# Using Microsoft Teams

Teams needs to be set up by someone who has an Office 365 account.  You can then invite other Office 365 users and external 'guests' via their personal email address.

1) You will be sent an email by the meeting organiser.  The email will tell you the date and time of the meeting.

The email will contain a link like this:
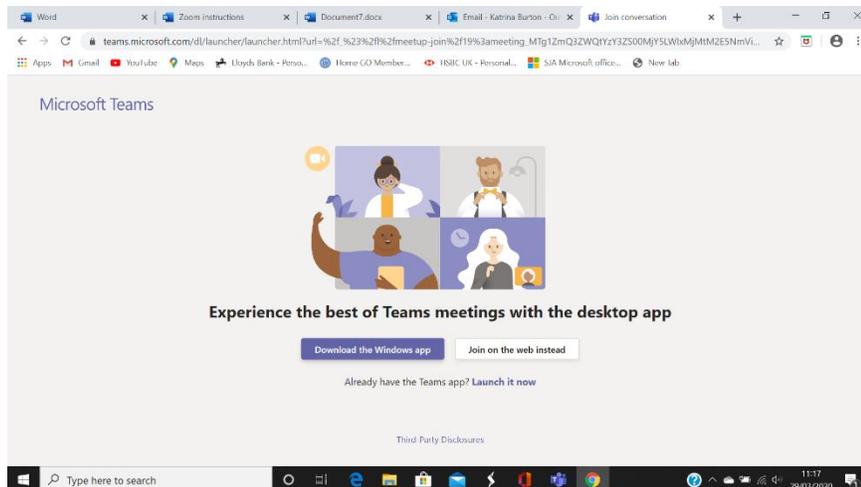
Join Microsoft Teams Meeting

If you click the RSVP button in the email to say 'Yes' to the meeting, then the message will disappear from your inbox and go into your calendar.

You can still find it in your deleted items.

2) When the date and time of the meeting comes, click on

Join Microsoft Teams Meeting

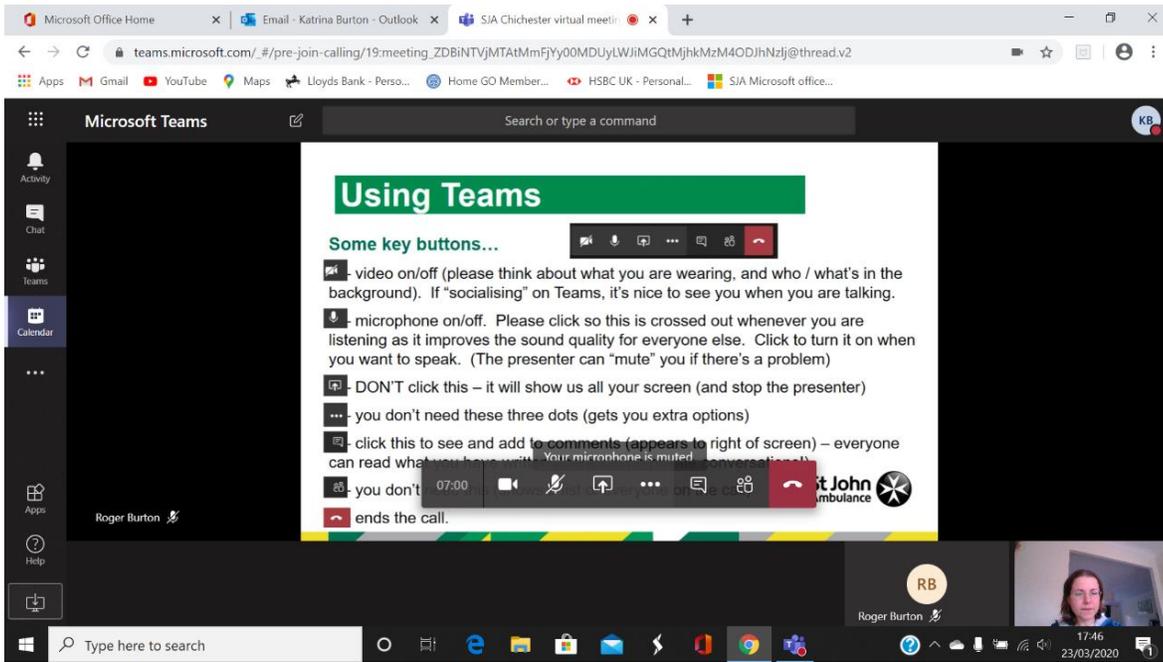3)click 'Join on the web instead'



3) If it asks you to put your name in, you can just put in your first name

4) if it asks, click to 'allow video and audio'

5) Click 'join now'

You should then be able to see and hear the meeting.



The buttons are:

| Turn video off/on | Turn mic off/on | Share your screen | | See chat messages | Who's on the call | End call |
| --- | --- | --- | --- | --- | --- | --- |



**Troubleshooting**

- I can't hear anything : check your volume is on. At the start of the meeting, there may not be anything to hear yet.
- No one can hear me : check whether your microphone on your computer is working.
- I can't see myself : check if your webcam is working
- It keeps freezing/sounding strange : that's probably your internet connection going slow. It should be better the closer you are to your internet hub.

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- I'm getting in and then I'm out of it again : this seems to happen with large meetings. There is a maximum of 250 people for a Teams meeting.  And in large meetings, not everyone can see the chat messages.
- It says I'm waiting for someone to let me in :  Guests to a Teams meeting have to be let in by the meeting organiser.  If they haven't realised you are waiting, we suggest you call them on a phone!
- No one else seems to be in the meeting : check you have clicked the right link for the right day.  We have had 2 meetings happening simultaneously where half the people were in one meeting and half were in another!

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