



Help Guide

Microsoft Teams

During a Microsoft teams workshop event you can take part in the discussions with speakers and other participants.

This guide is for the public events and workshop events only.

Before joining the event:

Before you join the event, sit in a quiet and comfortable place away from distractions. You may want to have a copy of the consultation document with you, a pen and a paper.

Try to sit in an area with a clear white background which is not too busy or shows your personal items. Keep the room well-lit and face the camera out of direct sunlight.

Switch off radios and TV's. Any sound from your back ground will be projected through the microphone.

Public event:

To join a tier 2 public event you do not need to register – simply click on the link for the event you want to join.

You can view the events here <https://www.bettercareleicester.nhs.uk/meetings-and-events/>

Workshop event:

To join a tier 3 workshop event you will need to register for an event by emailing us at beinvolved@LeicesterCityCCG.nhs.uk

Once you have been assigned to an event you will be sent an email with your personal link for the workshop and other important event information.



How to join an event as an Attendee(s):

To join into a workshop you will need:

- A computer/laptop or device like a phone, Ipad or tablet which is connected to the internet.
- A good internet connection.
- Your device will need an audio output so you can hear the speakers. Check in your settings to see if your device has this.
- Your device will need a microphone so you can talk to the speakers. Check in your settings to see if your device has this.

Setting up a Microsoft account

If you are new to MS Teams you may be prompted to create a Microsoft account when you first log on. It may be advisable to do this in advance of the meeting.

You can watch a video on how to do this here: <https://support.microsoft.com/en-us/office/join-a-team-as-a-guest-928d1eef-61e2-49ec-b754-c2fe86b34824>

To join into an event

1. To join an event, click on the link for the event you would like to attend.

You can do this about 15 minutes before the event starts to check your IT is working correctly. We will not be able to support your connectivity or device issues on the day.

A box will appear asking you to select whether you would like to join the event by an app or via the web.

-To join by app – You will need to have downloaded the Microsoft team's app already onto your device. If using your ipad or iphone, download the Microsoft Teams app from the Apple app store. If you are using an android device, download the Microsoft Teams app from the play store

-To join by web – You will need to use google chrome as your browser.

-There are controls at the bottom of your screen to pause, adjust volume and the video quality.

- You will need to enter your name and then click join.

2. If the live event hasn't started, you'll see the message "The live event has not yet started." Or " someone in the meeting should let you in soon"



Taking part in the event:

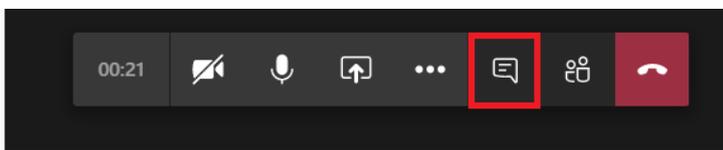
Recording of the event

All events are recorded. They will be shared at the end of the meeting.

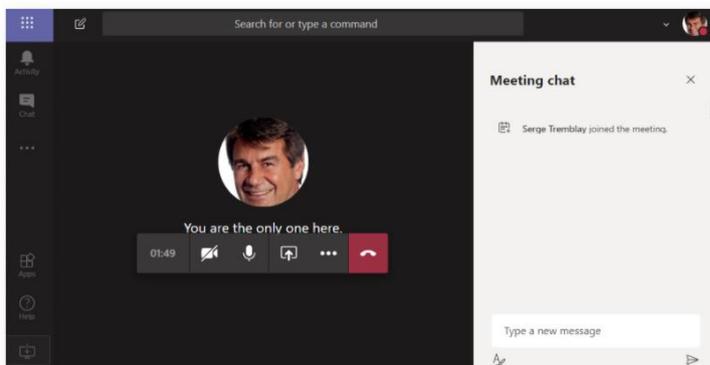
You will see a red dot on the top left of the screen and the word 'Live' on your buttons panel which indicates that it is recording

Ask a question

If you would like to ask us a question, use the chat feature during the meeting in Microsoft Teams. Click the 'Show conversation' button to open the chat panel:



The chat box will appear on the right:



Type your question in the chat box and click the 'Send' icon to send your question to the panel.

We will try our best to get through as many questions as we can.



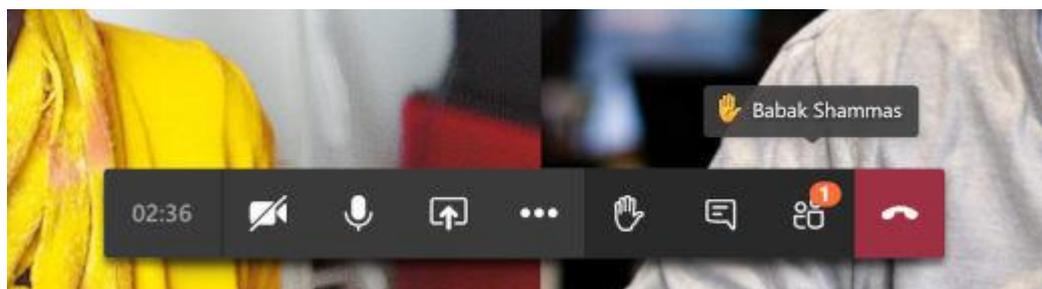
Raise your hand

If you would like to speak or ask your question verbally, you can raise a virtual hand to let people know you want to contribute without interrupting the conversation.

Select **Raise your hand**  in the meeting controls.



Everyone in the meeting will see that you've got your hand up.



Meeting presenters will also receive a notification that your hand is raised, and they can lower your hand once you've had a chance to talk.

Only speak once you have been asked to speak. Turn your microphone on by pressing the microphone button.

Once you have asked your question turn your microphone off again to avoid any sound feedback or interruptions.

Click on lower your hand once you have asked your question.

If you have another question, you can raise your hand again but we will come to you again once other participants have had a chance to ask their question also.

How to leave an event as an Attendee:

You can leave the event at any point during the meeting. Simply click on the red 'Leave' button on the top right hand corner of the screen.

You can then come back into the meeting at any point by clicking on the original link used to start the event again.

Behaviour and Conduct during the meeting:

Please keep your microphone off until it is your turn to speak.



Please turn off your microphone as soon as you have spoken to avoid any sound feedback or crackling.

Depending on the amount of attendees we have, we may not be able to answer all the questions but answers to these will be posted on our website shortly after the event.

We ask that everyone is respectful to all participants' opinions, to not use any harsh words or inappropriate language and allow time for everyone to have their say.

Please be mindful that the workshop will be recorded and all verbal and written feedback will be captured.