

TEAMS GUIDE FOR MEETINGS FOR CLIENTS

Reference Guide

Microsoft Teams is an easy-to-use collaboration platform that provides a rich experience for remote meetings via video conferencing. This will be very useful to hold video conferences. It will offer a healthy and safe way to receive services and eliminates commuting time.

CLIENT SETUP

FIRST-TIME CLIENT TO INSTALL TEAMS

Teams must be downloaded on a laptop, desktop, tablet or mobile phone or accessed through a browser. The specialist and client must both complete the process.

If you need support contact your specialist.


Guidance for Clients: Download the app and install on your tablet, phone or laptop

Install the Mobile App on your Tablet or Mobile Phone

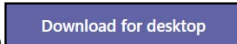

A mobile version of Teams is available. To install the mobile app on your tablet or smartphone, go to the official app store (Apps / Google Play), and search for Microsoft Teams.

OR

Have the link sent to you.

1. Go to <https://teams.microsoft.com/downloads>
2. At Download Microsoft Teams, click **Download for mobile** 
3. Enter your email address and you will be sent a download link

Install the Desktop App on your Laptop or Computer

1. Go to <https://teams.microsoft.com/downloads>
2. At Download Microsoft Teams, click Download for desktop 
3. Select Download Teams 

4. In the bottom left corner when the download is finished, select Teams_windows_x...exe

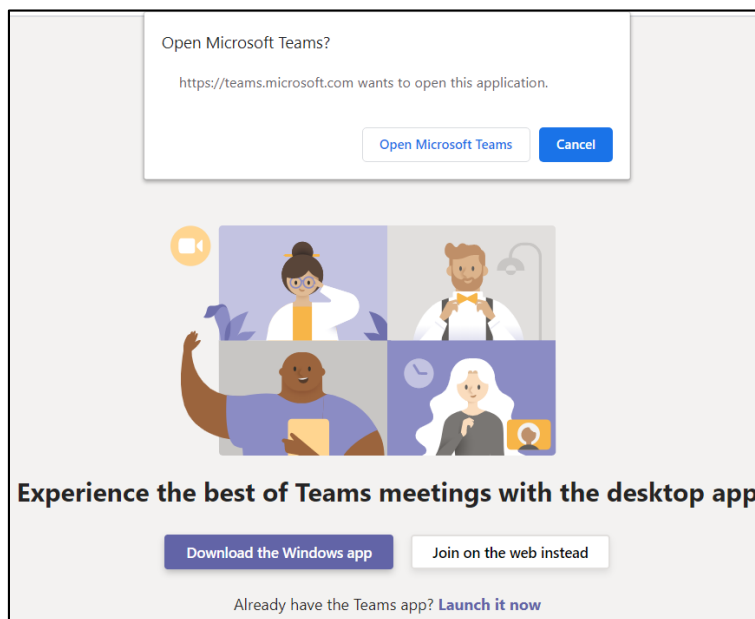


CLIENT TO ACCESS A TEAMS MEETING ON A COMPUTING DEVICE BEFORE A MEETING

There are several ways to join our Teams meeting. The full experience with TEAMS is on a desktop client. If you are going to download Teams before attending a meeting, complete the following steps in advance at least 15 minutes. Please be advised that if technical issues can't be resolved in time the meeting will be rescheduled.

To download Teams on your computer or laptop (desktop client), while joining the meeting:

1. Open your email invite, scroll down until you see the meeting link
2. Select **Join Microsoft Teams Meeting**. You will be presented with 3 choices
 - Download the Windows app
 - Join on the web instead
 - Open Microsoft Teams?



If this is your first time using Teams:

1. Select **Download the Windows app**, and then, **Download the Teams app**.
2. In the bottom left corner when the download is finished, select Teams_windows_x...exe and **Allow** teams to download files
3. A Teams icon should appear minimized on your status bar. Select the icon to maximize Teams.
4. Enter your name and select **Join now**

If you are the first to arrive, you will see "**Someone in the meeting should let you in soon**" above your video preview.

Please be patient and the meeting organizer will be with you shortly.

Join the Meeting on the web instead:

Please Note: to join the meeting in your browser, you must have a compatible web browser (Edge, Internet Explorer, Chrome or Firefox) installed.

Option A

If you have a compatible browser set as a default browser then click **Join Microsoft Teams Meeting**

Option B

Right click **Join Microsoft Teams Meeting** and select **Copy Link**, then open a compatible browser and paste the link into the address bar.

1. Click the button labeled **Join on the web instead**.
2. Enter your name then click the button labeled **Join now**.

If you are the first to arrive, you will see "**Someone in the meeting should let you in soon**" above your video preview. Please be patient and the meeting organizer will be with you shortly.

Join the Meeting on your iPhone or Android Smartphone:

1. If you don't have it already, download the **Microsoft Teams** app from the App Store (iPhone) or Play Store (Android).
2. Click **Join Microsoft Teams Meeting** to launch the Teams app and join your Virtual Visit with York Region.
3. When the Teams app opens, click the button labeled **Join as a guest** to join the meeting.
4. Enter your name then click the button labeled **Join meeting** to join the meeting.

If you are the first to arrive, you will see "**Someone in the meeting should let you in soon**" above your video preview.

Please be patient and the meeting organizer will be with you shortly.

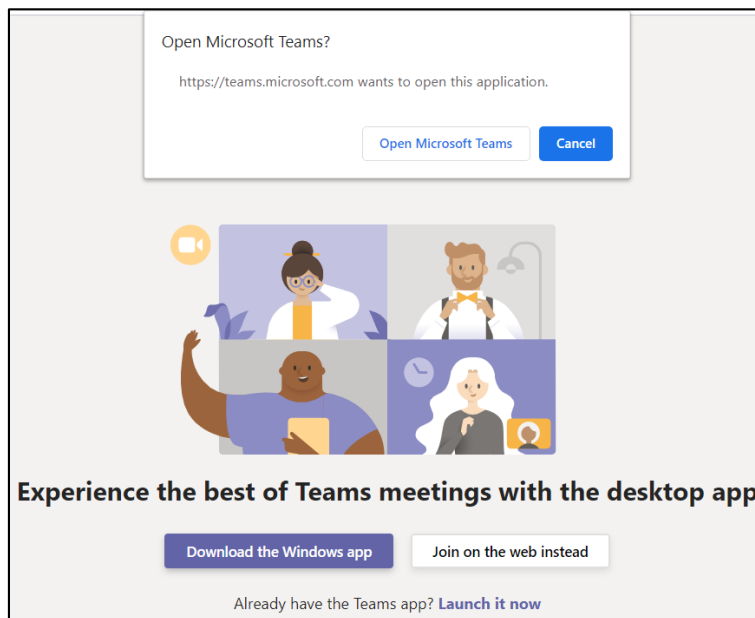
Having trouble joining the meeting? Reply to this email to contact the meeting organizer.

CLIENT JOINS THE MEETING

There are several ways to join the meeting. The full experience with TEAMS is on a desktop client.

To download Teams on your computer or laptop (desktop client), while joining the meeting:

1. Open your email invite, scroll down until you see the meeting link
2. Select **Join Microsoft Teams Meeting**. You will be presented with 3 choices
 1. Download the Windows app
 2. Join on the web instead
 3. Open Microsoft Teams?



If this is your first time using Teams and you have not downloaded Teams:

1. Select **Download the Windows app**, and then, **Download the Teams app**.
2. In the bottom left corner when the download is finished, select Teams_windows_x...exe and **Allow** teams to download files
3. A Teams icon should appear minimized on your status bar. Select the icon to maximize Teams.
4. Enter your name and select **Join now**

If you are the first to arrive, you will see "**Someone in the meeting should let you in soon**" above your video preview.

Please be patient and someone will be with you shortly.

Join the Meeting on the web instead:

Please Note: to join the meeting in your browser, you must have a compatible web browser (Edge, Internet Explorer, Chrome or Firefox) installed. See the trouble shooting guide for a list of Microsoft approved browsers.

1. **Option A**

If you have a compatible browser set as a default browser then click **Join Microsoft Teams Meeting** (below)

Option B

Right Click **Join Microsoft Teams Meeting** (below) and select Copy Link, then open a compatible browser and paste the link into the address bar.

2. Click the button labeled **Join on the web instead**.
3. Enter your name then click the button labeled **Join now**.

If you are the first to arrive, you will see "**Someone in the meeting should let you in soon**" above your video preview.

Please be patient and someone will be with you shortly.

Join the Meeting on your iPhone or Android Smartphone:

1. If you don't have it already, download the **Microsoft Teams** app from the App Store (iPhone) or Play Store (Android).
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3. When the Teams app opens, click the button labeled **Join as a guest** to join the meeting.
4. Enter your name then click the button labeled **Join meeting** to join the meeting.

If you are the first to arrive, you will see "**Someone in the meeting should let you in soon**" above your video preview.

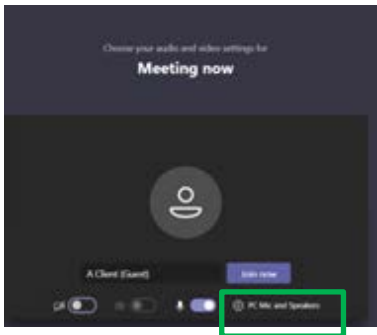
Please be patient and someone will be with you shortly.

If you are having trouble joining the meeting, reply to this email. If will go back to your specialist, the meeting organizer. Support is listed in the back of this guide under FAQ and Trouble Shooting.

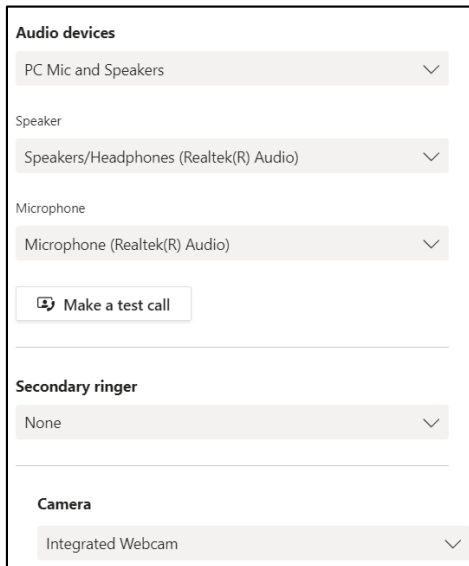
Test Teams through your Meeting Link

Test your audio and video devices through the meeting link sent by your York Region specialist. Normally, your system will identify whether you are using your computing device speakers and mic or a headset. If you encounter problems, try another device.

1. Open your email invite, scroll down until you see the meeting link
2. Select **Join Microsoft Teams Meeting**.
3. Select how you want to join your meeting
4. Select **PC Mic and Speakers**



5. Select **Make a test call** to test your audio devices (microphone and speakers)
6. Under Camera, you should see yourself if your web camera is installed and working



FAQ and Trouble Shooting Guide

SPECIFIC ISSUES

You cannot be heard

Ask or check:

- Are either of you muted in Teams?
- Have either of you muted your headphones?
- Is the mic close enough to the mouth to be heard? Are they sitting close enough to the microphone?
- Is the computer volume high enough? In Windows, click on the volume in the right-hand corner, next to the time.
- Did they test it prior to the meeting? Is the microphone working properly?
- Is the bandwidth high enough? The client's own internet may not be working correctly.

You cannot be seen on the webcam

Ask or check:

- Is the webcam working properly? Was it tested before the meeting?
- Is the camera blocked in some way? Some devices have a covering to open and close their webcam- ensure this is open.
- Is the bandwidth high enough on your or the client's internet?
- Try turning off webcam(s) to see if the bandwidth improves; this can be a cause of low bandwidth

I cannot access Teams – I am using Internet Explorer, version 11.

Be sure to check the client's browser—not all browsers are supported for all Teams functionality, including Internet Explorer 11 and Firefox.

See this table for details on supported and unsupported browsers.

Browsers

Teams fully supports the following internet browsers, with noted exceptions for calling and meetings. This table applies to operating systems running on desktop computers.

Browser	Calling - audio, video, and sharing	Meetings - audio, video, and sharing
Internet Explorer 11	Not supported	Meetings are supported only if the meeting includes PSTN coordinates. To attend a meeting on IE11 without PSTN coordinates, users must download the Teams desktop client. Video: Not supported Sharing: Incoming sharing only (no

		outgoing)
Microsoft Edge, RS2 or later	Fully supported, except no outgoing sharing	Fully supported, except no outgoing sharing
Microsoft Edge (Chromium-based), the latest version plus two previous versions	Fully supported	Fully supported
Google Chrome, the latest version plus two previous versions	Fully supported	Fully supported Sharing is supported without any plug-ins or extensions on Chrome version 72 or later.
Firefox, the latest version plus two previous versions	Not supported	Meetings are supported only if the meeting includes PSTN coordinates. To attend a meeting on Firefox without PSTN coordinates, users must download the Teams desktop client. Video: Not supported Sharing: Incoming sharing only (no outgoing)
Safari 11.1+	Not supported	Meetings are supported only if the meeting includes PSTN coordinates. To attend a meeting on Safari without PSTN coordinates, users must download the Teams desktop client. Video: Not supported Sharing: Incoming sharing only (no outgoing) Safari is enabled on versions higher than 11.1 in preview. While in preview, there are known issues with Safari's Intelligent Tracking Prevention.

Teams meetings on browsers are limited to a single incoming video feed of active speaker.

Note

As long as an operating system can run the supported browser, Teams is supported on desktop computers. For example, running Firefox on the Linux operating system is an option for using Teams. For mobile operating systems, we recommend that you run the Teams app, available from the Android and iOS stores. Running Teams in a mobile operating system is supported, but many features are unavailable.

MS Teams isn't recognizing my webcam or doesn't appear to be connected.

In MS Windows, the webcam may work in the web version of MS Teams but not in the application version of Teams; this issue may also occur in Skype.

Note that you may need Administrative rights on your computer to perform this fix.

1. In the lower left hand corner of your screen, click the magnifying glass (Search).
2. Type in "Device Manager"
3. Click on **Cameras**.
4. Find the camera you use on the laptop. Right click on it and choose **Update driver**
5. Choose **Browse my computer for device software**.
6. Click **Let me pick from a list of available drivers on my computer**
7. Click **USB Video Device**
8. Click **Next**. Windows will update your driver.
9. Click **Close** to finish and 'x' to close any windows.
10. Re-test your webcam in MS Teams.