Technical Tips for Success in Microsoft Teams

Microsoft Teams is a virtual workspace for collaboration and communication that allows for trainings, presentations, messaging, chatting, and file-sharing in real-time. If you are experiencing technical difficulties while using Microsoft Teams during trainings or webinars, follow these basic troubleshooting pointers to improve your experience.

1 **Use Microsoft Teams via a web browser or the desktop application.**

Microsoft Teams works best via the desktop application. However, the desktop application is not required and you may utilize a web browser. Individuals who are utilizing an Internet browser should sign in with their full name. Simply click the Teams meeting invite link in your email or calendar invite to join a training, meeting, or call. If you wish to download the Microsoft Teams application, you may do so here: https://www.microsoft.com/en-us/microsoft-teams/download-app.
Note: Use Microsoft Edge or Google Chrome Internet browsers for the best experience if you are using a web browser to access Teams.

2 **Where to locate your camera and microphone icons.**

The camera and microphone icons are located on the top right of the screen to the left of the red "Leave" button. These icons enable you to turn your camera on and off and mute and unmute your microphone.
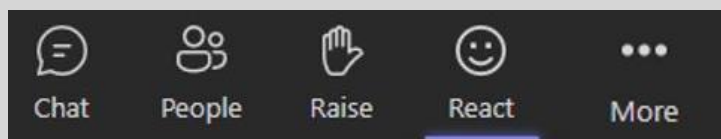

3 **If you are experiencing connectivity issues, try turning off your camera.**

Low bandwidth capacity could affect your connection in Teams. Avoiding the use of the live video camera is the best way to cut down on the use of excessive bandwidth. Please note, the use of your microphone will not impact connectivity issues.

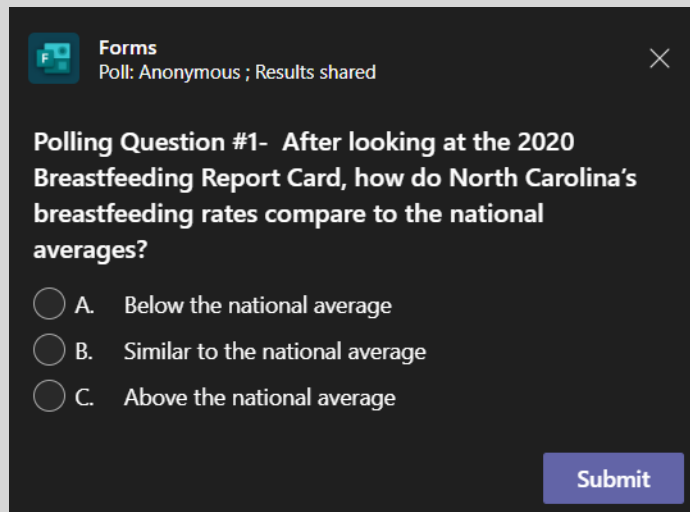**4** **Accessing the chat/conversation box and the "reaction" button.**

The top portion of the screen contains the chat/conversation box button. Simply click on the conversation bubble to access the chat box. You can also click on this to close the chat box if you prefer a larger display screen. The smiley face button allows for reactions during your Teams trainings/meetings. Hover over the smiley face for reactions such as "thumbs up" or "clapping." The "raise your hand" button may be clicked to ask a question. You must press the "raise your hand" feature again to put your hand down.
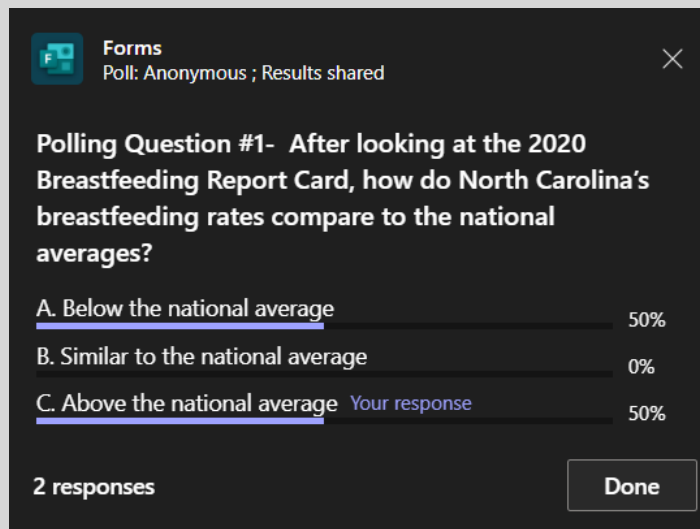
5

Polling questions in Microsoft Teams.

Trainings and meetings in Teams may include polling questions. When a polling question is launched by the meeting organizer, it will automatically pop up on your screen (see below). Simply click your answer and then click submit.

After you submit your answer, the results will display. You may click "Done" to close the polling question on your screen.

6

Breakout rooms in Microsoft Teams

Trainings or meetings in Microsoft Teams may include breakout rooms in which the participants are divided into separate virtual rooms for activities and discussion with a smaller group of people. The meeting organizer will create and manage the breakout rooms. As a participant, no action is required on your part. You will simply be added to a breakout room when it is time and then automatically pulled back into the main meeting room.