

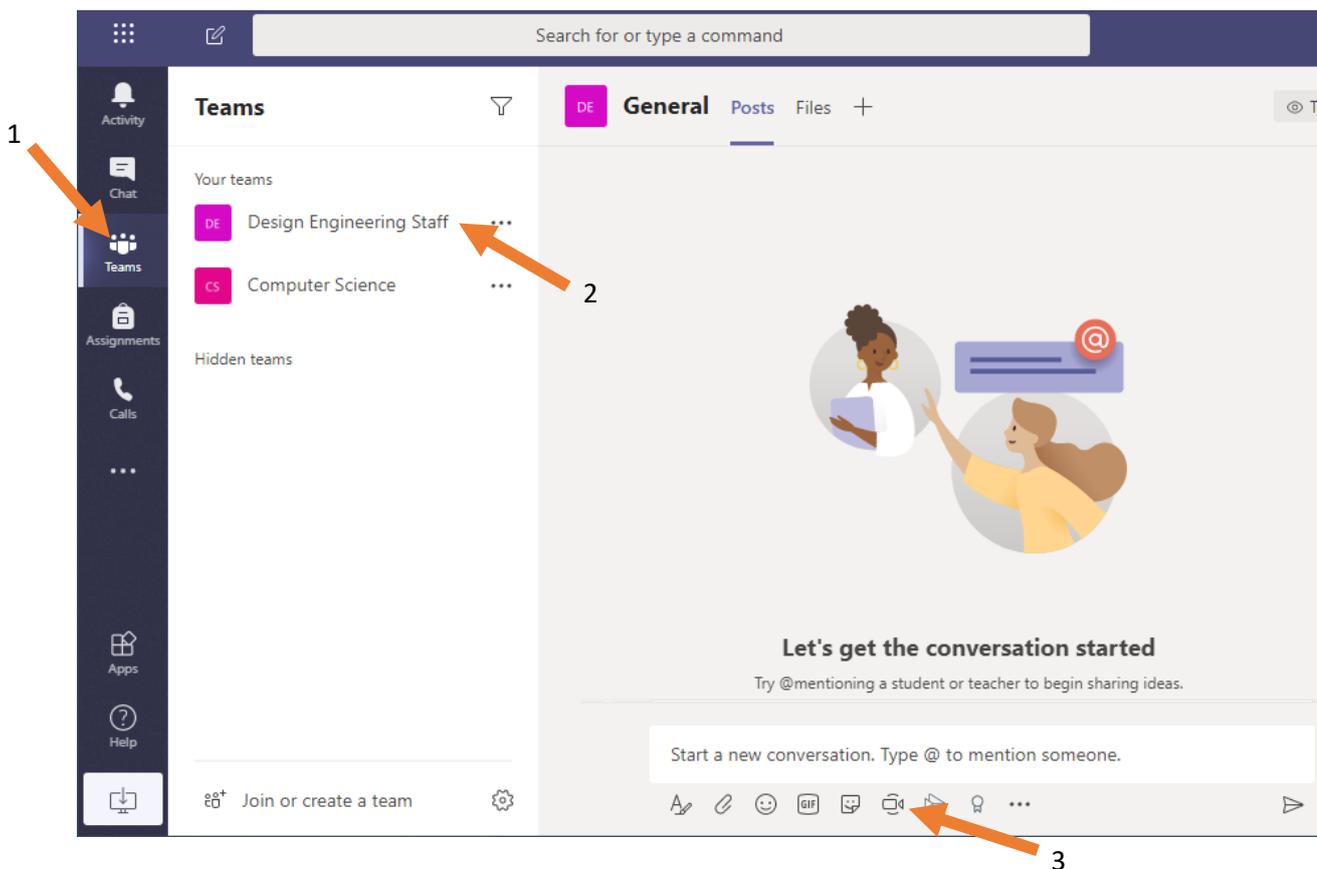
User Guide: Joining a Microsoft Teams voice meeting

1. Using Edge or Google Chrome (Internet Explorer, Firefox and Safari **do not** work with Teams), visit:

<https://teams.microsoft.com/#/school/>

Log in using your network username and password. Your username will need to be followed by the school's domain name. E.g. User *stjs11* should enter *stjs11@bourne-grammar.lincs.sch.uk*. If prompted, choose 'Work or school account'. Choose 'allow notifications', if prompted.

2. There can be a delay of up to 45s while Teams logs in. Once the web page has loaded, you may be prompted to install the Teams app, but there is no requirement to do this. Click the 'Teams' icon (1) on the left-hand side of the page then, if you are part of more than one department, click the name of the team you wish to meet with (2).



NOTE: The first time you start a meeting, you may be asked to give permission to access your microphone (and camera, if one is connected). You must grant microphone permissions for the meeting to work.

To start a voice meeting. Click the 'Meet now' (3) icon, located at the bottom of the browser window, then click the 'Meet now' button that will appear shortly afterwards.

To join an existing meeting. If someone else has created a meeting (see example to the right), click the 'Join' button.



4. When you are finished, click the red 'hang up' icon to end the meeting.

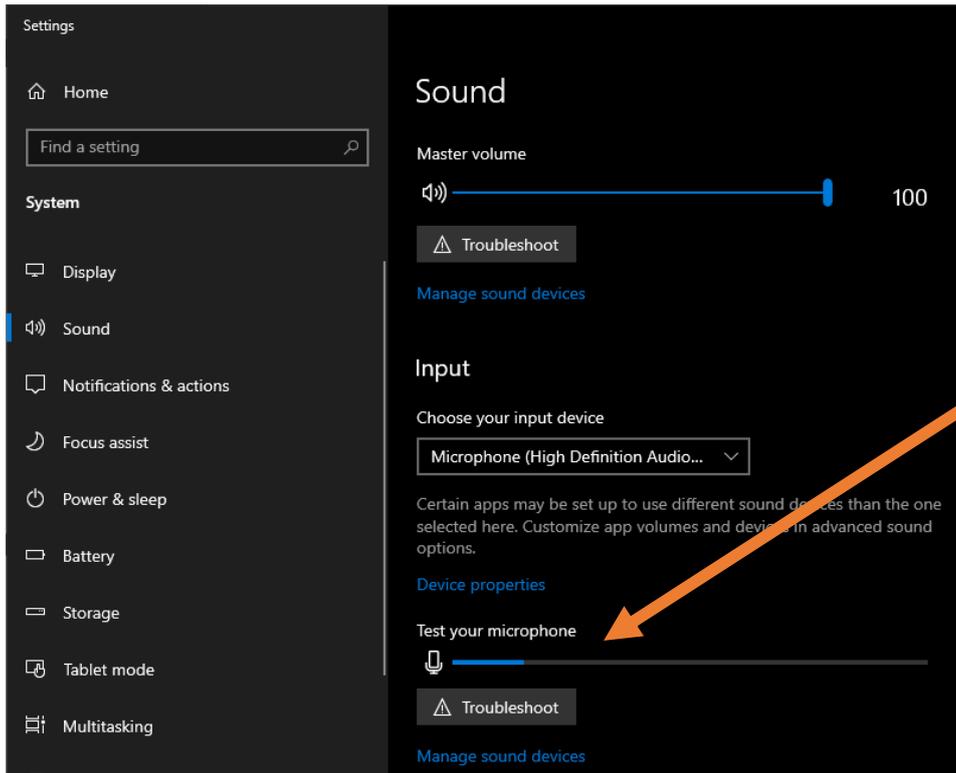
Troubleshooting

The MS Teams page in the screenshot never appears when I log in. You must use a browser such as Google Chrome or Edge to access Teams. Internet Explorer, Firefox and Safari **do not** work.

I can't see my department in the 'Teams' tab. Email itsupport@bourne-grammar.lincs.sch.uk and they will add you to the appropriate department.

I can't hear others speaking. Your speakers may be muted. Ensure that your volume is turned all the way up. You can test this by visiting YouTube and playing any video to ensure that you can hear it.

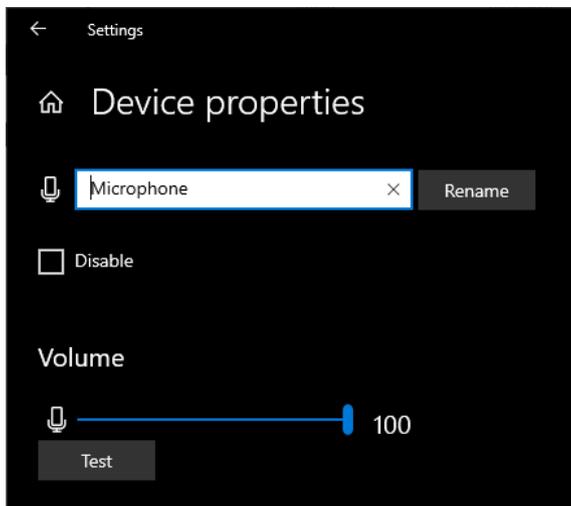
Others can't hear me speaking. Your microphone may be muted. Click the Start button (the Windows logo) in the bottom-left corner of your screen, type *Sound Settings* and hit enter.



Scroll down the information on the right-hand side of the screen until you see the 'input' section.

You can test your microphone by speaking near it. You should be able to see the volume level bobbing up and down as you speak.

If the line is not moving, click 'Device properties', located just above the words 'Test your microphone'.



Ensure that the 'Disable' box **IS NOT** checked, and that the volume is turned up to 100%.

In the event of further difficulty, contact itsupport@bourne-grammar.lincs.sch.uk