

## Microsoft Teams: Guidance for Centres

This guidance for centre staff explains how to take part in a Microsoft Teams meeting. Please make sure you've also read our ['Microsoft Teams Technical Guidance for Centres'](#).

Centres do not need to have Microsoft Teams licences. However, centre assessors will need to be able to install the Microsoft Teams app, or will need permission to access it via the network. Chrome or Microsoft Edge are the best browsers to support Teams.

We will send links for these virtual visits. They will all be sent from OCR/Cambridge Assessment and will be covered by our licence.

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## Teams best practice

### For centres:

Your moderator will send you a Microsoft Teams meeting link after you've agreed the date/time.

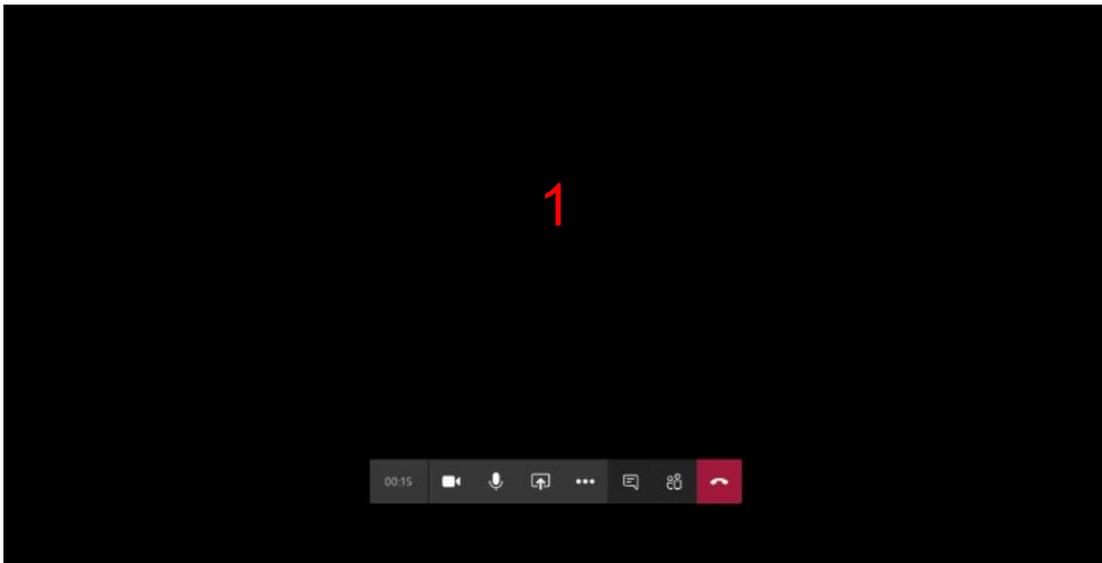
- Download the Microsoft Teams desktop client/app ahead of time.
- Test your audio and video devices before the meeting starts.
- Mute your audio unless you are speaking to cut background noise.
- During the day, when the meeting takes a break, you don't need to exit the Teams meeting. Remember to turn off your audio and video when you take a break.
- Headsets and headphones are very sensitive. Make sure you don't eat or drink during a meeting unless your microphone is on mute.

## Using Teams on a PC/laptop

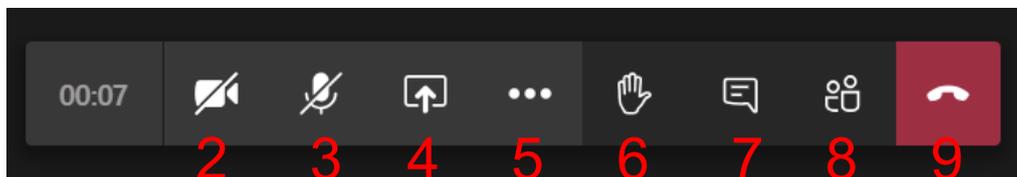
### How to navigate a Microsoft Teams meeting on a PC/laptop

Once you have joined the Teams meeting, familiarise yourself with the meeting room and its features. Click anywhere in the meeting window to see the control panel.

#### Main meeting window:



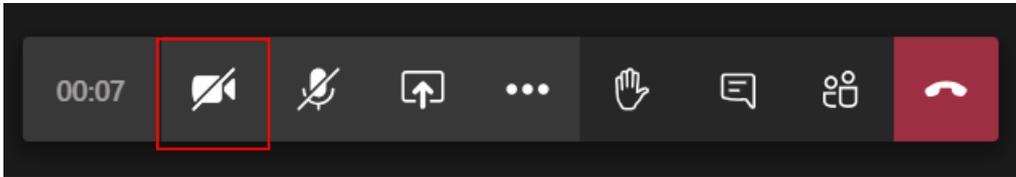
#### Meeting control panel:



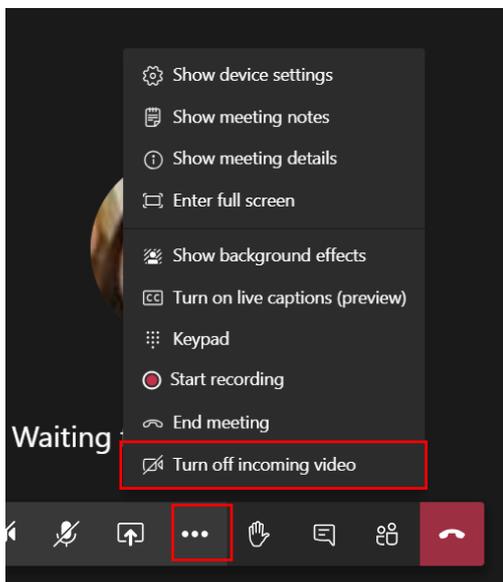
<b>1 Main Window</b> This is where the meeting contents, such as files, will be shared. It's also where the people in the meeting will be shown.			
2	<b>Video sharing</b> Click here to turn your video (webcam) on and off.	6	<b>Raise hand</b> Click here to raise your hand. This tells the meeting host that you would like to speak. Note that this is only available on the desktop version of Teams.
3	<b>Audio sharing</b> Click here to mute and unmute your microphone.	7	<b>Chat window</b> Click here to open the chat window and send instant messages to the rest of the group.
4	<b>Screen and file sharing</b> Click here to share your screen, programs, and files.	8	<b>Participants</b> Click here to see who else is in the meeting.
5	<b>More options</b> Click here to see more meeting options.	9	<b>End meeting</b> Click here to leave the meeting.

## How to use your video

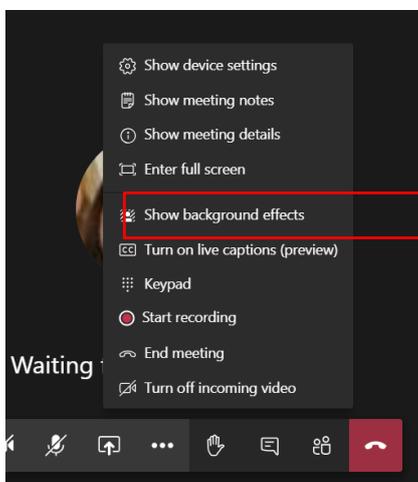
1. Click the **Video** button on the control panel to toggle your video on and off. When your camera is off, the camera icon has a line through it as shown below.



2. To turn off incoming video streams, click on the **three dots** and select **Turn off incoming video**. To turn them back on, click on the three dots and select **Turn on incoming video**.

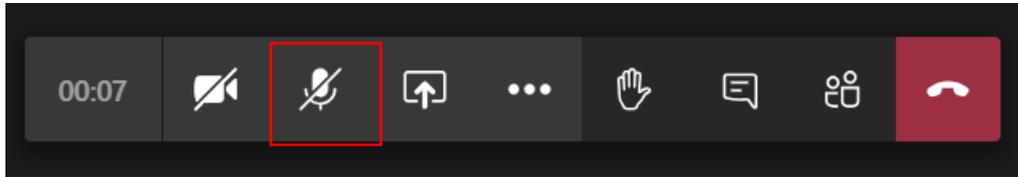


3. To change what appears behind you in a video conference, you can blur your background or replace it with another image. Click on the **three dots** and choose **Show background effects**.



## How to use your audio

1. Click the **Microphone** button in the control panel. When your microphone is muted the icon has a line through it, as shown below.



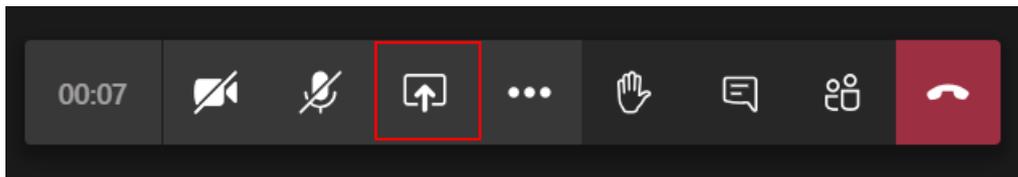
2. Remember to mute yourself when you are not speaking to cut background noise.

## How to share your screen

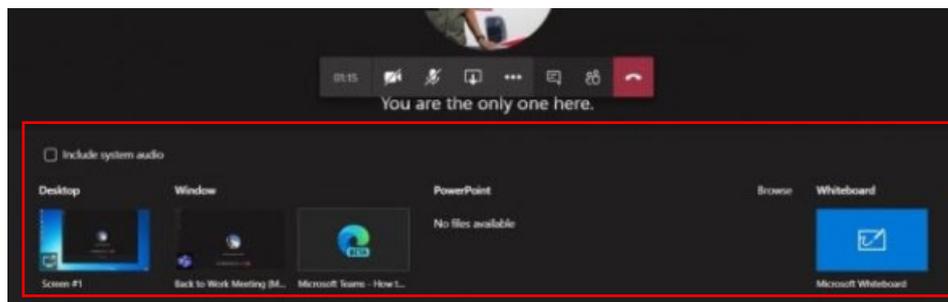
### Important information

If you are using a Mac, you may need to change your system preferences so that Teams can share your screen. For more information, see the [Microsoft Teams help and support page](#).

1. Click the **Share** button on the control panel.



2. A list of sharing options will appear. This will depend on how many windows, programs and files you have open on your computer. **Make sure any open documents are relevant to your meeting and be careful not to show sensitive information.**

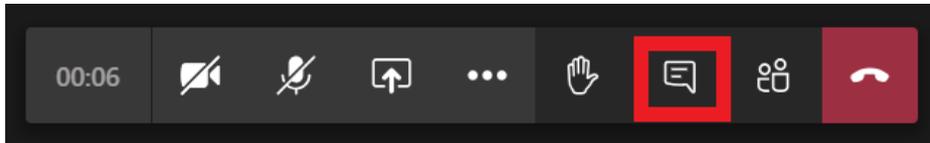


Screen share type	Used for:
Desktop	<ul style="list-style-type: none"> <li>• Sharing your desktop window</li> <li>• Sharing non-PowerPoint files (such as Word, PDF)</li> <li>• Sharing audio and video files (make sure 'Include system audio' is checked when sharing audio and video files)</li> </ul>

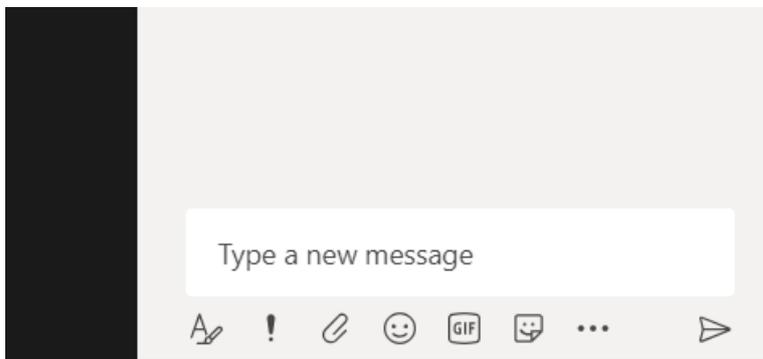
	Note: Teams only supports system audio on Windows devices.
Window	<ul style="list-style-type: none"> <li>• Sharing a specific browser window</li> <li>• Sharing a specific program (such as RM Assessor)</li> </ul> <p>Note: the window or program must be open on your computer for you to be able to share it.</p>
PowerPoint	<p>Sharing PowerPoint presentations and files.</p> <p>Note: the PowerPoint file must be open on your computer for you to be able to share it.</p>
Browse	Sharing PowerPoint presentations and files not currently open on your computer.
Whiteboard	Draw, sketch, and write together on a shared digital canvas.

### How to use the chat window

1. Click the **Chat** button on the control panel.



2. The meeting chat window will appear at the side of the main window. You can type a message in the box at the bottom of the window.



3. Once you have entered your message, press Enter on your keyboard or click the right arrow to send it. Your message will appear in the chat window.

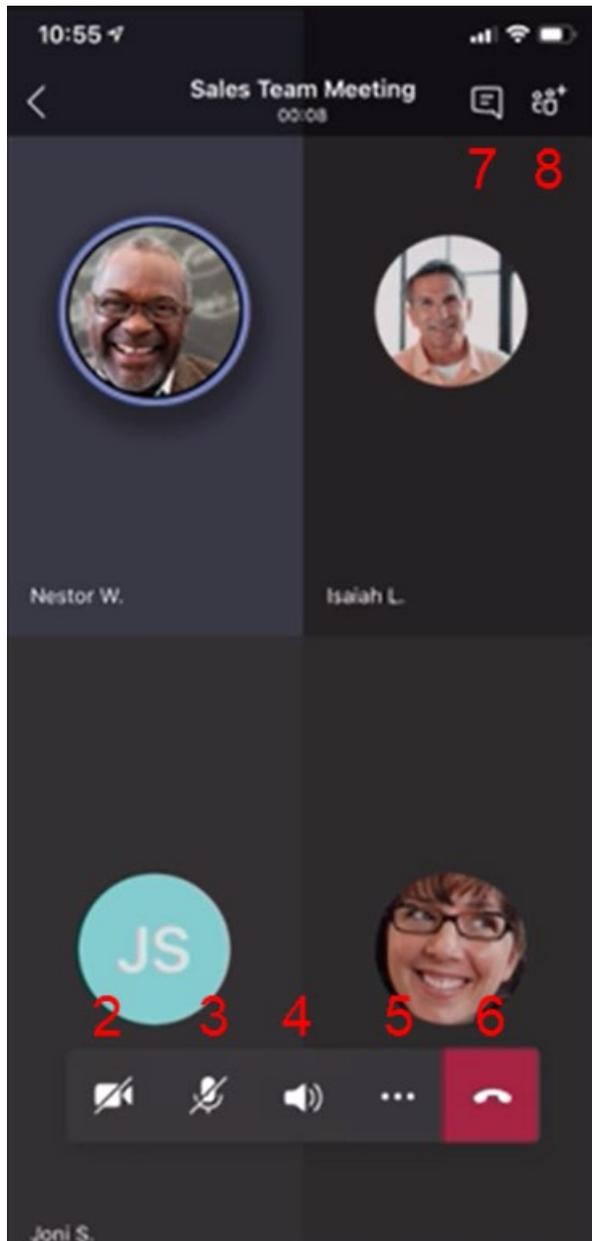
Please do not discuss live material in the chat window.

## Using Teams on a touchscreen device

### How to navigate a Microsoft Teams meeting on a touchscreen device

Once you have joined the Teams meeting, familiarise yourself with the meeting room and its features. Tap anywhere in the meeting to see the control panel.

#### Meeting window and control panel:



#### Main window

This is where you will see the people in the meeting. It's also where any meeting documents (such as assessment materials or scripts) will be shared on screen.

#### 2 - Video sharing

Tap here to turn your video on and off.

#### 3 - Audio sharing

Tap here to mute/unmute your microphone.

#### 4 - Volume control

Tap here to adjust your volume.

#### 5 - More options

Tap here to view more meeting options, including background blur, screen sharing and the raise hand feature.

#### 6 - End meeting

Tap this red button to leave the meeting.

#### 7 - Chat box

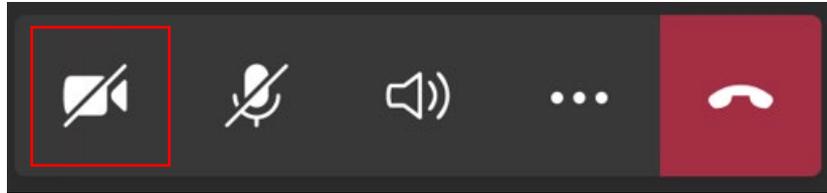
Tap here to open the chat box and send instant messages to the rest of the group.

#### 8 - Participants

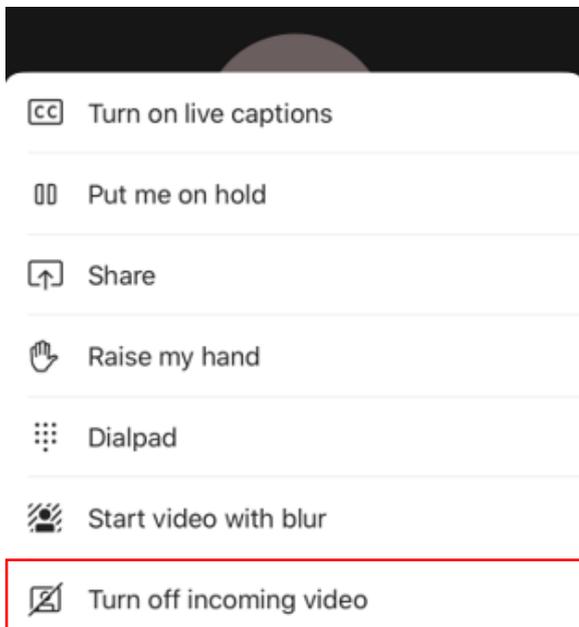
Tap here to list the other people in the meeting.

## How to use your video

1. Tap the **Video** button on the control panel to toggle your video on/off. You will know when your camera is off when the camera icon has a line through it as shown below.



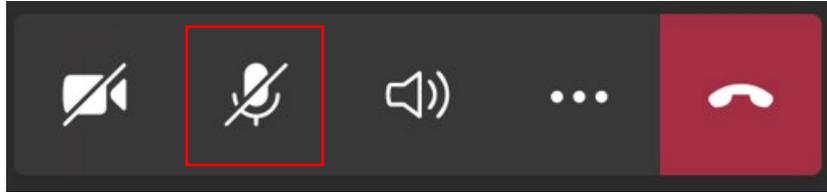
2. To turn off incoming video streams, tap the **three dots** and choose **Turn off incoming video**. To switch it back on, tap the three dots and choose **Turn on incoming video**.



3. Familiarise yourself with your device, in order to flip your screen to show the moderator what you can see.

## How to use your audio

1. Tap the **Microphone** button in the control panel. You will know when you are muted when the microphone has a line through it as shown below.



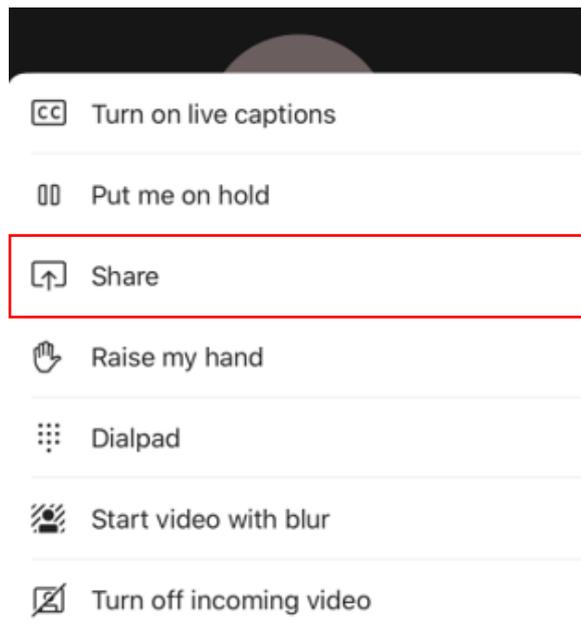
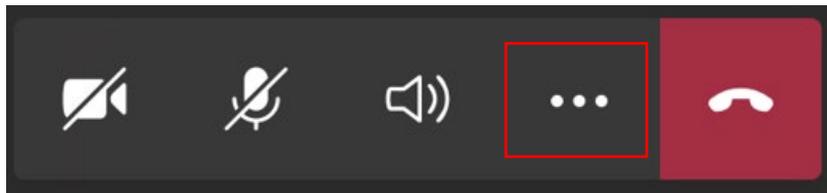
2. Remember to mute yourself when you are not speaking to cut background noise.

## How to share your screen

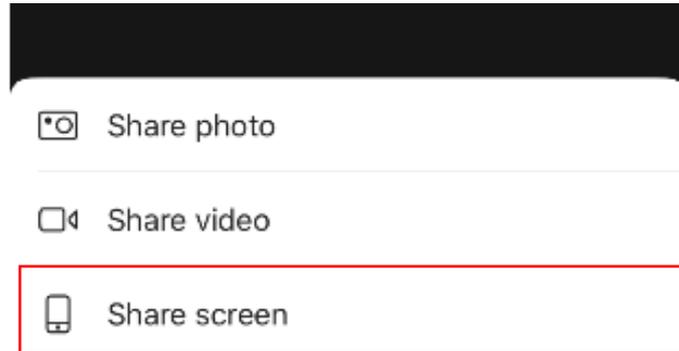
### Important information

If you are using an iPhone or iPad, you may need to change your system preferences on your touchscreen device in order to allow Teams to share your screen. For more information, go to the [Microsoft Teams help and support page](#).

1. Tap the **three dots** then tap **Share**.

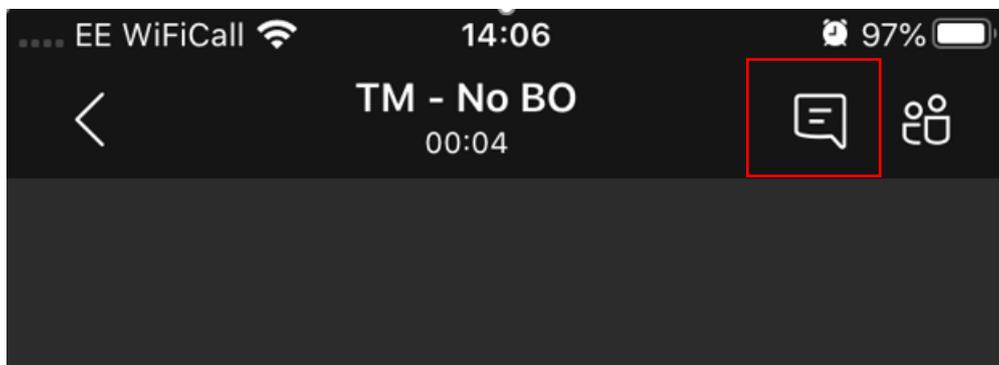


2. Once you have tapped the button, a list of sharing options will appear. Tap **Share screen** to share your screen.

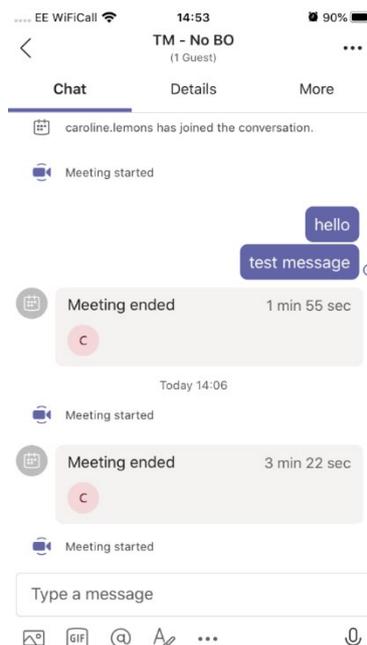


### How to use the chat box

1. Tap the **Chat** button in the top right-hand corner of the meeting window.



2. The meeting chat window will now appear at the side of the main window. Use the chat box to type a message. Please do not discuss live material in the chat box.



**Using a second device**

You may find it useful to sign into the meeting from a second device. For example, the moderator may ask to see something that you do not have available in digital form, but that you could 'show' them.

You can use the Microsoft Teams link on more than one device at the same time to join the same meeting.

Follow the instructions above to join the meeting on your second device. Make sure you are familiar with how to flip your screen, as mentioned page 8.

Hold your device still and steady to enable a clear focus, until the moderator has confirmed they have seen what they need.