

Microsoft Teams: Cambridge Assessment technical guidance

This guidance for centre staff includes system requirements, technical guidance, troubleshooting guidance and frequently asked questions. For guidance specific to your centre, please contact your IT department and let your moderator know of the issues you are facing.

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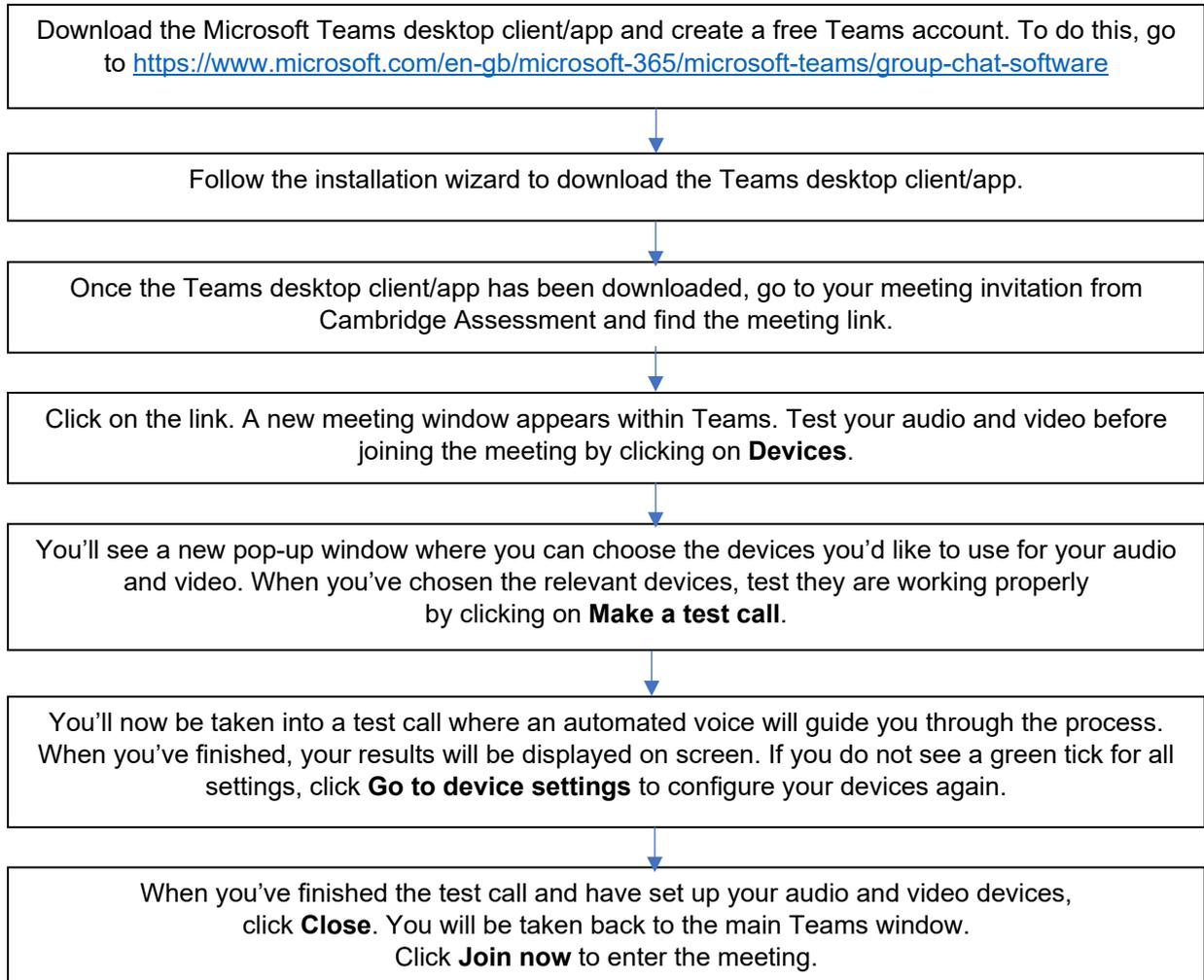
System requirements

Hardware	<p>You will need the following to join a Microsoft Teams meeting:</p> <ul style="list-style-type: none"> • A PC, laptop or tablet • A stable internet connection – 2Mbps or above • A headset or headphones with an in-built mic boom or microphone • A webcam (normally in-built into your laptop) <p>If you already have an additional desktop monitor, this is useful but not essential.</p> <p>See the Teams hardware requirements support page for more information.</p>
Microsoft Teams	<p>We recommend you use the latest version of Microsoft Teams so you can use the full range of meeting room features.</p> <p>When you download Teams for the first time, you will automatically download the latest version.</p> <p>If you already have Teams downloaded, you can check the version you have as follows:</p> <ol style="list-style-type: none"> 1. Open Teams. 2. Click the Profile menu from the top-right. 3. Select the About submenu. 4. Click Version. 5. The version appears in a banner at the top of the window. <p>To update Teams, use these steps:</p> <ol style="list-style-type: none"> 1. Open Teams. 2. Click the Profile menu from the top-right. 3. Click Check for updates. 4. Confirm the message “We've updated the app” to confirm the app has been updated. It can take a few minutes until you see the banner at the top of the app, letting you know the update has been applied. If no new update is available, the banner will let you know. 5. Click the refresh option to restart the app.
Operating systems	<p>Teams is supported on most operating systems including Windows, Mac and Linux. Visit the Teams operating systems support page for more information.</p>
Internet browsers	<p>Teams is supported on:</p> <ul style="list-style-type: none"> • Google Chrome • Microsoft Edge <p>Teams is not fully supported on:</p> <ul style="list-style-type: none"> • Safari

	<ul style="list-style-type: none">• Mozilla Firefox• Internet Explorer <p>Visit the Teams browser support page for more information.</p> <p>Please note that once you have downloaded the app, it is not reliant on a browser, therefore browser recommendations no longer apply.</p>
Touchscreen devices	<p>You can use Teams on the following:</p> <ul style="list-style-type: none">• Windows tablet• iPad• Android tablet <p>Download the Teams app by following the Microsoft Teams download page link on your device, or download it from the iOS App Store or Google Play Store.</p> <p>Please do not use smartphones for activities related to marking, monitoring or production of assessment materials.</p> <p>See the FAQ section of this guide for more information on using a touchscreen device.</p>

Microsoft Teams Quick Guide

Follow these steps to create a free Microsoft Teams account, download Teams and join a Teams meeting



Using Teams on a PC/laptop

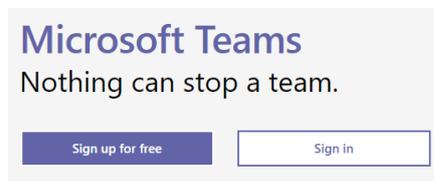
How to create a free Microsoft Teams account and download Teams

1. Go to <https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/group-chat-software>

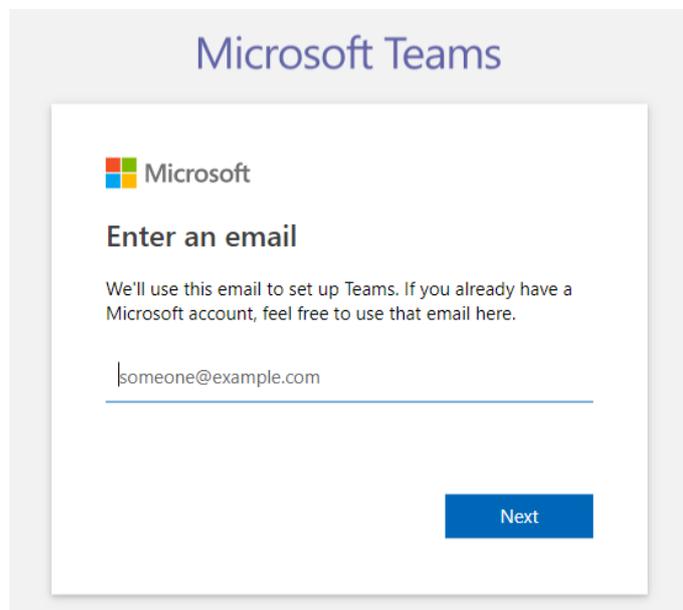
Important information

When using Microsoft Teams, you must use a personal Teams account, and not a school or work Teams account. **If you have already downloaded Teams and created a Teams account, skip to the next section of this guide.**

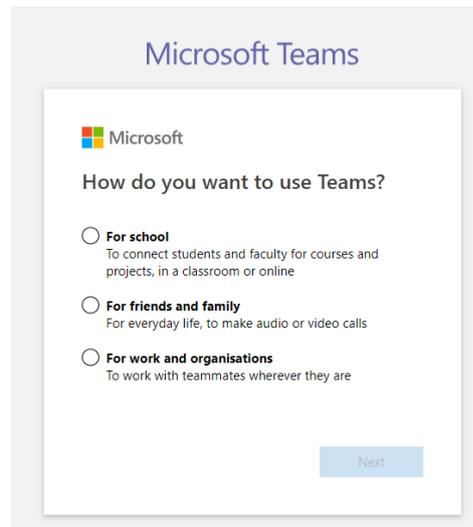
2. Click on Sign up for free.



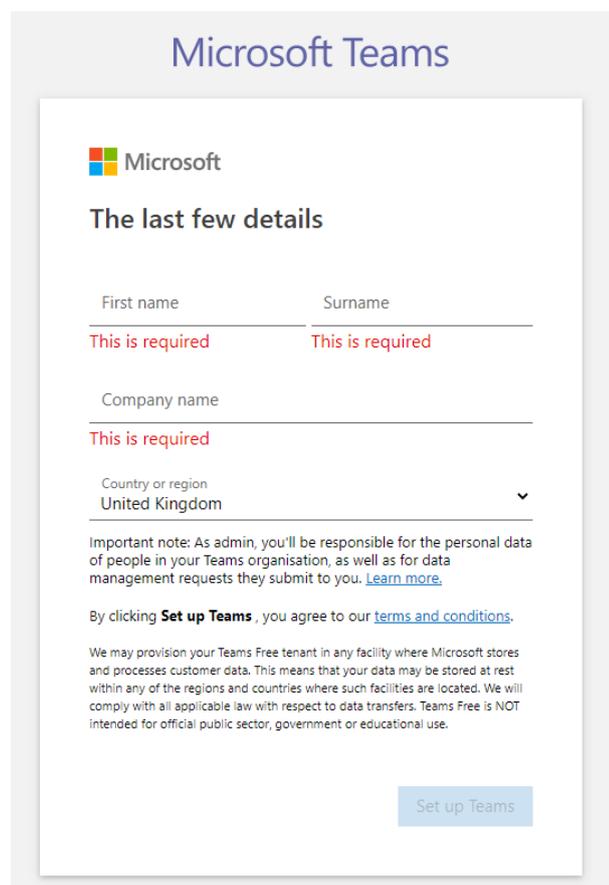
3. The following window will be displayed. Enter the email address you want to use for Teams. If you already have a Microsoft account, enter your email address for that account here.



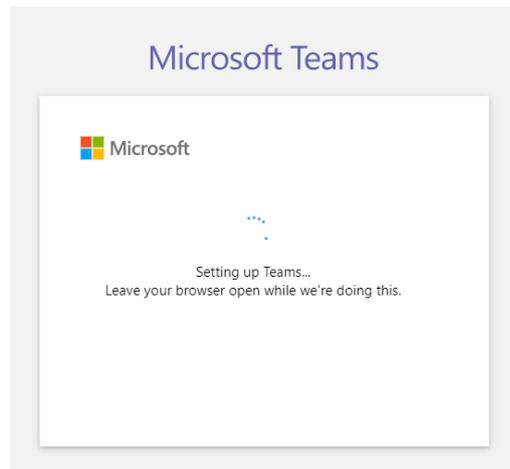
4. On the following page, click the **For work and organisations** option.



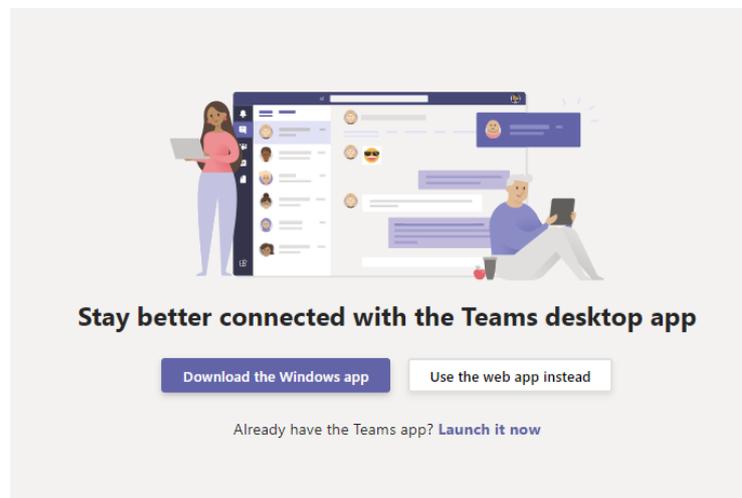
5. You will now be prompted to enter a password. If you already have a Microsoft account, enter your password here.
6. Enter the last few details of the sign-up process. Enter your first name and surname. Enter **Cambridge International Assessment Education** or **OCR** as your company name. Finally, choose your country or region. Click on **Set up Teams**.



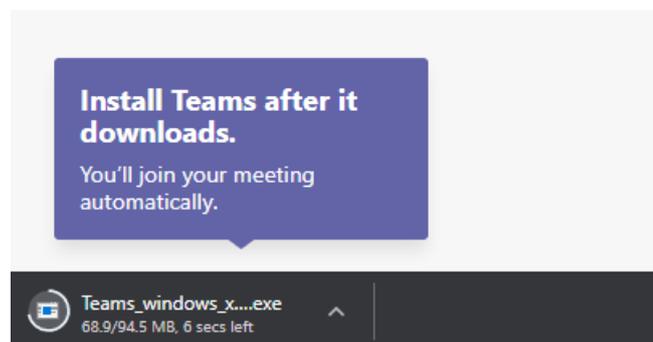
7. Teams will be installed. Do not close your browser during this process.



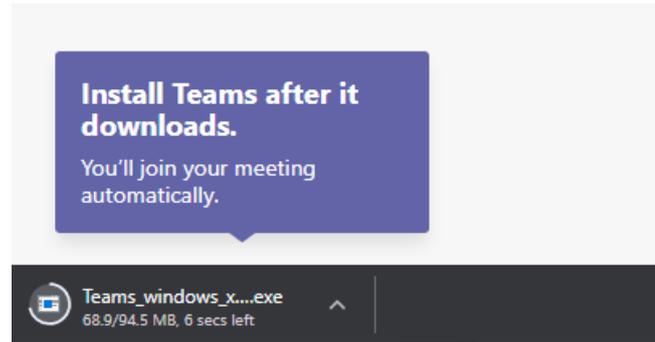
8. You will now see the following screen. Click on **Download the Windows app** (or **Mac app** if you are using a Mac).



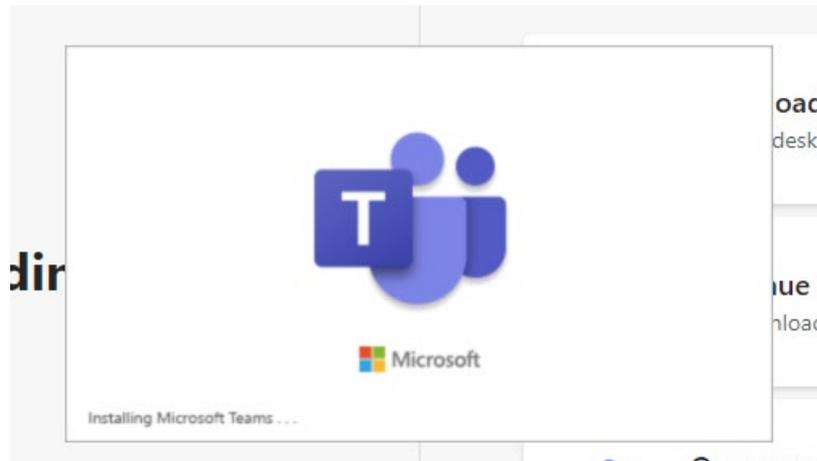
9. The Teams desktop client/app will now be downloaded on your PC/laptop. You will see a pop-up at the bottom of your screen.



10. If you have any problems, try downloading the app again.
11. Click on the download file at the bottom of your screen to open Teams.



12. Teams will now start up on your PC/laptop.



How to join a Teams meeting using the Teams desktop client/app

1. In your emailed invitation from Cambridge Assessment, find the meeting link.

Tip

We recommend you join the meeting 15-20 minutes early to check your audio and video connectivity and make sure your devices work as expected.

2. Click on the meeting link. Depending on your invitation, this may appear as shown below or as a URL link.

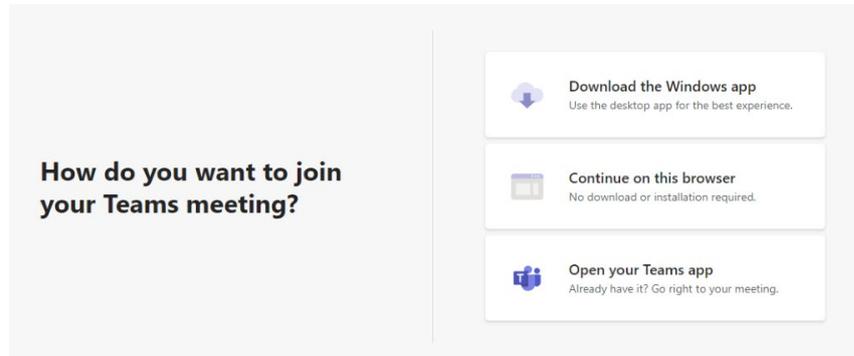
[Join Microsoft Teams Meeting](#)

[Learn more about Teams](#) | [Meeting options](#)

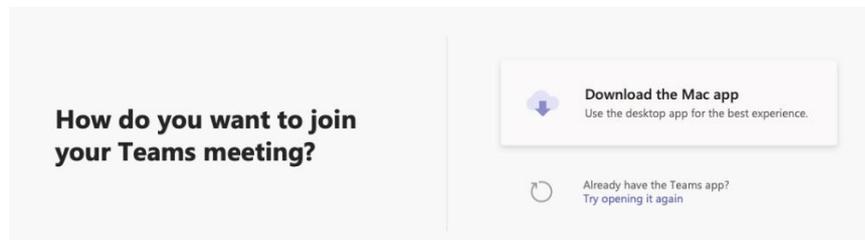
3. When you click on the link, the following screen appears in your browser. If you have not already installed the Teams desktop client/app, you will need to download it here by clicking on **Download the Windows/Mac app**. Follow the instructions at the start

of this guide on how to do this. If you previously installed the app, click **Open your Teams app** to enter the meeting.

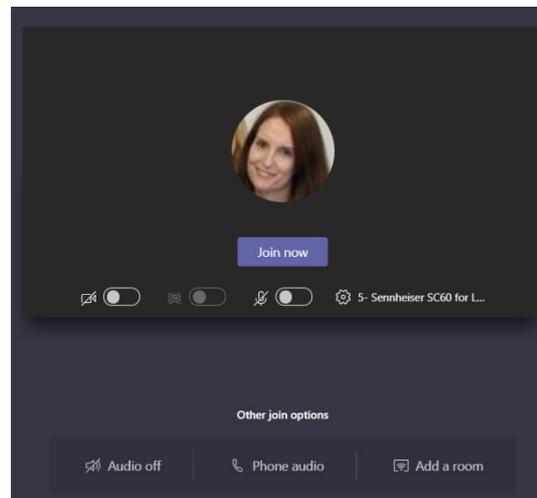
Windows:



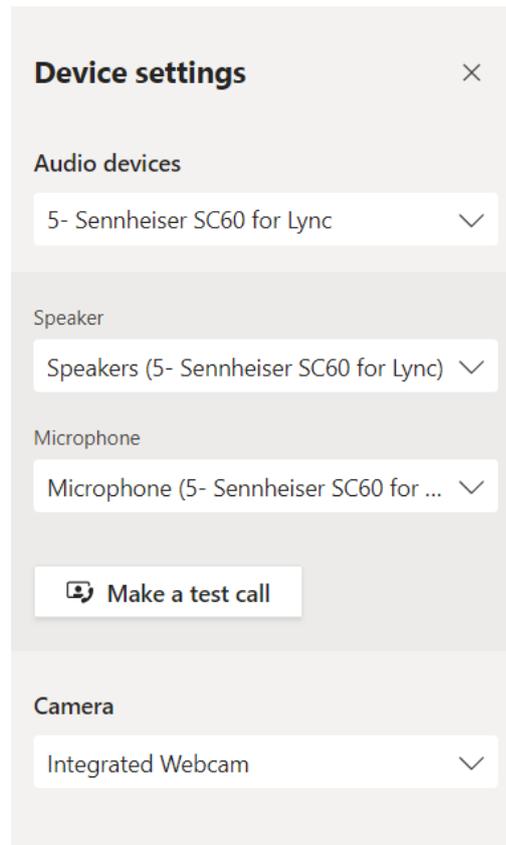
Mac:



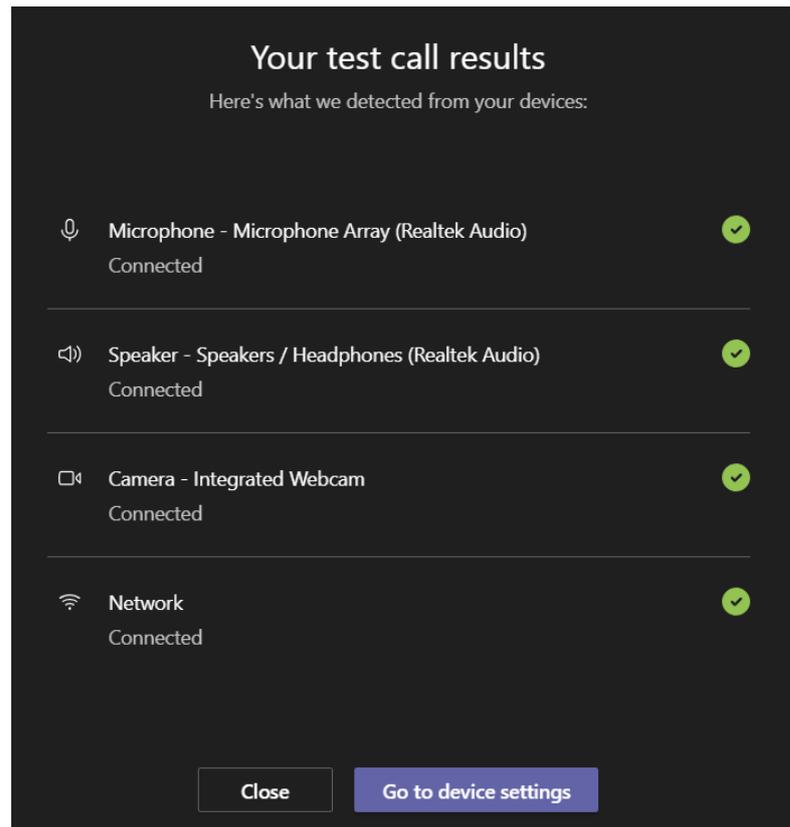
4. Test your audio and video quality before joining the meeting by clicking on the **Devices**  button.



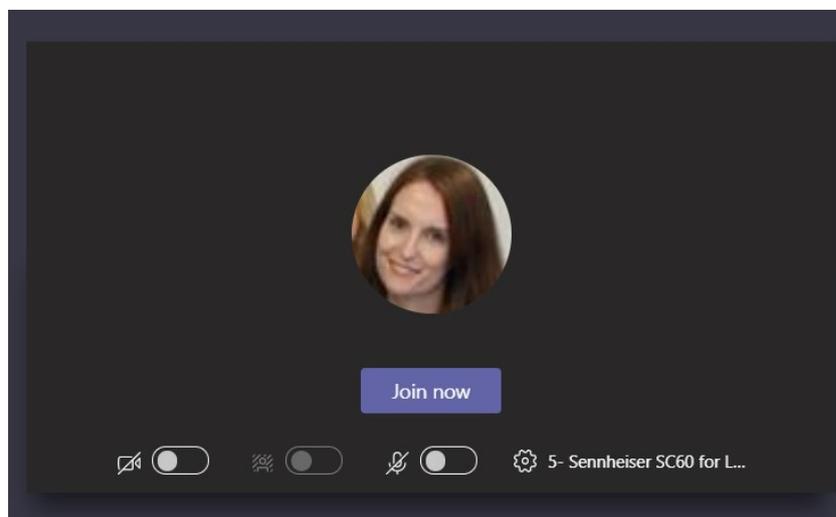
5. You will see a pop-up window where you can choose the devices you'd like to use for your audio and video. Once you've chosen, make a test call by clicking on **Make a test call**.



6. This will take you into a test call where an automated voice will guide you through the process.
7. Once you've finished the test call, your test results will be displayed on screen. This will show your audio, speaker, camera and network results. If you don't see a green tick for all the settings, click **Go to device settings** to configure your devices again.



8. Once you've finished the test call and have configured your devices, click **Close**.
9. You will see the following window. Click **Join now** to enter the meeting.

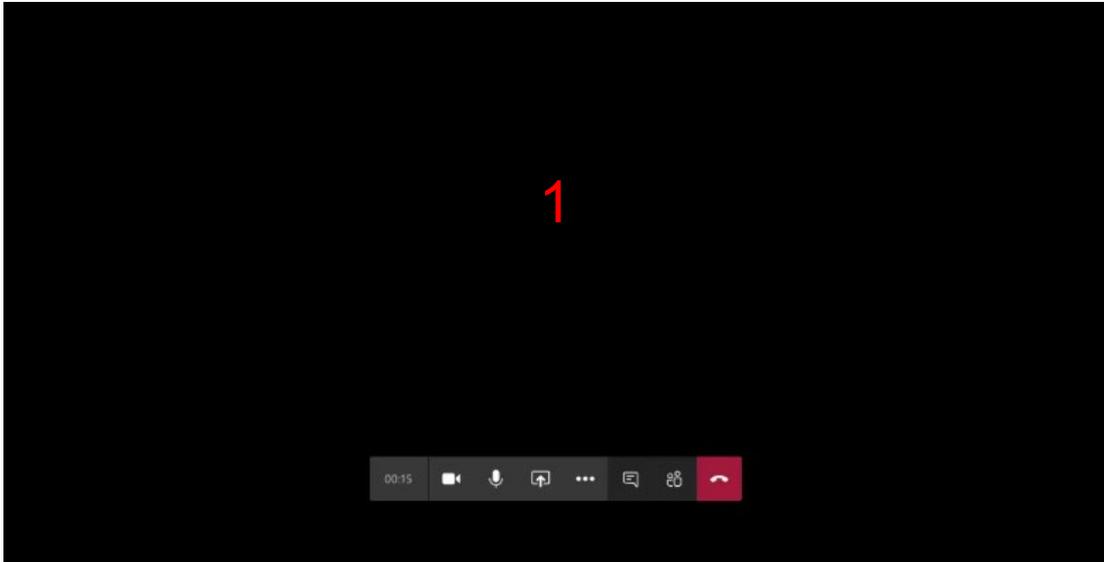


10. The Teams meeting window pane will now appear. Please go to the next section to familiarise yourself with the Teams meeting window.

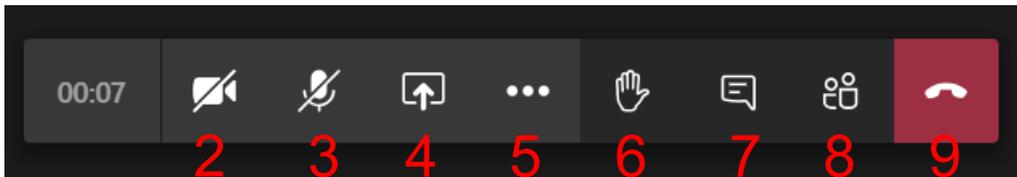
How to navigate a Teams meeting on a PC/laptop

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

Main meeting window:



Meeting control panel:



1 Main Window			
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	Video sharing Click here to turn your video (webcam) on and off.	6	Raise hand Click here to raise and lower 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	Audio sharing Click here to mute and unmute your microphone.	7	Chat window Click here to open the chat window and send instant messages to the rest of the group.
4	Screen and file sharing Click here to share your screen, programs and files.	8	Participants Click here to see who else is in the meeting.
5	More options Click here to see more meeting options.	9	End meeting Click here to leave the meeting.

Using Teams on a touchscreen device

How to download Microsoft Teams and create a Teams account

Important information

When using Microsoft Teams, you must use a personal Teams account, and not a school or work Teams account. **If you have already downloaded Teams and created a Teams account, skip to the next section of this guide.**

1. Download the Teams mobile app by visiting: <https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>
2. Follow the instructions on screen to download the app to your device.

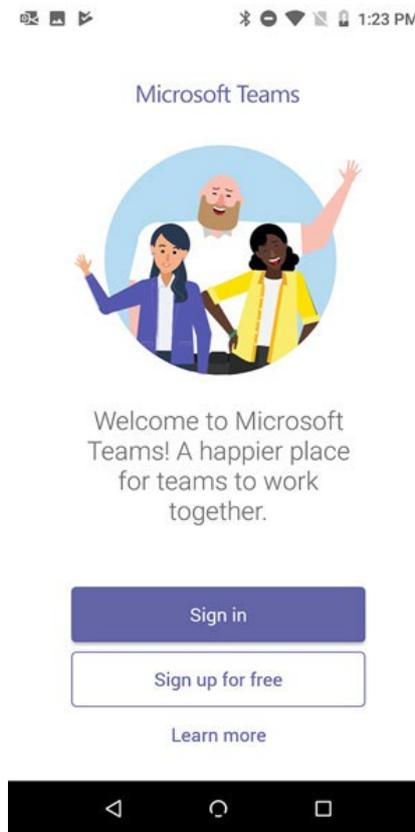
How to join a Teams meeting using the Teams mobile app

1. In your emailed invitation from Cambridge Assessment, find the meeting link.
2. Click on the meeting link. Depending on your invitation, this may appear as shown below or as a URL link.

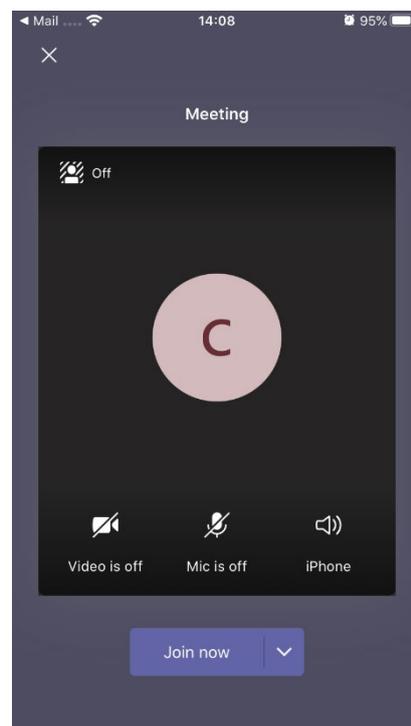
[Join Microsoft Teams Meeting](#)

[Learn more about Teams](#) | [Meeting options](#)

- The Teams mobile app will open on your touchscreen device. Sign into Teams using the account you created previously.



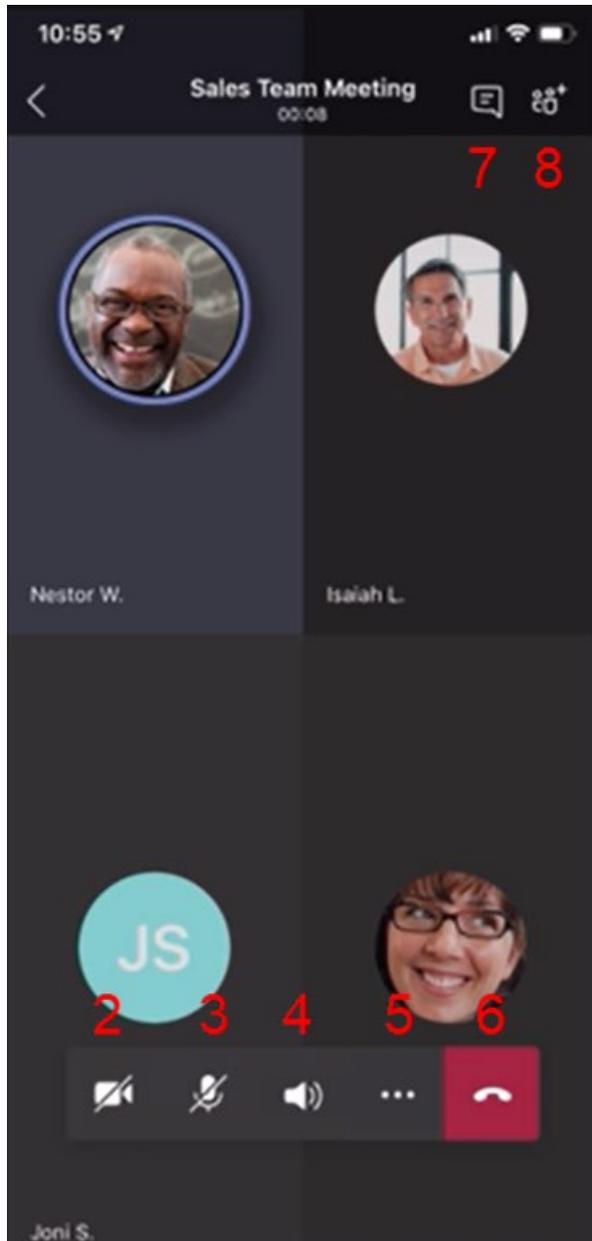
- You will now see the following screen. Check your audio and video before joining the meeting. Tap **Join now** to enter the meeting.



How to navigate a 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 other 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 here 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.

Troubleshooting

Signing into Teams

After I changed my password, I see the message “Either your password changed or the server needs your sign-in info again”

If you see this message, restart your computer and try to sign in again. If you still can't sign in, sign out, and then sign in again using your old (or incorrect) credentials. When it fails, enter your new, correct, credentials.

When I try to set up a Microsoft Teams account, I see the message “Someone has already setup Teams for your organization”

If you see this message, your email address may already be tied to both a school account and a personal account. For example, you may be using Microsoft Teams for both accounts.

Try to create a personal Teams account in a new private or incognito browser window. To do this:

- Go to <https://teams.microsoft.com/>
- Choose the appropriate option depending on your browser (for example, select **Open link in Private window** in Edge).
- Enter the credentials for your personal account instead of your school account to sign in.

If that doesn't work, you must unlink the two accounts to create a free Teams account. For more information, see the section “I want to use a different email address or phone number to sign in” on the [Teams website](#).

Joining a meeting on a PC/laptop

I'm having problems joining a Teams meeting.

If you can't join the Teams meeting, try these steps:

- **Try joining the meeting using the Microsoft Teams desktop client/app instead of the Teams web app.** See the instructions at the start of this guide for more information. Client/app offers a better meeting experience than the web app.
- **Make sure you're using a supported platform and web browser.** Teams is supported on Google Chrome and Microsoft Edge. It is not fully supported on Safari, Internet Explorer or Mozilla Firefox.
- **Try joining the meeting on a different device.** Microsoft Teams is available on the following devices:
 - Windows tablet
 - iPad
 - Android tablet

When I join the meeting, I get an error message, or I keep getting kicked out and asked to re-join

Sign out of Teams and join the meeting again.

Joining a meeting on a touchscreen device

I can't see meeting presentations or video on a touchscreen device

Make sure you're connected to a wi-fi access point.

I can't connect to meeting audio

If you're not connected to a wi-fi access point, go to **My info > More > Settings**, and make sure **Require Wi-Fi for VoIP** is set to **OFF**.

I can't see or use all the meeting features, such as the raise hand option or background effects

If you join a meeting on a touchscreen device, your meeting experience will be limited. You won't have all the features that are available on a PC/laptop. You can use the chat function to tell others in your meeting that you would like to speak.

Checking connectivity

I can't join a Teams meeting or I have lost my connection

If you can't join a meeting, or if you lose connection during the meeting, please contact us to make us aware so we can update everyone in the meeting. See the *Microsoft Teams Information and Support Guidance* for information on who to contact.

I'm having problems with my connection on Teams

Low quality audio and video, delays and dropped calls is normally caused by a slow internet connection. The following may help:

- **Improve your signal.** If possible, use an ethernet cable to plug your computer directly into the modem or router. If you're using a wi-fi connection, try moving closer to the router to get a better signal.
- **Close other programs.** File sharing applications, streaming audio or video and even open web browsers can all use up bandwidth. Closing them frees up bandwidth so that Teams can use it. If you're using a recent version of Windows or Mac, you can use the Task Manager to see and manage everything that's running on your computer.
- **Check your bandwidth speed.** For a high-quality video call, both you and the other participants need to have enough bandwidth. Do a bandwidth speed test online: <https://www.broadband.co.uk/broadband-speed-test/>. Click the link and follow the instructions on screen to find out your download and upload speeds. Check the result against the speed your ISP is supposed to be providing and the recommended system requirements for Teams. If you often have a slow internet connection, ask your ISP for help.
- **Update your hardware.** If your computer, modem, or router is several years old, everything may seem to be running slowly even with a fast connection. If you have tried all the other options, and you have good internet speed, but you are finding your computer is still very slow it might be time to consider upgrading your hardware.
- **Check with the other participants.** Remember, even if everything's good at your end, one of the other participants might have a problem with their connection.

Checking audio

See the [Microsoft Teams Audio Troubleshooting page](#) for more information.

Other participants cannot hear me

If other participants can't hear anything from your side, the problem is either with your microphone or with their playback device (speakers or headphones).

1. **Check your settings in Teams.** To unmute yourself, click on the microphone icon with the diagonal line in the call window.
2. **Make sure that the correct device is selected.**
 - a) When you enter the Teams meeting, click on **Devices**.
 - b) If you want to use different devices for audio input and output, then choose Custom Device. This opens separate drop-down lists for Speaker and Microphone. In the Microphone drop-down list, choose the mic you want to use. If you only use your computer's built-in microphone, you'll see just one option.
3. **Check your microphone.** Make sure your microphone isn't muted. If you're using your computer's built-in microphone, make sure it isn't disabled in the computer settings. If you're using an external microphone, check that it's plugged in. If it's a wireless microphone, make sure the batteries are charged. Also check for physical mute buttons on the headset/headset cord.
4. **Check your computer settings.** Adjust the signal strength (boost) of the microphone in Windows by right-clicking the loudspeaker icon at the bottom-right of the screen and using the slider control.
5. **Rejoin the meeting.** Log out of the meeting and back in again using the link.

I can't hear other participants

If you can't hear anything from the other participants, the problem is either with one of their microphones, or with your playback device.

1. Make sure the correct audio device is selected in your audio device settings. You can also make a test call here.

Audio devices

PC Mic and Speakers ▼

Speaker

Speakers / Headphones (Realtek Audio) ▼

Microphone

Microphone Array (Realtek Audio) ▼

 Make a test call

Secondary ringer

None ▼

Camera

Integrated Webcam ▼

My audio doesn't work with Windows 8.1

If you're using Windows 8.1, certain audio or video devices may not work if the device drivers aren't installed properly. This is a known issue on Windows 8.1. A possible workaround is to update the device drivers to the latest version.

My headset/headphones aren't working. How do I fix it?

You may need to set up your headset and microphone on your computer. Go to the control panel on your PC/laptop to do this.

How do I set up my headset or headphones so they work with Teams?

Make sure you choose your preferred audio device each time you start a Teams meeting. Click Devices and check your audio settings.

Sharing a screen

I can't share files or a window on my PC/laptop

If you want to share a file or window in the meeting, you need to make sure it's open on your PC/laptop. Open the file/window then try again.

I can't share my screen on a Mac

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

I can't share system audio on a Mac

This feature is only available on Windows devices. If you need to share audio or video files in a meeting, we suggest you ask participants to listen/watch them outside of the meeting then return to the meeting once complete.

Using the ‘Show background effects’ feature

I can’t change my background in a meeting using the ‘Show background effects’ feature

The ‘Show background effects’ feature is only available on the latest version of Teams and on a select number of devices. You may need to update Teams to get this feature. Follow the instructions at the start of this guide on how to do this. Note that this feature is not available on Mac devices.

I can use the ‘Show background effects’ feature, but I can’t choose a background

Some devices don’t support background effects. If you can’t choose a background, blur your background instead.

Using the ‘Raise my hand’ feature

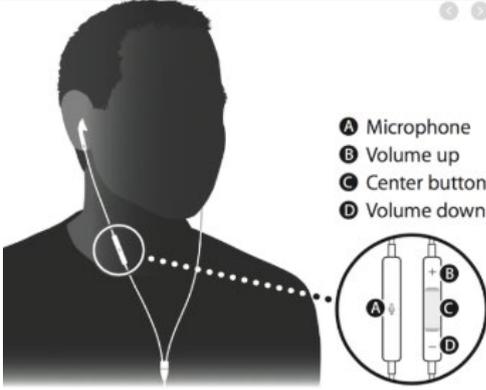
I can’t raise my hand in a meeting

This feature is only available on the latest version of Teams and on a select number of devices. You may need to update Teams in order to get this feature. Follow the instructions at the start of this guide on how to do this.

Frequently Asked Questions (FAQs)

What is Microsoft Teams?	Microsoft Teams is a team collaboration tool with video and calling software. It allows you to make one-to-one and group calls, send instant messages and share files (using screen sharing) with other people.
Is Teams free to download and use?	Yes. The Teams desktop client/app is free to download and use.
Is Teams secure to use?	Yes. All Teams voice, video and instant messages are encrypted to protect you from potential eavesdropping by malicious users. Do not use the chat window in Teams to discuss live assessment materials.
Is Teams compatible with Apple Mac?	Yes. Note that Teams is not fully supported by Safari. You can download the app, or use Google Chrome.
Can I join my meeting using a touchscreen device?	To use Teams on a touchscreen device, you must: <ul style="list-style-type: none"> • Only use a device with a minimum screen size of 10” • Have access to a non-touchscreen device during the marking window. We also strongly recommend that you use a portable keyboard with your touchscreen. You must not: <ul style="list-style-type: none"> • Continue to use a touchscreen device if you are not confident in doing so. • Use smartphones for any activities related to marking, monitoring or producing assessment materials. • Do any activities related to marking, monitoring or producing assessment materials in a public place or using an unsecure connection. Note that if you choose to use mobile data, you are solely liable for any data charges incurred.
Can I join a Teams meeting on multiple devices?	Yes. You can join a meeting on more than one device for more collaboration and content-sharing options. For example, if you’re already in a meeting on your laptop, you can join on your phone as well to share live video, control a presentation, and much more.

	<p>When you've joined a meeting on one device, open Teams on your mobile phone. Make sure both devices are signed into the same Teams account.</p> <p>You'll see a message at the top of your mobile screen with an option to join the meeting on this device. Tap Join to share content from your phone with everyone in the meeting.</p> <p>If you join this way, mute your phone's speaker and microphone to avoid an echo effect.</p>
Can I dial into a Teams meeting?	No. The Teams platform that we use does not allow you to dial into meetings.
Is there anything I need to do before joining a Teams meeting?	<p>Yes. Please complete the following before joining a Teams meeting:</p> <ol style="list-style-type: none"> 1. Check your system requirements are adequate. 2. Download the Microsoft Teams desktop client/app. Follow the instructions in this guide on how to do this. 3. Check your audio and video connectivity before you join the meeting to make sure these are working properly. Follow the instructions in this guide on how to do this.
I have a slow internet connection at home. Can I still use Teams?	<p>Yes. However, Teams uses a high amount of bandwidth for video and screen sharing. For the best experience, we recommend you have a connection above 2Mbps .You can check your bandwidth speed here: https://www.broadband.co.uk/broadband-speed-test/</p> <p>If you have a slow internet connection (below 2Mbps), we recommend you join Teams meetings without video to lower the demand on bandwidth.</p>
What happens if my internet connection fails when I'm in the middle of a Teams meeting?	Once the internet connection has been restored, you should re-join using the same meeting link.
Can I take part in a Teams meeting using the in-built mic on my laptop?	We do not recommend you use your laptop microphone as it picks up a lot of background noise. Use a headset or headphones with an in-built mic where possible.
Which type of headphones do you recommend to take part in a Teams meeting?	We recommend headphones with a built-in microphone as shown below. These are sometimes called headsets and are widely available and low-cost.

	
Do I need a webcam to take part in a Teams meeting?	<p>We highly recommend that you have a webcam. However, video is not as essential as audio in a meeting. You can join in a meeting without video if needed.</p>
Will Cambridge Assessment reimburse me for any hardware I buy to take part in a Teams meeting?	<p>No. In accordance with the Assessment Specialist terms and conditions, you are solely responsible at your own expense for the provision, protection and insurance of any equipment necessary to carry out assessment services. This includes but is not limited to, up to date computer hardware and software as appropriate</p>
Can I annotate documents within Teams?	<p>No. Teams does not have an annotation feature at present.</p>
Can I record a Teams meeting?	<p>No. Only Cambridge Assessment staff can record a meeting.</p>
Can I share audio and video files in a Teams meeting?	<p>Yes. However, the audio and video quality may be compromised depending on the quality of the original audio/video file and the available bandwidth in the meeting.</p> <p>If you need to listen/watch an audio or video file for marking purposes, we suggest you play the file outside of the meeting on your PC/laptop then re-join the meeting after.</p>
Can I share webpages such as blogs and YouTube videos in a Teams meeting?	<p>Yes. Use the screen share function to do this.</p>
How do I contact my Principal/Team Leader in a Teams meeting?	<p>You can use the chat box within Teams. Alternatively, use telephone or email.</p>
How do I change my background in a Teams meeting?	<p>Follow the guidance provided by Microsoft</p> <p>Microsoft Teams – Changing your background for a Teams meeting</p> <p>Note: If you don't see this option in the menu, the feature might not be available on your device yet.</p>

