

Microsoft Teams

Frequently Asked Questions (FAQs)

This document is a compilation of questions asked by staff and responses given relating to Microsoft Teams.

Last updated 20 May 2020.

User guides have been developed for the use of Microsoft Teams for meetings between QH staff, and with patients and other external parties. Access these on the [Intranet](#) or the [Staff Portal](#).

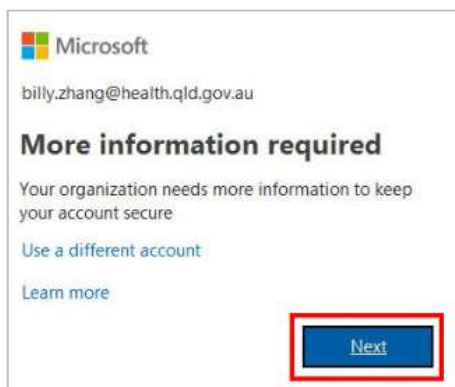
What equipment do I need to use MS Teams for online video meetings?

- A computer (PC) with Windows 7 or 10 operating system, or an Apple Mac
- A compatible web browser – Chrome, Internet Explorer 11, Microsoft Edge or Safari (Mac)
- A working web camera (most modern laptops have a built-in camera at top of screen)
- A working microphone (ensure its not muted when meeting)
- A stable internet connection
- Review the user guides for virtual meetings (refer to links above).



If you do not have a camera you can still participate via audio.

Why am I seeing this screen and why is Office 365 asking for “more information”?



Due to Office 365 (O365) strict security measures, the portal requires an authentication process known as **Multifactor Authentication (MFA)**. This sends a numeric code to your nominated mobile phone via SMS for entering O365.

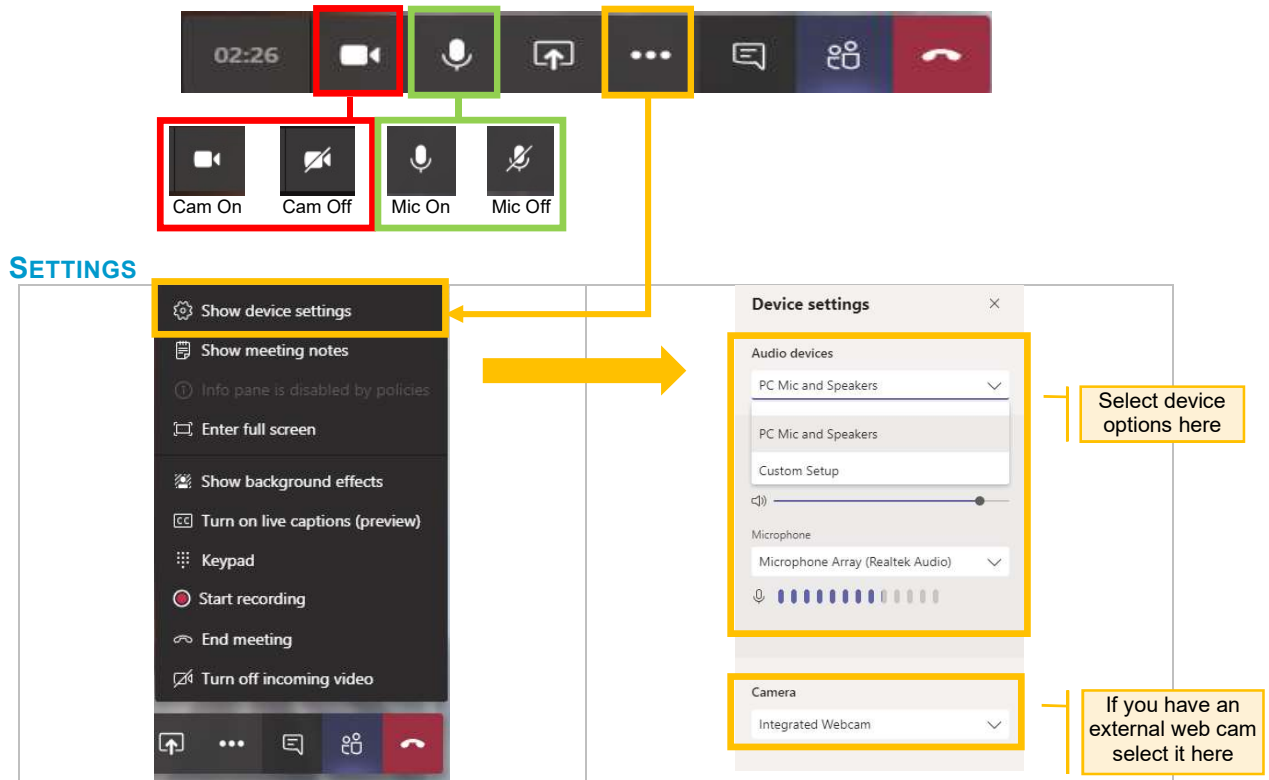
If you have not set up your MFA, please follow this [quick reference guide](#).



If you originally nominated your desk phone you will need to contact IT Support on 1800 978 175 to change to a mobile number.

The other meeting participants cannot see me in video and / or can't hear me in my Teams meeting. How do I change my Microsoft Teams video/audio settings?

Video	Audio
Ensure your camera is switched on and not obstructed (the lens is not covered)	Ensure your speakers are not muted by checking your speaker settings
Ensure the camera icon in Teams switched on (see below)	Check your audio settings in Teams (see below)



How do I see the other meeting participant(s)?

Some participants may turn off their camera in which case you may only see their initials on screen.

Can the other party record me during a video meeting?

If you are meeting with other *Queensland Health staff*, any staff member can commence a recording. If you are meeting with *non-QH staff (including patients)*, only QH staff can commence a recording. All participants will see a notification banner advising that a recording has started.

As a participant, how do I know if I am being recorded during a video meeting?

If the meeting is being recorded, a banner notice will appear on Microsoft Teams as below. If you do not agree with the meeting being recorded, you may leave the meeting and hang up.



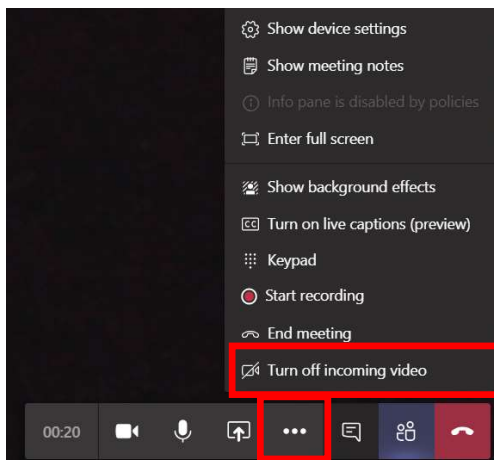
If you initiate a recording, you will see the following banner. It is courteous to advise participants they are being recorded.



I am experiencing poor audio quality during my meeting, what can I do?

If the audio is poor quality or dropping out, you may need to turn off the video to improve the audio response as follows:

- Turn off your video camera by following the video/audio settings (as per response above).
- Turn off incoming video (see below).



I am experiencing internet connection issues. How can I fix this?

If you are *on premise at a Qld Health facility*, contact the Digital Command Centre on 5687 7711 during business hours, or contact IT support on 1800 198 175 outside of business hours.

If you are *Off premise (e.g. at home)*, ensure your Wi-Fi is connected and follow your Internet Service Providers (ISP) troubleshooting steps. If this fails, contact your ISP for assistance.

Can I move a Teams Channel to another Team?

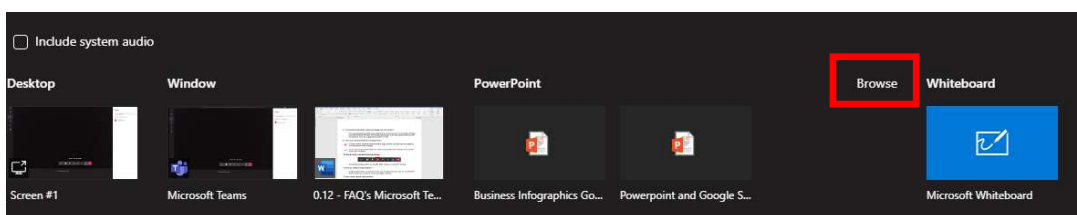
- ✗ No - a Teams Channel cannot be moved to another Team, however Microsoft has this flagged this enhancement for future release.
- ✓ Yes - you can move any associated *files* from a Teams Channel to another using the move function found under the ellipsis (...).

How do I share a document during a meeting?

By selecting the share button, you can share a document in real time.



Select an item that displays on screen or *Browse* to where your document is stored (for folder selection). Other functionality such as a whiteboard can be used to share collaboration activities with your Team.



How can I delete a Teams channel?

Using the ellipsis next to your channel name:

- Click to open the menu
- Delete the channel.

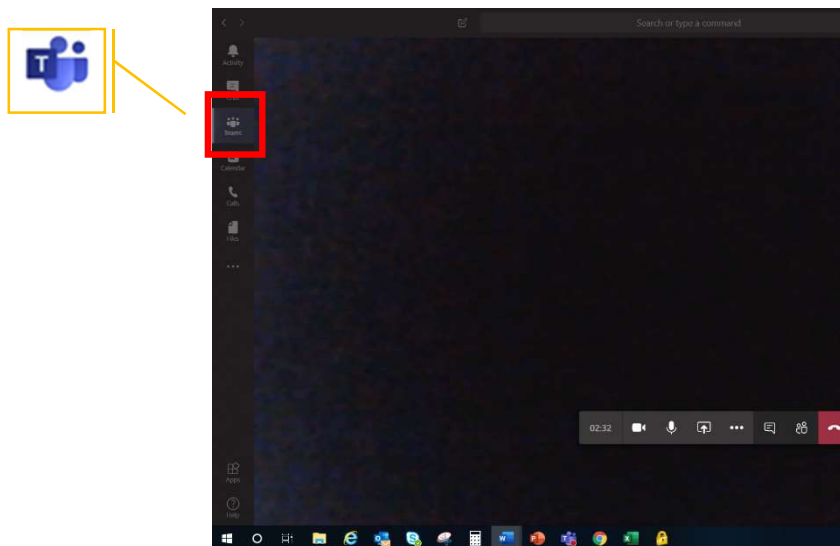
Note: Only the owner of a Team can delete a channel. The SharePoint folder will remain.

Can I create a private Team channel?

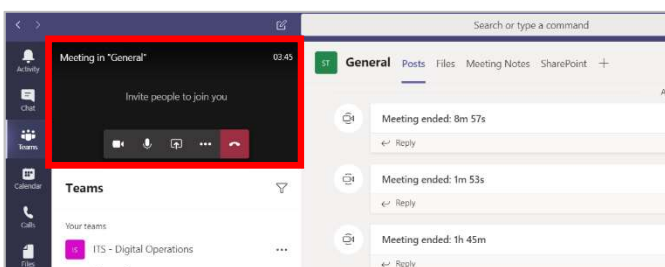
- ✓ Yes - you can create a private Teams channel that only those you grant permission to can see.
- ✗ No - you cannot *delete* a private channel.

How do I access Teams files during a meeting?

If you wish to minimise a video meeting and access files or other Microsoft Teams options during your video meeting, click the 'Teams' icon in the left-hand menu bar, this will minimise the video screen and provide your Teams page.



To maximise the video, click into the video box.



Where can I get assistance for using Teams for online meetings?

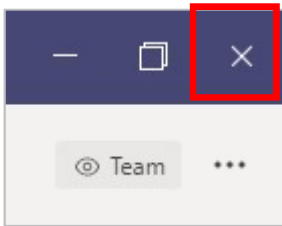
You can view the user guides to assist with using Teams for online meetings located on the [Intranet](#) or the [Staff Portal](#).

What should I do if Teams is using a lot of memory / My computer is running slow when using Teams?

To reduce the load on computer processing memory, close Microsoft Teams when you are not using it.

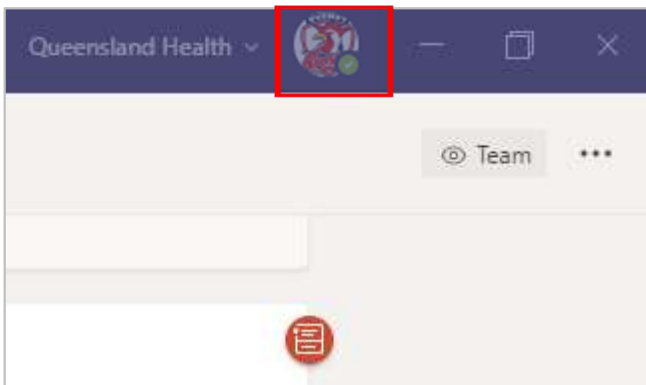
Note: You will not be able to participate in Microsoft Teams meetings, and you won't receive Teams notifications, calls or chat while the app is closed.

Close Microsoft Teams by clicking the 'X' at the *top right corner* of the window.

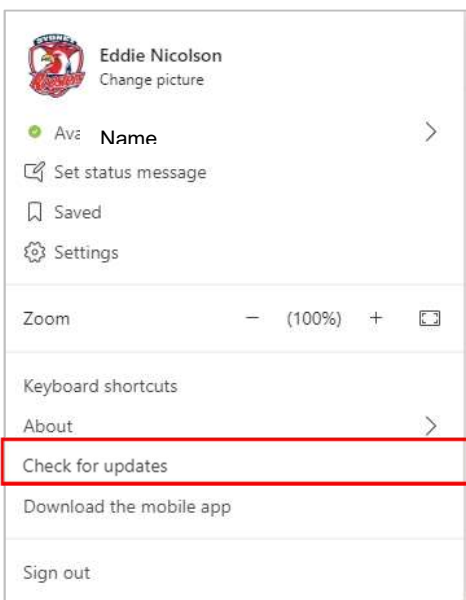


Why am I not seeing Teams update functionality that my colleagues may have?

1. Open Teams.
2. Go to the top right corner and click you name/picture.



3. Then click 'check for updates'.



Links and support:

Gold Coast Health

- Digital Command Centre
 - Call 5687 7711 (7am-5pm Monday to Friday)
 - Diverts to IT Support afterhours 1800 978 175.
- User guides
 - Access via the [Intranet](#) or the [Staff Portal](#)

External sites

- Teams Training Video:
<https://support.office.com/en-us/article/Microsoft-Teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7>
- Microsoft Teams Training & Support:
<https://support.office.com/en-us/Teams>
- Microsoft Teams Tips & Tricks:
<https://support.office.com/en-au/office-training-center/teams-tips>