

MS Teams – Joining a meeting externally using a web browser

The recommended method to join MS Teams if you are outside of the Council is to use your web browser. This is the easiest option if you do not have MS Teams already.

This method is free to use, does not require a licence and it doesn't matter if you haven't used MS Teams before.

You can also choose to download the Windows app if you wish. This may give you more options, including being able to see more people on your screen at the same time.

What specific web browsers are recommended?

- Microsoft Edge, RS2 or later
- Microsoft Edge (Chromium-based)
- Google Chrome

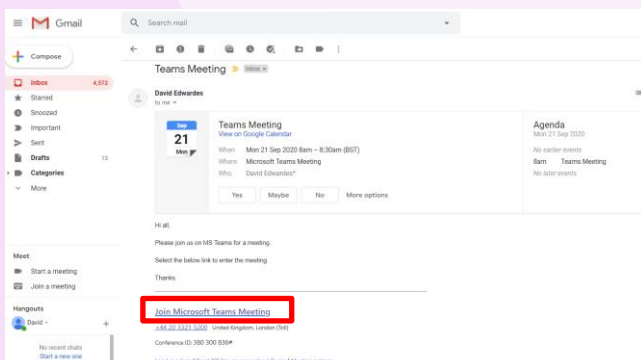
What web browsers are not advisable?

- Below version 13 of Safari
- Internet Explorer 11
- Firefox

For more information please [see browser limits](#).

Joining an MS Teams meeting from outside of the Council

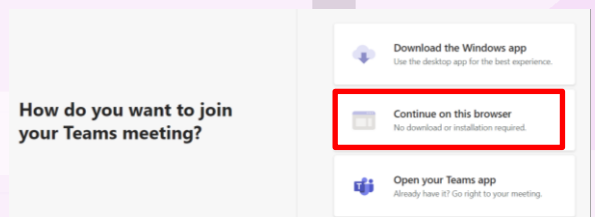
1. Access your emails and find your MS Teams meeting invitation.



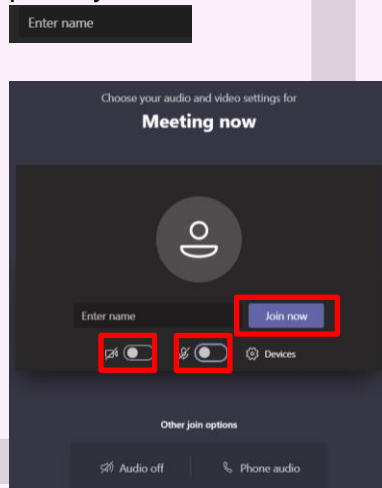
2. Select the link: **Click here to join the meeting**. This will allow you to enter the meeting.



3. You will be brought to the following page asking you which option you would like to choose. Select **Continue on this browser**.



4. You will see the following window appear. **Enter your name** in the space provided. The name that you enter will be displayed publicly to those in the meeting.

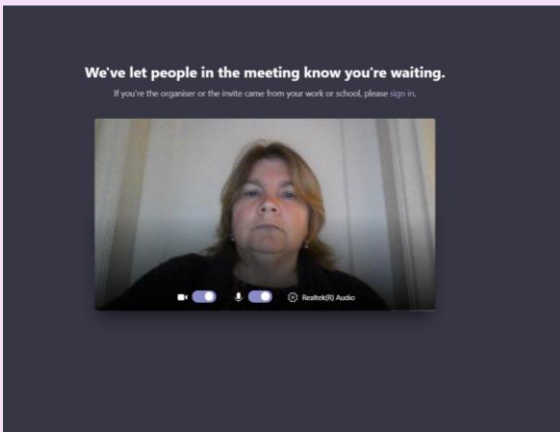


You have the option to switch your webcam and microphone on by selecting the toggle switches available prior to entering the meeting. Select **Join now** to enter.

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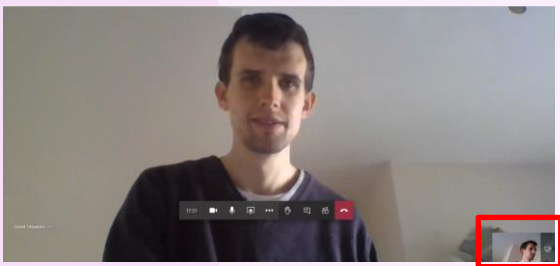
What to expect

When entering an MS Teams meeting for an appeal, you will go into a ‘virtual’ lobby. You will see the following screen:



The meeting organiser will be notified that you are in the lobby. They will bring you into the meeting when everyone is ready to start.

If you are having a meeting with one other person, there will be a small video of yourself in the bottom right hand corner. The other participant in the meeting will fill the rest of the screen:



If there are more than two participants on the call, including yourself, the screen will split into sections to accommodate the number of people in the meeting:



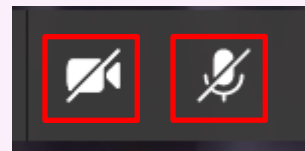
Tips for success

- Wear earphones with a microphone if possible to help prevent echo or unwanted sound.
- Mute your microphone when you are not talking. This will help the audio to sound better. Remember to unmute when you do want to speak.
- Turn your camera off if there is a bad internet connection.
- Try to make sure you have a strong internet connection when in the meeting.

Activating video and sound

Switch your video on and off using the camera icon on the control bar.

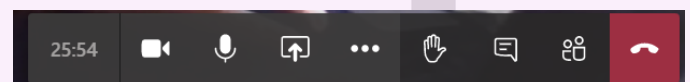
Switch your microphone on and off using the microphone icon on the control bar.



I can't find my control bar. Move your mouse or tap the video area to reveal the control bar.

The control bar

The control bar is the main area that contains the essential tools that you need during your meeting.

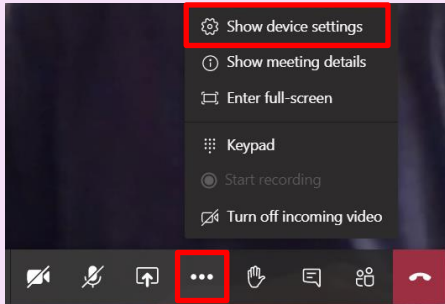


1. Time of call.
2. Toggle your video.
3. Toggle your microphone.
4. Share your screen.
5. More settings and tools.
6. Raise hand.
7. Text based chat.
8. See the participants on the call.
9. End the call.

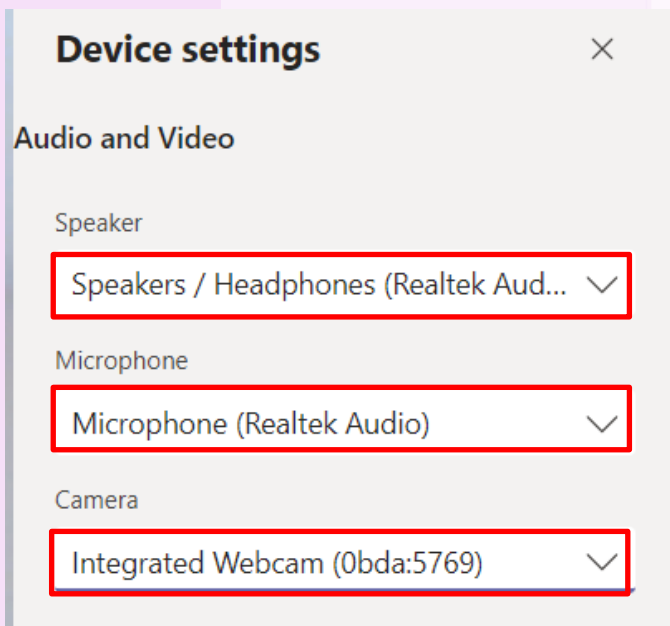
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How to set sound and video

1. Select the 3 dots button on the control bar to reveal a menu. Select Show device settings.



2. Select your **speaker** setting from the dropdown list under speaker.
3. Select your **microphone** setting from the dropdown list under microphone.
4. Select your **camera** setting from the dropdown list under camera.

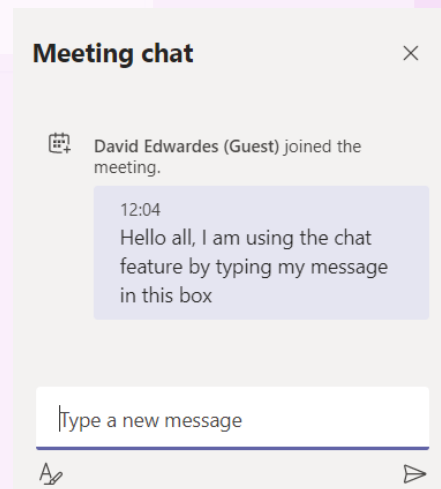
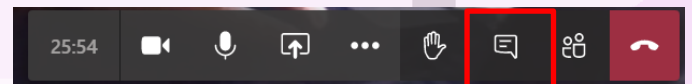


Using the meeting chat

The meeting chat allows you to type text during the meeting. You should not need to use this in an appeal, unless there is a problem and you cannot hear or see what is going on and you need to let the organiser know.

Type in the box provided and press the return key or select the paper aeroplane icon to send your message.

Everyone in the meeting will be able to see any message you send.

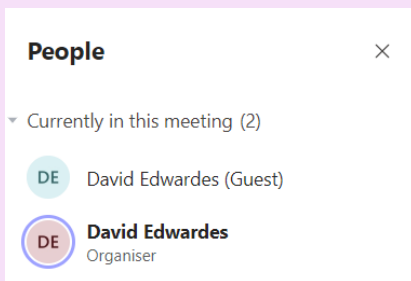
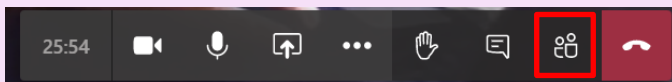


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See who is on the call

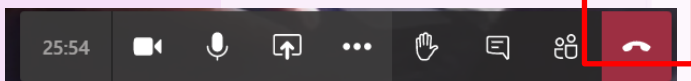
Select the people icon to reveal the list of who is attending the meeting at the same time as you.

See who the organiser is and who else is in the meeting:

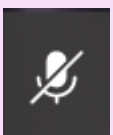


Ending the call

Simply select the red call icon on the control bar to leave the meeting:

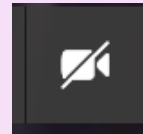


People cannot hear me but I can hear them.



If you see a cross through the microphone, this means your microphone is muted. Select the microphone to turn your microphone on. The microphone on your device will be used.

People cannot see me but I can see them.



Your camera might be off. Select the camera icon to turn your camera on. The camera on your device will be used.

I cannot see or hear the person or people that I am talking to.

This is most likely down to the other person or people. They will need to switch their camera on for you to see them.

If you are having technical difficulties with your internet connection

If you are experiencing technical difficulties, you can try turning off your camera, as this will make a much lower demand on your internet connection.

If problems persist, you can dial into the meeting instead. You may wish to make a note of the phone number and conference ID in advance in case you need it. This information is included in the email invitation to the meeting.