


Joining online meetings, webinars and other events in Microsoft Teams

There are various ways you can join online meetings, webinars and other events in Microsoft Teams. Please select the type of device you'd prefer to use to join to proceed to instructions and further advice.

There is a free Microsoft Teams app available in the App Store for iPhones and iPads or the Play Store for Android devices. You must use the Teams app to join on a mobile or tablet; you can't join in a web browser on these devices. Please choose from the following options to proceed.

1. Before the meeting, webinar or event takes place, download the **Microsoft Teams** app from the [Apple App Store](#) or [Google Play Store](#).
2. Open the Teams app and follow the instructions to sign in using your Lancaster University account details.
3. At the time of the meeting, open the email invite on your device and select **Join Microsoft Teams Meeting** (or select the join link from where it has been posted e.g. Moodle).
4. The Teams app will open automatically. Continue to join the meeting.

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1. Before the meeting, webinar or event takes place, download the **Microsoft Teams** app from the [Apple App Store](#) or [Google Play Store](#).
 2. Do not open the app, create an account or sign in. Just leave the app installed on your device as-is.

 You do not need to create an account or sign up for anything in Microsoft Teams.

3. At the time of the meeting, open the email invite on your device and select **Join Microsoft Teams Meeting** (or select the join link from where it has been posted e.g. Moodle).
4. The Teams app will open automatically. Select **Join as a guest**.
5. Enter your name and continue to join the meeting.

General advice for joining

Try to make sure you are in a quiet location so that your device does not pick up excessive background noise. You may want to consider using headphones depending on where you are located.

It's also advisable to try to ensure your device has a strong Wi-Fi signal before joining.

Teams is available using a web browser or as a downloadable app. The recommended method will depend on whether you are a member of staff or student of Lancaster University. Please choose from the following options to proceed.

1. Before the meeting, webinar or event takes place, download the **Microsoft Teams** app from the [Microsoft download centre](#) (admin rights are **not** needed on ISS supported PCs to install the Teams app).


Related pages

- [Microsoft Teams help and training](#)

Troubleshooting

[Report a problem with Teams](#)


2. Open the Teams app and follow the instructions to sign in using your Lancaster University account details.
3. At the time of the meeting, open the email invite and select **Join Microsoft Teams Meeting** (or select the join link from where it has been posted e.g. Moodle).
4. Teams will open in a web browser. Select **Open Microsoft Teams** when prompted.
5. The Teams app will open. Follow the instructions to join the meeting.

 Make sure you are **not** connected to the university VPN when joining as this may cause connectivity issues.


You must be using the latest version of either the **Microsoft Edge** or **Google Chrome** web browsers to follow these instructions. You can [download the latest version of Microsoft Edge for free from Microsoft](#) or [download the latest version of Google Chrome for free from Google](#). Both browsers work on PC and Mac; Chrome is also available on Linux.

You won't be able to access the meeting space unless you are using the latest version of one of these browsers, so please ensure you are running one before the meeting, webinar or event.

1. At the time of the meeting, webinar or event, open the email invite and select **Join Microsoft Teams Meeting** (or select the join link from where it has been posted e.g. Moodle).
2. Teams will open in a web browser. Select **Join on the web instead**.

 If you are prompted for permissions to access your webcam and microphone, select **Accept**.

3. Enter your name.
4. Select **Join Now**.

 **General advice for joining**

Try to ensure you are in a quiet location so that your device does not pick up excessive background noise. You may wish to consider using headphones depending on where you are located.

It's advisable to ensure your device has a strong Wi-Fi signal or is connected using an ethernet cable before joining.

If you are actively contributing to the meeting, webinar or event, you will need to ensure that you have a webcam and/or microphone set up beforehand and that these are working correctly. Laptops generally have these built in, so it's advisable to use a laptop if possible (ideally not with a docking station). If you are using a desktop PC you may need to purchase and install a webcam.

Frequently asked questions

You can still join teams calls, but there are some key tips you should be aware of. It's recommended to keep camera use and screen sharing to a minimum if you do have a poor connection. For more information and tips, see [Using IT services on low-bandwidth connections](#).

If your meeting host has enabled this option, you will see a phone number in the invite and you can call in to your meeting via telephone. **This is only recommended if you are unable to join via Teams on your mobile (using the app), tablet, PC or Mac in line with the instructions above.**




If you need to join using the phone number, at the time of the meeting, webinar or event, open the email invite and dial the phone number given. Follow any verbal instructions.



If you are calling in using a telephone, you should use a landline if possible. If you have to use a mobile you should ensure you are in an area of strong signal and that you are not moving between signal areas during the call.

If nothing happens when you click the **Join Meeting** link, try copying the URL and pasting it directly into Google Chrome or Microsoft Edge.


1. Click on your **icon/picture** and select **Settings**.
2. Click on **Devices**.
3. Check that your Audio and Camera devices are set up as required. You should see a preview of your camera if connected properly.



When loading the call:

1. Check that **Video** and **Microphone** options are  toggled to on.
 2. You can click the  cog icon to open up your audio and camera preferences again.
 1. Make sure you **Allow** the browser to use your microphone when the pop-up appears.
 2. Click on the  **Devices** cog icon to open up your audio and camera preferences.
 3. Check that your Audio and Camera devices are set up as required.
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1. Check the volume settings on your computer.
 2. Ask the participant to check on their meeting window that the **Microphone** button is not toggled off. If it is, they should click it.
 3. Click  **Devices** cog icon.
 - a. Check you have selected the correct speaker for the call under **Audio devices**. If not, click the drop down list under **Speaker** and select the correct audio device, then click **OK**.
 4. Ask the participant to click the  **Devices** cog icon.
 - a. Check you have selected the correct speaker for the call under **Audio devices**. If not, click the drop down list under **Speaker** and select the correct audio device, then click **OK**.
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1. Ask the participant to click the  **Devices** cog icon.
 2. Check they have selected the correct camera for the call under **Camera**. If not, they should click the drop down list under **Camera** and select the correct audio device, then click **OK**.
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1. Check that you have started sharing video with the participant by toggling the **Video** setting to on.
 2. Click the  **Devices** cog icon.
 - a. Check you have selected the correct camera for the call under **Camera**. If not, click the drop down list under **Camera** and select the correct audio device, then click **OK**.
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1. Check that the **Microphone** button is not toggled off. If it is, click it.
2. Click  **Devices** cog icon.
 - a. Check you have selected the correct microphone for the call under **Audio devices**. If not, click the drop down list under **Microphone** and select the correct audio device, then click **OK**.
3. Ask the participant to check the volume settings on their computer.
4. Ask the participant to click the  **Devices** cog icon.
 - a. Check they have selected the correct speaker for the call under **Audio devices**. If not, they should click the drop down list under **Speaker** and select the correct audio device, then click **OK**.

Please call the ISS Service Desk on 01524 510987.

This must be turned on by the attendee rather than the presenter. To do this:

1. From within the meeting, click the **threedots** button and then select **Turn on live captions**



The live captioning service is automated and uses a computer to attempt to translate voice into text. Numerous variables can affect accuracy, and as such, services of this nature should never be relied upon to be 100% accurate.