

Learner Information for Microsoft Teams

For the best experience, we recommend downloading the Teams app and using it to join the meeting. Joining via browser can be glitchy and you may have limited access to some features.

To download the Teams app, go to [Microsoft Teams](#), then scroll to Teams for Home, then click Download Teams.

When joining a session, please either log in with your Nova Scotia Health account, or join as a guest. Do not log in with a personal email, as this might limit access to some features of the meeting.

Reminders for your Session:

- Ensure your computer is connected to a reliable Internet source.
 - If possible, plug an Ethernet cable into the computer to ensure the best possible network connection/speed. Otherwise, be as close to the Wi-Fi router as possible and ensure others in your house are not using a lot of bandwidth (e.g., streaming video) during the session.
- Your instructor may want you to participate using a headset with mic/speakers, which will provide optimal sound — please make sure you check ahead of the session if a headset is required. Please mute your microphone when not speaking.
- If you are having trouble accessing the Microsoft Teams meeting on the day and time of your session, please get in touch with one of the course instructors.

Below is a guide on how to access the meeting and common issues with Teams, along with the common features of Teams for your reference.

Joining a Teams Meeting

1. You can join a Teams meeting anytime, from any device, whether or not you have a Teams account.
2. You can join a Teams meeting by connecting via
 - Desktop/Laptop/Tablet
 - Downloading the Teams desktop app (**Recommended**)
 - Joining the Teams meeting on your browser
 - Mobile
 - Download the Teams mobile app

Steps to join a Teams meeting on computer/laptop/tablet:

1. Click on the link to the Teams meeting provided by your instructor.

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Join with a video conferencing device

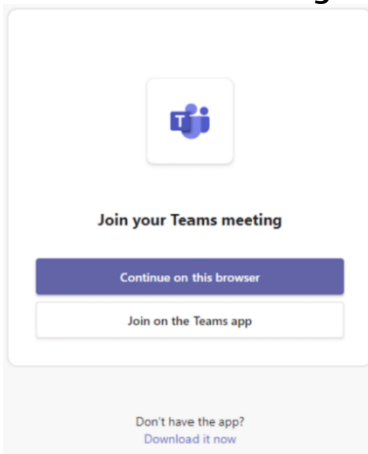
20014895@t.plcm.vc

Video Conference ID: 118 152 724 7

[Alternate VTC instructions](#)

[Learn More](#) | [Help](#) | [Meeting options](#)

2. You will see two choices: Continue on this browser or Join on the Teams app. We **recommend installing the Teams app** to join the meeting.



If you join via browser: You may get a message from your browser (e.g., Chrome, Edge) to ask if you give permission for the browser to use your microphone and camera. Make sure to click “Allow” to this request to be able to use the microphone and the camera during the meeting. If you have any issues with your camera or microphone, see below in audio and visual settings.

You will be asked to enter your name and choose your audio and video settings and then will be able to join the meeting. You may need to wait for someone to admit you into the meeting from the lobby.

If you join using the Teams app: You will need to click on the meeting link. If you do not have the app you will need to download it. Once the app is downloaded, it will ask for permission to use the microphone and the camera. Please “allow” to fully participate in the session. Next you will be given two options for joining the meeting:

- **Join as a guest:** Type your name and Join Meeting
- **Sign in and Join:** Sign in with your Nova Scotia Health Teams account (do not sign in with a personal account, as this might limit access to some meeting features).

Steps to join a Teams meeting on Mobile Device:

1. Click on the link to the Teams meeting provided by your instructor.

Microsoft Teams meeting

Join on your computer or mobile app
[Click here to join the meeting](#)

Join with a video conferencing device

20014895@t.plcm.vc

Video Conference ID: 118 152 724 7

[Alternate VTC instructions](#)

[Learn More](#) | [Help](#) | [Meeting options](#)

2. If you don't already have the Teams mobile app, you'll be taken to your app store to download it. Download the app to your iOS or Android device.
3. Teams will ask if it's okay to use your mic. Be sure to allow it so others in the meeting will be able to hear you.
4. You will be given two options for joining your meeting: **Join as a guest** or **Sign in and join**. Choose **Join as a guest**.
5. Type your name and **Join meeting**.



Manage Audio and Camera Settings

Participants can see if their Camera is on or off at the top menu of the Teams meeting.



In the above image both the camera and the microphone are on.


When you click on either the camera or microphone on this menu, it will turn those functions on or off. When the camera and microphone are off it will have a slash through it, as shown below.



Adjusting Audio Settings


There are two ways you can get to audio settings:

1. (full menu) Click the ***** More** options in the top navigation bar then Audio Settings. Here you can review your Speaker and Microphone settings.

2. (quick menu) Click on the inverted arrow beside the Microphone icon  and click More audio settings to see full menu.

Adjusting Camera/Video Settings

There are two ways you can get to video settings.

1. (full menu) Click the **More** options in the top navigation bar then Video effects and settings. Here you can review options for **Video Effects** - Backgrounds (e.g., blurred) and **Settings** for brightness and mirroring video.
2. (quick menu) Click on the inverted arrow beside the Camera icon . You can then Preview camera/video image, etc. Clicking More video effects at bottom will take you to full menu.

Other Commonly used Features in Teams

Note: If you are joining via browser, you might need to hover near the top of the screen to see the menu bar with these options. Some options may be limited. We recommend joining via the Teams app if possible.

Chat



To access the chat panel, click the icon in the top navigation bar. In this chat panel you can send messages to others. You can post comments or ask questions. If your instructor is using the Polls feature in Teams, you may need to open the Chat feature to participate in Polls.

If you join via your browser, you may not always see a notification when there is activity in the Chat. Usually, you will see a small red dot on the chat icon to indicate activity:



You will need to click the icon to open the chat panel so you can see and participate in the chat.

People



To see the names of the other participants in the meeting, click on People icon in the top navigation bar.

Raise (your hand)



Raise

During a meeting, you can raise your hand virtually to let people know you want to contribute without interrupting the conversation. In the top navigation bar, select the Raise icon. All participants in the meeting will see that your hand is raised, and the meeting organizer or instructor will answer when appropriate.

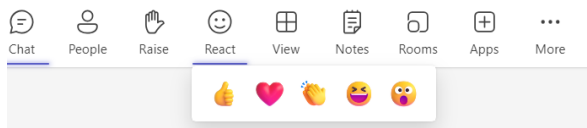
React



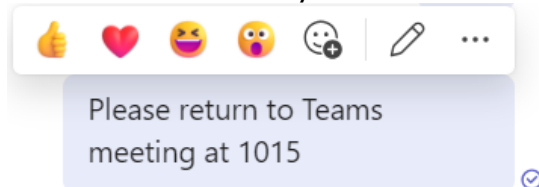
React

Express your feelings or acknowledge another participant by adding reactions.

- **To whole group in Meeting:** On the top navigation bar, click the React icon to add emoticons to your attendee card.



- **To other participant's messages in Chat:** Hover over a chat message and choose the reaction you'd like to use.



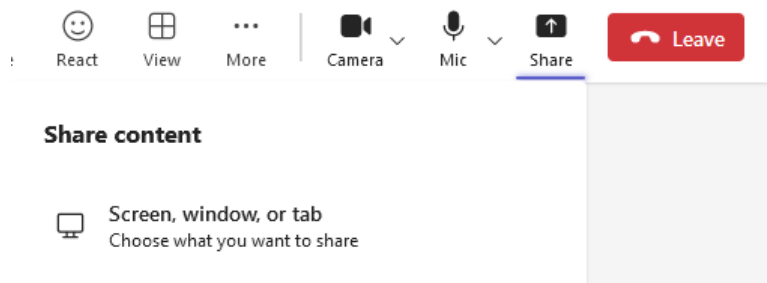
Share



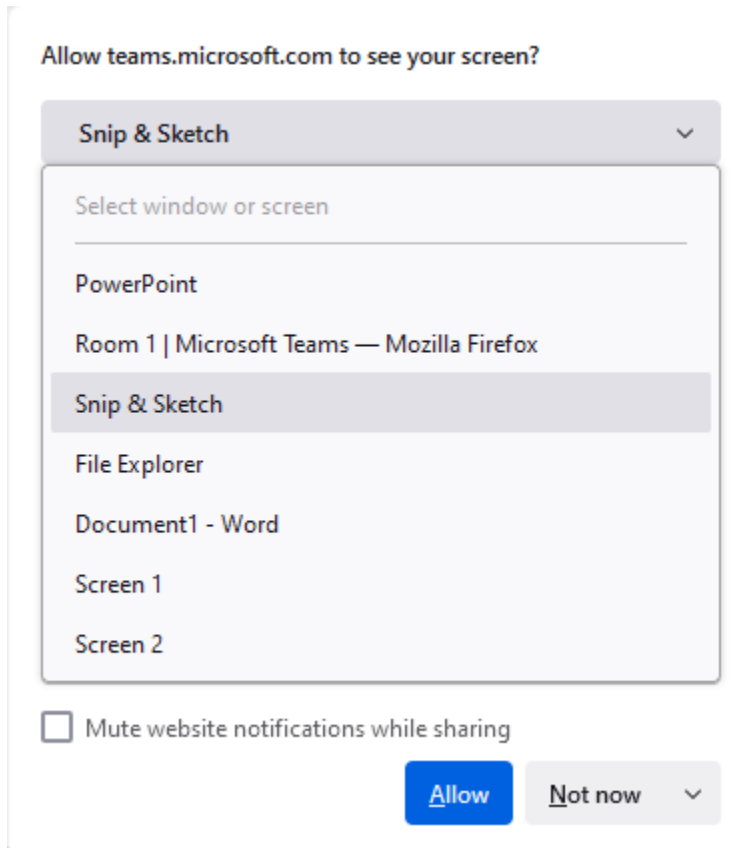
Share

If your instructor has set up the Teams meetings with the Share function, you will see this enabled in the top navigation bar. This enables you to share your screen (e.g., document from your computer, presentation, etc.).

If you are joining the meeting via browser, you may have limited/different options to share when compared to the app. When you click Share, you will be able to share a Screen, window, or tab:



Your browser will have a pop up with a drop down to select from your available screens and the applications/documents you have open. Select one and click Allow:



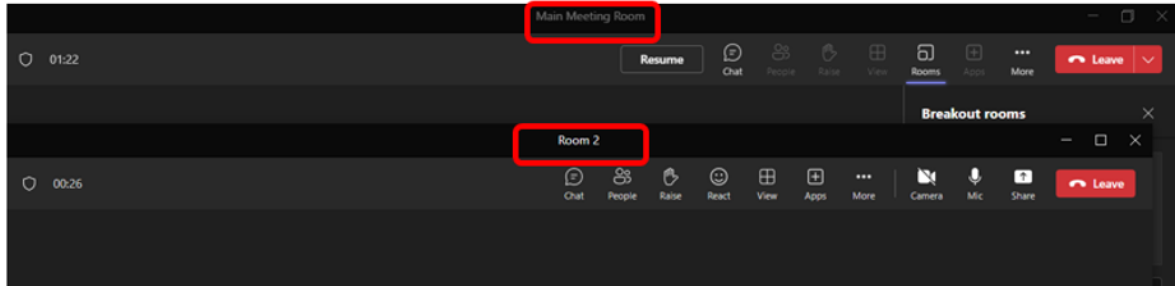
Breakout Rooms

Breakout rooms are used to facilitate smaller group discussions within the Teams meeting. Your instructor will provide additional instructions on how the breakout rooms will work for your session.

Note: Only the meeting organizer/instructor can make breakout rooms.

Joining the Breakout Rooms

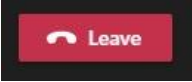
1. Your instructor will give you warning prior to moving you into a smaller breakout room. A message will also appear at the top of your screen telling you the same.
2. If you are late joining the meeting, your organizer will place you into the appropriate breakout room.
3. Upon entering the breakout room, take note of which room you are in in case you get bumped out and the organizer can return you to the correct room. It is at the top of the screen.



4. Keep the Chat panel open while in the Breakout room as your instructor may post Announcements such as the remaining breakout session time, offer discussion ideas, or just give general updates.
5. When your instructor closes the breakout rooms, you will be sent back to the main meeting room.

Leaving the Teams Meeting

When you are ready to leave the meeting, click the red Leave button.

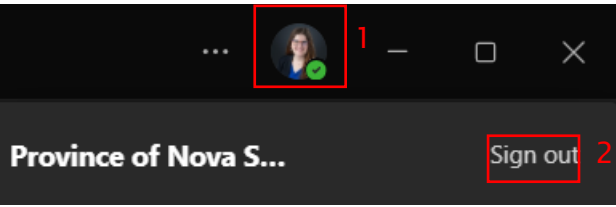


Troubleshooting Common Teams Meeting Issues

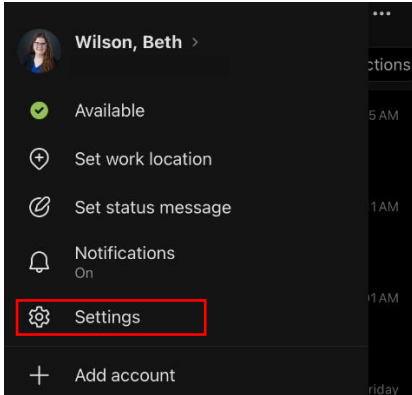
Sign in Issues (when trying to sign in as guest of Nova Scotia Health)

If you are having issues signing in with your Nova Scotia Health login (or do not have a login with Nova Scotia Health), we recommend trying to sign in as a **Guest** to the Teams meeting.

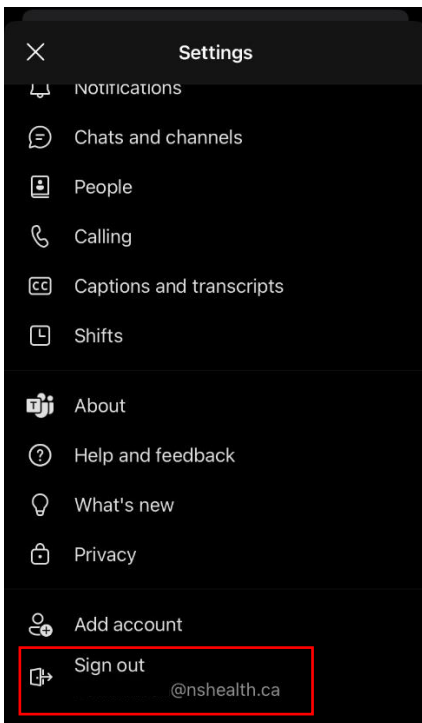
1. Ensure you have signed out of the Teams App on your device.
2. Click on your image icon or your initials and your account options will appear.
3. Click the Sign out button.



If using mobile device- sign out by clicking on your name, which brings you to the menu pictured below.

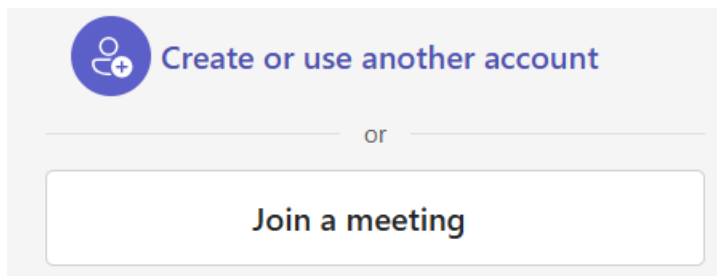


Then select the settings option. This brings you to the menu below.

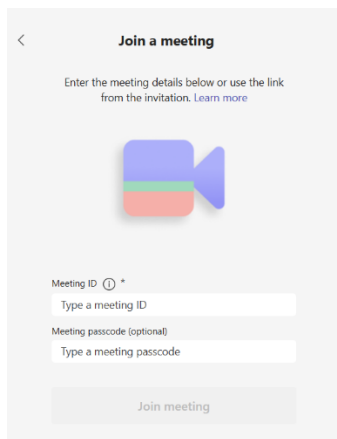


Then you can select the sign out option.

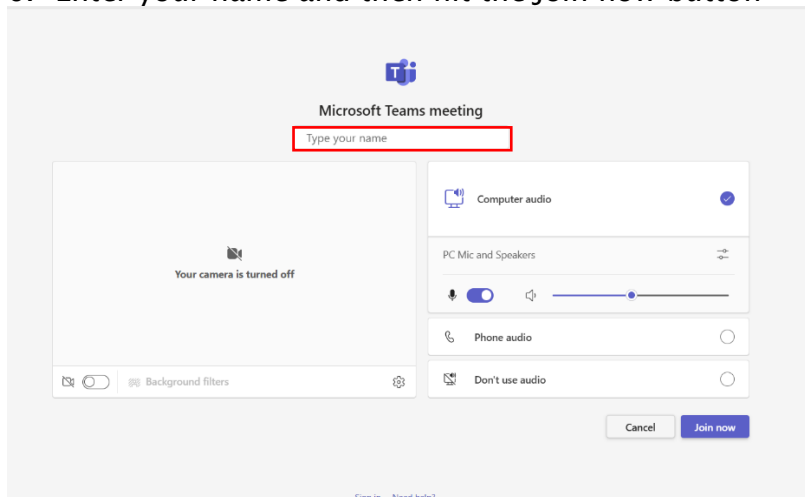
4. Go back to the Teams link in Brightspace and try to join the session as a **Guest**. Open your Teams App and select the Join a meeting button.






5. Enter in the Meeting ID and passcode information (case sensitive). This should appear under the join the meeting now hyperlink in the Brightspace calendar event or announcement.




6. Enter your name and then hit the Join now button





If this option doesn't work, try using a different Web Browser such as:

- Google Chrome 
- Microsoft Edge 
- Mozilla Firefox 

Open a new tab using a Private Browsing, inPrivate window, or Incognito tab option.

- In Chrome, it will look like this:  - click and select "New Incognito Window" from the menu

- In Edge, it will look like this:  - click and select “New InPrivate Window” from the menu
- In Firefox, it will look like this:  - click and select “New Private Window” from the menu

Once you open a new tab, copy and paste the hyperlink (from the Teams Meeting-Join the Meeting now) into the new Incognito/InPrivate/Private tab on the browser.

If Teams is Not Working as Expected

- Ensure you have the latest version of Teams App downloaded.
- Try rebooting (turning off and turning back on) the device you are using and try to sign in again.
- Try using the Teams app on your mobile device.
 - Note: Logging in would be the same as outlined above (e.g. use your NSH account or login in as a Guest). Do not use a personal email, as this will limit the Teams features you can see/use in your session (e.g. polls, breakout rooms).
- Consider uninstalling the Teams App and reinstalling it.