

Guide to using Microsoft Teams

Thank you for taking part in virtual meetings with the Institute of Mental Health. We are now running many of our sessions via Microsoft Teams so that we can discuss Public Involvement, Institute of Mental Health activities and stay in touch.

We are sure many of you will have heard this is a way in which many organisations are working now, and it is secure and easy to use. This paper will hopefully make using and installing and using the App a little easier for you.

You will require a mobile phone, laptop, PC or tablet to be able to access Microsoft Teams.

To access via a mobile or tablet please go to your App store / Google Play store (where you would download games etc. from) and please type in the search bar Microsoft Teams this will display the following image (This is free App)



If you will be using a laptop, PC or tablet please visit the website to download
<https://teams.microsoft.com>

You will need to register your account with a valid email address. If you register a Microsoft Teams account with an email address we don't normally contact you on please make sure you send this new email address to us. If we don't use your Microsoft Teams email address, we might not be able to add you to the meeting request properly.

Once you have this installed and we have the correct email address we will send you an email inviting you to join a meeting on a day and time. In this email will be a 'Join Microsoft Teams' link for you to click to join the meeting on the time and date.

It will look like this in your email:

[Join Microsoft Teams Meeting](#)

[Learn more about Teams](#) | [Meeting options](#)

You will now be able to join the meeting.

Most laptops, phones, tablets etc. have cameras and microphones. However, if you are using a device without an inbuilt camera you can still access the call but using the audio only option.

If you have a camera you can join using the video chat option, you will still be able to turn your camera off if you do not wish to be on screen the whole time.

If you have headphones that you can use either for audio or video calling it does make the sound quality better. Just plug these into your device in the way you would usually connect them.

When you click 'To Join Microsoft Teams Meeting' you may be held in a virtual waiting area before the meeting organiser opens the virtual door. This is to ensure the meeting and its participants are secure.

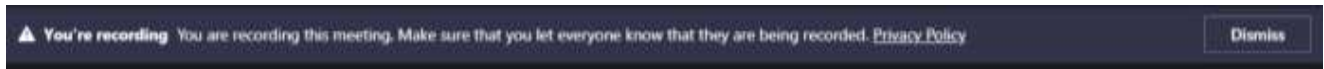
If you would like to practise using the Microsoft Teams App before your meeting, please contact us. We are always happy to have practice sessions.

If learning how it works before the meeting will make you more comfortable and confident then please get in touch with your meeting organiser to request this. If you're not sure who the meeting organiser is or would like to contact the Institute then please get in touch with the Public Involvement Coordinator of the Institute by email Kate.Horton@nottshc.nhs.uk

Some helpful tips for meetings

- Many of us are new to this way of working or not completely comfortable with it so please be considerate, kind and patient with each other.
- Once you have joined the meeting please put your microphone on mute to help with hearing everything taking place. You can "unmute" by clicking the microphone button on the screen or pressing the spacebar if you are using a laptop or PC.
- There will be a chat box where you can type messages if you prefer to use it. If you feel more comfortable asking questions or adding comments in this way you can use the chat box.
- If you are invited to attend a Microsoft Teams meeting but unable to attend, then please let the organiser know.

- If a session on Microsoft Teams is recorded, then a message will appear at the top of the screen informing you. It will look like this.



Before a recording commences this should be made clear to all attendees before it begins. If you join a meeting after it has started, and you want to know if it is being recorded then look for the bar at the top of your screen.

Microsoft Teams extras:

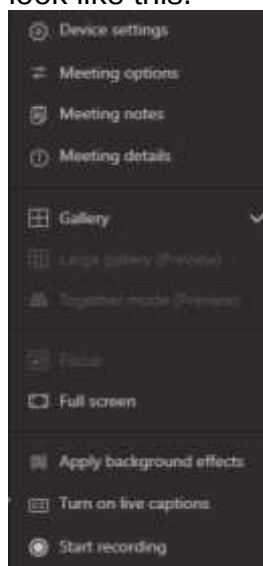
- Depending on the device you are using for the meeting you can do different things on Microsoft Teams to help with making you feel as comfortable as possible. These include:
 - Turning your camera off for a time to feel more relaxed when talking and listening in a meeting. Use this button on the screen.



- Use this button to make the main menu pop up onto your screen.



- Once you have clicked on the three dots a further menu will appear and it will look like this.



If you have this main menu you can:

- Turn on 'Live Captions' which offer subtitles to the conversation taking place. The Captions will only appear on your screen and not on everyone's else's.
- From this menu you can also 'apply background effects' including blurring your background or adding a picture behind you. This can help if you don't want the rest of the meeting to see your surroundings.
- If you need to get the attention of the meeting organiser you can raise your hand by clicking on the hand icon on the screen.



Microsoft Teams and other virtual meetings can be tiring. They involve concentrating for long periods of time on a screen and often sitting still. We encourage all organisers to consider this and plan for breaks to stretch and move more frequently than they would happen in face to face meetings.

Notes for meeting organisers based on recent feedback:

- Please make sure reminders are sent between 2/3 days before the meeting to remind public contributors the meeting is coming up. Please be aware that public contributors are also juggling work, life, families etc. and be as respectful of that as possible.
- Make sure the attendee has a way of contacting you quickly if they are struggling to get into a meeting and do keep track of this as the meeting starts. This is ideally a mobile phone number rather than trying to email through the same account they may be trying to use to access Teams.
- Allow time at the start of the meeting for admitting visitors, checking technology and making sure everyone knows the basics of how it works.
- Make sure someone, who is not chairing the meeting, is monitoring the written chat box. Multitasking on virtual meetings is often inevitable but can feel like the audio is monopolised which means it can be harder to engage or join in if it just one voice.
- You can set up Microsoft Teams so you don't need to admit attendees. This means people will join automatically. If you have a lot of people attending and it is a public session, then you may wish to consider this setting. Particularly if people can attend after the session has started. The "X is in the lobby" which pop ups on everyone's screen can be annoying. These pop ups take over the screen and detract from the experience of the session. However, if you want to keep the meeting space secure and limited then leave at the default setting of admitting each attendee.
- Schedule breaks and don't just rattle through content quickly! It takes a lot of energy, confidence and high levels of comfort to interject into a monologue of someone talking about a subject they are very knowledgeable on. Especially through a screen.
- If you wish to record the Microsoft Teams meeting the participants should be asked for their permission before beginning any recording. You should also have a clear understanding why you are recording the session, what the recording will be used for and where it will be seen and when it will be deleted. If you are recording the bar below should display on the screens of all meeting attendees.

▲ You're recording You are recording this meeting. Make sure that you let everyone know that they are being recorded. [Privacy Policy](#)

Dismiss