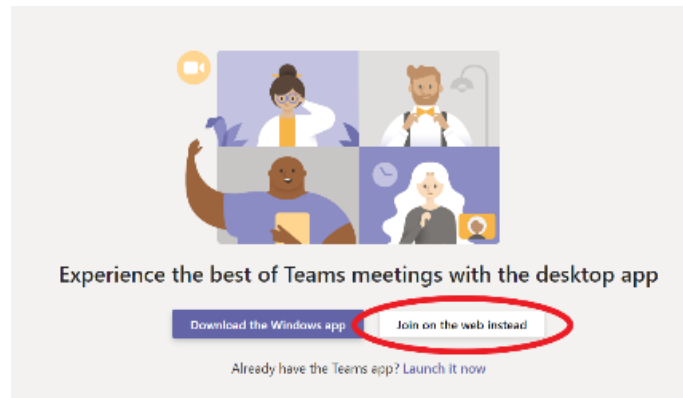# Client Guide: Using Microsoft Teams for Virtual Meetings

- In order to attend the virtual meeting, you will need access to a mobile phone, tablet, desktop, or laptop and an internet connection (data fees may apply without Wi-Fi access).

- All virtual meetings take place through Microsoft Teams (Teams). You can download the free Teams app prior to your first meeting (see instructions below) or you can participate via the Teams website.

- You will receive an email with the details of your virtual meeting. This email will have a link that says, "**Click here to join the meeting**." You will need this link to join your meeting, so make sure you can find the email on the day of your appointment.

If you will be participating in virtual meetings with a **mobile phone** or **tablet:**
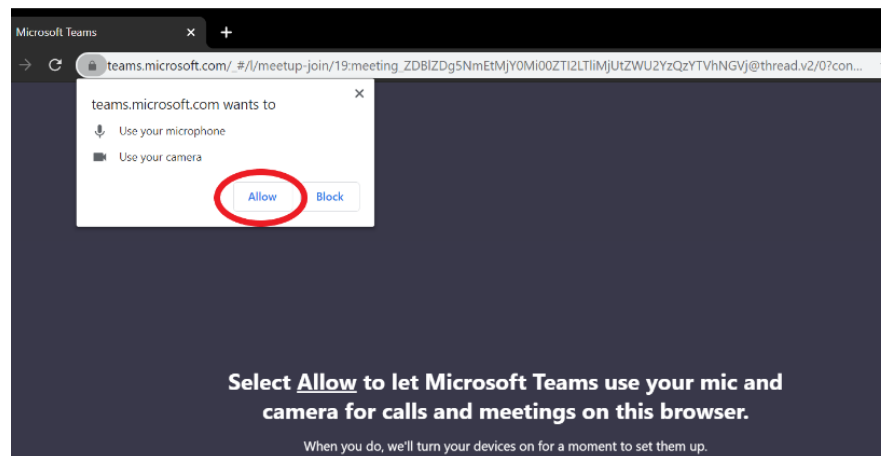
- Please download and install the free Teams app prior to your first meeting. This is available at the App Store for iPhone, or via Google Play for android. You **do not** need to sign up or register, as you can sign in as a guest.

- At the time of your scheduled meeting, open the meeting link from your email invitation and select "**Click here to join the meeting**". If you have Microsoft Outlook, you can click the link from your calendar.

- You have the option to control your camera and audio settings when joining the meeting and anytime during the meeting.

If you will be participating in virtual meeting with **a desktop** or **laptop**:

- At the time of the scheduled meeting, open the email message containing the meeting invitation and select "**Click here to join the meeting**".
- If the Teams app is already installed on your computer, the meeting will open automatically after you select "**Click here to join the meeting**".
- If the Teams app is not already installed, a new window will open where you can choose to either "**Download the Teams app**" or "**Join on the Web Instead**" (you may experience better sound quality with the Teams app).
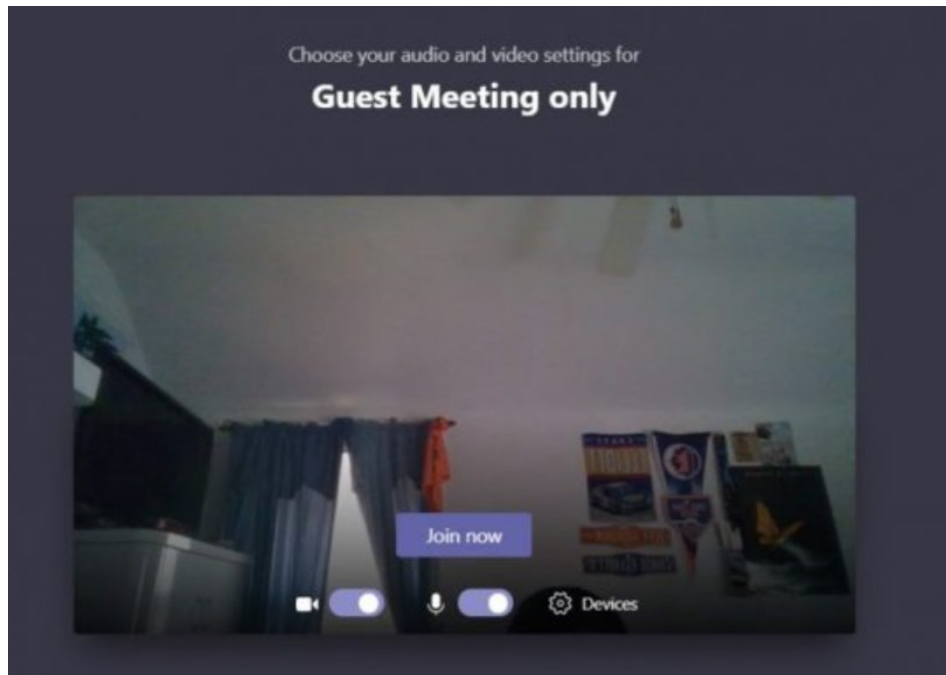


- If you choose "**Join on the web instead",** a new tab will appear with some basic connection instructions you must follow.
- Click on the "**Allow**" button to let Teams access your microphone and camera.
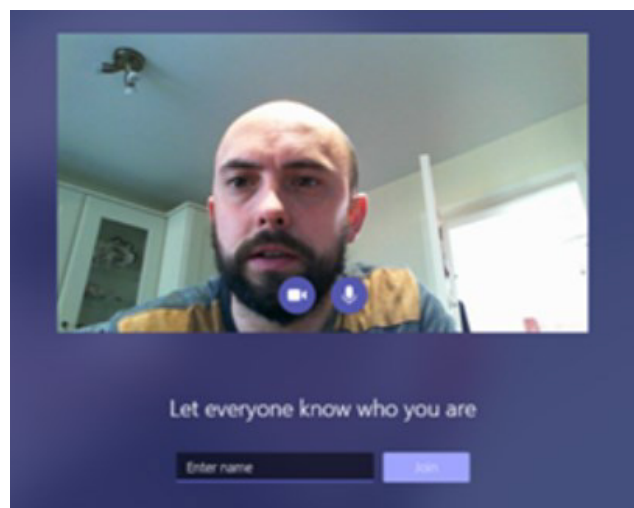


- Some MAC computers/laptops may not work properly unless you use either Microsoft Edge or Google Chrome.
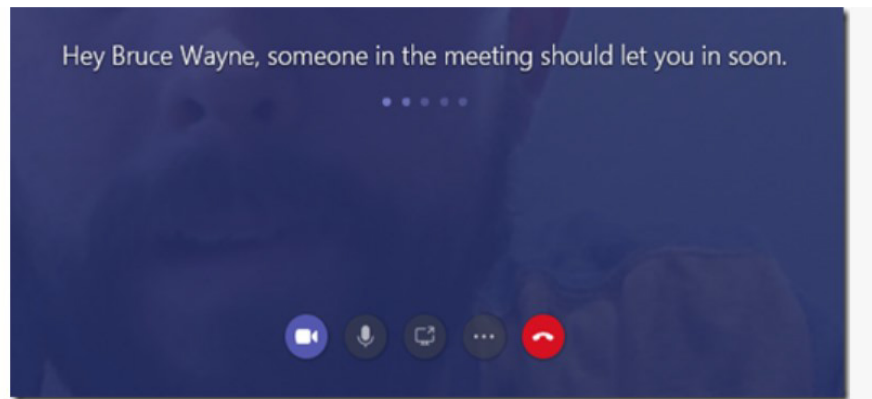
## All Devices:

- Once you have completed the steps outlined above, you will be able to join the virtual meeting.
- You will be directed to a screen like the one below. You have the option to control your camera and audio settings before you select "**Join Now**". You can control these settings during the meeting as well.



- Once you select "**Join now**", a screen like the one below will open. Enter your initials and select "**Join**"
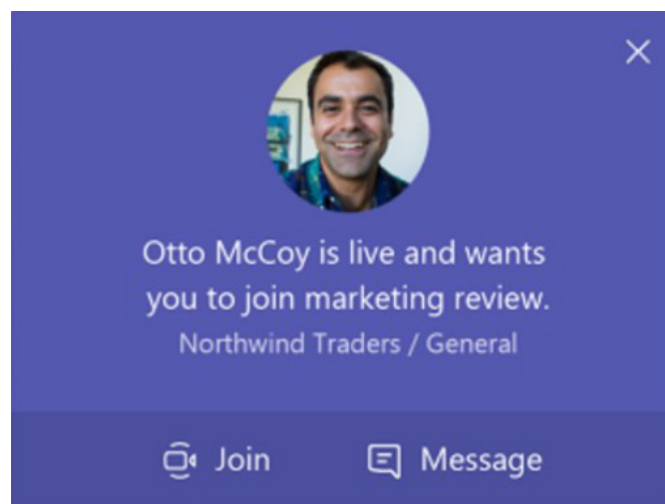


- If you are the first person to join the meeting, you may receive a notification like the one below. If this happens, just wait until your Caseworker lets you join the meeting.

Notification

- If your Caseworker has already started the meeting, you will receive the following message and can select "**Join**" to enter the meeting.



- If you are having trouble joining your meeting, please contact your Caseworker by phone for help.

## Changing your background for a Teams meeting

**Change your background before the meeting starts:**

- While you're setting up your video and audio before joining a meeting, select **Background effects** 🖼. It's just to the right of the mic switch. Your background options will display on the right.
- Choose **Blur** to blur your background. You'll appear nice and clear while everything behind you is subtly concealed.
- You can also replace your background with one of the five white background options
- Your new background will persist in all your meetings and calls until you change it again.
- To turn off background effects, select ⊘

**Change your background during a meeting**

- To alter your background after you've already joined a meeting, go to your meeting controls and select **More actions** ••• > **Show background effects**.
- Select **Blur** to blur your background, or choose one of the five white background options
- To turn off background effects, select ⊘ .
- You'll be able to preview your chosen background to see how it looks before you apply it.