



Frequently Asked Questions

How do I join Community Action Suffolk's 'Virtual' Training Courses?

At this time of ever increasing remote working we at Community Action Suffolk are embracing Virtual Technology to enable us to continue to provide you with our high quality training and support.

Part of that new support offer includes our 'Virtual' Training and events. Our high quality face to face training is going 'Virtual'. **These are fully interactive 'live in real time' training courses that are facilitated by an experienced Trainer online.** They provide opportunities for full interaction using both video and audio for conversation.

The 'Virtual Training courses are different to our 'Live events and webinars' as the latter let you watch the broadcast live and participate in the moderated text based Q&A but you can't share your audio or video.

We look forward to meeting you at one, or more, of our upcoming Virtual Training sessions.

Following are some FAQ's should you need them to enable you to access these events.

Q. I do not have MS Teams can I attend one of the events?

A. Yes you can, so long as you have internet access. It is not necessary to have an MS Teams account to attend the event. All you need to join a Teams meeting is a link

Join a Teams meeting using a link

1. In your email invite from Community Action Suffolk, select **Join Microsoft Teams Meeting**, to be taken to a page where you can choose to either join on the web or download the desktop app.

Note: The web app only works in **Google Chrome** and **Microsoft Edge** internet browsers.

2. Enter your name to join the meeting as a guest.

If you do have a Teams account, select **Sign in** to join with access to the meeting chat and more.

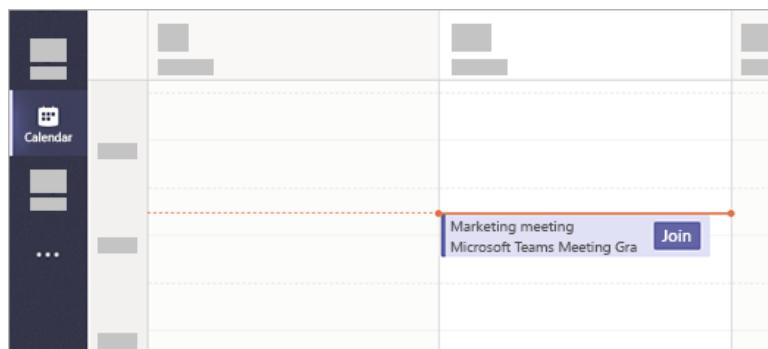
3. Then you will go to the lobby where the Trainer in the meeting can admit you just before the start time.

Q. I have MS Teams but work for another organisation other than CAS, can I attend an event?

A. Yes. If you already signed in to MS Teams through your personal or work account, **you'll join as an authenticated user**. As well as joining via the link option above you can also join the event from your calendar.

Join from calendar

Select **Calendar**  on the left side of the app to see your meetings. Find the meeting you want, and then select **Join**.



Or, if someone starts the meeting, you'll get a notification you can use to join.

Q. How do I join the live event using a mobile phone or tablet?

A. There are a few different ways to do this. The main ones are below.

Join by link

To get the best of Teams meetings on mobile, including audio, video, and content sharing, you'll need to download and install the Teams mobile app.

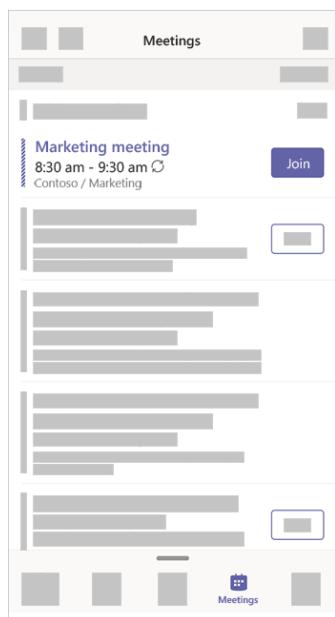
If you have the app, select **Join Microsoft Teams Meeting** in the meeting invite to open the app and join the meeting. If you don't have the app, you'll be taken to the app store where you can download it.

Note: Try to download the app before the meeting starts. It might take a minute or two, depending on your internet connection.

If you don't have a Teams account, select **Join as a guest** and **enter your name to join** the meeting as a guest.

If you have a Teams account, select **Sign in and join** to join with access to the meeting chat and more. You will go to the lobby where the Trainer can admit you.

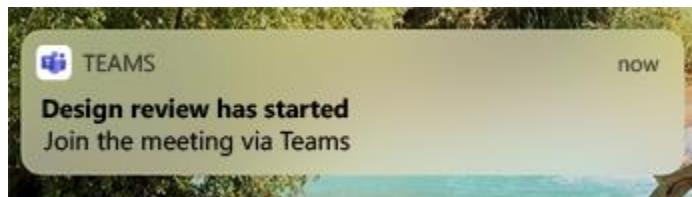
Join from calendar



Select **Calendar** 🗓 on the bottom of the app to see your meetings. Find the meeting you want, and then select **Join**.

Join from a notification

When a Teams meeting starts, you'll get a notification that'll bring you directly to the meeting without finding it on your calendar. Just tap the notification to join.



Note: For now, this is only available on iOS. Coming soon to Android!

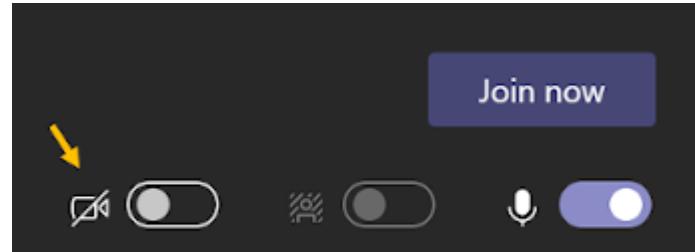
Q. Will people see and hear me?

A. Yes, if you do not mute your microphone and turn your camera on.
No, if you mute your microphone and turn off your camera.

Turn your video on or off

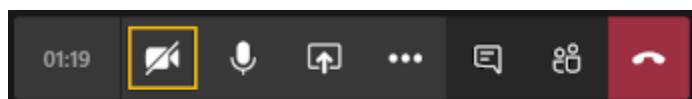
Before a meeting

To turn on your video before a meeting, just select **Turn camera on** right before you join.



During a meeting

You may want to turn your video on or off over the course of a meeting—if you'd prefer people only see you while you're talking, for example. Go to the meeting controls anytime during the meeting and tap **Turn camera on** .



Change your video background

If you want to change what appears behind you in your video, you can either blur your background, or replace it entirely with one of the images

we've provided. (The option to upload an image of your choice is coming soon!)

When you're setting up your audio and video before a meeting, choose **Background effects**  (right next to the mic switch). You'll see your background options on the right.

Notes:

- If you don't see the option to turn on background effects, the feature might not be available on your device yet.
- Background effects are only available for scheduled meetings.

Useful tips:

- Please make sure you log on before the event is due to start, give yourself 10 minutes to set up if you haven't accessed an event via Teams before.
- Important: If for some reason you have technical difficulties and you leave the event, you can click the event link again to rejoin