

MS Teams Help Guide

For Participants on **laptops/desktop** computers

NOTE if you are using a mobile device (phone or tablet) you will need to download the App to your device to use MS Teams. Not all features described below work on mobile devices and the format is slightly different. Please use the Mobile Device Guide for help using.

Contents

TECHNICAL ISSUES	2
BEHAVIOUR AND ETIQUETTE EXPECTATIONS	2
DOWNLOADING THE APP	2
PASSWORD	2
LOGIN VIA WEB BROWER	2
If your browser is not compatible (e.g. Safari).....	4
LOGIN VIA MS TEAMS DESKTOP APP	4
ALREADY USING MS TEAMS (e.g. for school)	6
Desktop App	6
From A Web browser	6
INTRODUCTION TO MS TEAMS	6
CHANGING YOUR PROFILE IMAGE	7
JOINING A MEETING (VIDEO CALL)	8
Mentor Group channel/Breakout Meetings	10
SWITCHING BETWEEN MAIN AND MENTOR MEETINGS	11
TABS IN GENERAL CHANNEL	12
CLASS NOTEBOOK	12
Collaboration Space	13
ACCESSIBILITY	14
Accessibility Bot	14
Changing Theme	15

TECHNICAL ISSUES

If you are having technical issues joining the STEM Futures session, please contact the STEM Futures inbox (stemfutures@imperial.ac.uk) and let us know so we can try to assist.

BEHAVIOUR AND ETIQUETTE EXPECTATIONS

- **Microphones should be on mute** when not talking in a meeting.
- **Type questions** into the meeting chat or mentor channel posts.
- **No photos, screen shots or recording of any part of the session.**
- **No meetings should be started other than those via the designated links** on the General channel (everyone) and mentor channel breakouts (mentor group only).
- Social channel is for use during breaks to chat via Posts with participants in other mentor groups.
- You signed a behaviour and learning contract which still applies. Remember everyone sees what you type, be kind and considerate of others.

DOWNLOADING THE APP

On a PC you do not have to download the app, you can run it from your browser, but if you are able to do so it should improve performance. You can download the app from here:

<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app?SilentAuth=1>

If you are on an Apple computer using Safari you will need to download the app.

If you are on a tablet or mobile device, you will need to download the app – for tablets/mobiles please see the specific user guide as some features run differently on the mobile version.

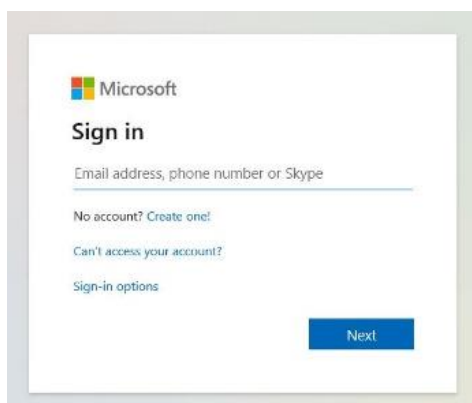
PASSWORD

On your first login it will ask you to create a new password. Please make a note of the password you set it to.

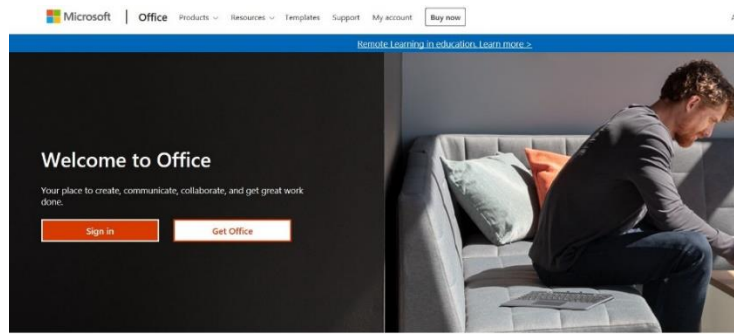
NOTE You will NOT be able to reset your password if you forget it, you will need to contact us as per above in TECHNICAL ISSUES.

LOGIN VIA WEB BROWER

To login go to <https://login.microsoftonline.com>. The webpage should look like this:



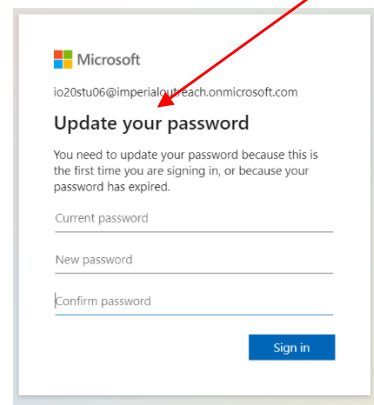
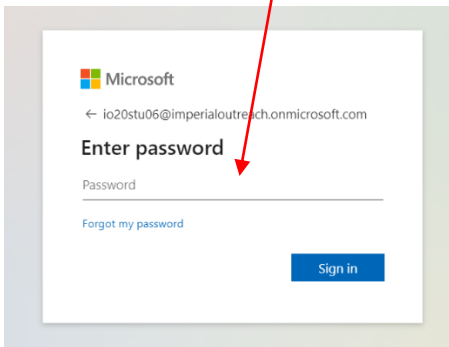
Or it may take you to the standard Office 365 login page (office.com) that looks like this:




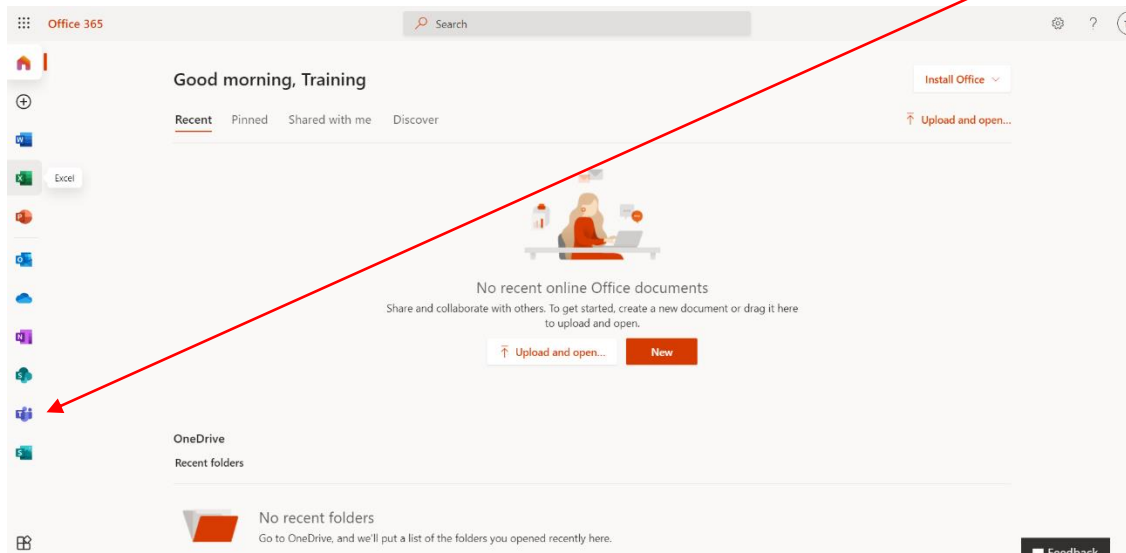
Either of these websites will work to login.

NOTE You must use the Username (**email address** ending in [@imperialoutreach.onmicrosoft.com](mailto:io20stu06@imperialoutreach.onmicrosoft.com)) that we sent you. If you already use MS Teams you will not be able to access the Imperial programme from your own personal/school account. Please keep the account login we provided somewhere easily accessible as you will be required to use it at various times throughout the programme.

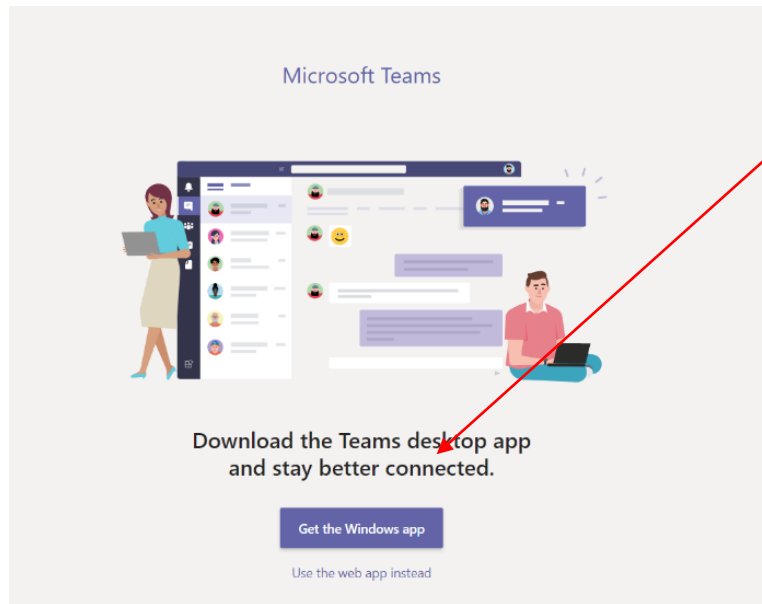
Enter the provided password on your first login, you will then be asked to *Update your password* to something you choose and will remember.



It will then take you to your MS Office 365 landing page. Click on the Teams icon  along the side menu to open Teams.



It will then launch a new tab and give you the option to use your web browser or download/launch the desktop app.



Choose the second option if you wish to continue in your web browser. **If you can download and use the desktop app it has more functionality than the web browser.**

This will now launch MS Teams in your web browser (or desktop), whichever you choose.

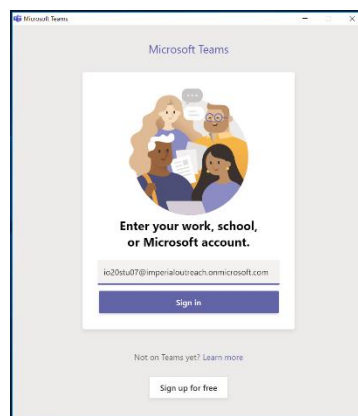
Skip to the [INTRODUCTION TO MS TEAMS](#) section of this guide to learn more about MS Teams.

If your browser is not compatible (e.g. Safari)

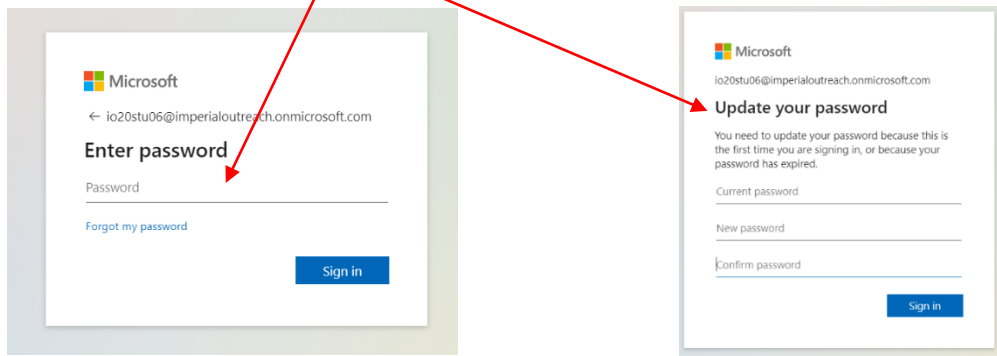
You may get a message saying your browser is not compatible. Please download the desktop app in this case. You can also try a different browser (e.g. Chrome, Firefox). This will happen if you are in Safari, or on a mobile device including most tablets. You will need to download the free MS Teams app to access it in those cases.

LOGIN VIA MS TEAMS DESKTOP APP

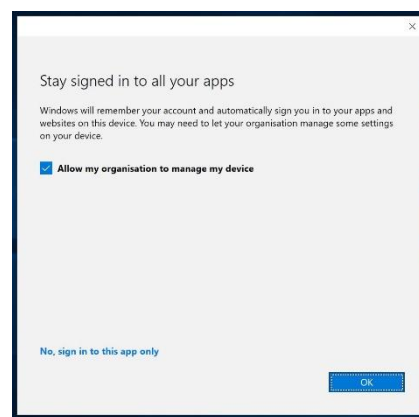
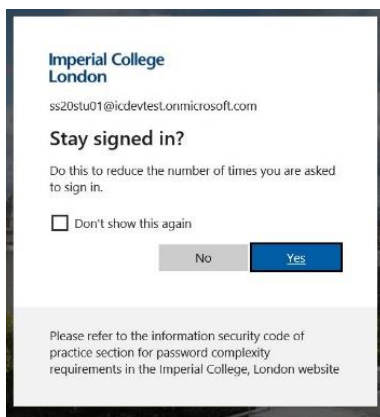
If you have already downloaded MS Teams to your desktop, launch the app to login. Use the login we provided ending in @imperialoutreach.onmicrosoft.com



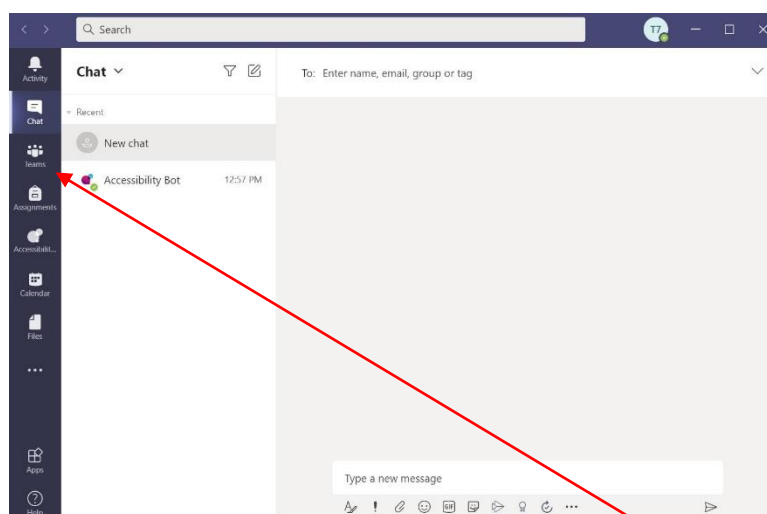
You will then need to enter the *password* provided in the separate email from us. On your first login you will need to *Update your password* to one you choose and will remember.




It may then ask you if you want to stay signed in (please see the screen shots below). If you choose yes/ok it will reduce the number of times you will need to login and use your password if other internal apps are opened. If you are on a shared device, it may be better to say no.



MS Teams should then open you into the accessibility bot chat.



You need to move to your **Teams** window by clicking on the Teams icon  in the left-hand menu options.

Skip to the [INTRODUCTION TO MS TEAMS](#) section of this guide to learn more about MS Teams.

ALREADY USING MS TEAMS (e.g. for school)

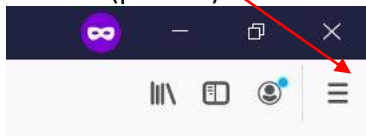
Desktop App

If you are already using MS Teams via the app you will **need to logout of your account and login using the username we provided**. You will not be able to access it from your own account.

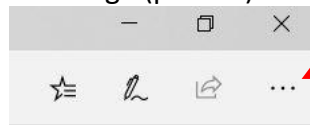
From A Web browser

If you are already using MS Teams **via a web browser** you should access your Imperial account from a web page that is incognito/private or it may automatically try to login using your personal/school account when opening applications. You can find this option in most browsers via the **menu dropdown** (three dots or lines) in top right corner.

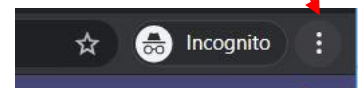
Firefox (private)



MS Edge (private)



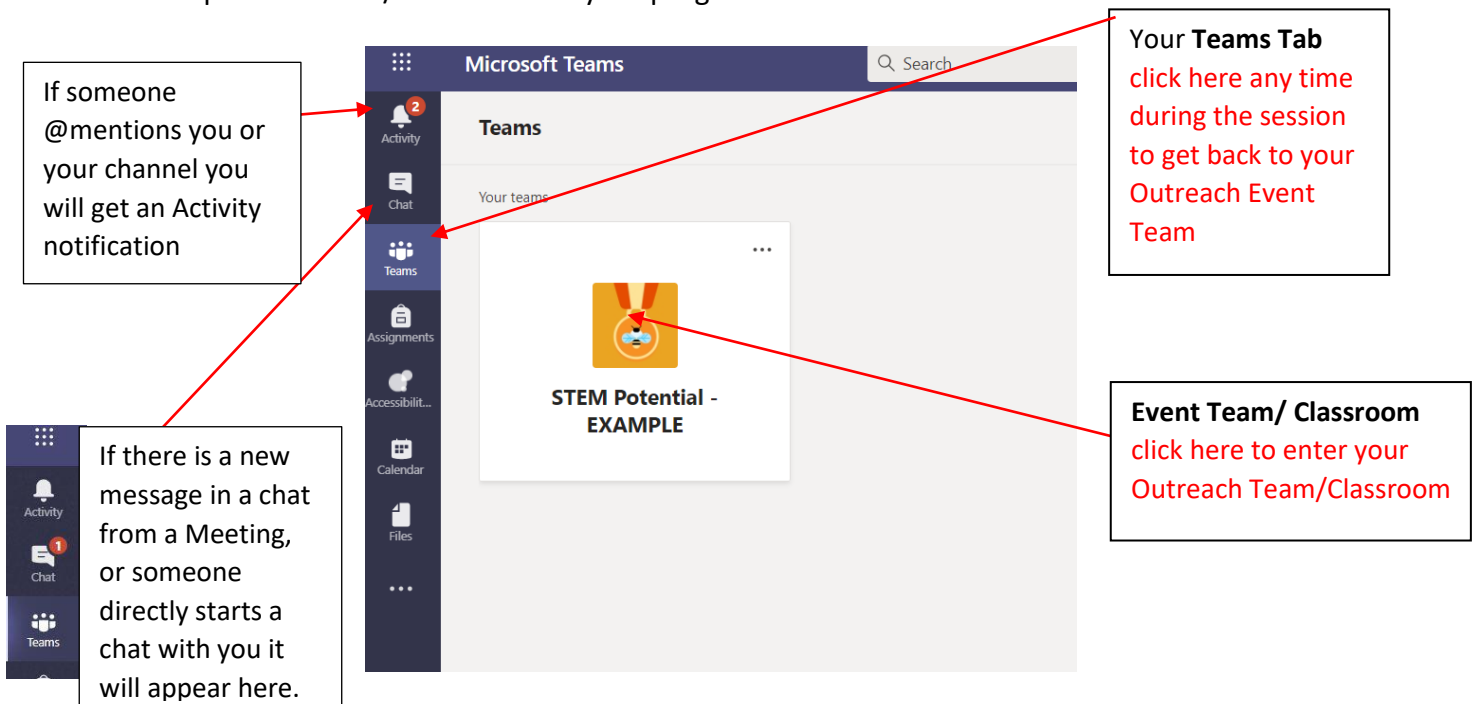
Chrome (incognito)



Then you can login via the Web browser following the instructions in the **LOGIN VIA WEB BROWSER** section above.

INTRODUCTION TO MS TEAMS

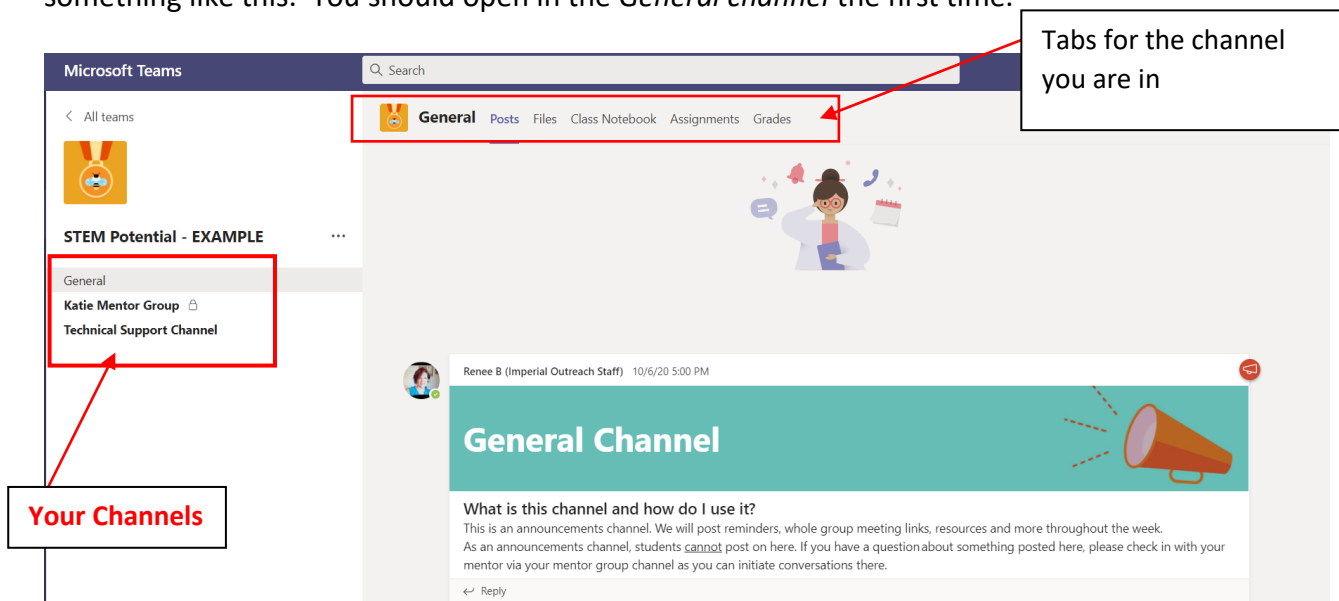
Once you have successfully opened MS Teams it should open you in your *Teams tab*. You will then need to open the Team/Classroom for your programme or event.



The screenshot shows the Microsoft Teams interface. The left sidebar contains navigation icons for Activity, Chat, Teams, Assignments, Accessibility, Calendar, and Files. The main area displays 'Your teams' with a card for 'STEM Potential - EXAMPLE'. Three callout boxes provide instructions:

- Activity Notification:** If someone @mentions you or your channel you will get an Activity notification (points to the Activity icon in the sidebar).
- Chat Notification:** If there is a new message in a chat from a Meeting, or someone directly starts a chat with you it will appear here. (points to the Chat icon in the sidebar).
- Teams Tab:** Your Teams Tab click here any time during the session to get back to your Outreach Event Team (points to the Teams icon in the sidebar).
- Event Team/ Classroom:** Event Team/ Classroom click here to enter your Outreach Team/Classroom (points to the 'STEM Potential - EXAMPLE' team card).

Once you have clicked on your **Outreach Event Team/Classroom**, it will open and should look something like this. You should open in the *General channel* the first time.



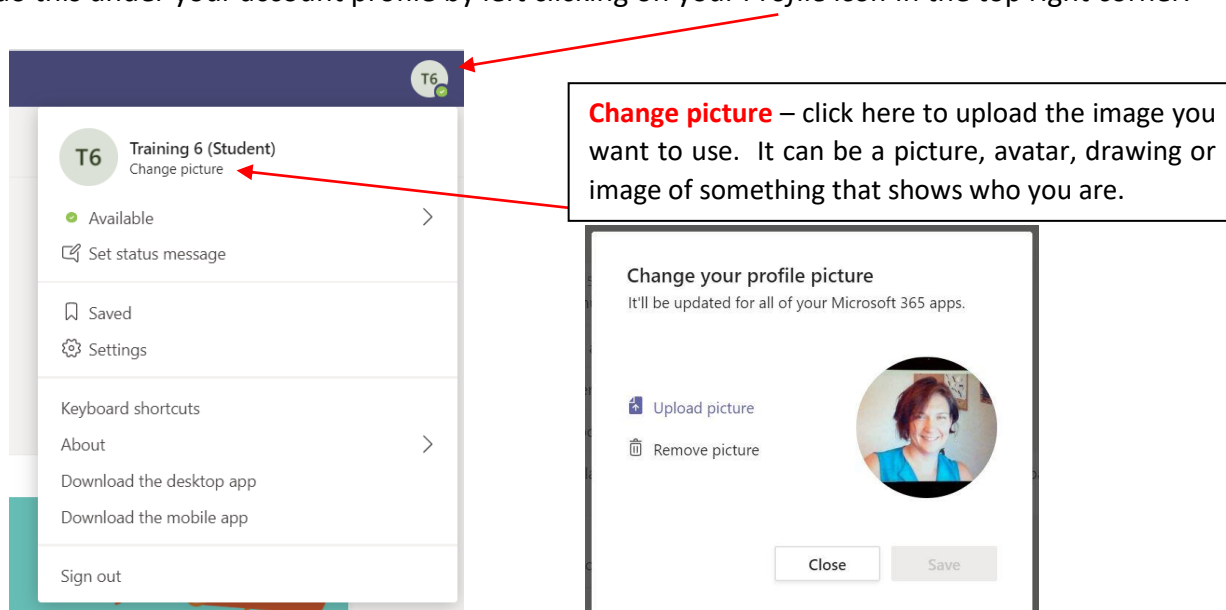
The **General channel** is the main area that your Leader and Programme Manager will post information for you. This is also where the link to the main Meeting for everyone will be posted when they are ready for you to join. Across the top you will find the *Files*, *Class Notebook* (if the event is using it) and other **Tabs**.

Your **Mentor Group channel** is where you will have Breakout sessions and work in smaller groups. You can add to the conversation and communicate with the others in your mentor group here.

The **Tech Support channel** is where you can let the staff know if you are having any technical issues. You can also ask your mentor for help in your mentor channel.

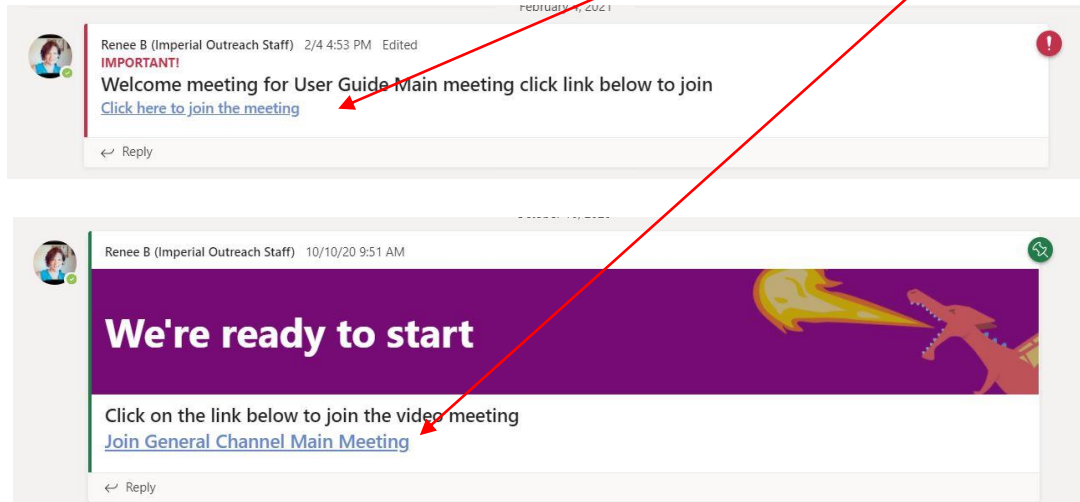
CHANGING YOUR PROFILE IMAGE

It is helpful for others on your Outreach programme/event if you personalise your profile icon image that appears when you make posts and that appears when your camera is off. You can easily do this under your account profile by left clicking on your *Profile icon* in the top right corner.



JOINING A MEETING (VIDEO CALL)

To join the main Meeting (video call) you need to click on the [Click here to join the meeting](#) link in the **General channel** posts that your Programme manager will announce. It can come in different formats but will look something like one of these:



When you click on the link it will open a separate window for the Meeting. This will allow you to set your video and audio options before you join the meeting.

Turn on/off camera prior to joining meeting

Background filters depending on how you are accessing Teams you get different options. Most at least let you **Blur**

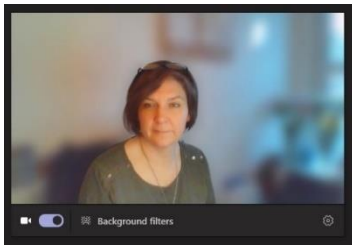
Audio options – in most cases you will use your **Computer audio**. If you have a headset plugged in it should appear as a choice or automatically link

Join now – will not appear purple until you have selected audio option

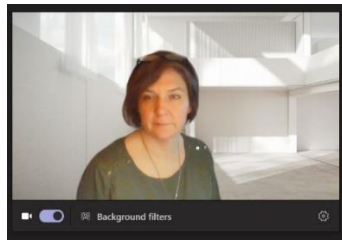
It is best practice to connect to a meeting with your microphone already on MUTE.

If four or more people are already in the meeting MS Teams will automatically mute your mic. You can choose to blur or change your background before you enter the meeting.

Background effects are a good way to block out what others can see. If you download the Desktop App you should have a selection of choices. Some older devices may not be able to support this feature. Mobile devices and web browser can only Blur if they do support the feature.



Blurred background

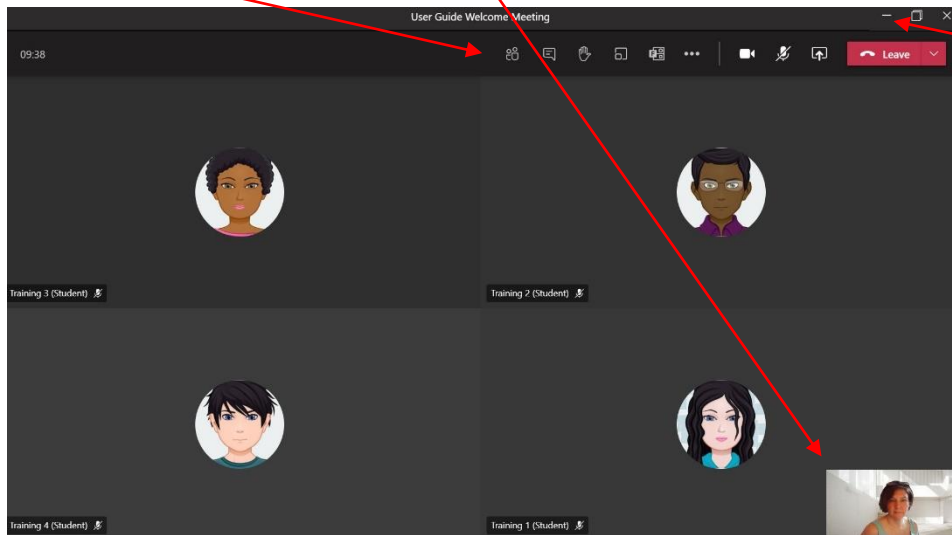


Simple background example



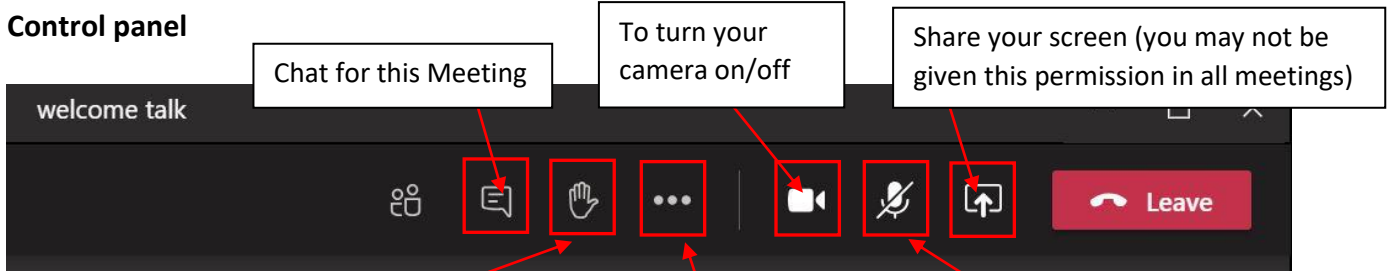
Simple background example

Once you have joined the meeting **your video** will appear in the bottom right corner. Your **controls** for the meeting will appear across the top of the screen.



Minimise meeting window

Control panel

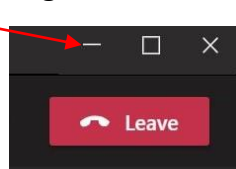


Hands Up button – solid hand means your hand is up. Hand outline like this means it is down

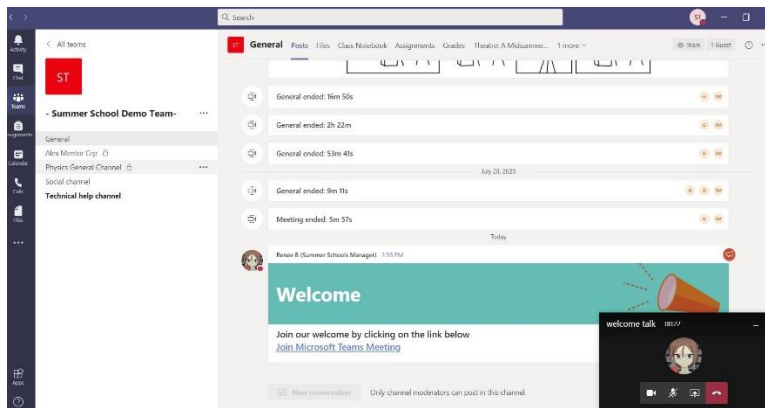
Additional options. This is where you can *Turn on live captions* if your device supports this.

To mute your microphone. Should have / on icon.

To embed the meeting video into Teams so that you can see the rest of the Team Classroom (i.e. channel posts, open files, etc.) **Minimize the Meeting window** via the bar in the corner.



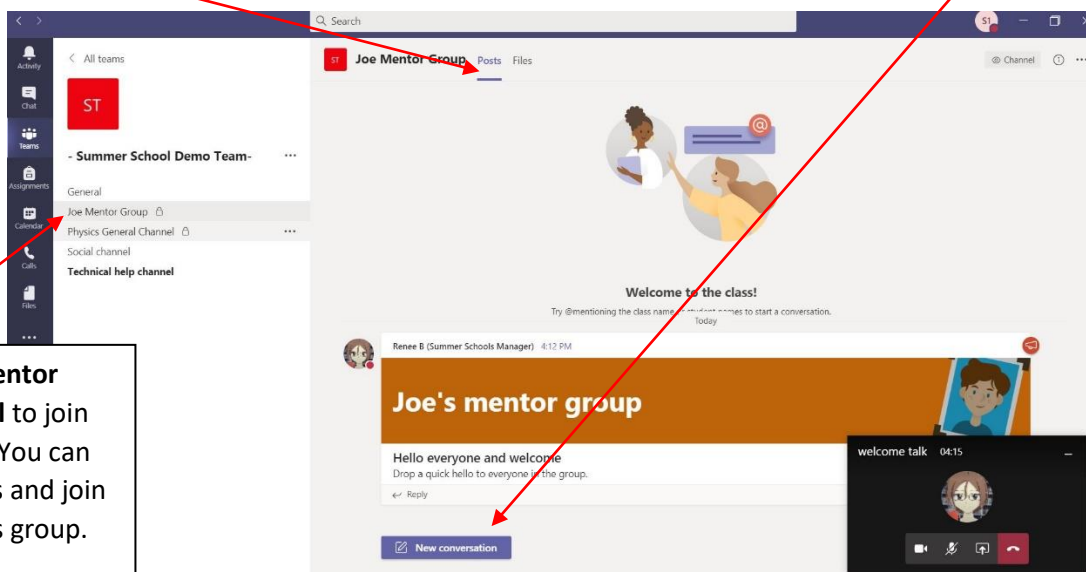
It will take a moment, but the meeting window will then appear in the bottom right corner of your Teams App allowing you to move around your Team channels and files.



Video now here. If you want to make it **full screen** just **double click** on it.
You can also move the window to another part of your screen by left clicking and dragging

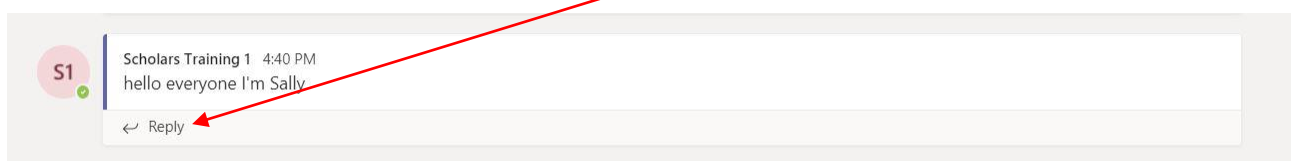
Mentor Group channel/Breakout Meetings

You can actively chat with your mentor group in your channel by clicking on the purple **New conversation** button and write in the *Start a new conversation* bar at the bottom of the channel **Post** tab. If you @mention someone it will flag your chat in their **Activities** tab.

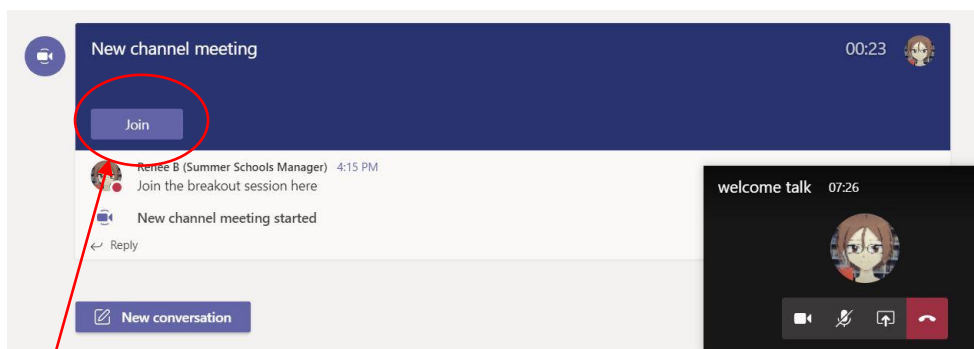


Select your **Mentor Group** channel to join that channel. You can then add posts and join meeting in this group.

You can respond to a post by clicking on the **reply** button in that post.



When it is time for a Mentor Group Breakout Meeting your mentor will start a *Meet now*. It will look like this when it shows up in your **Mentor Group channel Posts**.

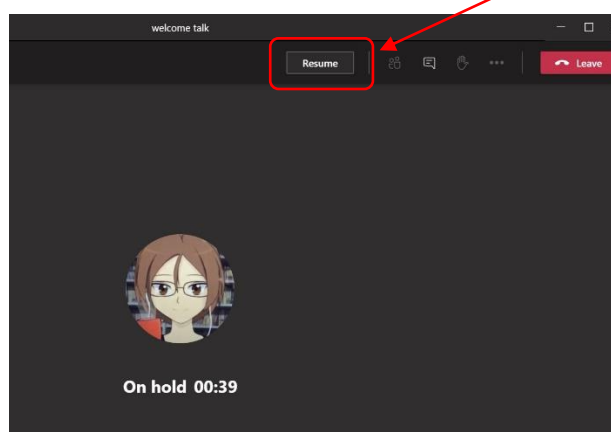


Click on the **Join** button to join this meeting. If you are in Teams on the Desktop App you don't need to leave the main Meeting to do this. If you are on a mobile or tablet device, you will need to leave the Main Meeting to join the Mentor Group meeting. See next section [SWITCHING BETWEEN MAIN AND MENTOR MEETINGS](#) for more detailed instructions.

SWITCHING BETWEEN MAIN AND MENTOR MEETINGS

When you go into your Breakout call, it will open in a new window. Teams will put the "General Meeting" call **on hold** while you are on the call with only your mentor group.

When your mentor group breakout finishes you will have to click on the **Resume** button in the "General Meeting" call window to get back to the main group call.



If you need help during the main session let your mentor know by typing in the channel posts section.

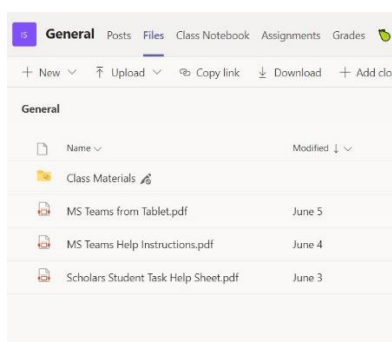
TABS IN GENERAL CHANNEL

Across the top of the General Channel you will find a selection of **Tabs**



Posts – is the chat area for this channel. You will not be able to add to the conversation/chat in the **General channel**. This is where Outreach staff will communicate information to everyone in the event. This is also where you will find links to join Meetings (video calls) that involve all participants on the event.

Files – this is where you will be able to access a variety of files that are available to all participants on the event. Those in the Class Materials folder are read only.



Class Notebook – This tab will give you access to the Class Notebook if your programme/event is using it. Please see [CLASS NOTEBOOK](#) section below for more information if it is being used.

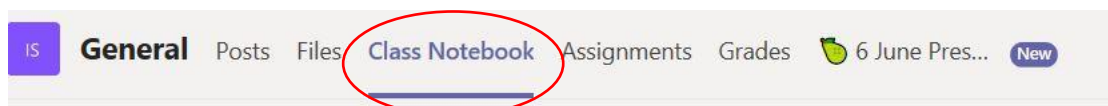
Assignments – not used in most Outreach events

Grades – not used in Outreach events

Additional Tabs – you may find additional tabs that contain links and information specific to your Outreach event.

CLASS NOTEBOOK

The other area that you will be able to access is the Class Notebook if your event is using it. You can access the Class Notebook via the **General Channel Tab**



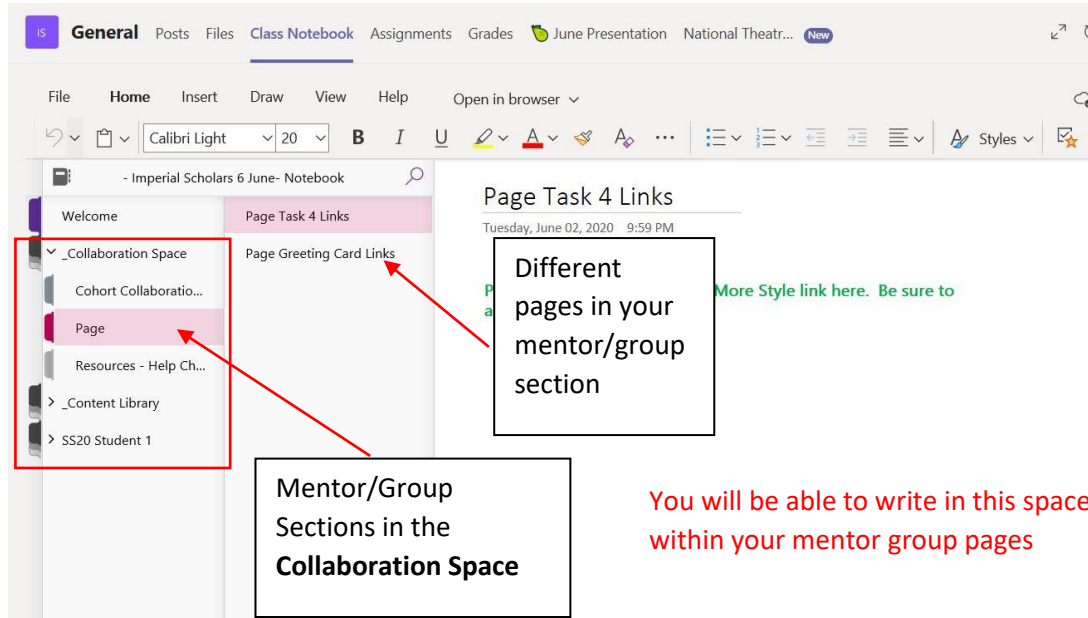
When you click on the tab it will open the Class Notebook. You will need to click on the **purple arrow** in order to see all the sections.



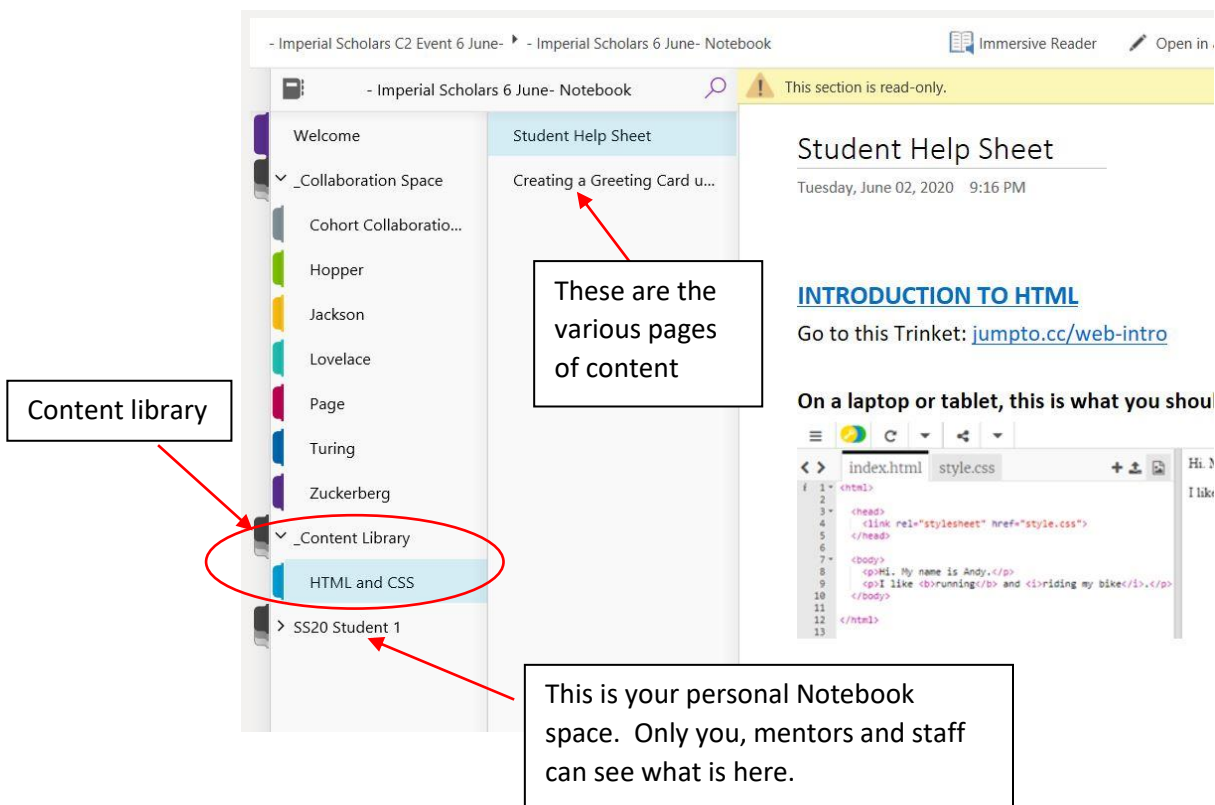
Inside the Class Notebook there are three main areas, Collaboration Space, Content Library and your pages.

Collaboration Space

This area is where you will be able to work together with others. There will be a section that all participants of the event can access. In addition, there will be a section for your **Mentor/Group project**.



If you need some extra support there are often instructions for all the activities in the **Student Help Sheet** that is in the **Content Library** section. You can ask your mentor for more information if there are no help sheets for your event.



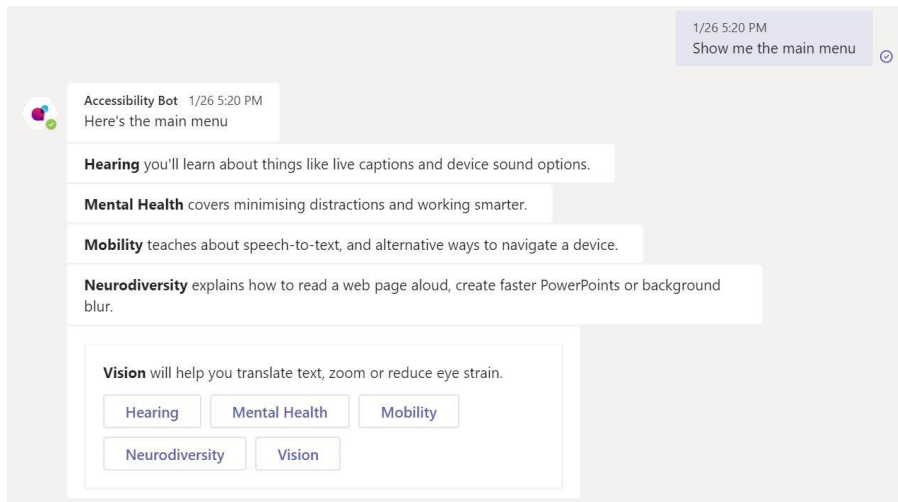
ACCESSIBILITY

Accessibility Bot

The accessibility bot is there to help you if you need additional support in accessing material around Vision, Hearing, etc. You can find the Accessibility Bot along the left-hand menu down the side of the Teams App.



For access, type in “show me the main menu” in the chat to see options:



Changing Theme

Some people find changing the contrast on the app easier to read. To do this go to the **Settings** option under your **Profile icon**. Under **General** you can change the **Theme**.

