

A GUIDE TO ENABLE PUBLIC PARTICIPATION IN VIRTUAL MEETINGS ORGANISED BY ROTHERHAM COUNCIL

An information guide on Microsoft Teams.

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HOW CAN I PARTICIPATE IN A VIRTUAL MEETING ORGANISED BY THE COUNCIL?

In order to participate in the virtual meeting organised by Rotherham Council you will need to download MS Teams software from the internet.

There is no cost to do this and you will need to allow plenty of time to do this as it can take up to 15 minutes to download.

Please do ensure that you download the MS Teams software well in advance of the meeting.

WHAT IS MICROSOFT TEAMS?



Microsoft Teams is a persistent chat-based collaboration platform complete with document sharing, online meetings, and many more extremely useful features for communications.

It is extremely user-friendly and can facilitate a work environment between remote users.

Rotherham Council has opted to use Microsoft Teams as the software of choice for virtual meetings as it enables contributions from people using a wide variety of devices, not all of whom are on the Council network. It is free for members of the public to download and offers a good level of security for all.

Further Information

Further information can be located on the Microsoft [website](#).

Video Training

If you would find it helpful to view video training direct from the Microsoft website [click here](#).

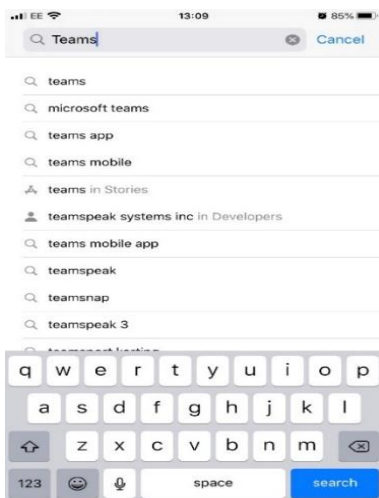
GUIDANCE ON HOW TO DOWNLOAD THE TEAMS APP

For iPhone

If you have an iPhone, click on the App store icon, it should look similar to this:



Type the word **Teams** in the search box:



The Teams app will be displayed, click on the **Get** button. The app will begin to download.



Once the app has downloaded, click on **Open** – Your device is now ready to start using Teams!



When you receive a Teams meeting invitation, once you click on the 'join the teams meeting' link, the Teams app will automatically open ready for you to take part in the meeting.

For Android and other phones



- Click the Play Store icon and type 'Teams or Microsoft Teams' in the search box.
- Click on download. Once the app has downloaded, click on **Open** – Your device is now ready to start using Teams!
- When you receive a Teams meeting invitation, once you click on the 'join the teams meeting' link, the Teams app will automatically open ready for you to take part in the meeting.

HOW TO JOIN A MEETING AS A GUEST IN MICROSOFT TEAMS

If you have been invited to a Microsoft Teams meeting, you should have received an email with a link. You can use a laptop or mobile device (tablet or phone) to take part in the meeting.

Downloading the Teams app to your device

You will need to have downloaded the Microsoft Teams app to your device in advance of the meeting. Please allow yourself plenty of time to do this as it can take up to 15 minutes.

Here is how to join as a guest:

Step 1 – The Meeting Invite

Check your email for the Teams Meeting invite and click the Join Microsoft Teams Meeting link.

[Join Microsoft Teams Meeting](#)

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

Select the link before the meeting is due to start, to allow time for any problems you may encounter. You can add the meeting to your calendar in advance if you prefer and return to this when the meeting is due to take place.

Joining by Tele-Conference

If you are unable to join by Microsoft Teams and have specified the need to join the meeting by telephone, the diary invite will clearly specify dial-in details. The diary invite will look like this and you will need to use the allocated telephone number and conference ID pin provided.

[Join Microsoft Teams Meeting](#)

[+\[telephone number\]](#) United Kingdom, London (Toll)

Conference ID: xxx xxx xxx#

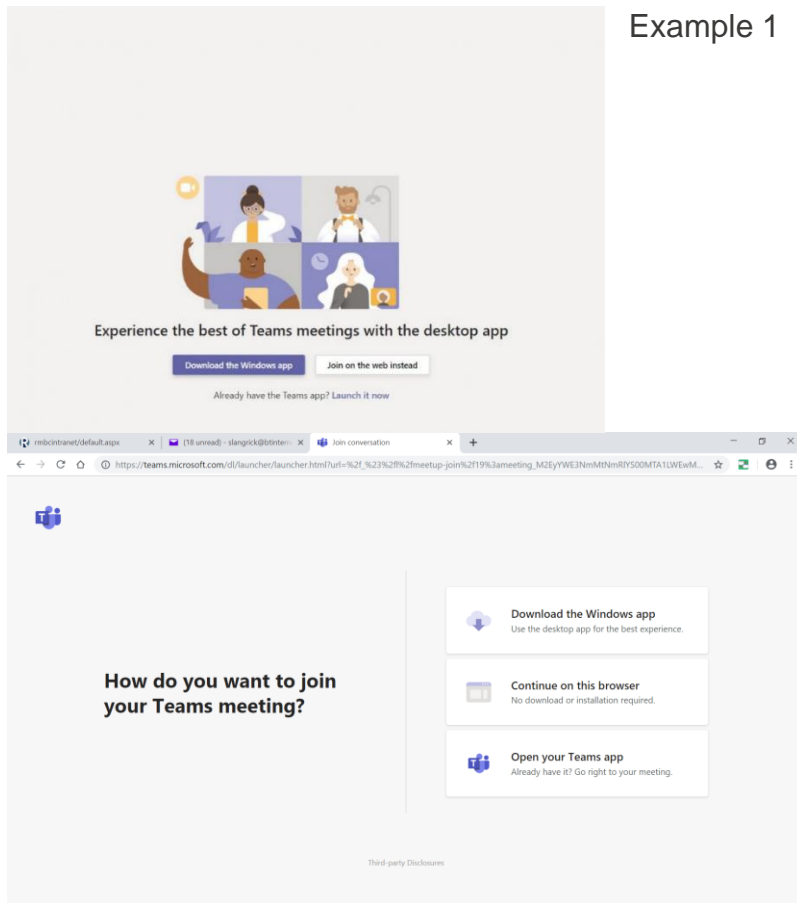
[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

Step 2 – Joining the meeting

When you select the 'Join Microsoft Teams meeting link, depending on whether you've joined from a web browser or IOS or Android tablet device, there will be different options for joining.

From a Web Browser (e.g. PC or Laptop)

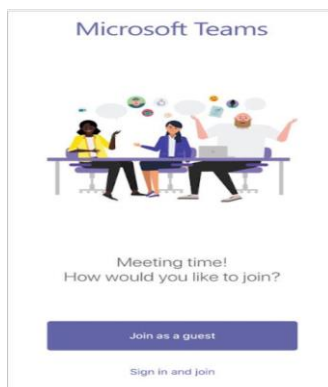
You will see one of the following two screens:



Choose to join the meeting 'on the instead' (Example 1) or 'Continue on this browser' (Example 2). Your browser will then ask you to use your webcam and microphone, so be sure to accept both. This ensures you'll be seen and heard during the meeting.

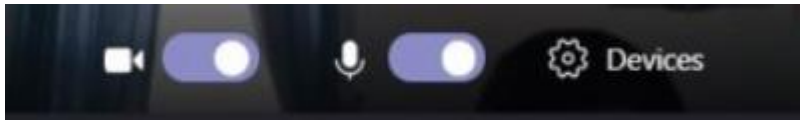
From a Mobile Device (e.g tablet or smartphone)

You will be given two options for joining your meeting: **Join as a guest** or **Sign in and join**. Choose **Join as a guest**.

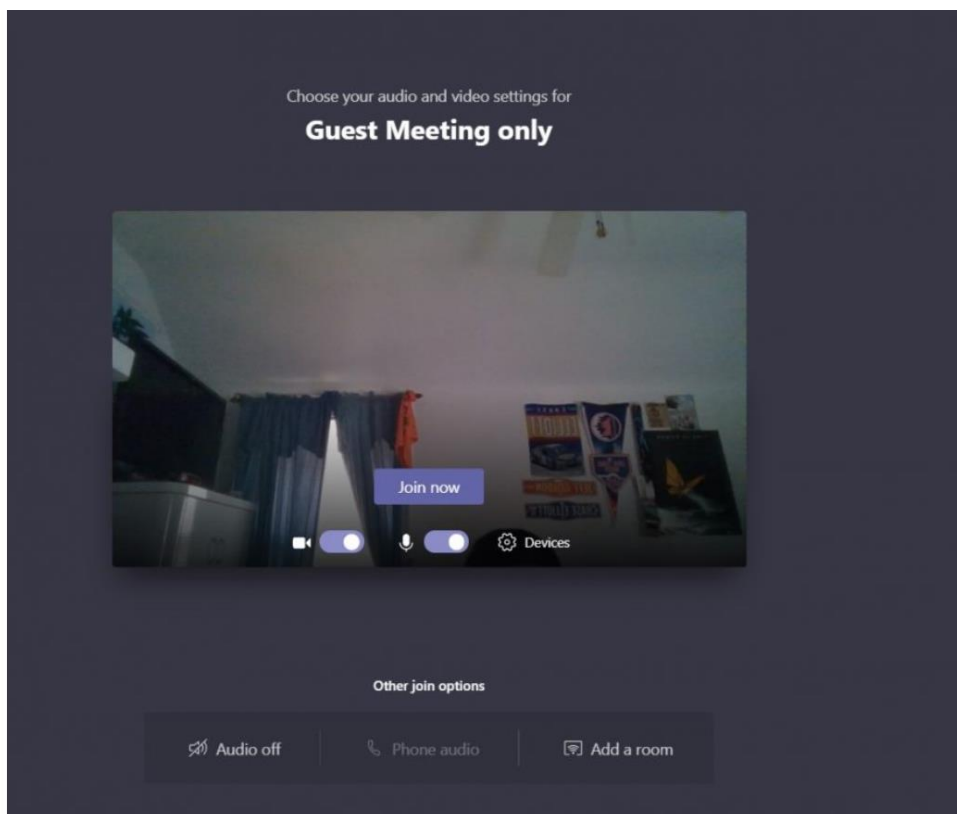


Step 3

Once you've launched Microsoft Teams, you will have to enter your name and choose your audio and video settings. You can click or tap off your microphone or camera/webcam.



Once you're ready, you can click or tap on the purple Join now button.



Step 4

Finally, you'll be put into the meeting lobby. Once you're in the lobby, the meeting organiser will be notified that you are there, and you will be admitted in.

If no one has admitted you into the meeting within 15 minutes of joining, you'll be removed from the lobby, and you will need to join again.

USEFUL TIPS FOR GUESTS IN PREPARING TO JOIN MICROSOFT TEAM VIRTUAL MEETINGS

It is advisable that you trial MS Teams beforehand so you are comfortable with the use of the software.

Testing software

Are you confident on how to access the meeting?

- Has your laptop / other hardware got a camera?
- Does your microphone work?
- Does your headset work (if using one)?
- Do your speakers work (if using those)?
- Is your iPad / Laptop fully charged and working appropriately?

Identity presentation

Ensure that you position yourself in the viewing frame so that Members/viewers can see your shoulders and face.

Treatment of other household electronic devices

Where possible, it is advisable to remove other electronic devices from the room in which you are located, or switch them off. There is a potential for interference and/or feedback during livestreaming arising from electronic equipment. Of particular note is the potential for slow connectivity when large amounts of the bandwidth are taken by other device users in the household (if at home), especially those who may be active on gaming equipment.

Telephones

Ensure that all phones, landline and/or mobiles are switched to silent throughout the course of your participation in the meeting so that you can be heard clearly.

Surroundings

Have a look at where you are planning to access the meeting. The environment should be quiet with no interruptions. You may consider how you can prevent interruptions from others in the household. A sign on the door is useful and/or verbal notification of the event.

Lighting

Can you be seen clearly? If you sit next to a light, is there a brightness that glares in your face obscuring the viewing frame. Viewers will want to be able to see who you are. Is there glare from a window behind you?

Timing of the Meeting

Meetings begin promptly so it is advisable that you are sat in the virtual lobby awaiting access at that time.

What Happens if Something Goes Wrong?

Technology

If your connection drops away from the event, you can resume by going back to the original MS Outlook invitation to the meeting and click on the Join MS Teams Meeting link again to re-join.

It will be noted if you have dropped away from the meeting and wait for you to re-enter the virtual lobby where you will be admitted at the appropriate time.

If the whole meeting ceases due to technical issues, all reasonable endeavours will be made to resume.

Inappropriate infiltration by uninvited third parties

There have been cases across the country where a handful of virtual meetings have had sabotage attempts by third parties where inappropriate content has been shared publicly both verbally and visually.

The Council may choose to temporarily adjourn the live meeting if this occurs until the third party can be exited from broadcast. This is one of the exceptional circumstances when a meeting may be paused. In this event, the meeting will be reintroduced from the point it was interrupted with explanatory wording and it will continue thereafter.

If you are waiting in the virtual lobby and an adjournment occurs, please remain waiting.