

How to connect to a Microsoft Teams meeting

Microsoft Teams is a platform that allows you to join video calls to meet with other people online, similar to using Zoom or FaceTime. You can participate in our online programs using Microsoft Teams with any device of your choice – computer (recommended) or tablet.

We strongly recommend that you use the Teams app rather than joining from a web browser (like Chrome, Edge, Safari, Firefox) to reduce the occurrence of technical issues when viewing shared video, using breakout rooms, accessing polls and more.

What you will need prior to joining your meeting:

- ✓ You will need a device of your choice – computer, tablet or smartphone. For the best experience, we recommend joining from a computer or tablet.
- ✓ If you want to interact during the meeting through video chat, the device must have a microphone and a webcam. Most devices have these features built in.
- ✓ You will need a speaker or headphones to hear the other participants.
- ✓ Download the free Teams app (instructions below.) By downloading the app, you can share your microphone and camera when you join a Teams meeting.
- ✓ If you have previously downloaded the Teams app, check to ensure you have the most up-to-date version of the app (instructions below.)
- ✓ Make sure your device is charged or connected to a power source, and that your device is connected to the internet.

How to download Microsoft Teams and join a meeting

***Please note:**

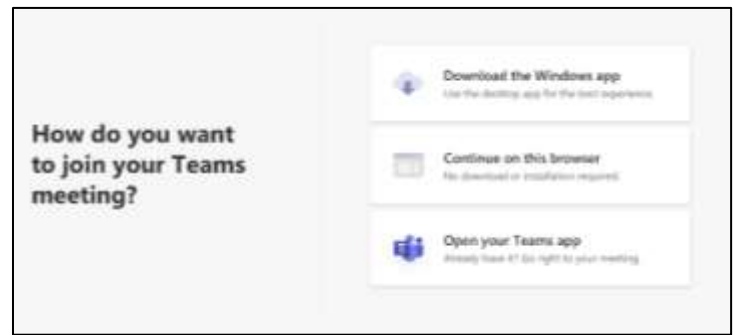
- Your screen might look different depending on the device you are joining from.
- If you have any trouble joining a meeting, you may contact the meeting organizer for support by replying to the email you received with the meeting link or calling if a phone number has been provided. The meeting organizer will support you when they are able.

Step 1: Join Microsoft Teams Meeting

Find the email you received with the meeting link and click on **“Click here to join the meeting”** within the message. **Click the link only once.** Especially if you are joining from a tablet, clicking multiple times may prevent you successfully joining. If you already have the Teams app, the meeting will either open in Teams automatically or you will see a message similar to the one below asking, “How do you want to join your Teams meeting?”. Select “Open the Teams app” and skip down to Step 3.

Step 2: Download the Teams app

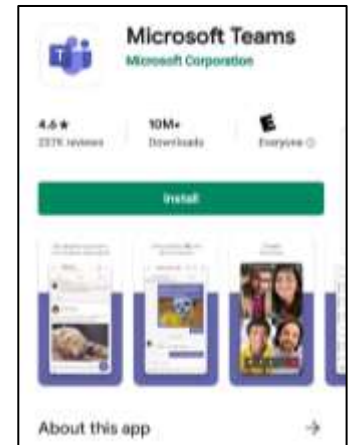
If you don't have the Teams app, after clicking "Click here to join the meeting," a webpage will open with three options. Select the option to **"Download the Windows app."** Follow the prompts to install the free app. *(Not all features of Teams meetings will work using the browser. We strongly recommend that you download and use the Teams app)*



Note: If you are using a tablet or a smartphone, you will need to install the app from the Google Play Store or Apple App Store. Search for "Microsoft Teams" and then click **"GET"** or **"INSTALL"** to install the program.

Then, go back to your personal email account, find the email you received with the meeting link and click on **"Click here to join the meeting"** within the message.

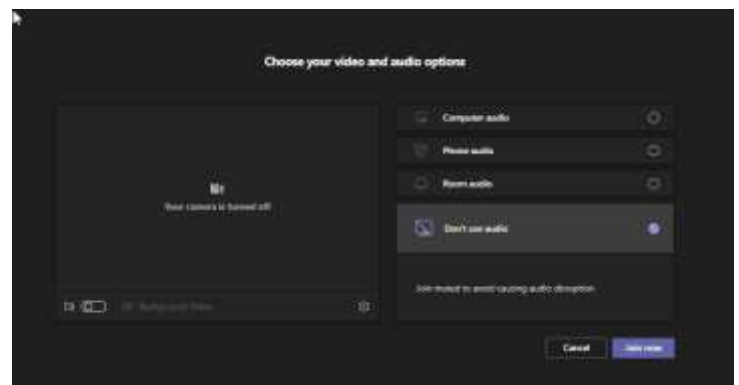
Click the link only once. Especially if you are joining from a tablet, clicking multiple times may prevent you successfully joining.



Step 3: Verify your audio and video settings

Before you join the meeting, you may be asked for permission to access your microphone and camera. Click **"Allow"**.

Click the toggle buttons next to the video camera and microphone to turn them both on. If they are off, they will have a line through them.

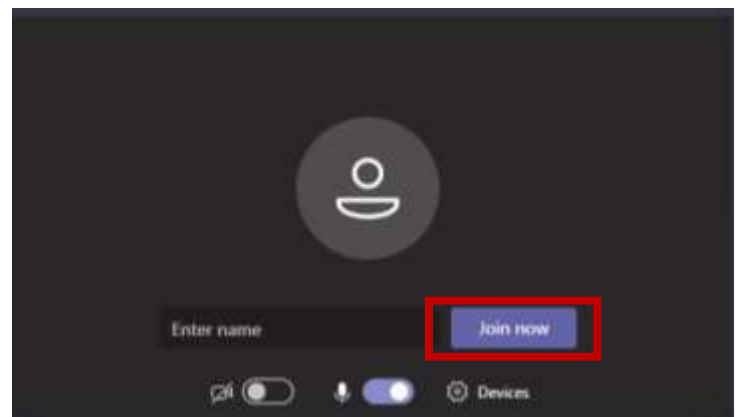


Step 4: Type in your name and join the meeting

Enter your name. Because this will be visible to others in the meeting, you may want to use just your first name and last initial.

Click the **"Join now"** link to enter the meeting.

This will bring you into the meeting lobby and will notify the meeting organizer that you're there. Someone in the meeting will admit you just before the program starts.

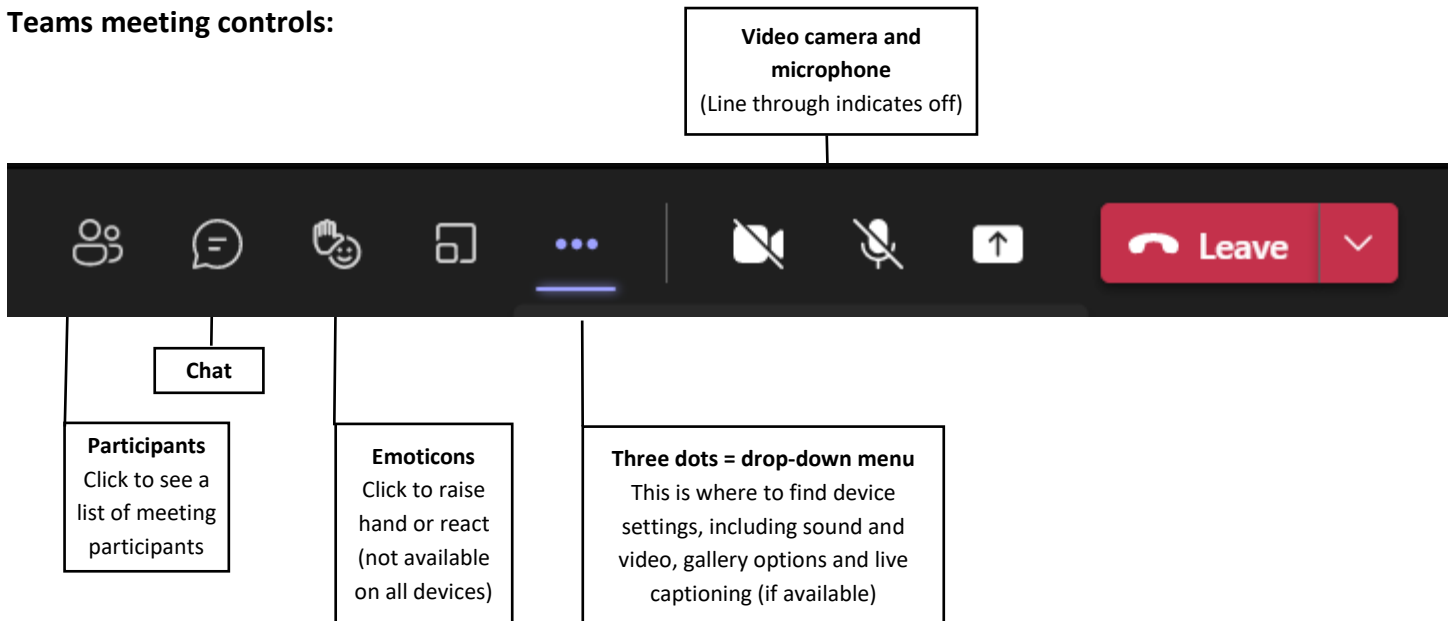


You have now joined the meeting. Enjoy your online program!

How to improve your experience with Microsoft Teams:

- If no one admits you to the meeting within 15 minutes, or if you are removed from the lobby, please try joining again.
- If no one admits you from the lobby after 15 minutes, double-check the date and time of the meeting, and that you are using the correct meeting link that was sent to you in the registration or reminder email.
- If you are still unable to connect, email or call the meeting organizer – their contact information will be in the connection email.
- Once you're in the meeting, everyone will see a Meeting guest label with your name. If you want to change your name, you'll need to leave the meeting and come back to the page where you set your microphone and camera and enter your name there.

Teams meeting controls:



Your PC or tablet:

- Make sure you have the most up-to-date version of the app; if you haven't updated the app in the last month or two, update it before you connect to the meeting. The Teams desktop app updates automatically, but if you can still check for available updates by selecting the three-dots *Settings and more* menu next to your profile picture at the top right of Teams, and then clicking on "Check for updates." To update the Teams mobile app, download and install it again from the iOS App Store or Google Play Store.
- To ensure the meeting runs well, close any unused applications on your device during the meeting.
- Built-in microphones often pick up a lot of background noise. Consider putting your microphone on mute when you're not talking. As shown in the image above, the Teams meeting will have the option on your screen to mute and unmute your microphone; for lecture-style meetings, your microphone may be automatically muted and your camera turned off.

Network:

- For the best connection, connect your device to a wired network.
- If your device is connected to WiFi, be as close to the router as possible. The farther you are from the router, the more your WiFi signal strength will weaken.
- Think about your network's bandwidth: Are other members in your household using your WiFi? The more others are using the WiFi at the same time, the slower you may find your connection.