

Microsoft Teams – Service User / Carer / Governor Guide

Microsoft (MS) Teams offers a videoconferencing solution to enable people to engage in Involvement Activities with the Trust. To access MS Teams you will need a smartphone, tablet, laptop or computer that will allow the MS Teams App to be downloaded, as well as an internet connection.

Below we have outlined things you should consider before taking part in an involvement activity using MS Teams:

Please DO:

- Dress appropriately for appearing on screen.
- Ensure that your environment is suitable for the activity / meeting you are taking part in. You may wish to use the background facility available within MS Teams for added privacy for your home environment. (Instructions on how to do this are provided within this guidance.)
- Please identify yourself by typing in your name.
- Have your microphone on mute when you are not speaking.
- Use the 'raise hand' facility, whenever possible, when you would like to speak or ask a question. This will assist the person facilitating the call in providing equal opportunities for everyone to contribute.
- Turn off your camera and microphone if you need to leave temporarily for any reason or if you are doing something that may be distracting to other people taking part in the meeting (e.g. eating or making food / a drink, answering the door etc.).
- Treat others on the call with respect and be aware that some information will be of a confidential nature. If in doubt, please ask the member of staff before disclosing information to anyone outside of the meeting.

Please DO NOT:

- Use offensive language or behave aggressively towards anyone joining the meeting.
- Record any part of the MS Teams session. This is to protect the confidentiality of others and is not permitted.
- Use the chat function to say anything that is confidential or that you do not want other people on the call to see.

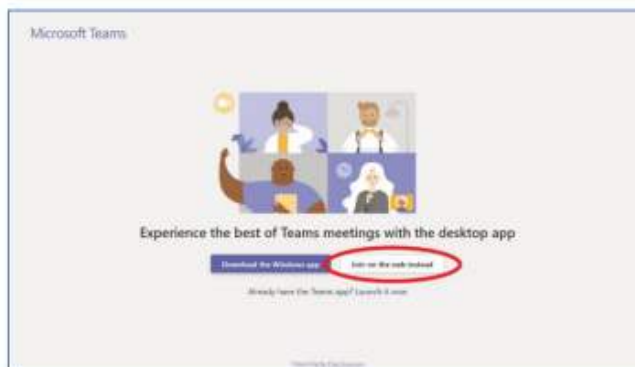
How to join an Involvement Activity/Meeting

1. Open the email you will have received from an NHSMail address.
2. A link will be provided in the body of the email which will look like this:



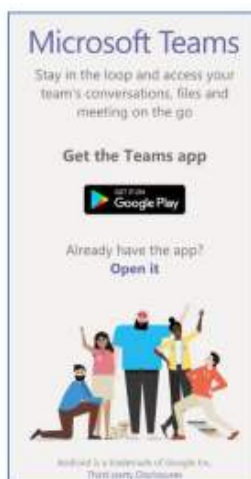
3. Select the 'Join Microsoft Teams Meeting' link.
4. At this point, if you don't already have the MS Teams App on your device, depending on the device you are using, one of the following screens will appear:

Screen One:



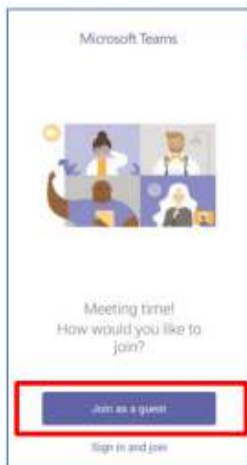
Note: Some browsers are not capable of joining a Teams meeting. Please use either Microsoft Edge or Google Chrome for the full experience. Alternatively, you can "Download the Windows app" or Mac app if you do not have Edge or Chrome.

Screen Two:



5. Download the app from Google Play or the App Store.

- Once downloaded, the screen below will appear. Please ensure that you click 'Join as a guest.'




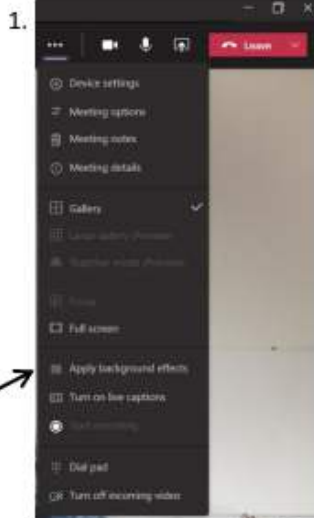
Important: How you type your name will be visible to everyone on the session. Type your first name only, not your full name, and please do not use your email address.

- When prompted, click 'Allow' to allow Teams to allow audio. You need to do this so that the video and audio conferencing works for you.


Using MS Teams

Background



You may wish to consider using a background to alter what appears behind you when on screen. To do this, please click on the three dots icon  at the top right of your screen. Once selected, the options shown on picture 1 below will appear. Please select 'Apply Background Effects'. You can then choose a background setting (an example is shown in picture 2 below) and click 'Apply' to use it.






Microphone

When you are not speaking, please ensure your microphone is muted. You can mute or unmute your microphone by clicking this symbol  which can be found at the top right of your screen. When on mute it will look like this  and people on the call will not be able to hear you.


Camera

You may wish to turn off your camera and you can do this by clicking on the camera icon  at the top right of your screen. When turned off, the icon will look like this  and you will not be visible to others on the call.

Asking a question or commenting during the activity/meeting

If you wish to ask a question or comment during the activity/meeting please use the 'Raised Hand' function where possible and remember to lower your hand again once you have finished. Alternatively you can use the 'meeting chat' function. This will assist the person facilitating the involvement activity in providing equal opportunities for you, and everyone taking part, to contribute. The 'raised hand' icon looks like this  and is located at the top of the screen. When selected, the icon will highlight  and the organiser will be able to see that your hand is raised. Please remember to put your hand down after you have finished speaking. The 'meeting chat' function can be accessed by clicking this icon . Once selected, the chat will display down the right side of the screen and you can then type your comments or questions into the box at the bottom and this will be visible to everyone taking part.

Leaving the call

When you wish to leave the call, please click on the 'Leave' button  highlighted in red at the top right of the screen, and the call will end.