



Frequently Asked Questions

How do I join Community Action Suffolk's Microsoft (MS) Teams 'Live Events'?

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 support.

Part of that new support offer includes our 'Live events' and webinars. These are a live video broadcast and as an attendee at one of these 'Live events' you can watch the broadcast live and participate in the moderated Q&A. You can't share your audio or video.

The 'Live events' are different to and not to be confused with our 'Virtual' Training and Networking events as the latter two provide opportunities for full interaction using both video and audio for conversation.

We look forward to working with you at one, or more, of our upcoming MS 'Live events'.

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, you will be able to watch it via the web if you follow this guide.

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.

Your organisation's IT service may have restrictions in place that will block access to MS Teams Live Events. You will need to contact them if that is the case.

Q. How do I join the live event using a laptop?

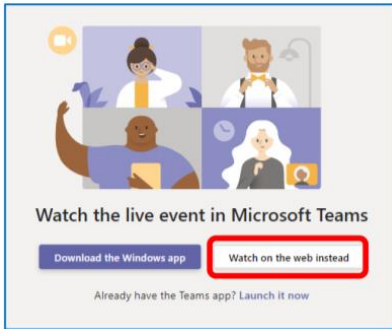
You will receive an email from Community Action Suffolk with the link for joining the Teams Live Event

Copy and paste the link into your web browser.

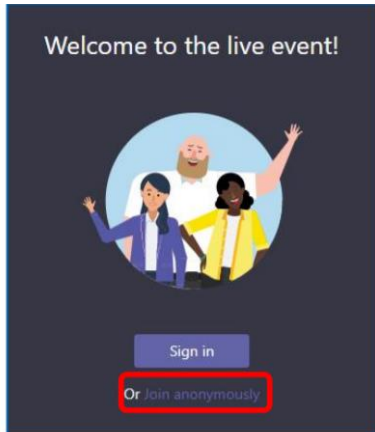
Note: Only **Google Chrome** (last 3 versions), or **Microsoft Edge** RS2 and later, Firefox (last 3 versions), Internet Explorer 11 and Safari web browsers are supported.

- Make sure your browser allows third-party cookies before you join the event.
- If you already have MS Teams you will also receive an invite to join the event straight into your MS Teams calendar and will be able to join from there.

The MS Teams joining screen will now be displayed:

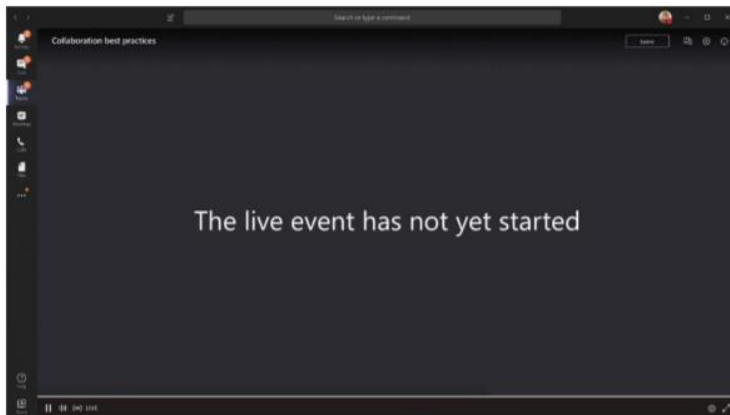


Select **Watch on the web instead**.



Click on **Join anonymously** and add your name as you want it to appear on screen.

You will now join the associated live event.



If the live event hasn't started, you'll see the message "The live event has not yet started."

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


If you are accessing Live Events from a mobile phone or tablet, make sure you have the **MS Teams app installed**, via the **App Store** or **Google Play**. You do not have to sign in to the app, just click the link to go straight into the event.

Q. Will people see and hear me?

A. No, your microphone and camera will be automatically muted/ turned off throughout the event.

Q. How do I participate in a Q&A in a Live event in Teams?

A. In a Teams Live event, attendees can interact with the Presenters of the event through a text based Q&A. If you're an attendee and want to ask a question, do the following:

1. Select the Q&A icon  on the right side of the screen.
2. Type your question in the **compose box**, and then **select Send**. If you want to ask your question anonymously, select Ask anonymously.

Note: The Q&A panel only appears if the organiser has set it up.

Q. Can I watch the live event later?

A. Once the live event is over, you can still watch the recording using the same link, if the organizer chose to make the recording available.

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 a webinar via Teams Live Events before.
- Important: If for some reason you have technical difficulties and you leave the event, you can click the event link again to rejoin