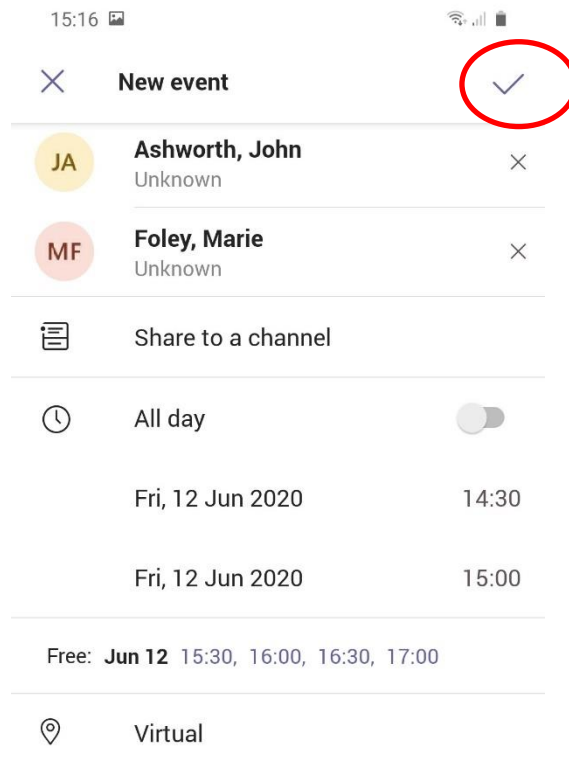Suggested: 12:30-13:30 12:00-13:00 11:30-12:30

Does not repeat

Add channel

Virtual

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This virtual meeting replaces the face-to-face meeting we had planned to hold.

Step 7

Click 'Send' to complete the meeting set up and share the meeting details with attendees:

Search for or type a command

New meeting Details Scheduling Assistant

Send   Close

Time zone: (UTC+00:00) Dublin, Edinburgh, Lisbon, London ∨

Summer Term Board Meeting

JA Ashworth, John ×   JP Pollard, Judith ×   MF Foley, Marie ×   + Optional

18 Jun 2020   15:00 ∨ → 18 Jun 2020   16:00 ∨ 1h ● All day

Suggested: 12:30-13:30 12:00-13:00 11:30-12:30

Does not repeat ∨

Add channel

Virtual ×

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This virtual meeting replaces the face-to-face meeting we had planned to hold.

On a mobile device you will need to tap the 'tick' icon in the right-hand corner of the screen to complete the meeting set up.

The meeting will now be added to your calendar and an email invitation will be sent to all invitees.

Meeting participants only need to click on the link contained within the email invitation to join the meeting.
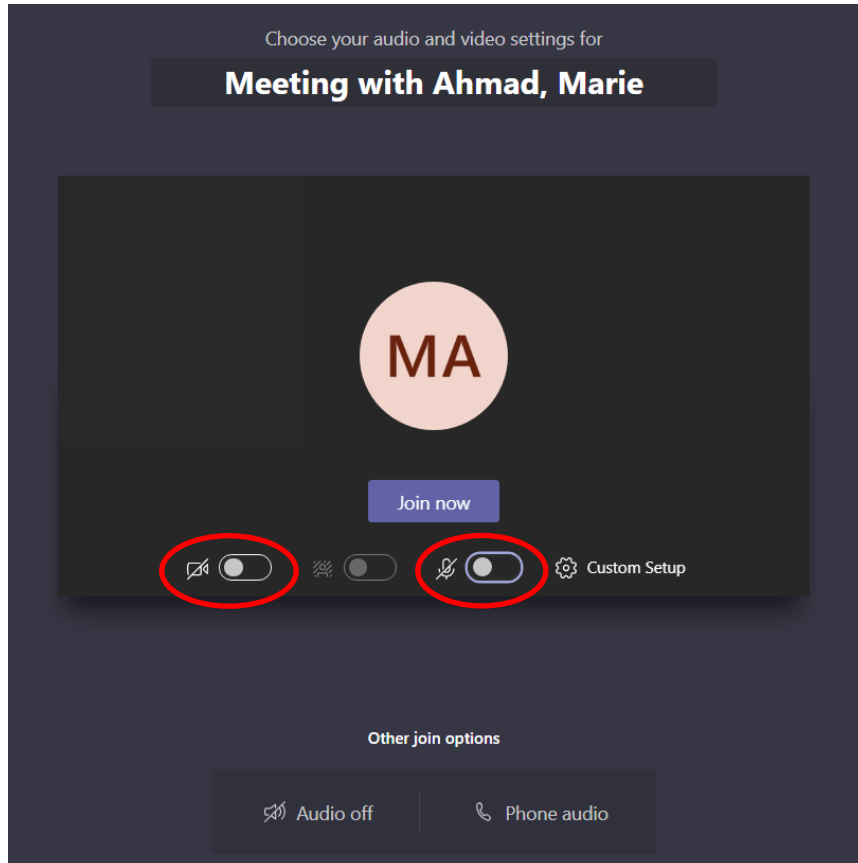
Join Microsoft Teams Meeting

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Section 3 – Frequently Asked Questions

1. I've managed to join a meeting, but I can't hear anyone in the meeting/ other participants cannot hear/ see me.

When signing in to join a meeting ensure that you enable the audio and video on your device.

Ensure that your video and microphone settings are not switched off. If these are crossed out as they are in the image above your settings are disabled. Click the buttons at the side of each icon to enable each of your video and microphone settings. Then click 'Join now'.
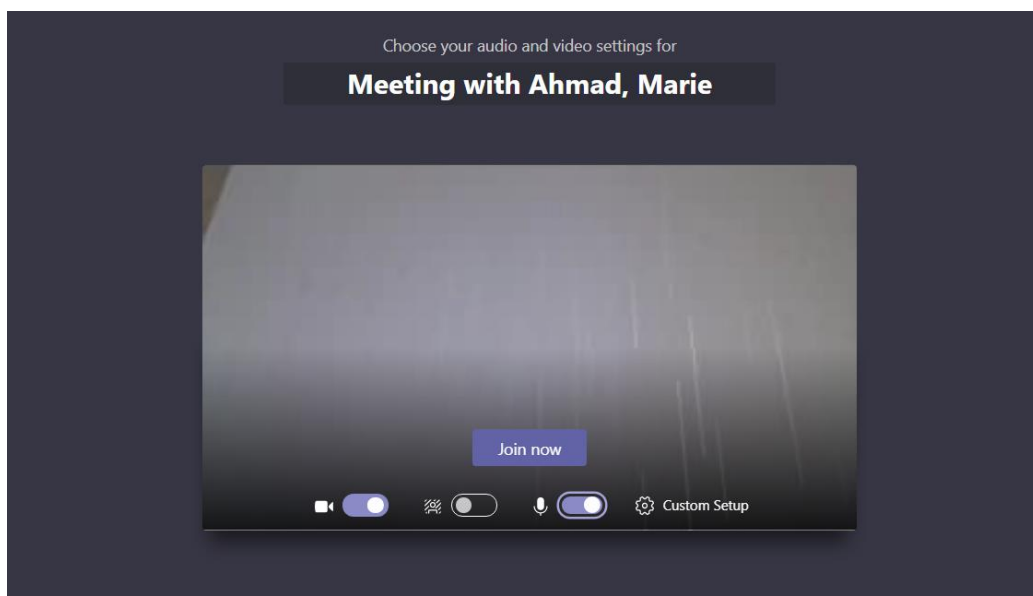
2. *I'm not able to see everyone who has joined the meeting on my screen.*

The number of other participants you are able to view on the screen will depend on the type of device you are using. If you are accessing the meeting from a smartphone/ iPhone this number will be reduced. You should be able to view more participants on larger devices such as iPads/ tablets/ laptops and PCs.

The number of participants will also be temporarily reduced if a participant shares their screen with you i.e. to share a document with meeting attendees.

Throughout the meeting you can see who is present by clicking on the 'Show Participants' icon from the toolbar. This generates a list of everyone who is present and can be kept open on the right-hand side of your screen. The small number at the side of the icon represents the number of participants present.
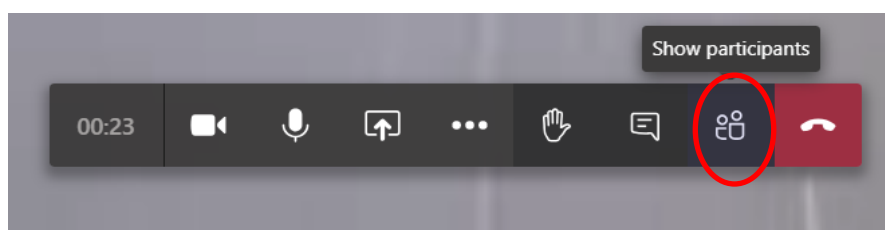
3. *I am getting a lot of interference whilst on calls and background noise is making it difficult to hear others speak.*

Interference and background noise can be minimised by all participants agreeing to 'mute' their microphones throughout the meeting. This is really effective in creating a much quieter setting for the meeting. Microphones can be unmuted when participants wish to speak at the meeting and then muted again once they have made their contribution. Wearing headphones also helps to block out sound from outside of the meeting and provides a more private space for discussions.

Just click on the microphone icon to mute/ unmute.
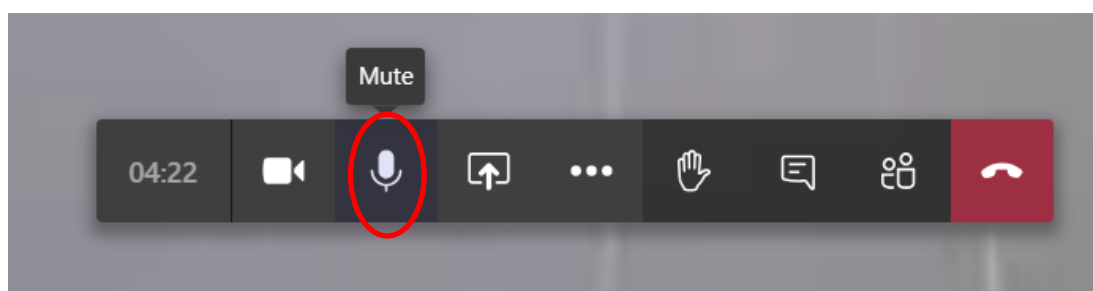
4. What happens if I 'drop-out' of a meeting – will I be able to re-join?

If you lose connectivity during a meeting you can use the same Meeting link to re-join the meeting. Once you log back into the meeting you will be transferred to the waiting room and the meeting's Host will need to re-admit you. Protocols and procedures for such occurrences should be agreed at the start of the meeting. It is helpful for the host to have a contact telephone number for all participants so that if necessary, they can be telephoned during the meeting and support to re-join the meeting can be provided. It may also be helpful for you to have a contact number for the Host so that you can notify them of any issues you may experience in the event that they haven't noticed you have lost connectivity. These strategies should all help to minimise any disruption to the meeting.