

## Accessing and using Teams: Student Guide

**This guide explains when to use Microsoft Teams and how students can access and use it.**

It advises on system requirements, provides some tips for participating in a Teams meeting and information on accessibility.

It also includes how to use the various functions in Teams including using chat, audio and video, so that you can participate effectively and get the most from your online live meetings.

### When to use Teams

As a student, Teams is mainly used for 1:1 meetings e.g. personal tutoring, research supervision, individual support. Live meetings using Teams enable you to connect with your lecturers, personal tutors or other teaching and support staff on an individual basis, similar to phoning them or dropping in during office hours.

You can also set up your own Teams meetings to contact or meet with other students. Teams is a safe and convenient way to communicate. It is available to all students for free as part of the Office 365 package that you can access using your Heriot-Watt login. [You can find more information about O365 on Microsoft's website.](#)

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## Section 1: Accessing Teams

### How to access Teams

Teams can be accessed from Office 365 using a browser. It is recommended that you use Chrome as other browsers are not fully supported.

**Step 1:** Go to <http://www.office.com> and log in using your Heriot-Watt credentials.

**Step 2:** Once in Office365 you should see an overview of all your apps and be able to click on the Teams icon. (If you don't see it in the list of apps shown, then choose the 'All apps' arrow to view a complete list.)



You can also download the Teams app on your mobile device or computer. Go to your app store and search for 'Microsoft Teams'. Once you have downloaded the app use your Heriot-Watt credentials to login.

### System Checks and Setup

Before you begin, check to ensure that your computer and browser are compatible with Teams. You will need:

- A modern computer with a good internet connection (ideally a wired connection), or possibly a mobile device with strong WiFi. You can also download the Teams app for iPad/iPhone/Android if you would like to join using a mobile device. Slower internet connections may cause issues with audio and video.
- An operating system Windows 7+, Mac OS 10.9+
- You can use the built-in microphone and speakers on your computer but having headphones will greatly improve the ability to hear others in the meeting and reduce background noise / interference for other attendees. If you have a mobile phone you may wish to use the headphones/microphone that came with it. A wired headset (headphones with a microphone) is recommended.
- Teams works best in the Chrome browser. Make sure that your browser is up to date.
- Try to find a quiet place where you'll be able to participate in the online meeting both verbally and via the text chat.

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## Accessibility

Teams includes the following:

- Live closed captioning. For more information see [‘Use live captions in a Teams meeting’](#).
- Screen reader support. For more information see [‘Use Teams with a screen reader’](#).
- Global keyboard shortcuts for common actions. For more information see [‘Keyboard Shortcuts’](#).

For more information see [Accessibility overview of Teams](#).

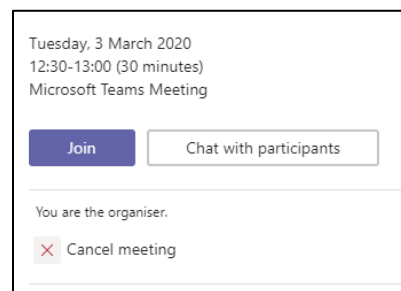
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## Section 2: Using Teams

### Joining a scheduled meeting

**Step 1:** If you have been invited to join a Teams meeting you will have been sent a link for that meeting and / or an Outlook/Teams calendar invite.

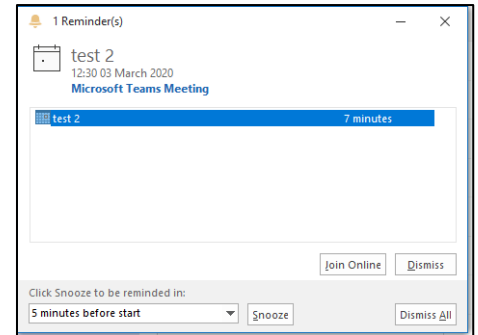
At the time of the meeting, click on the link or the item in your Calendar and use the **‘Join’** button to join the meeting.



Alternatively, click on the **‘Join Microsoft Teams Meeting’** link in the meeting invite or click the link you were provided with.

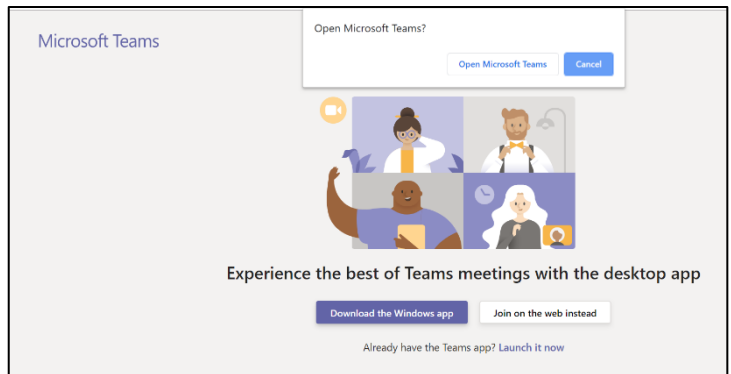
[Join Microsoft Teams Meeting](#)  
[Learn more about Teams](#)

If you have a reminder alert set up, then you can also join from this by choosing **'Join online'** in the calendar alert.



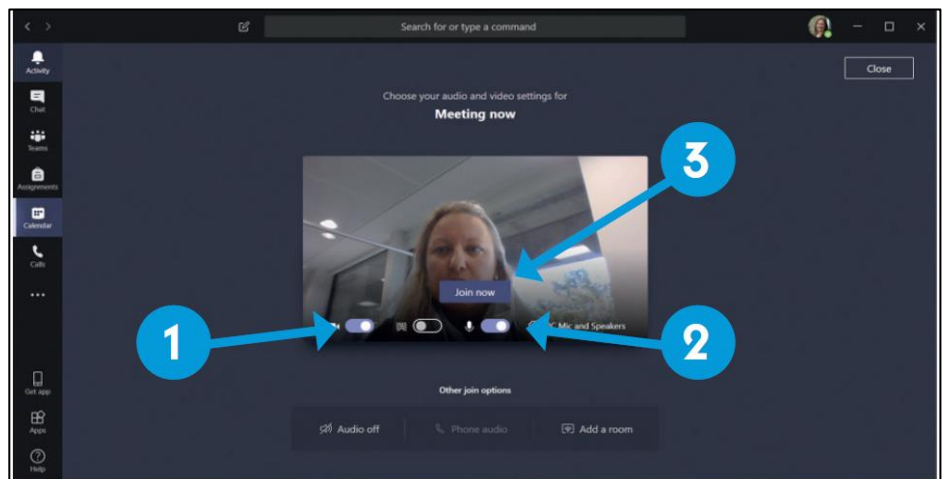
**Step 2:** This will take you to the Teams webpage where it will ask if you want to open Teams.

Choose to join the meeting in the web version of Teams (unless you have the Teams app already installed on your desktop, phone or tablet and wish to use this instead).



**Step 3:** This will open the Teams 'join meeting' dialogue. Here you can check your audio and video are enabled. If necessary you can test or adjust them using the **'PC mic and speakers'** settings cog.

1. Ensure that your video is enabled (unless the meeting organiser has asked you not to use video).
2. Ensure that your microphone is muted, so that you don't interrupt existing conversations in the meeting when you join. Be aware that if there are already several people in the meeting, Teams will by default mute your microphone when you join.
3. Click the **'Join now'** button to join the meeting.

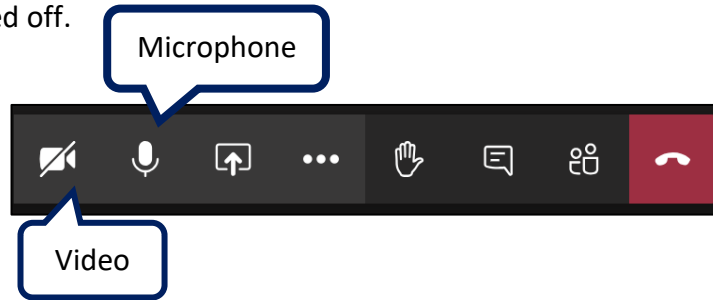


**Note:** If you are using your browser, you may have to allow Teams to use your webcam and microphone.

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## Using your microphone

**Step 1:** Click on the microphone towards the bottom of your screen. This will show as white if it is on and with a line through it if it is switched off.



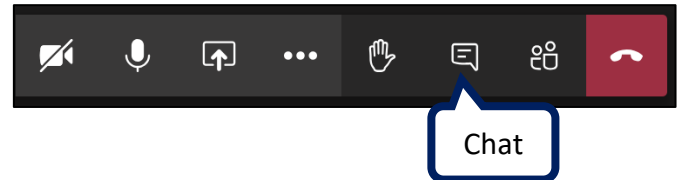
## Using your video

**Step 1:** Click on the video towards the bottom of your screen. This will show as white if it is on and with a line through it if it is switched off.

**Step 2:** Video will show in the main panel. It can show multiple people in the panel at the same time – you will see this laid out as a grid. If you would like to focus on a particular speaker (or presentation) right click on their video and then select 'pin'. This will pin that person's video regardless of who is speaking. You can pin as many people as you can fit on screen.

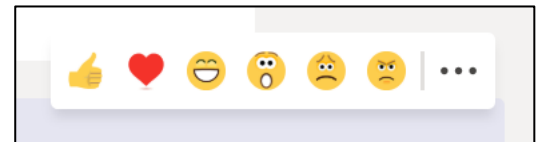
## Chat

**Step 1:** Click on the speech bubble to open the chat.



**Step 2:** Add comments or questions in the chat, and read and reply to what others have written.

- You can 'like' or give other responses to other people's messages by hovering over their message until the response panel shows and then clicking the emoji you want to use. The '3 dots' opens a larger options panel.



- You can tag people using @ followed by their name to ensure they see the comment. Teams will often give you a list of relevant names to help your tag.

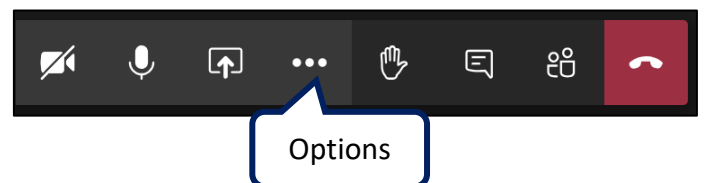
## Options and settings

Use the 'Options and Settings' button to access further features.

### Options available

**Show device settings:** Use to access your audio and video settings.

**Show meeting notes:** If the 'meeting notes' function is being used the notes can be accessed here.



**Enter full-screen mode:** Click this to enter full screen mode.

**Raise your hand:** Click this to raise / lower your hand.

**Show background effects:** This enables you to blur your background or add a different background. This can help protect your privacy.

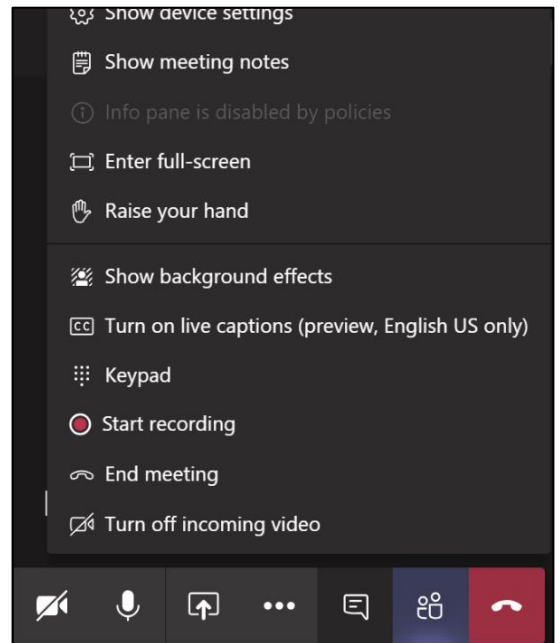
**Turn on live captions:** Click this to switch on live captions. These will show at the bottom of your screen when anyone in the meeting is speaking. Only you can see the caption.

**Keypad:** This can be used to dial other phone number from the meeting [not enabled at Heriot-Watt]

**Start / End Recording:** Click to start recording your meeting. The recording will be saved to Microsoft Stream and available to view later. You will receive an email after the meeting to let you know your recording is available. Recordings belong to the person who set up the meeting. If you have started recording, the button will show here as 'End recording'.

**End meeting:** Click to end the meeting for everyone. If you just want to hang up then use the red phone button.

**Turn off incoming video:** This enables you to switch off incoming video. Use this if you are having connection issues.

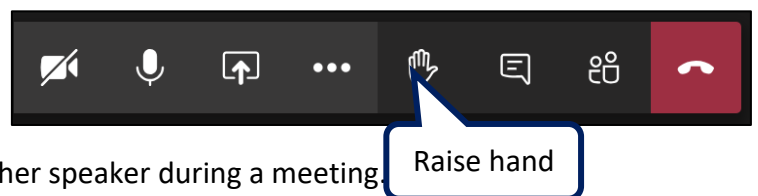


## Raise your hand

Click this to raise / lower your hand.

An icon will appear in the participant list and on the screen to show you have raised your hand.

Click again to lower your hand. Use this if you want to contribute but don't want to interrupt another speaker during a meeting.

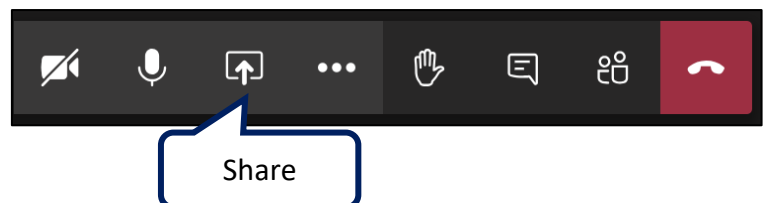


## Share

Use the 'share' button to share content on screen during a meeting.

You can share:

- Your desktop
- An open window
- PowerPoint
- Browse for other files / apps to share



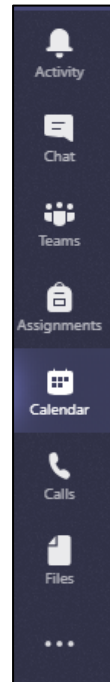
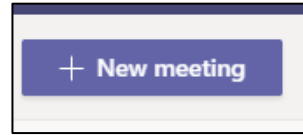
Visit [share content in a meeting](#) for more information.

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## Set up a new Teams meeting

The sidebar enables you to access different functions within Teams. For online meetings, you should first click on **Calendar** – this will display the same information shown in your Outlook Calendar.

**Step 1:** Use '+ New Meeting' in the top left corner.



**Step 2:** Complete the meeting information:

**Title:** Give your meeting a description.

**Start / End:** Edit the start and end dates and times.

**Consider:** Is timezone required if people are joining from UK, Dubai and / or Malaysia?

**Details:** Add any relevant information to the Details box.

**Invite people:** Start typing the name of someone who should be invited to the meeting in the box on the right, then select from the list of suggestions which appears below. Repeat this for anyone else who should be invited to the meeting. Names of attendees will be listed below.

**Schedule:** When you have completed all the details, click '**Schedule**' to add the meeting to your calendar. This will send email invites to those you have included in the meeting.

**Step 3:** The meeting will appear in your calendar, which you can view from Teams or from Outlook. You can tell that this is an online Teams meeting because it will say '**Microsoft Teams Meeting**' under the title.

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### Top Tips

- **Mute your microphone when not speaking.** This prevents distracting background noise e.g. typing or a private conversation.
- **Use headphones if possible.** This cuts down on the background noise or feedback loops.
- **Switch off incoming video if bandwidth is an issue** during your meeting, or you may wish to agree with attendees whether or not to use video.
- **Close other programs.** Having multiple programs open will slow down your computer and may interfere with your Teams meeting. Close any programs you are not using.

### Troubleshooting

Check that you have the correct speakers and mic selected.

Check that your computer volume is not muted.

Use a headset rather than in-built mic / speakers.

If you have any technical issues accessing or joining the Teams meeting notify the person you're meeting, then contact [ISHelp@hw.ac.uk](mailto:ISHelp@hw.ac.uk).

## NOTES

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### FURTHER RESOURCES

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Heriot-Watt University (2020) **Microsoft Teams as a communication tool** <https://lta.hw.ac.uk/sslo-microsoft-teams/>

Heriot-Watt University (2020) **Using Teams for online meetings** [https://lta.hw.ac.uk/wp-content/uploads/06\\_Using-Teams-for-online-meetings.pdf](https://lta.hw.ac.uk/wp-content/uploads/06_Using-Teams-for-online-meetings.pdf)

**MS Teams Quick Start Guide** introduces all the features available within MS Teams, <https://download.microsoft.com/download/D/9/F/D9FE8B9E-22F5-47BF-A1AB-09539C41FCD0/Teams.QS.pdf>

**MS Teams Video training** - how to manage meetings, <https://support.office.com/en-us/article/video-manage-meetings-ba44d0fd-da3c-4541-a3eb-a868f5e2b137>

**MS Teams Accessibility** <https://support.microsoft.com/en-us/office/accessibility-support-for-microsoft-teams-d12ee53f-d15f-445e-be8d-f0ba2c5ee68f>



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