

# MICROSOFT TEAMS TIPSHEET

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## JOINING AN EVENT

### Confirmation Email & Event Link


- a) If the event does not require an eligibility secondary screening, then you will receive a registration confirmation email immediately after registration
- b) If the event requires an eligibility secondary screening, then the link to the event will only be sent once eligibility is confirmed

### Joining the Event via Web Browser

#### Step 1

Open your registration confirmation email and click on the link

Registration Confirmation for <event name>



SP\_Notifications  
To

invitation.ics  
977 bytes

Suggested Meetings

+ Get more add-ins

Hi <your name>

You are registered to attend <event name> on <date & time>

To join the session, please click on this [link](#).

Please enter your event registration name when joining the event for attendance purposes.

Event Registration Name: <your name>

**NOTE:** This event will be held on Microsoft Teams. The Teams platform works best on a personal computer through the web browser link provided above. Here is a [Teams tip sheet](#) to help you use the platform on both a personal computer and a mobile device.

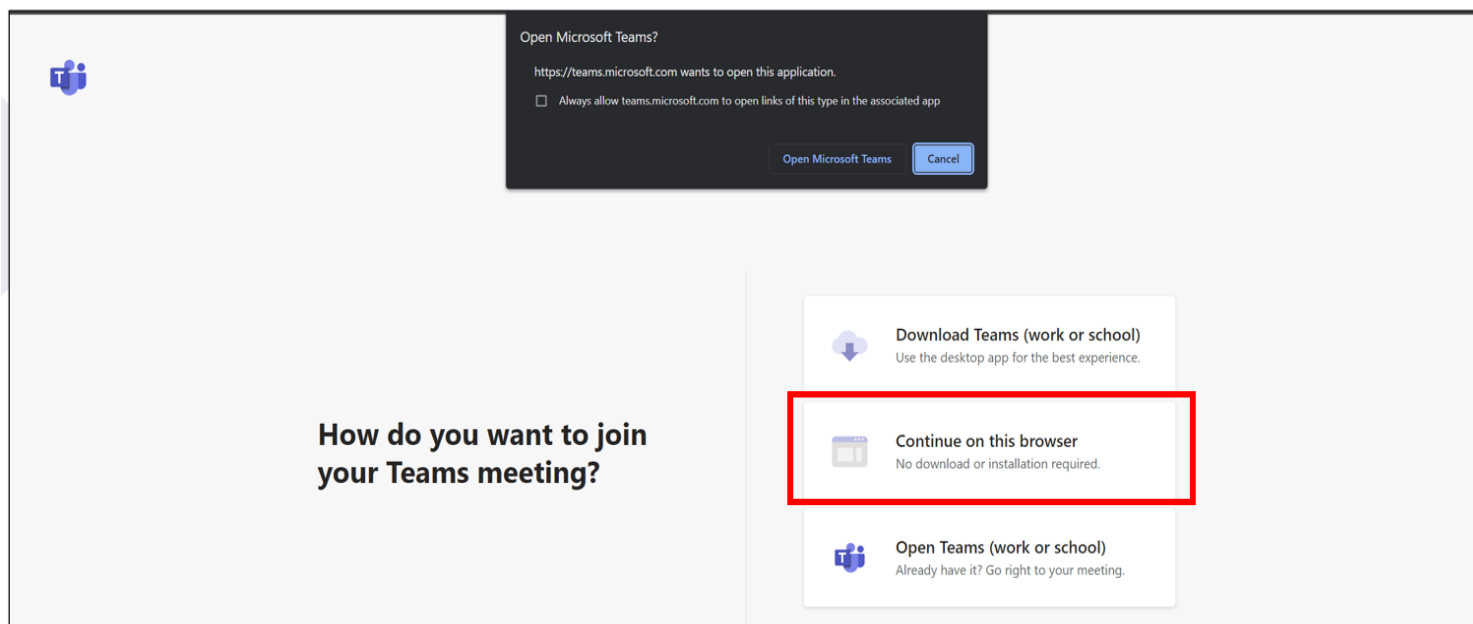
If you have any questions about this event, please email the event facilitator at [wellness.registration@surreyplace.ca](mailto:wellness.registration@surreyplace.ca)

Thank you,  
Surrey Place

**Stay Connected!**  
Make sure you subscribe to our newsletter [www.surreyplace.ca/subscribe](http://www.surreyplace.ca/subscribe)

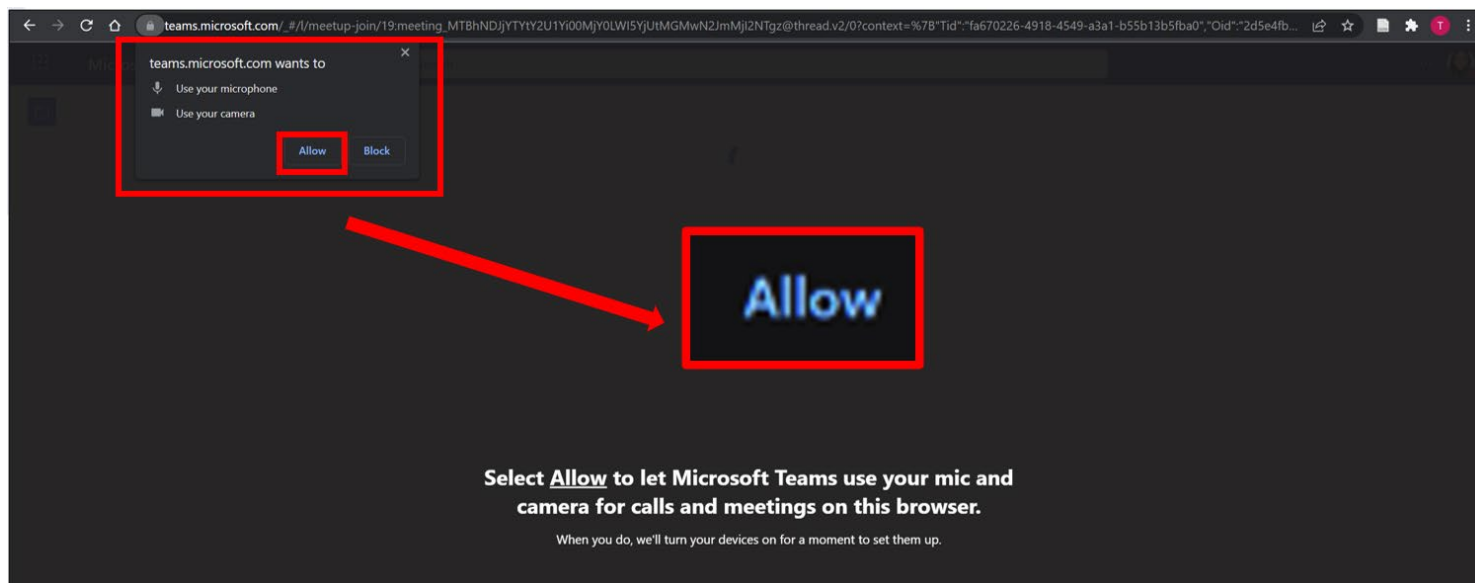
## Step 2

Click on "Continue on this browser"



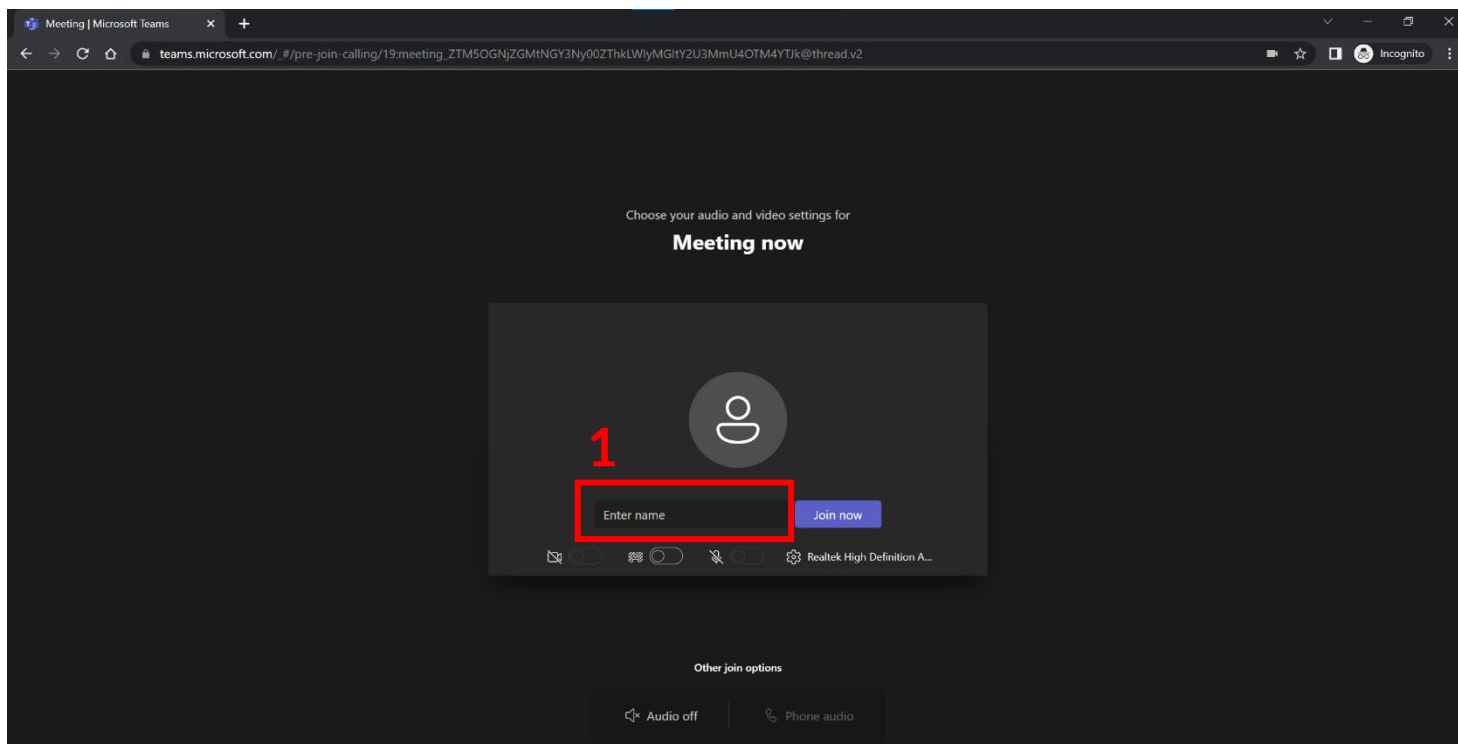
## Step 3

Click on "Allow" to have the option of using your microphone and/or camera during the event



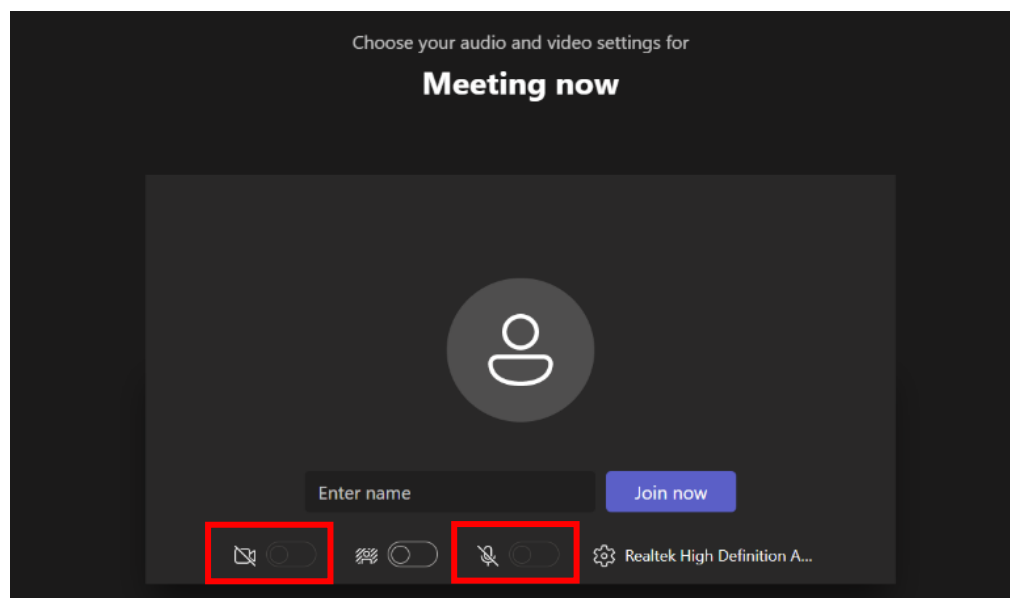
## Step 4

Enter your event registration name  
(Note: enter your **FULL** name. Please do not use initials)



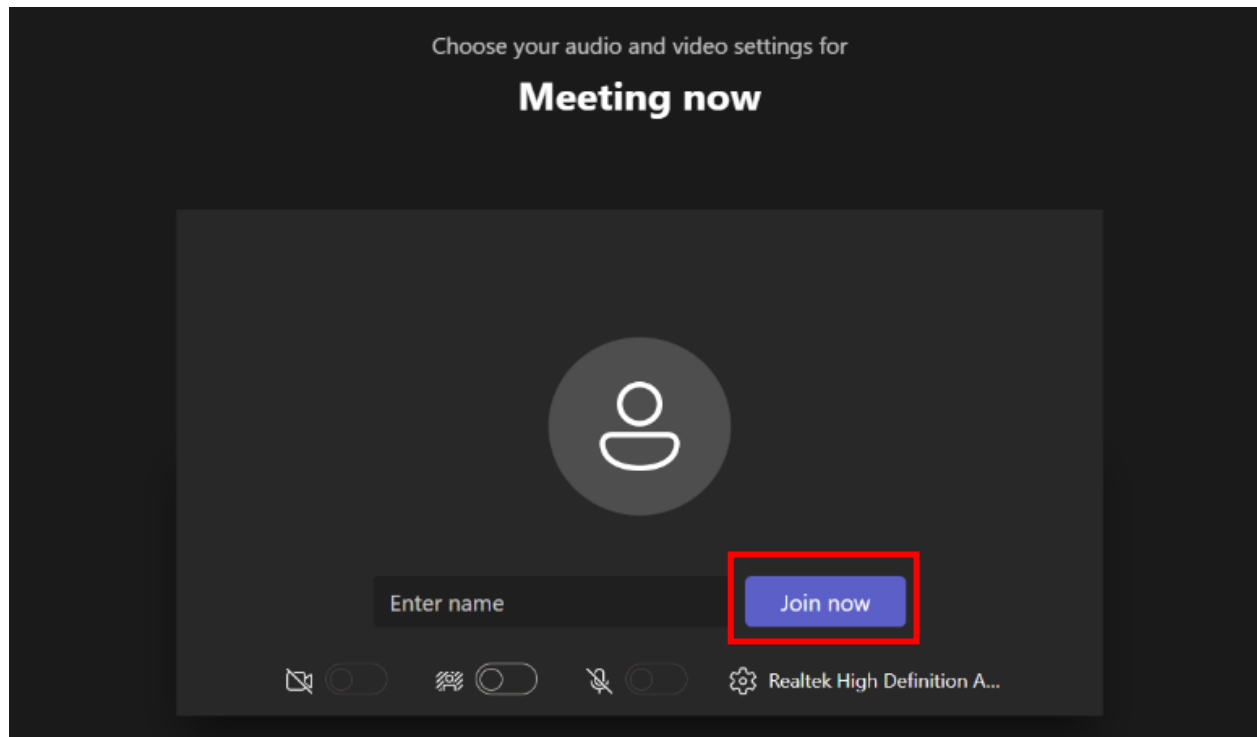
## Step 5

Toggle the camera and mic to OFF  
(Note: you will have the option to turn the camera and mic ON during the event upon facilitator request)



## Step 6

Click "Join now"



## Joining the Event via Desktop App

### Step 1

Open your registration confirmation email and click on the link

Registration Confirmation for <event name>

SP\_Notifications  
To

invitation.ics  
977 bytes

Suggested Meetings + Get more add-ins

Hi <your name>

You are registered to attend <event name> on <date & time>

To join the session, please click on this [link](#).

Please enter your event registration name when joining the event for attendance purposes.

Event Registration Name: <your name>

**NOTE:** This event will be held on Microsoft Teams. The Teams platform works best on a personal computer through the web browser link provided above. Here is a [Teams tip sheet](#) to help you use the platform on both a personal computer and a mobile device.

If you have any questions about this event, please email the event facilitator at [wellness.registration@surreyplace.ca](mailto:wellness.registration@surreyplace.ca)

Thank you,  
Surrey Place

**Stay Connected!**  
Make sure you subscribe to our newsletter [www.surreyplace.ca/subscribe](http://www.surreyplace.ca/subscribe)

### Step 2

Click on “Open Microsoft Teams”

Open Microsoft Teams?

https://teams.microsoft.com wants to open this application.

☐ Always allow teams.microsoft.com to open links of this type in the associated app

Open Microsoft Teams Cancel

How do you want to join your Teams meeting?

Download Teams (work or school)  
Use the desktop app for the best experience.

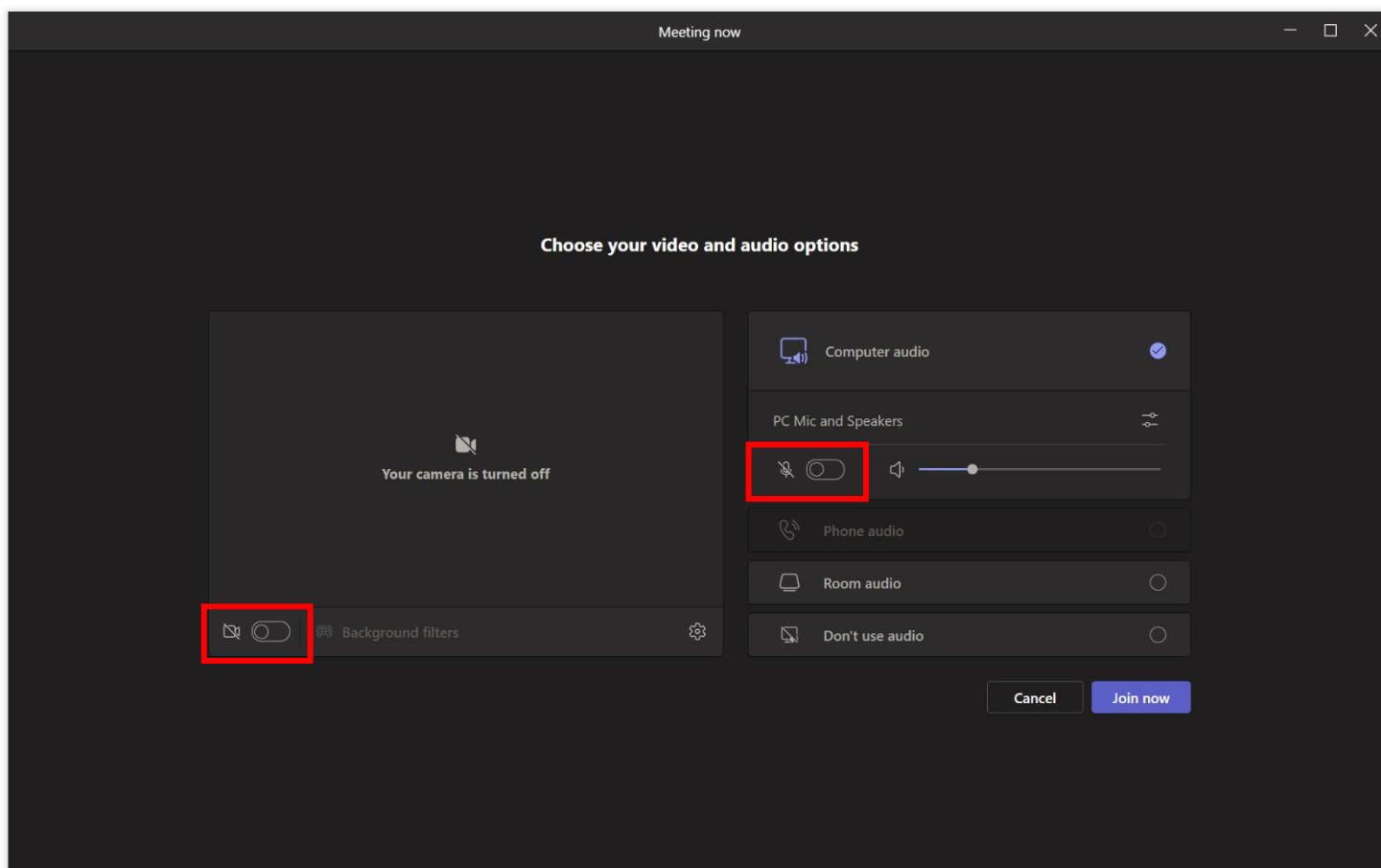
Continue on this browser  
No download or installation required.

Open Teams (work or school)  
Already have it? Go right to your meeting.

## Step 3

Toggle the camera and mic to OFF

(Note: you will have the option to turn the camera and mic ON during the event upon facilitator request)



## Step 4

Click "Join now"

Choose your video and audio options

Your camera is turned off

☐ Background filters

Computer audio ☒

PC Mic and Speakers ☐

Phone audio ☐

Room audio ☐

Don't use audio ☐

Cancel

Join now



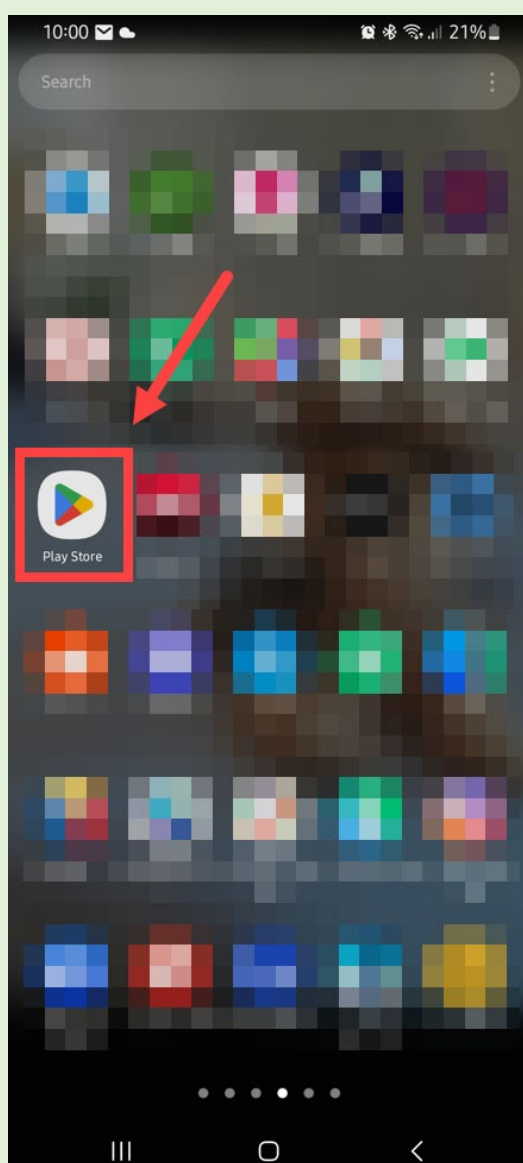
## Downloading the Microsoft Teams App

**Note:** To join a Microsoft Teams meeting using your mobile device (smartphone or tablet), **you must download the Microsoft Teams app first**

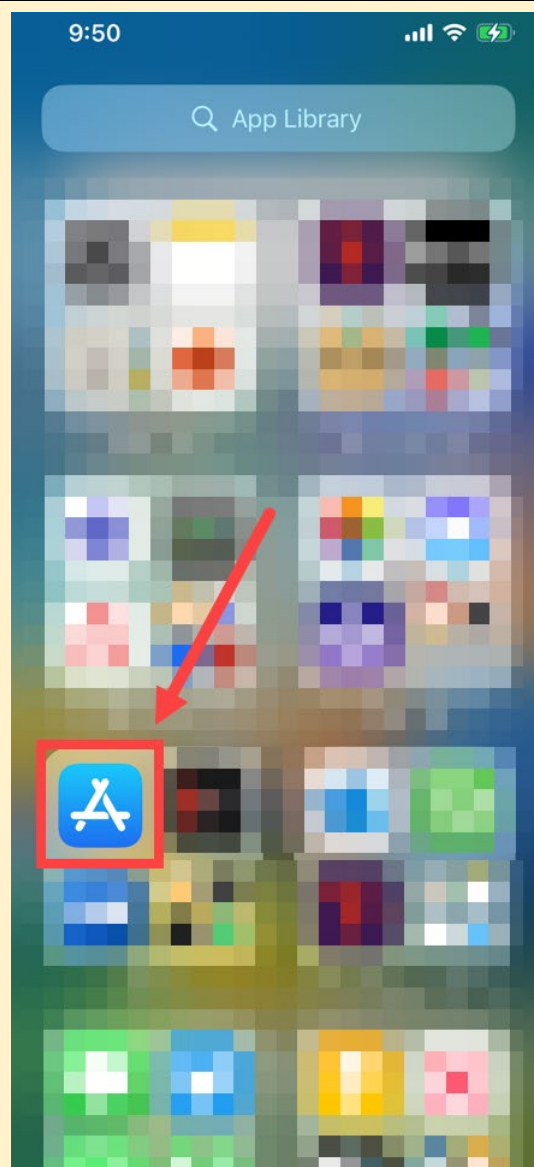
### Step 1

Go to your mobile device's App Store

#### Android Device: Play Store



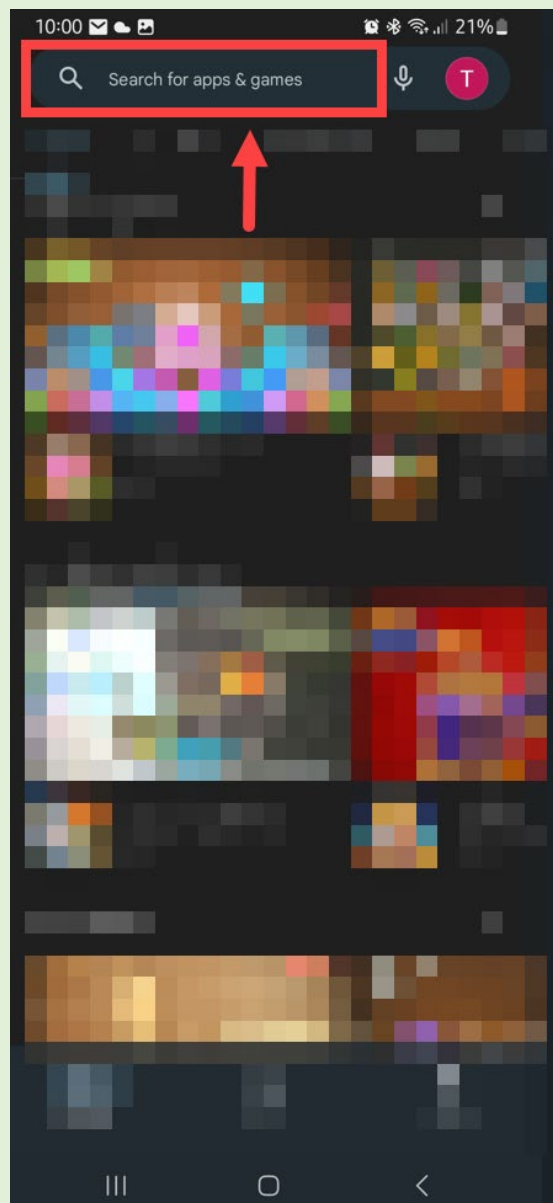
#### Apple Device: App Store



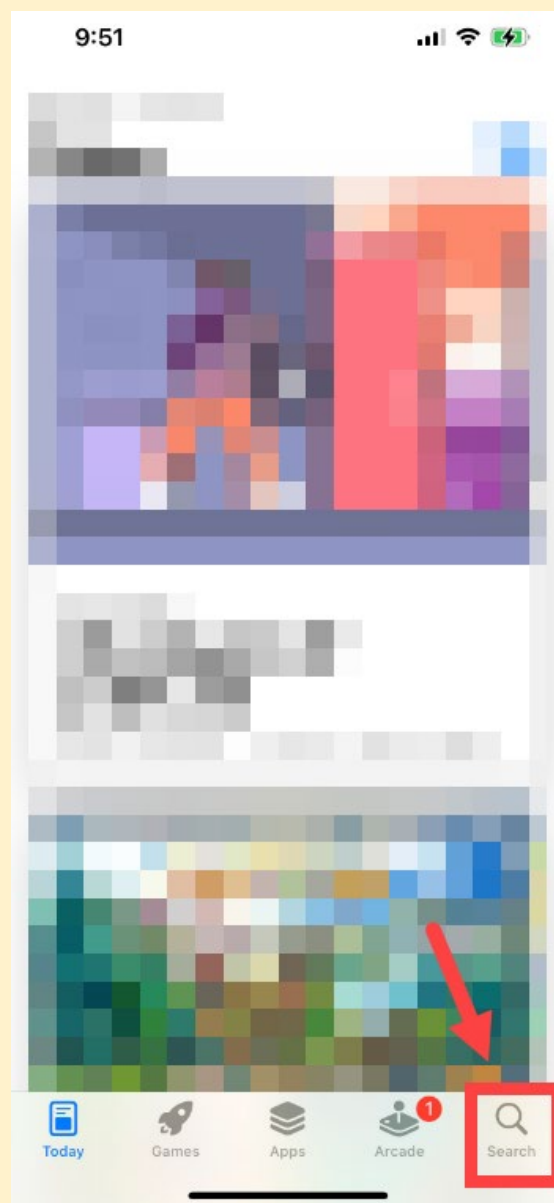
## Step 2

Click on 'Search'

### Android Device:



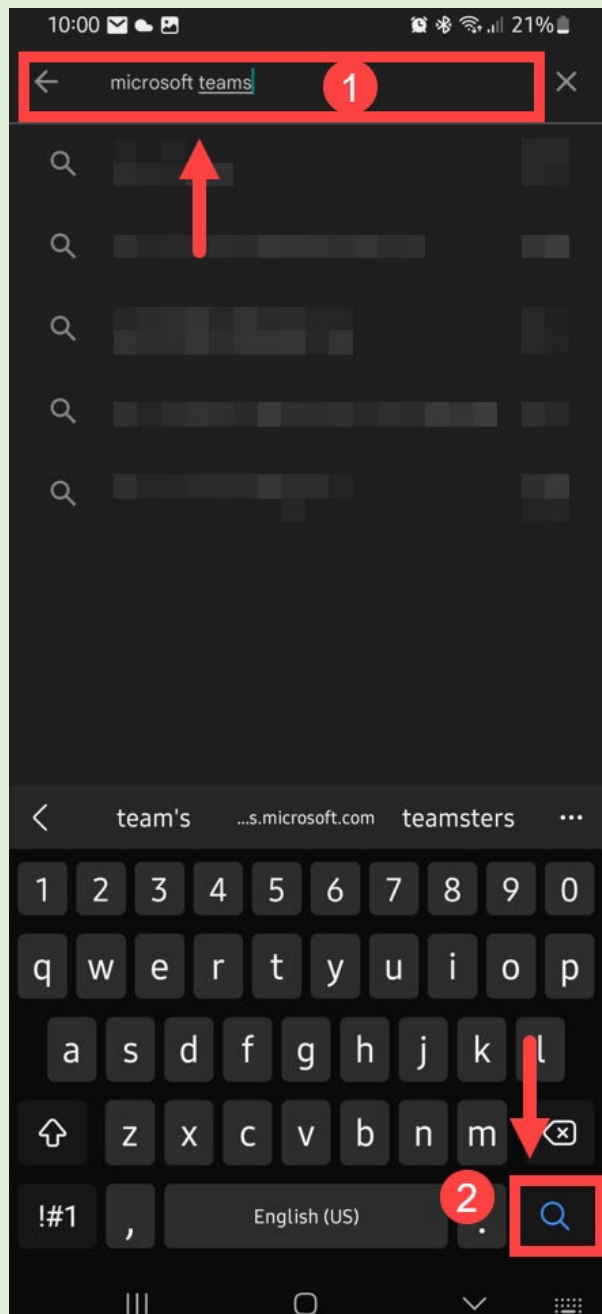
### Apple Device:



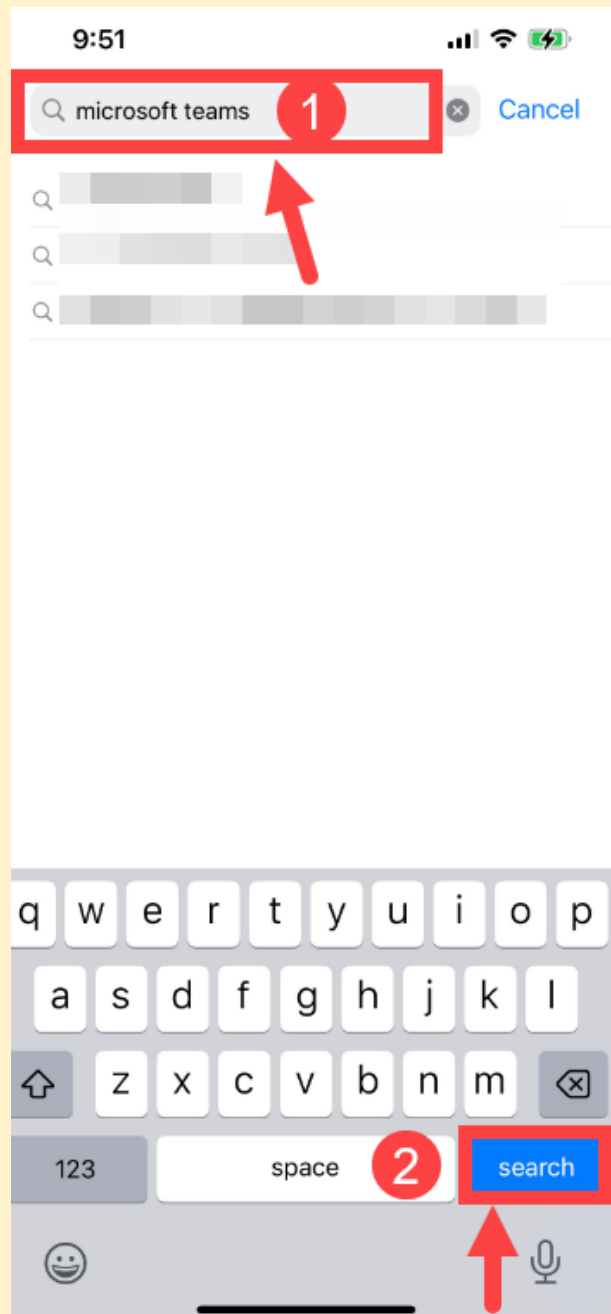
## Step 3

Type in 'Microsoft Teams', then press Search

### Android Device:



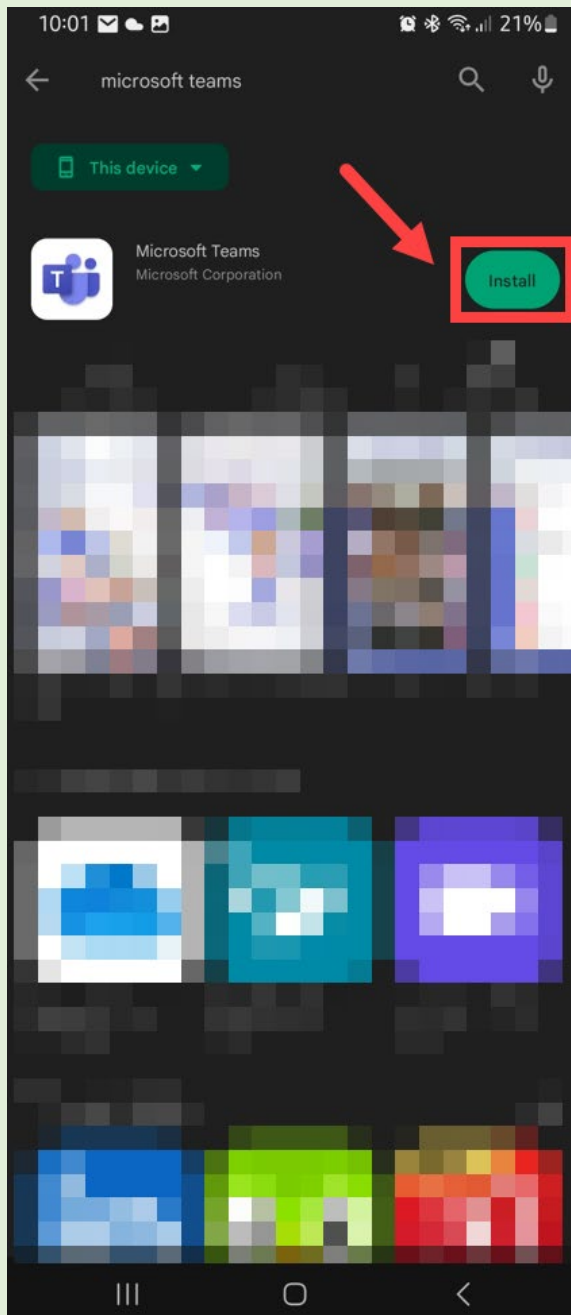
### Apple Device:



## Step 4

Click on 'Install' (Android) or 'Get' (Apple)

### Android Device:



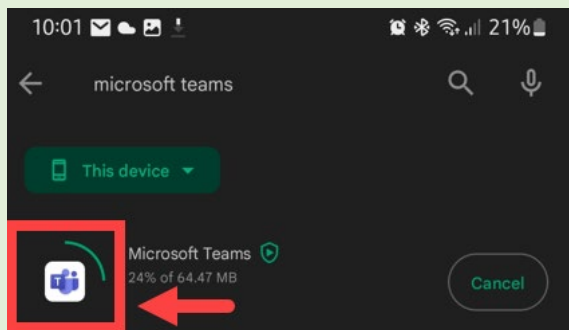
### Apple Device:



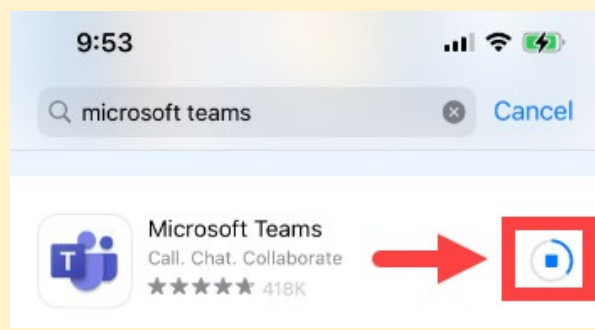
## Step 5

This means your app is now downloading

### Android Device:



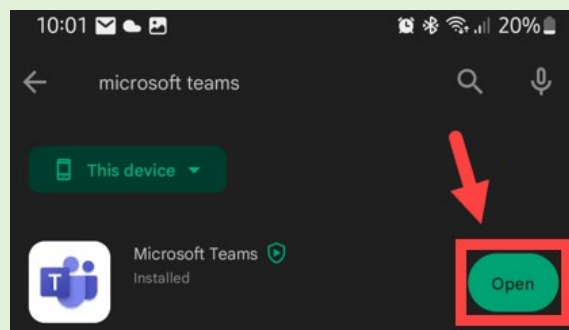
### Apple Device:



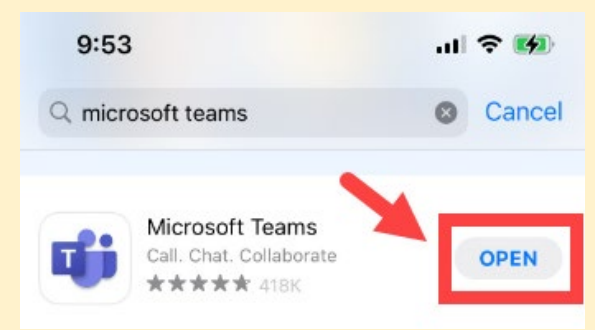
## Step 6

Microsoft Teams is now installed on your mobile device.  
 Please proceed to the next section 'Joining the Meeting via Mobile App'

### Android Device:



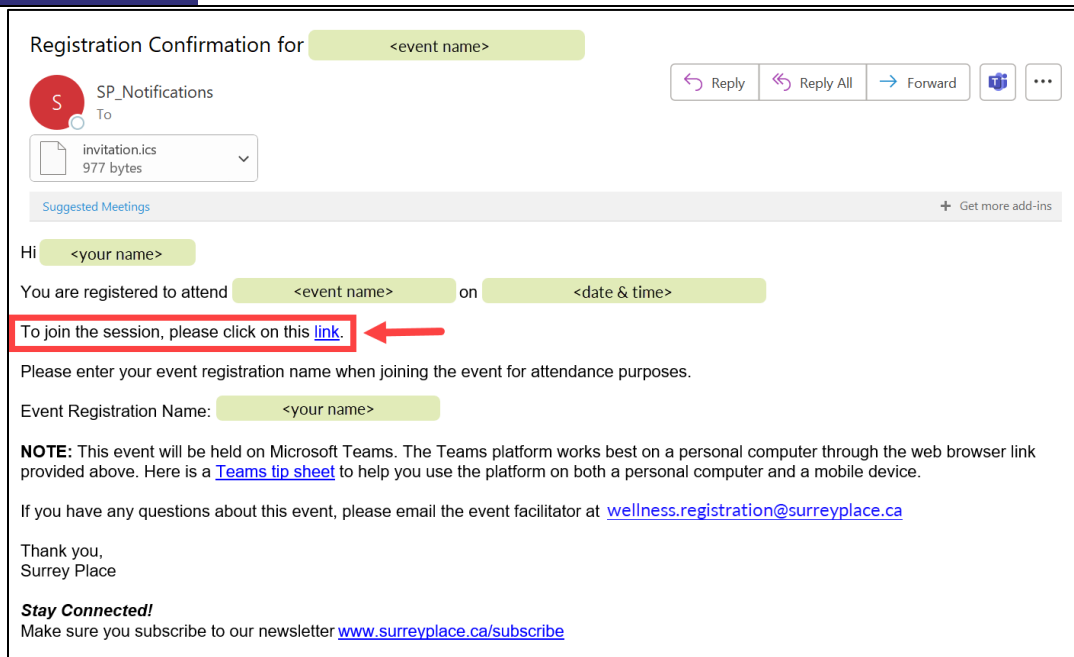
### Apple Device:



## Joining the Meeting via Mobile App

### Step 1

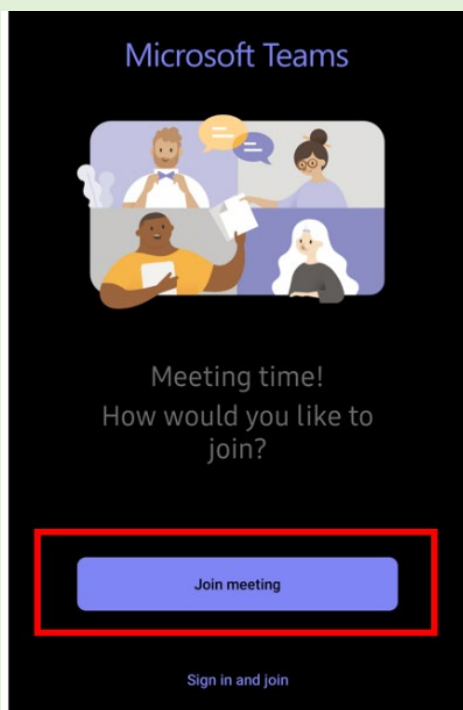
Open your registration confirmation email and click on the link



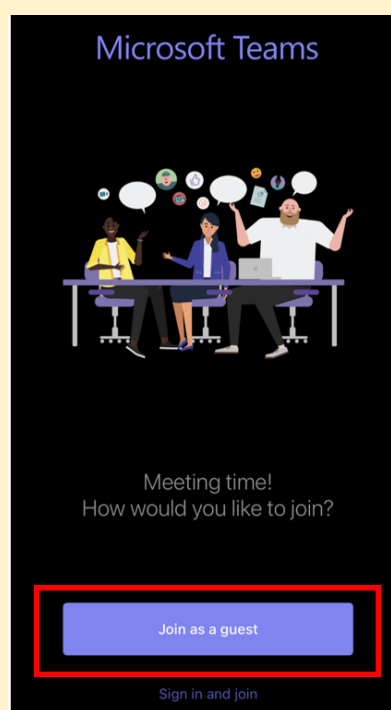
### Step 2

Click on "Join"

#### Android Device:



#### Apple Device:

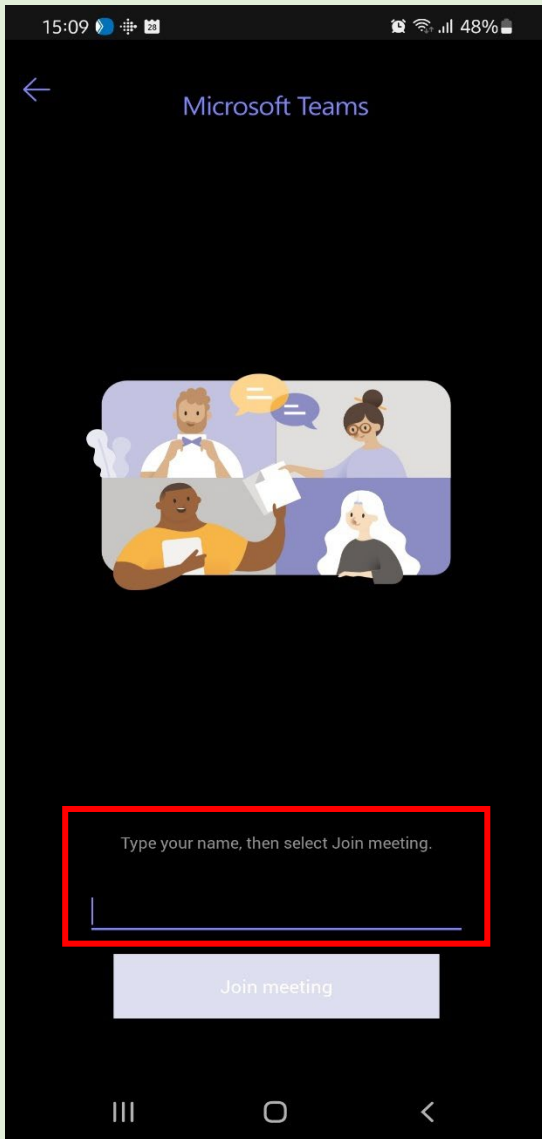




## Step 3

Enter your event registration name  
(Note: enter your **FULL** name. Please do not use initials)

### Android Device:



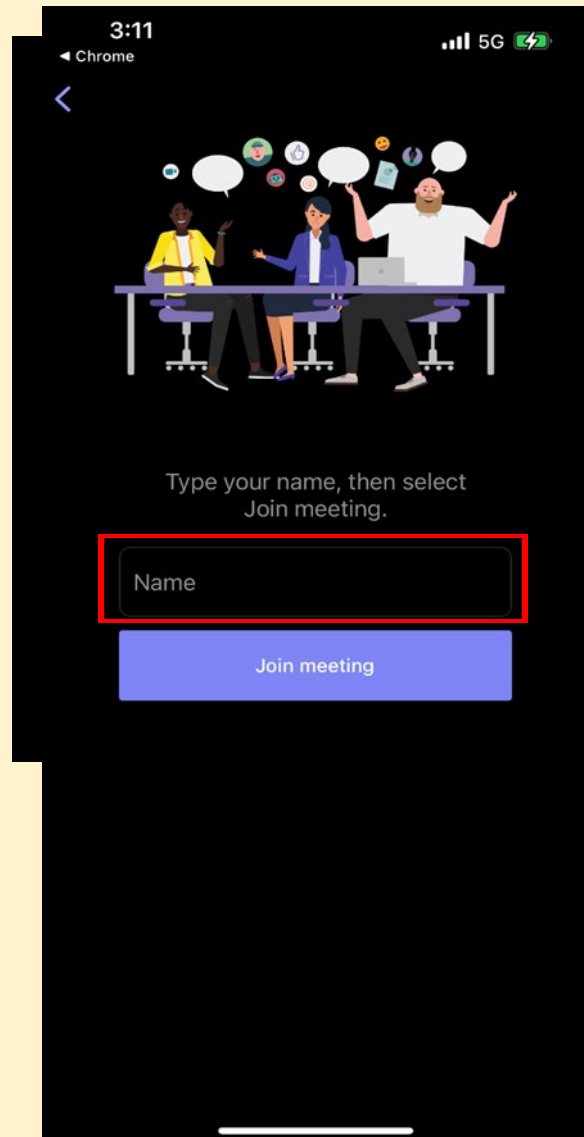
15:09 48%

Microsoft Teams

Type your name, then select Join meeting.

Join meeting

### Apple Device:



3:11 5G

Chrome

Type your name, then select Join meeting.

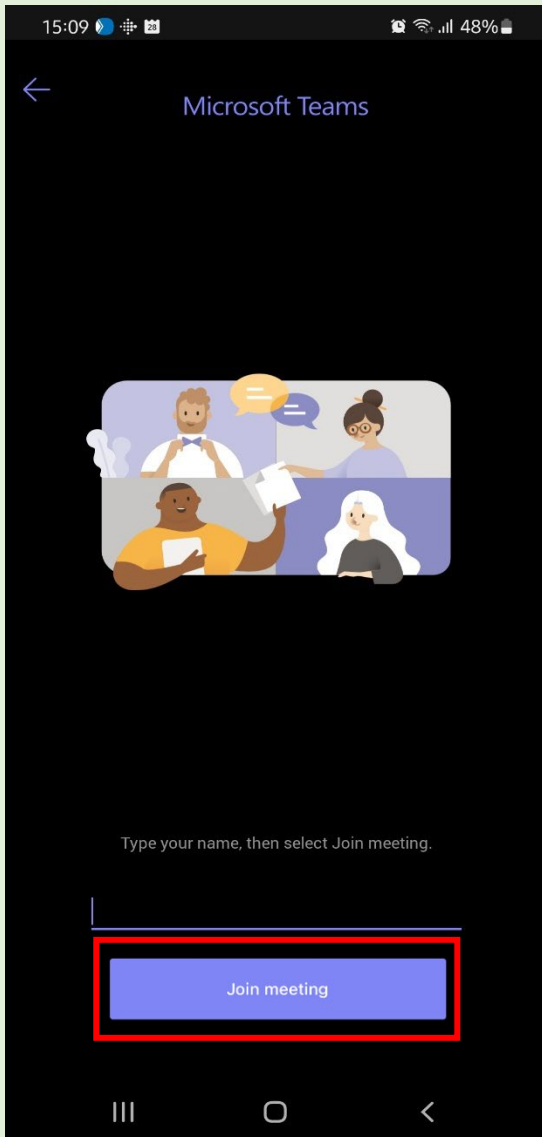
Name

Join meeting

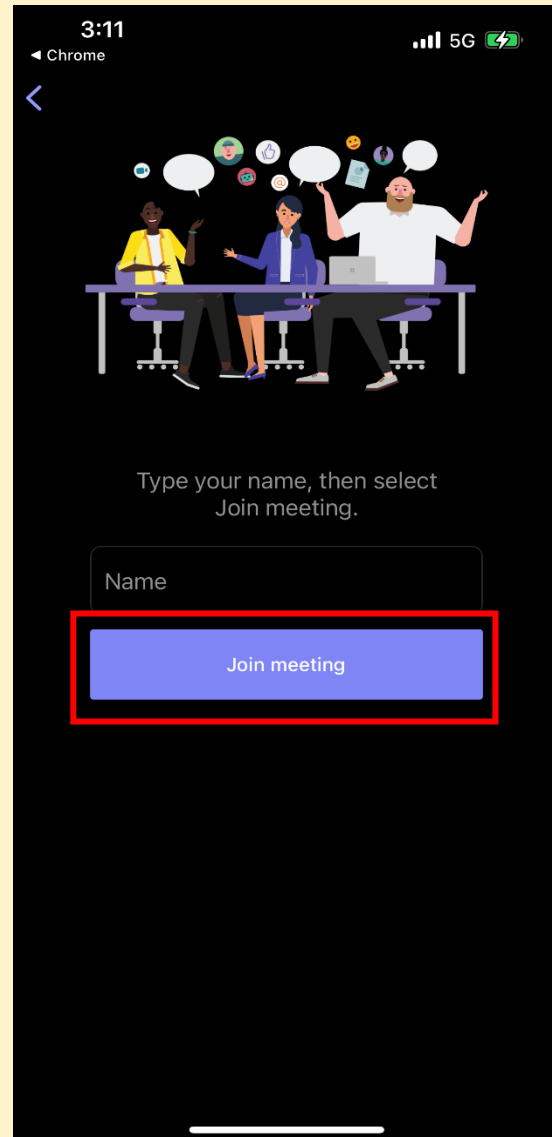
## Step 4

Click "Join meeting"

### Android Device:



### Apple Device:



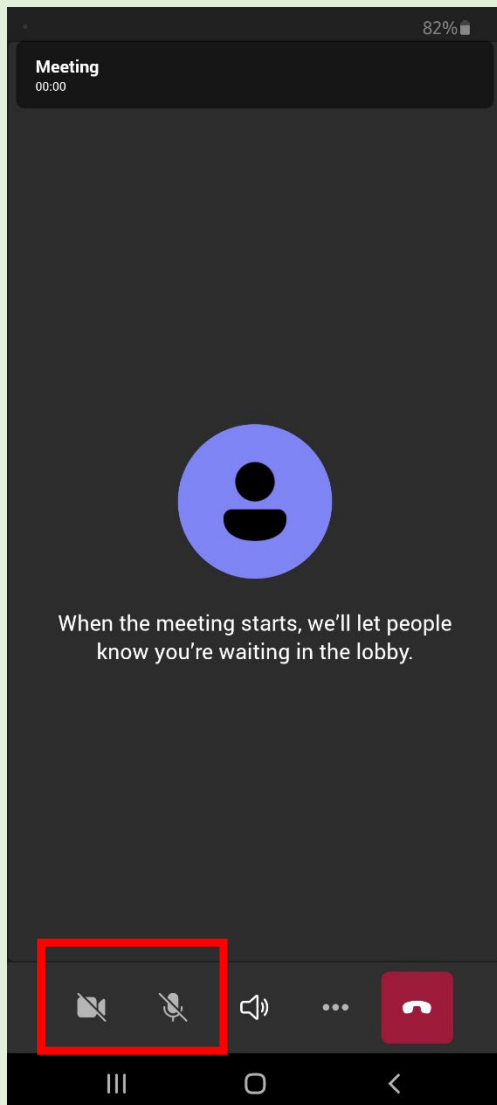


## Step 5

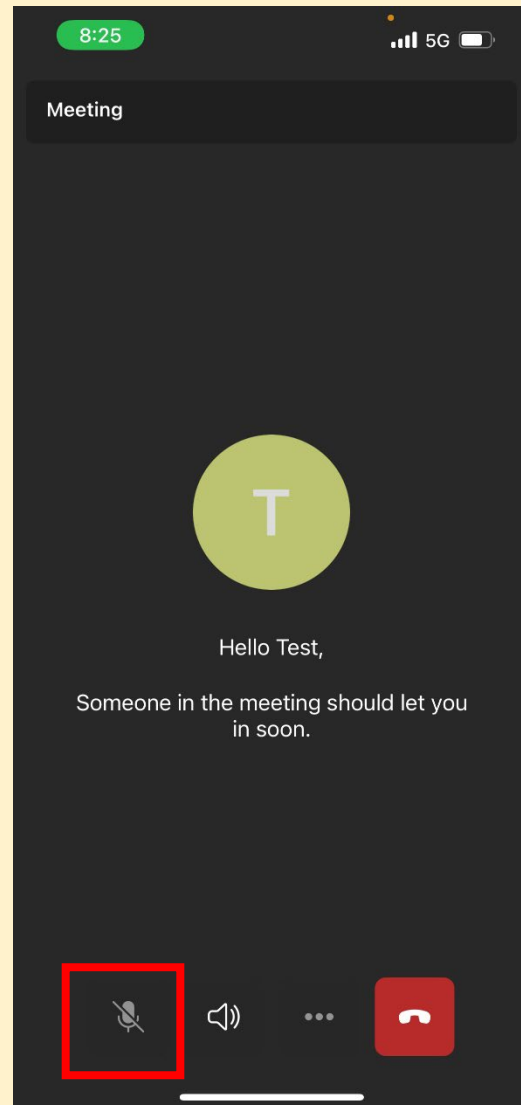
Toggle the camera and mic to OFF

(Note: you will have the option to turn the camera and mic ON during the event upon facilitator request)

### Android Device:

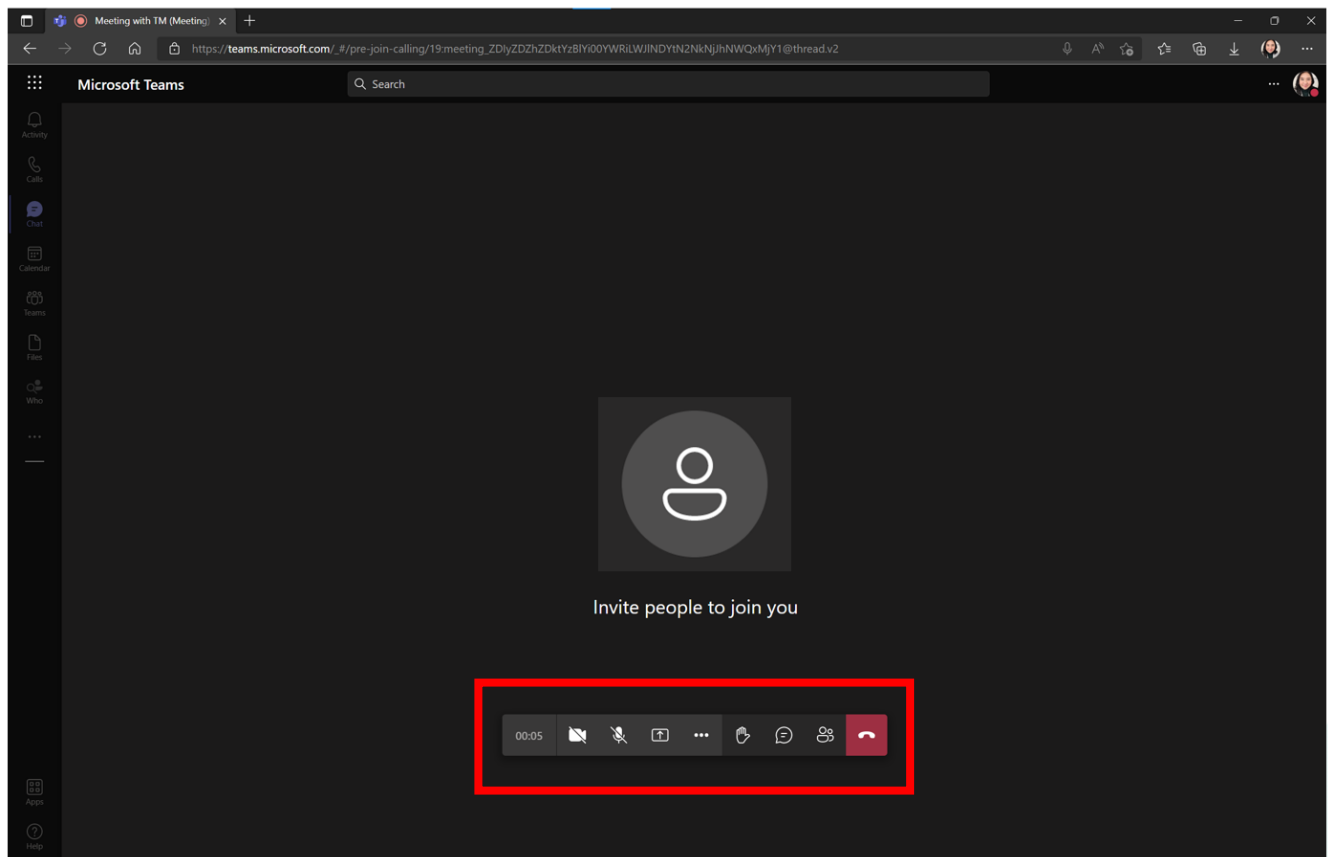


### Apple Device:




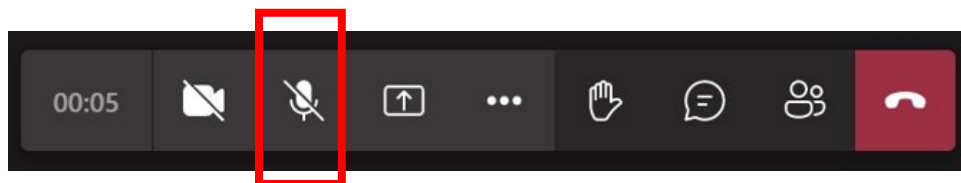
## AUDIO

### Mute and Unmute in Web Browser



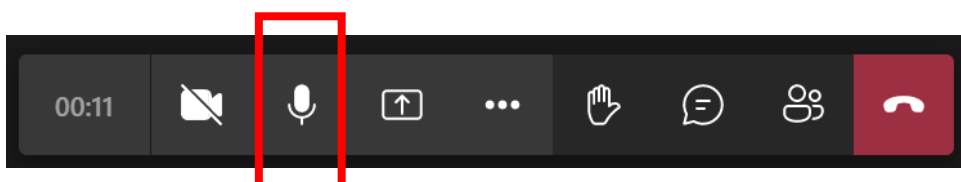
#### Unmute

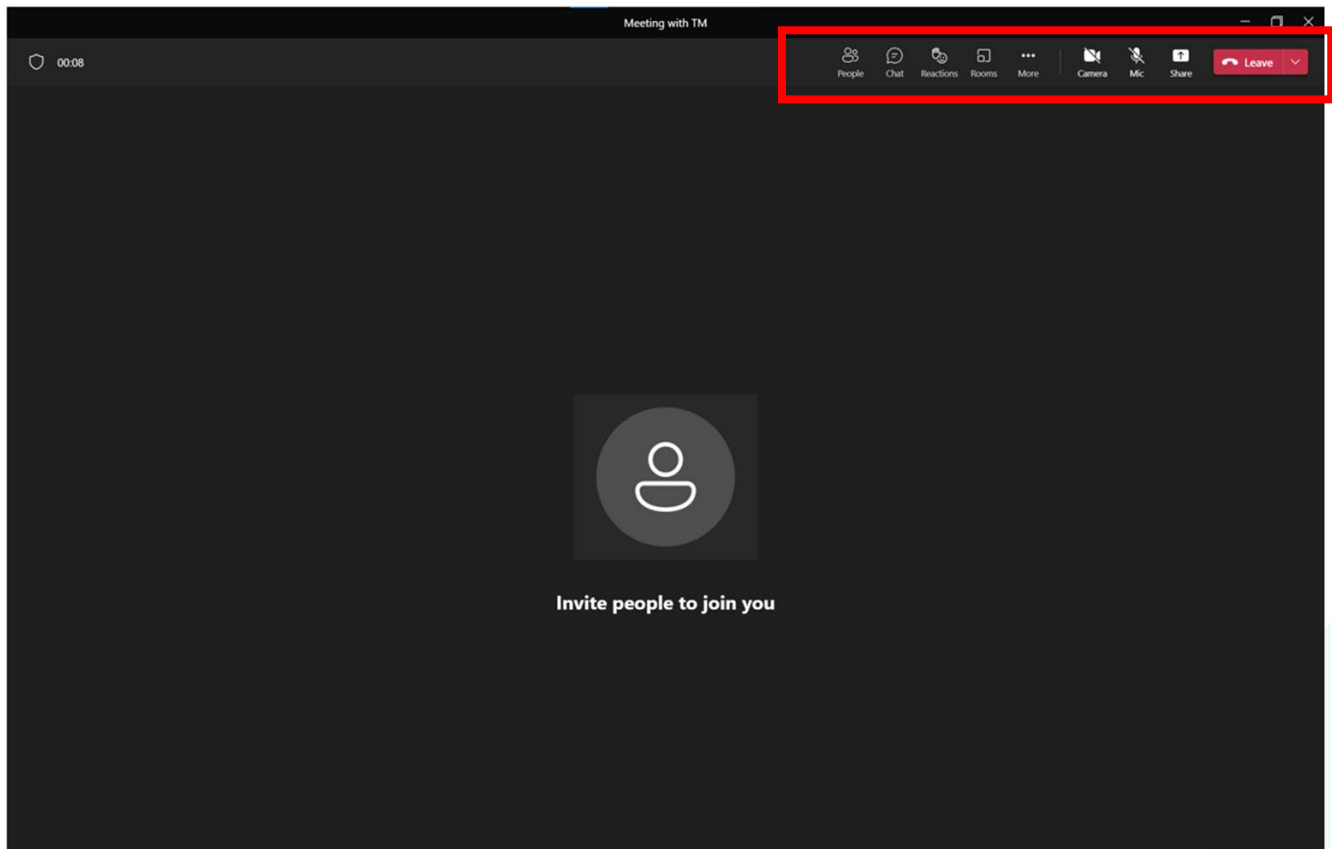
To turn on your mic during a meeting, select **Mic**  in meeting controls




#### Mute

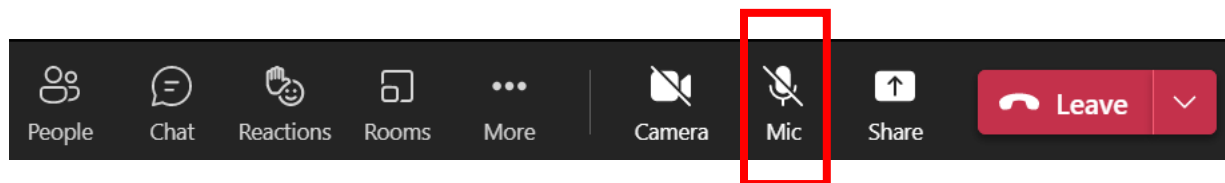
To turn off your mic, select **Mic**  again to mute yourself





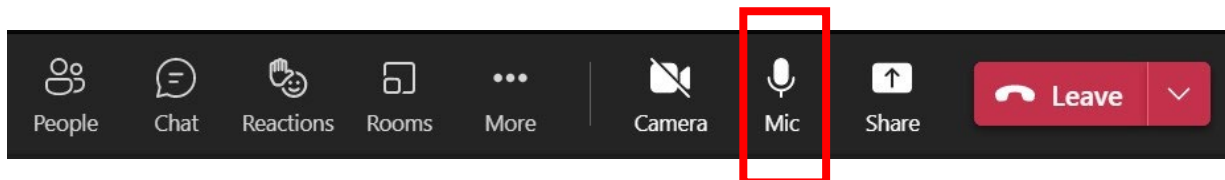
### Unmute

To turn on your mic during a meeting, select **Mic**  in meeting controls

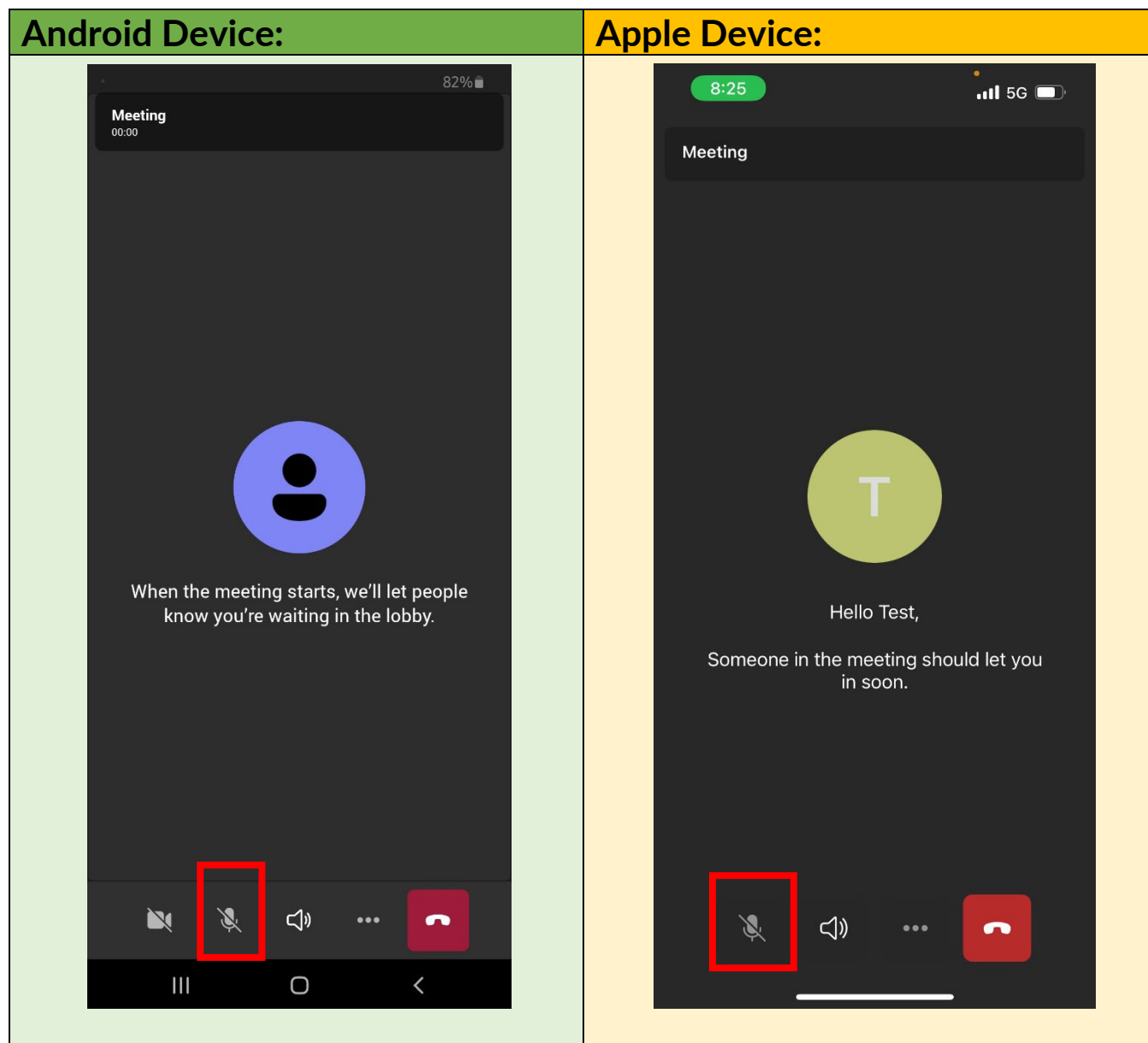


### Mute

To turn off your mic, select **Mic**  again to mute yourself



## Mute and Unmute in Mobile App

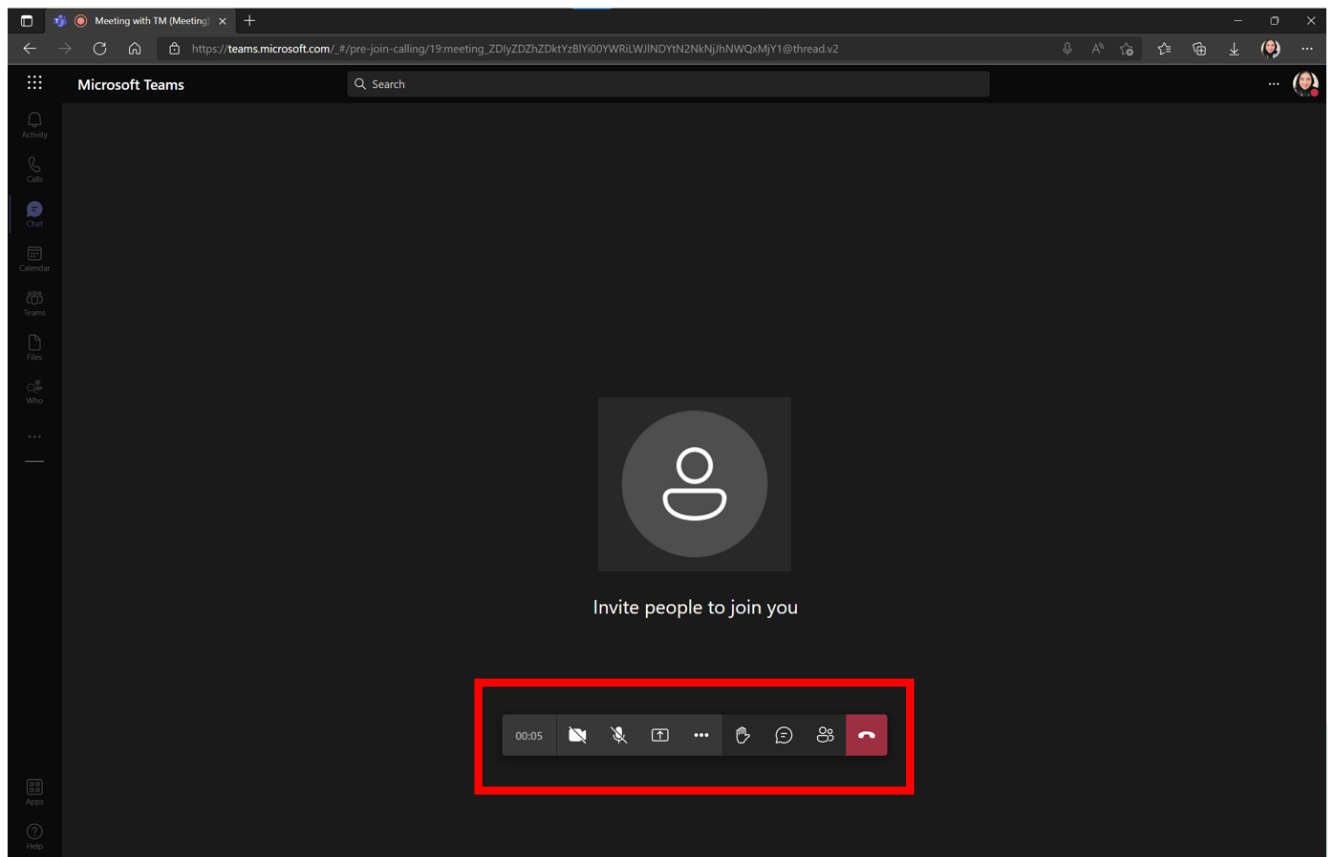


<b>Unmute</b> 	To turn on your mic during a meeting, select <b>Mic</b> 
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<b>Mute</b> 	To turn off your mic, select <b>Mic</b> 
-----------------	---

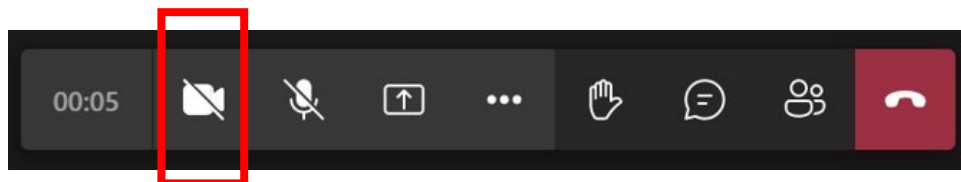
## VIDEO

### Camera ON and OFF in Web Browser




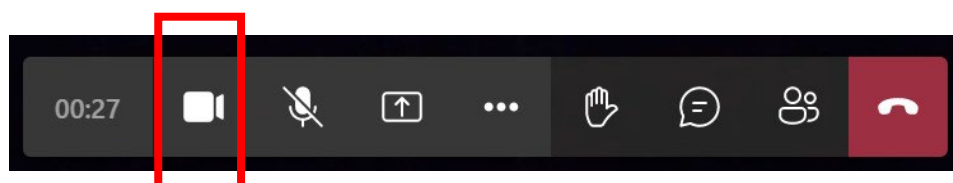
#### Camera ON

To turn on your camera during a meeting, select **Camera** 

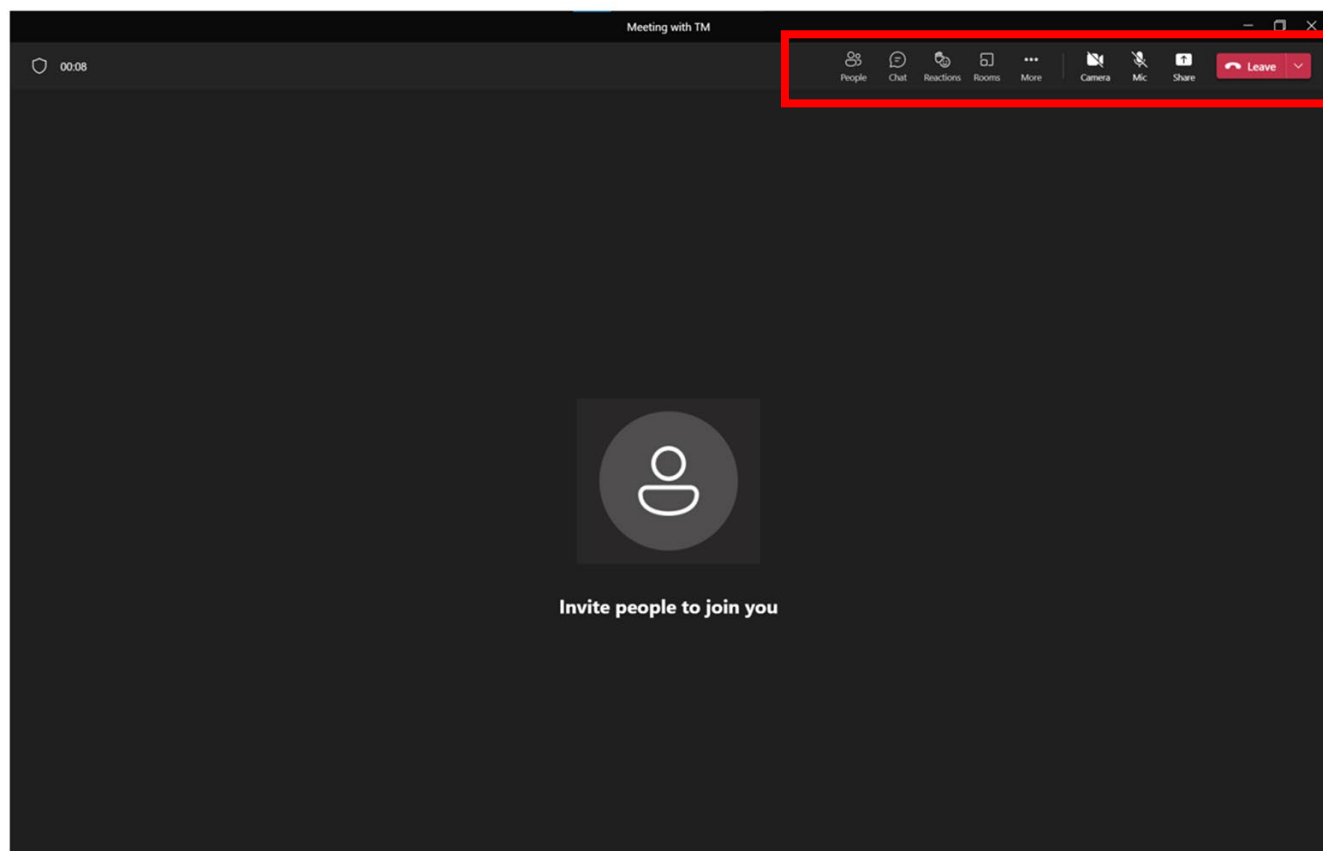


#### Camera OFF


To turn off your camera during a meeting, select **Camera** 

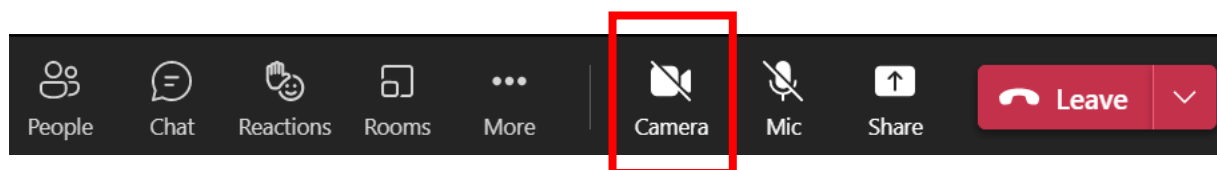


## Camera ON and OFF in Desktop App




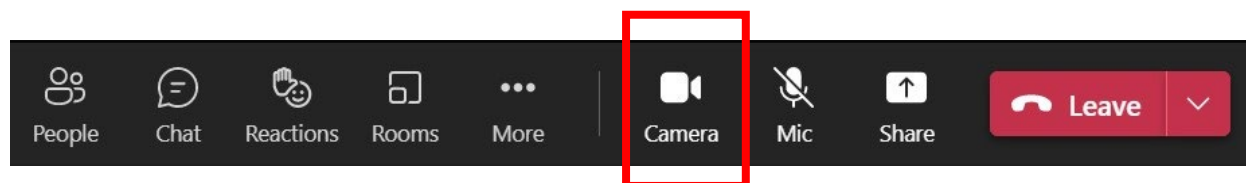
### Camera ON

To turn on your camera during a meeting, select **Camera** 

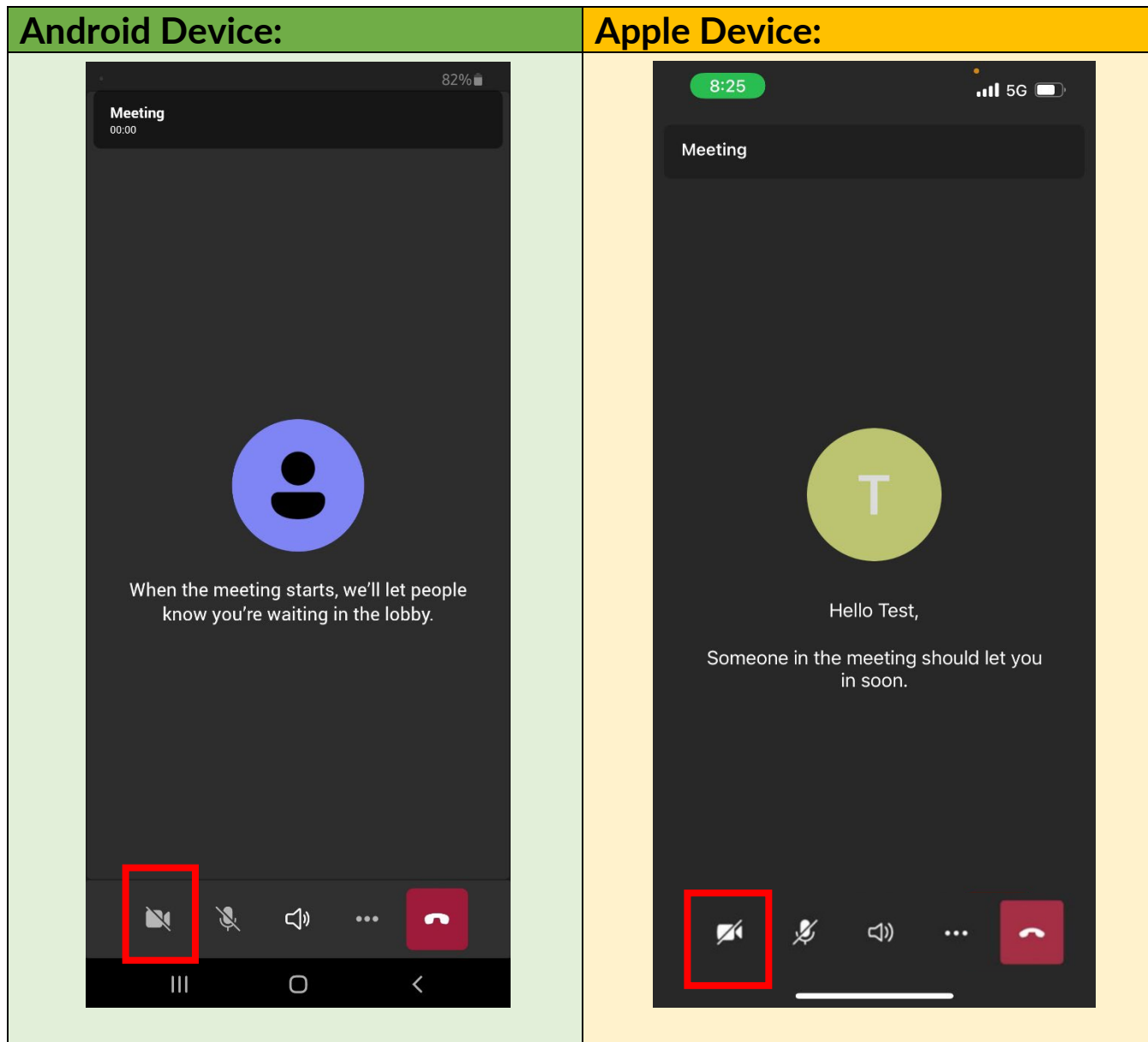




### Camera OFF



To turn off your camera during a meeting, select **Camera** 



## Camera ON and OFF in Mobile App



<b>Camera ON</b> 	To turn on your camera during a meeting, select <b>Camera</b> 
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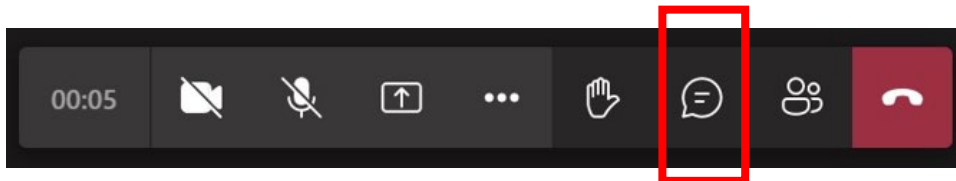
<b>Camera OFF</b> 	To turn off your camera during a meeting, select <b>Camera</b> 
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## CHAT

### To view and send messages in a Web Browser


#### Step 1

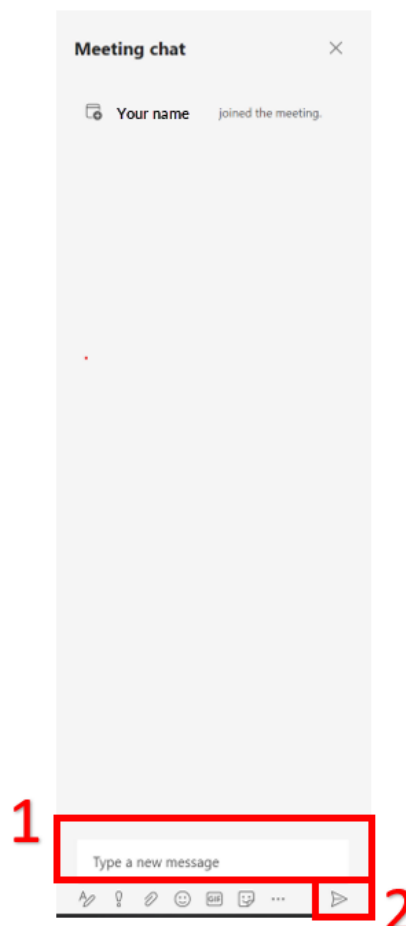
From the meeting controls, select **Show Conversation** 



The meeting chat window opens to the right of the main screen.

#### Step 2

To send a message, compose it in the text box and then select **Send** 

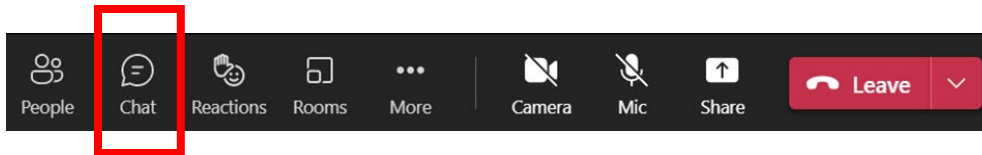




## To view and send messages in a Desktop App

### Step 1

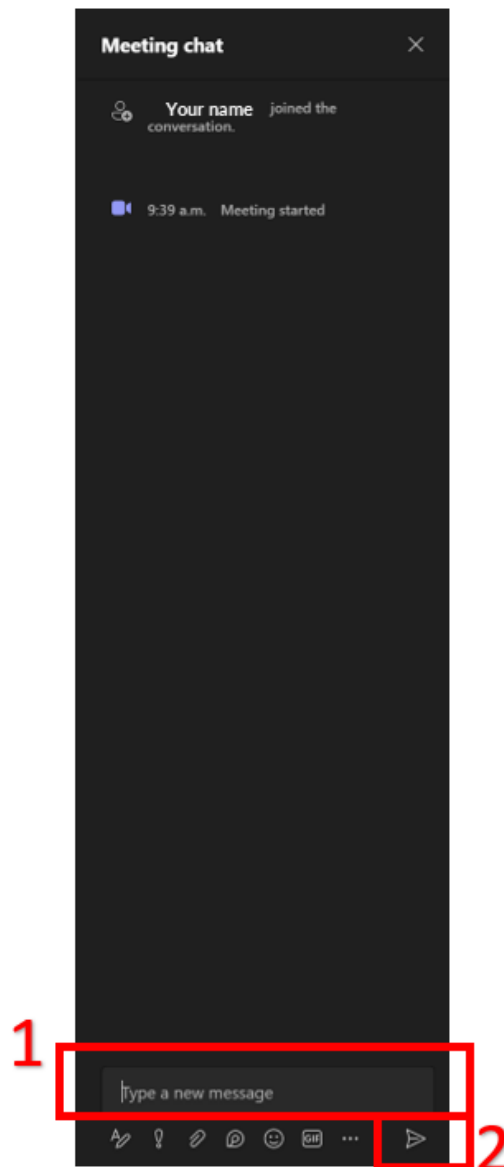
From the meeting controls, select **Show Conversation**



The meeting chat window opens to the right of the main screen.

### Step 2

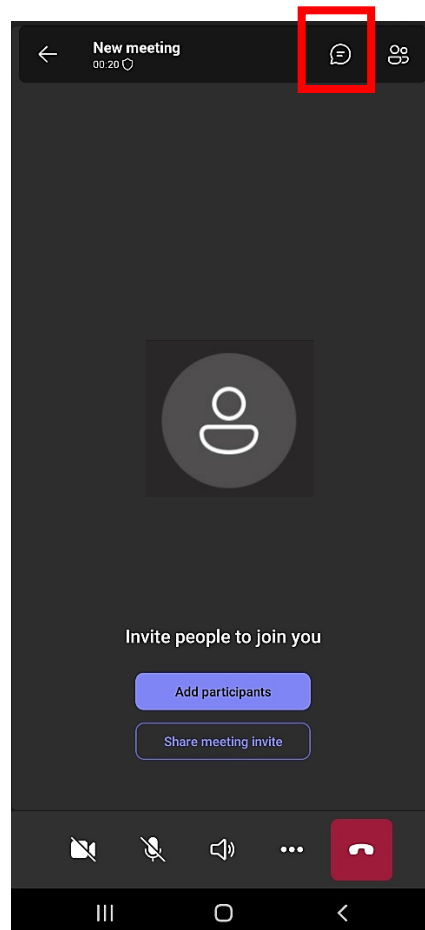
To send a message, compose it in the text box and then select **Send**



## To view and send messages in an Android mobile device

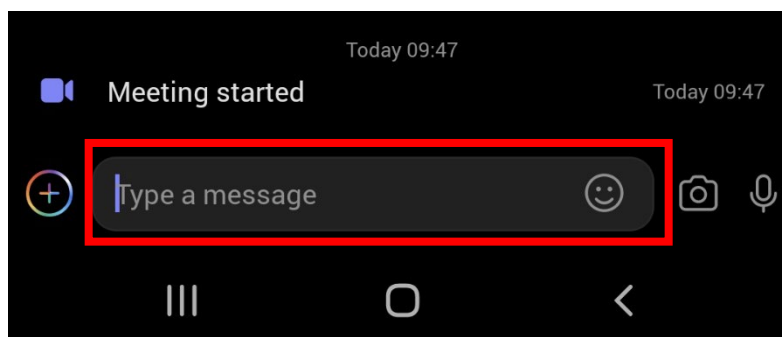
### Step 1

At the top of your screen, select **Show Conversation**



### Step 2

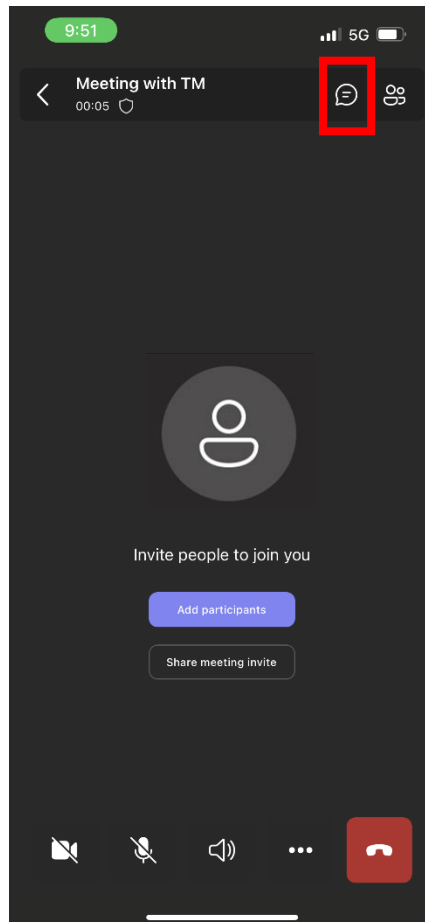
To send a message, compose it in the text box and then select **Send**



## To view and send messages in an Apple mobile device

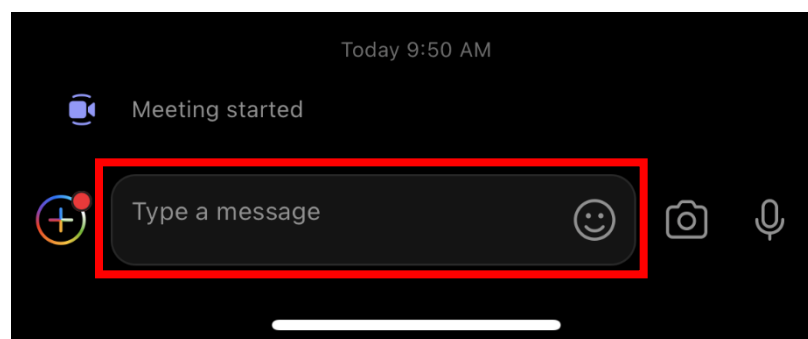
### Step 1

At the top of your screen, select **Show Conversation**



### Step 2

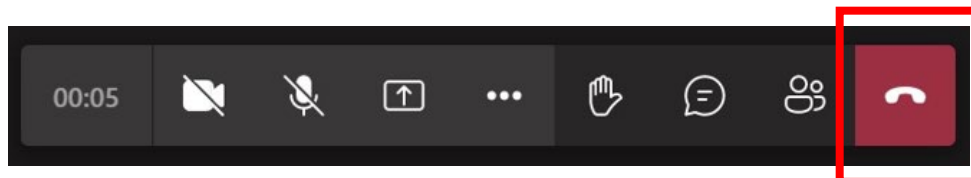
To send a message, compose it in the text box and then select **Send**



## LEAVING A MEETING

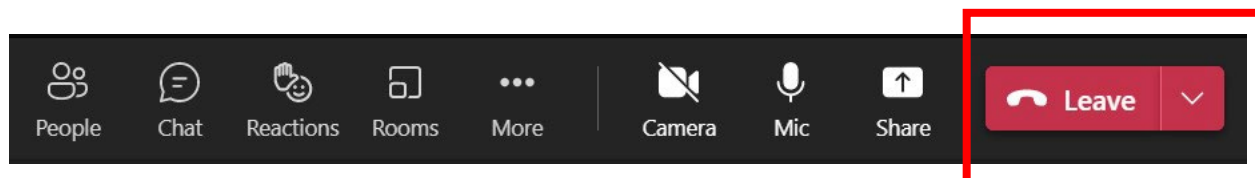
### Web Browser

To leave a meeting, select **Hang Up**  in meeting controls



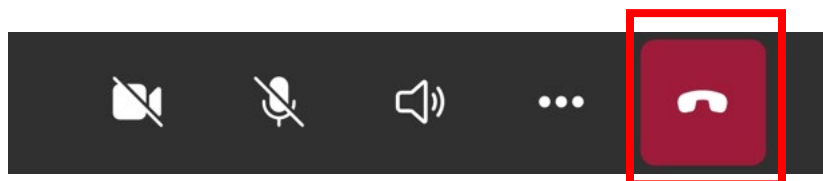
### Desktop App

To leave a meeting, select **Leave**   in meeting controls



### Mobile Device

To leave a meeting, select **Hang Up**  in meeting controls



## TROUBLESHOOTING

### Where can I find the link to join the event?

- The link will appear in your confirmation email at the time of registration, as well as in a reminder email you will receive 1 day prior to your event
- Note: please check your junk/spam folder

### What should I do if my link does not work, or it gives me an error message?

- Attempt to open the link in your web browser (preferably Microsoft Edge or Google Chrome)
- Close all opened browsers before clicking on the link
- Restart your computer

### I am experiencing audio/visual issues while attending the event

- Check the Teams audio settings to make sure the correct speaker device is selected
- Check that the speaker device is not muted, on low volume, or switched off
- Leave the event, close all opened browsers (or the app if you have it), re-join the event

## Resources

Please visit our **resource library** by [clicking here](#) or watch **Learning to Use Your mySurreyPlace Account** by [clicking here](#)

## Contact Support

If you require additional assistance, please contact [wellness.registration@surreyplace.ca](mailto:wellness.registration@surreyplace.ca)