Microsoft Teams
Joining Instructions and user guide

This document outlines instructions for joining Microsoft Teams using your tablet, laptop or desktop computer and also some advice on the functions available once you are on the call. The NHS Derby and Derbyshire Clinical Commissioning Group Communications and Engagement team have developed this guide with support from members of the public and we welcome further input:
DDCCG.Communications@nhs.net

How do I download the free software?

We would recommend downloading Microsoft Teams on your device prior to the day of the meeting.

Please visit this link (you may need to right click and select open hyperlink) to download Microsoft Teams onto your tablet laptop or desktop computer, and then follow the installations instructions from Microsoft. Tis software is free to download and free to set up an account and use.

Experiencing issues with installation?

We have had feedback from people who use Apple devices and after a few one to one sessions we would like to offer some advice.

Top tips for those using an iOS device, such as a MacBook, iPad or iMac desktop computer:

- ✓ Ensure your apple or IOS device has been updated, if it says in the settings area that the iOS is due an update this can impact downloading and using some software.
- ✓ Rather than clicking the link above try downloading Microsoft Teams directly from the app store and set up an account.
- ✓ If you have successfully downloaded the software or Microsoft Teams app but you still can't join a meeting try restarting your device.
- ✓ Is the app trying to launch through an internet browser called Safari? If so try downloading google Chrome, some apple users have reported the Microsoft Teams software not being compatible with their standard Safari browser.
- ✓ Final point which has been raised by a few users, is an error message saying "no internet connection" coming up - but you knew your device is online, this was fixed by opening your devices settings, go into storage and click "Clear app data" and closing and reopening the teams app.

Have you received an email inviting you to join a Microsoft Teams meeting?

The instructions below will outline the steps you should take once you have received an email inviting you to join the virtual event or discussion.
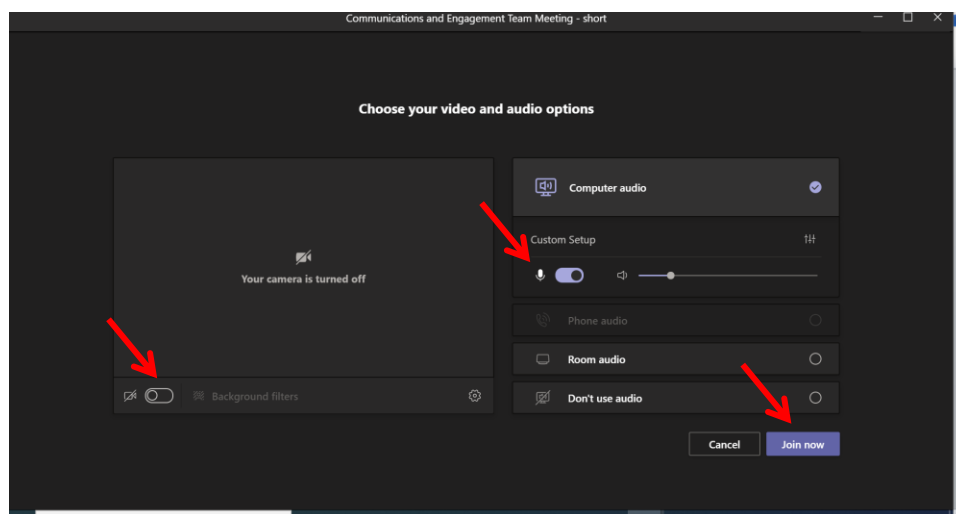
1. Open the email you have been sent and click on the joining link which looks like this:

Click here to join the meeting

If you have already downloaded Microsoft Teams after clicking on the joining link you should be automatically directed to Microsoft Teams and see this view:
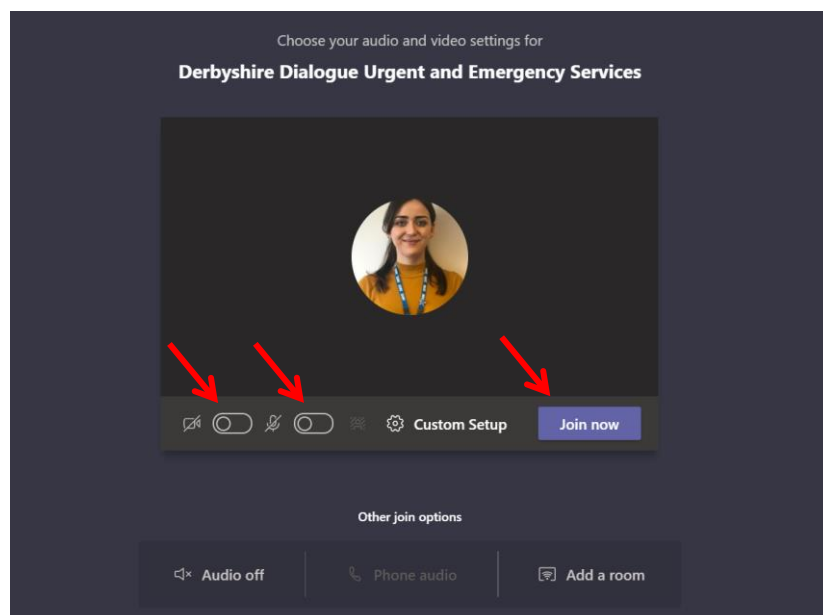
Depending what device you are using this may be more similar to your view:

Or if you have used Microsoft Teams before but you haven't created an account you should see something similar to this:
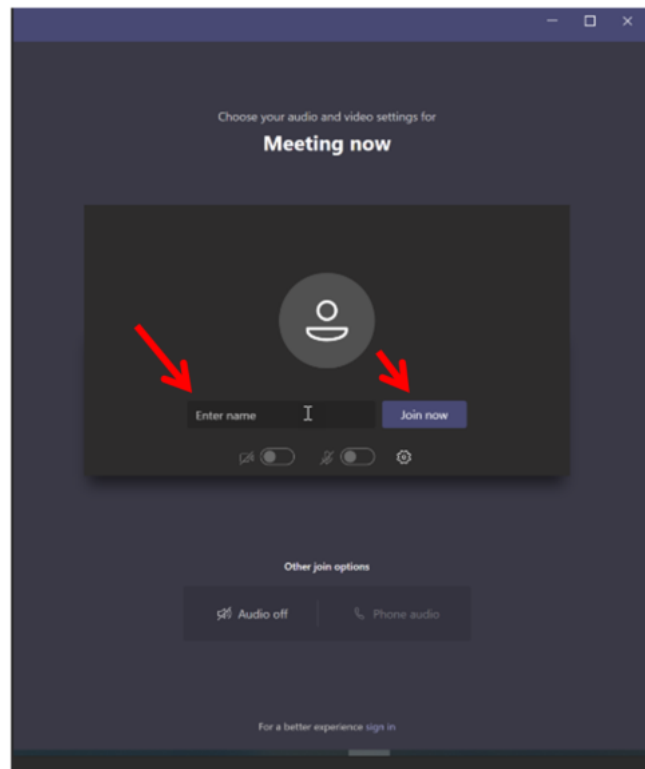

Take a look at where we are indicating with the red arrows, you can turn your camera and microphone off before entering the meeting by clicking the slider to the left, or on by clicking to the right of both icons. You may also be asked to enter your name then don't forget to click the join button as displayed in the images above.

2. If you don't have a Microsoft teams account you will be directed to this webpage. If you haven't already downloaded Microsoft teams before click the first option - this may take several minutes so we suggest doing this a few days before you are due to join the meeting to ensure smooth sailing.

The second option 'Continue on this browser' enables you to access the meeting from the internet without downloading the software. The third option is if you already have the software on your desktop and wish to open the meeting through there.
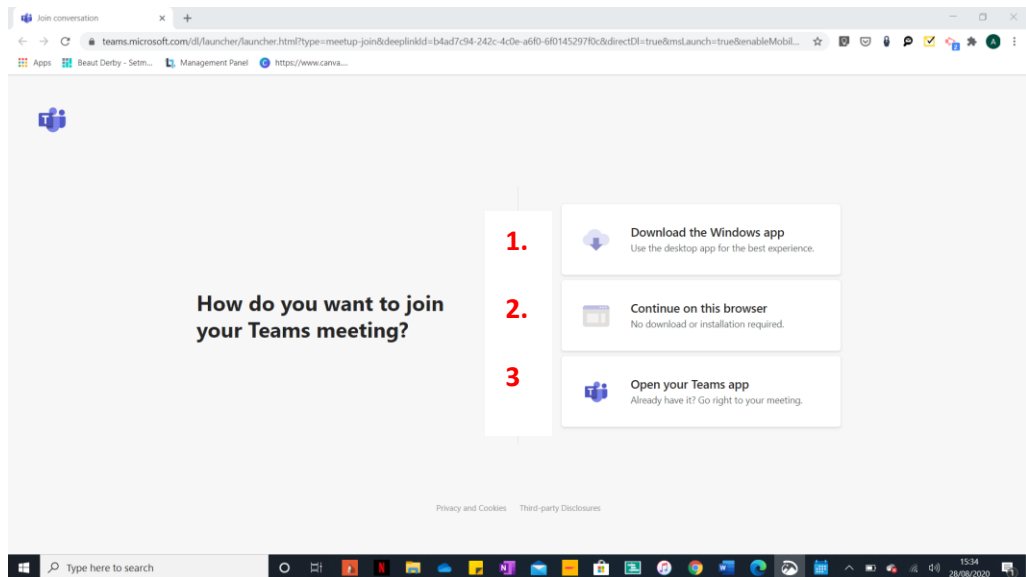
3. If you select the second option 'Continue on this browser', you will be shown the page below and asked to insert your name as a guest. Once you've typed your name, you can select the option of turning your microphone and video on or turn them off. Then don't forget to click join now.
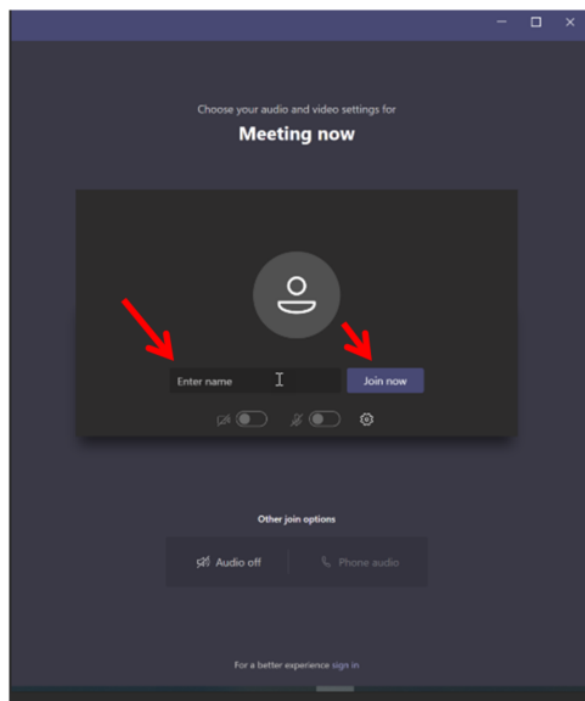

4. If you've joined the meeting early or before the presenters are ready to let you in you will be shown the 'waiting room' page – you needn't do anything after this as the presenters will admit you from their side.
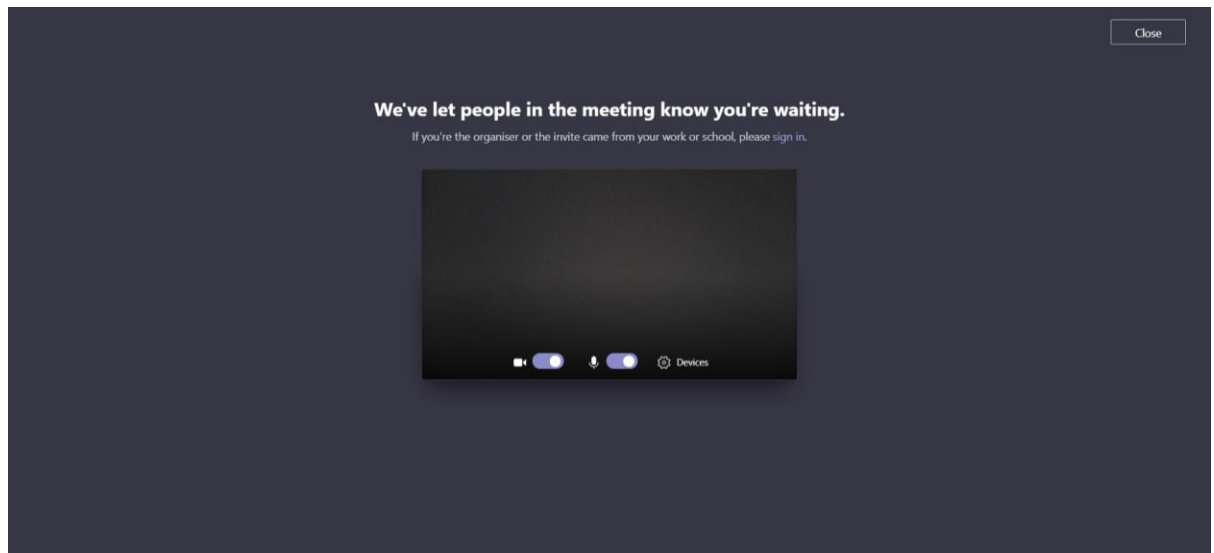
5. Once you've been let into the meeting, the webpage should look something like the below and you have joined the meeting. We will now talk you through the functions on the "control bar" see where the red arrow is pointing below:
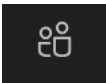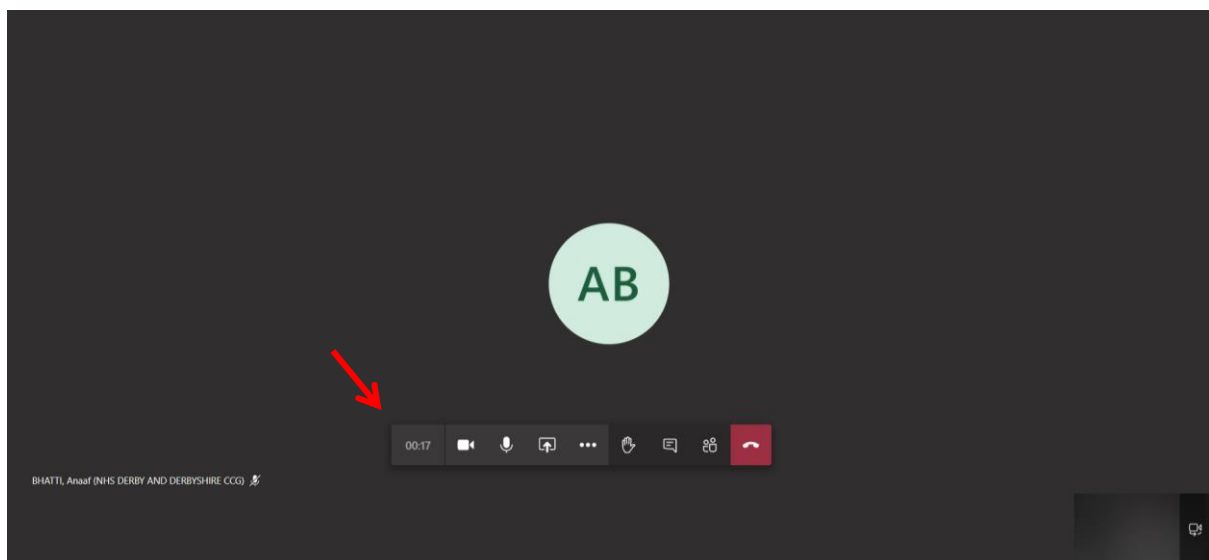

6. The "control bar" may be found in the middle of your screen like above, or as displayed below it could be found in the top right of your screen:
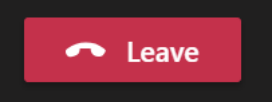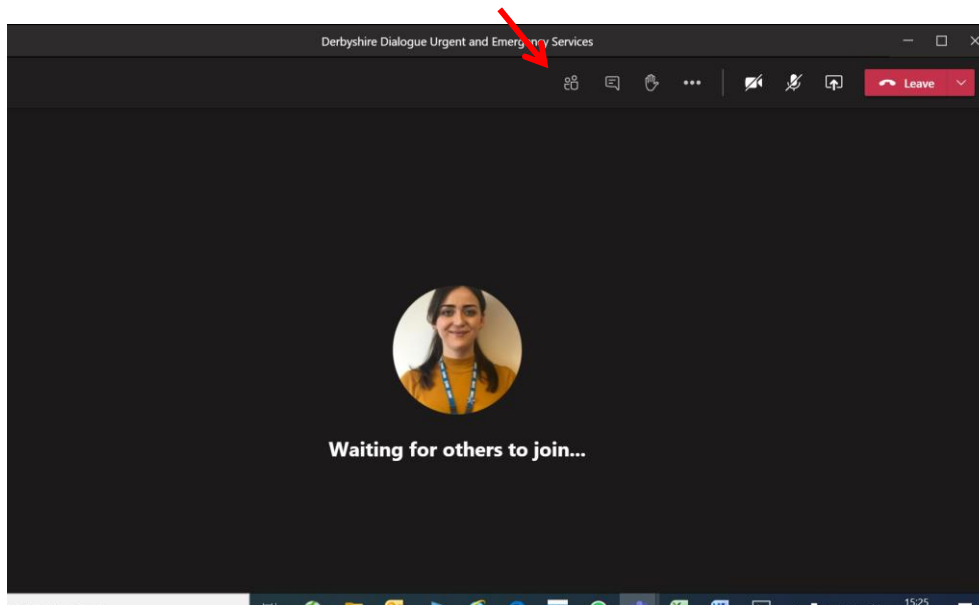
7. Starting from left to right this is what each icon does:

- Click to see a list of all the participants on the call

- Click to open the chat box

- Click to raise your hand for the attention of the other participants

- Click to see more options and your own personal settings

- Click to turn your camera on or off, if there is a line like so it means it is off, by clicking again it will come on

- Click to turn your microphone on or off, if there is a line like so it means it is off, by clicking again it will come on

- This is for the facilitators to share their screen **please do not click this button** if you are taking part in the session but not facilitating because it will mean everyone else can see your screen and won't be able to see materials such as presentations

- Click leave at the end to leave the session if you don't click leave then the session could continue to run in the background of your device

8. When you are in a meeting of large numbers, or if we have a BSL interpreter present, we may ask you to turn your camera and microphones off and use the chat box feature to ask questions or make a comment.

When you click on this the chat box should appear on the right of your screen (see below) and a box at the bottom that says "type a new message" please type in there and click the little arrow under your message to send

 see the image below as indicated by the red arrows:
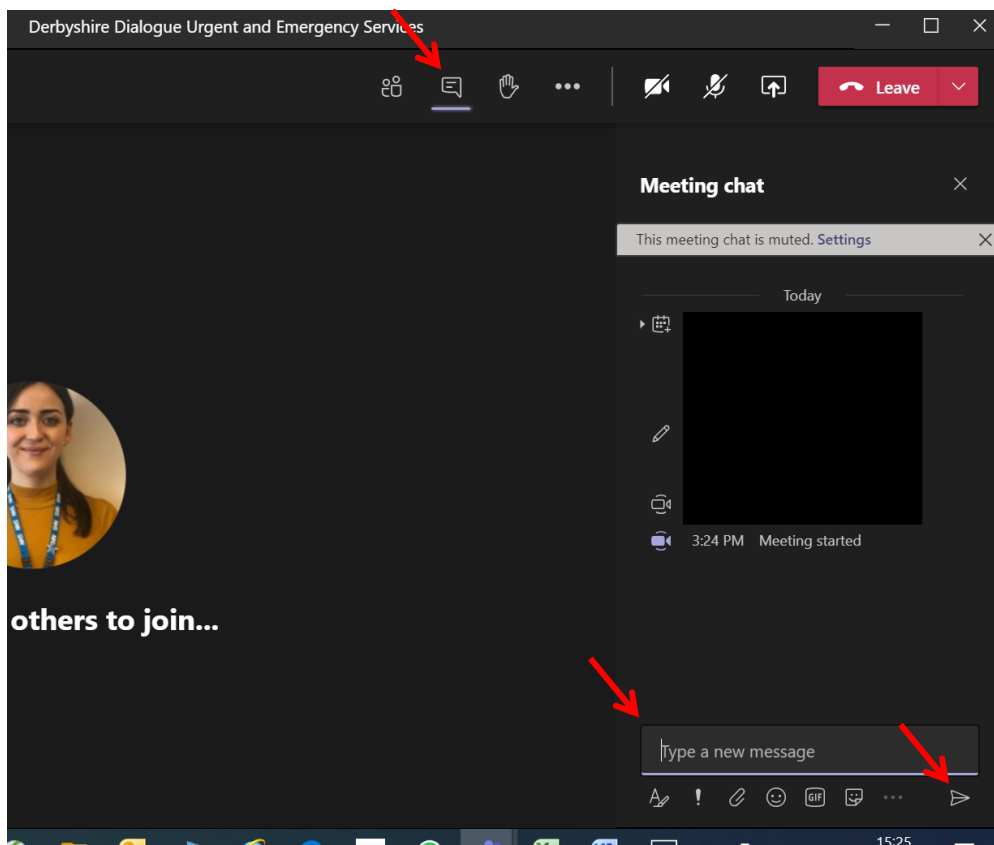
Contact us

We hope this guide is useful, we welcome questions and feedback to:
DDCCG.Communications@nhs.net

Virtual engagement is the new normal for us currently and we want to make this way of engaging as smooth and accessible as possible, thank you for your continued support and involvement.

Please note we can book a British Sign Language interpreter to attend our sessions upon request, so if you receive an invitation to join and would require BSL on the session please email our communications team as soon as possible: DDCCG.Communications@nhs.net

Microsoft Teams official support

If you wish, you can also get help, support and further learning directly from Microsoft Teams, their support page can be found here:

https://support.microsoft.com/en-us/teams