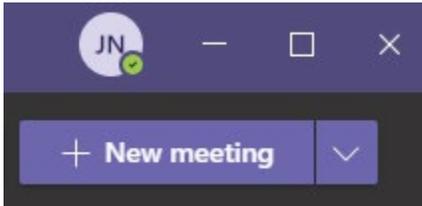
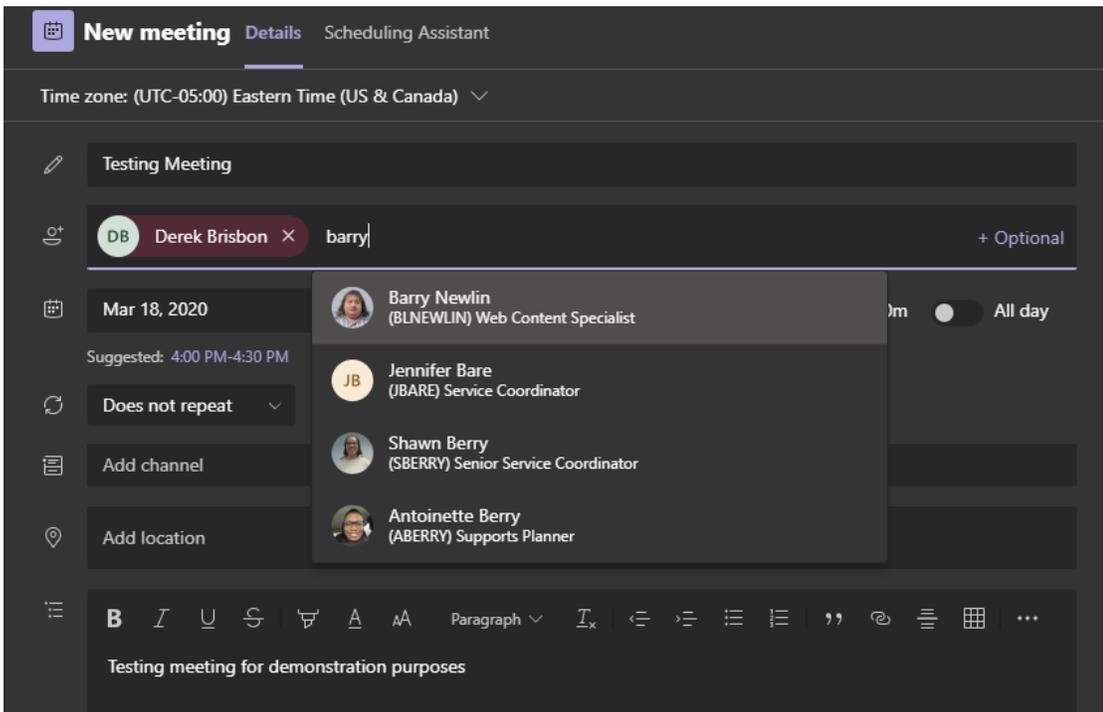


Internal Teams Meetings

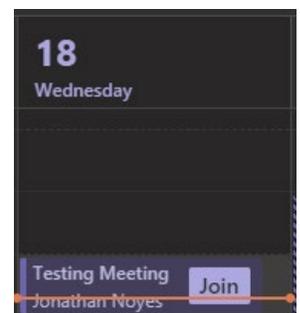
This document provides instructions for the most common types of meetings using Teams. All Teams meetings should be created inside the Teams application by clicking on the **New Meeting** button in the top right corner:



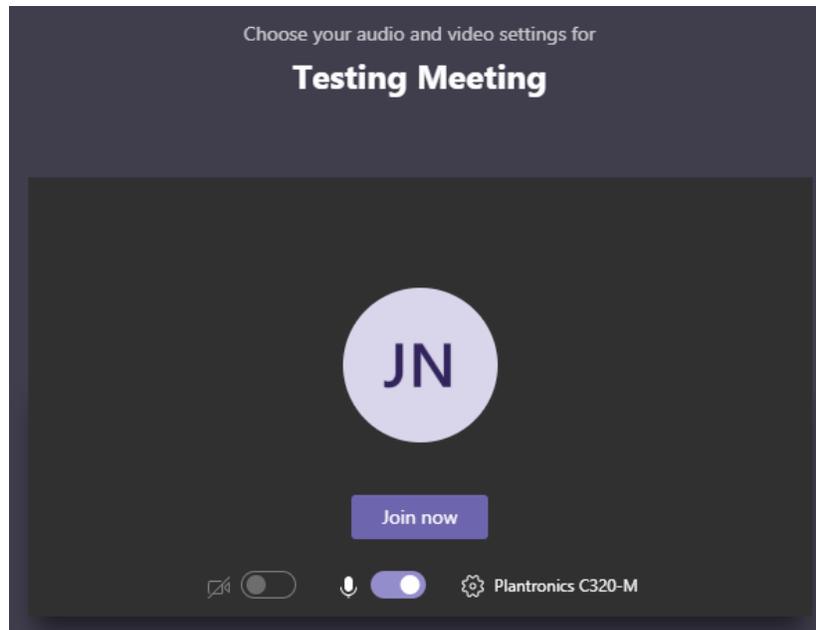
In the new window, a meeting can be named, and appropriate details can be added in. You will notice that as you type out names, it will search the directory and give you options of the team members you are trying to add:



You can add as many team members as necessary, and once finished, click on **Save** in the top right corner. The meeting will then appear on your calendar in both Outlook and Teams. The meeting can be joined one of two ways – From Outlook or from the Teams application. It is recommended to join directly from the Teams application since it is the easiest option. To do this, click on the **Calendar** tab inside the Teams application, locate your meeting, then click **Join**.



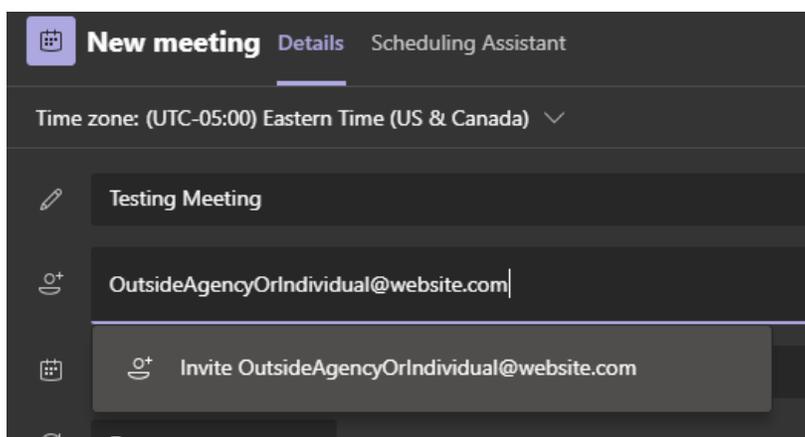
On the next screen, the audio/video settings screen, where you can toggle on or off your Video and Microphone. In most cases all you need to do is click **Join Now** and you are in the meeting:



NOTE: Please keep in mind that joining meetings through the Teams application needs to be done **outside of Citrix** for the best audio and video performance. Scheduling them can still be done inside Citrix, however.

External Teams Meetings

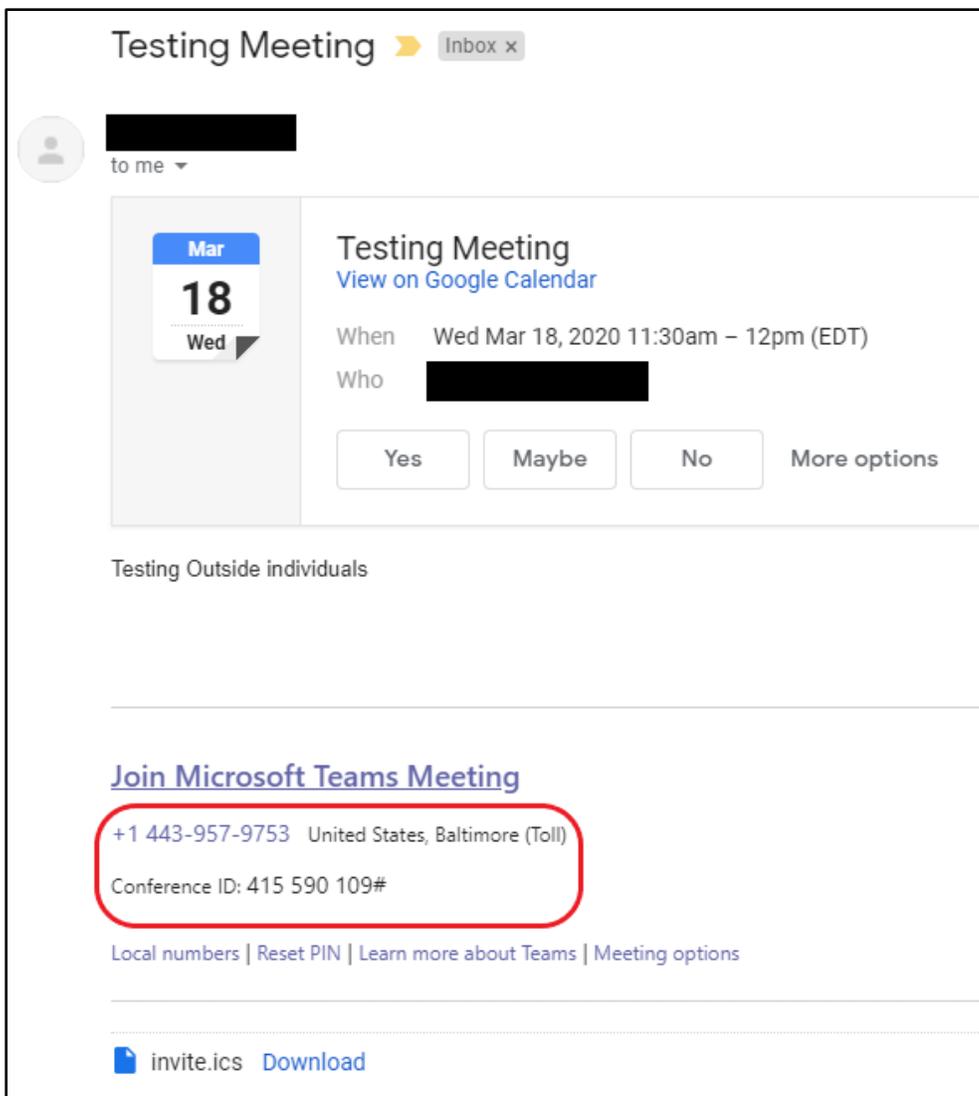
Now that the basics are covered, we can go over inviting individuals from outside of SCI. The basic setup of the meeting is the same, but when you are adding outside individuals to the meeting there is a slight difference. When adding attendees outside of the agency, you need to type out their **full email address**. Once it has been typed out, the option to invite that address appears below it:



Click on that popup below the address to properly add them to the meeting. You can add as many addresses as necessary following this method. That is all that needs to be done on your part – Below is a guide for the individuals you are sending the invite to so you can help get them connected if there are any issues.

Outside Individuals/Providers Joining a Teams meeting

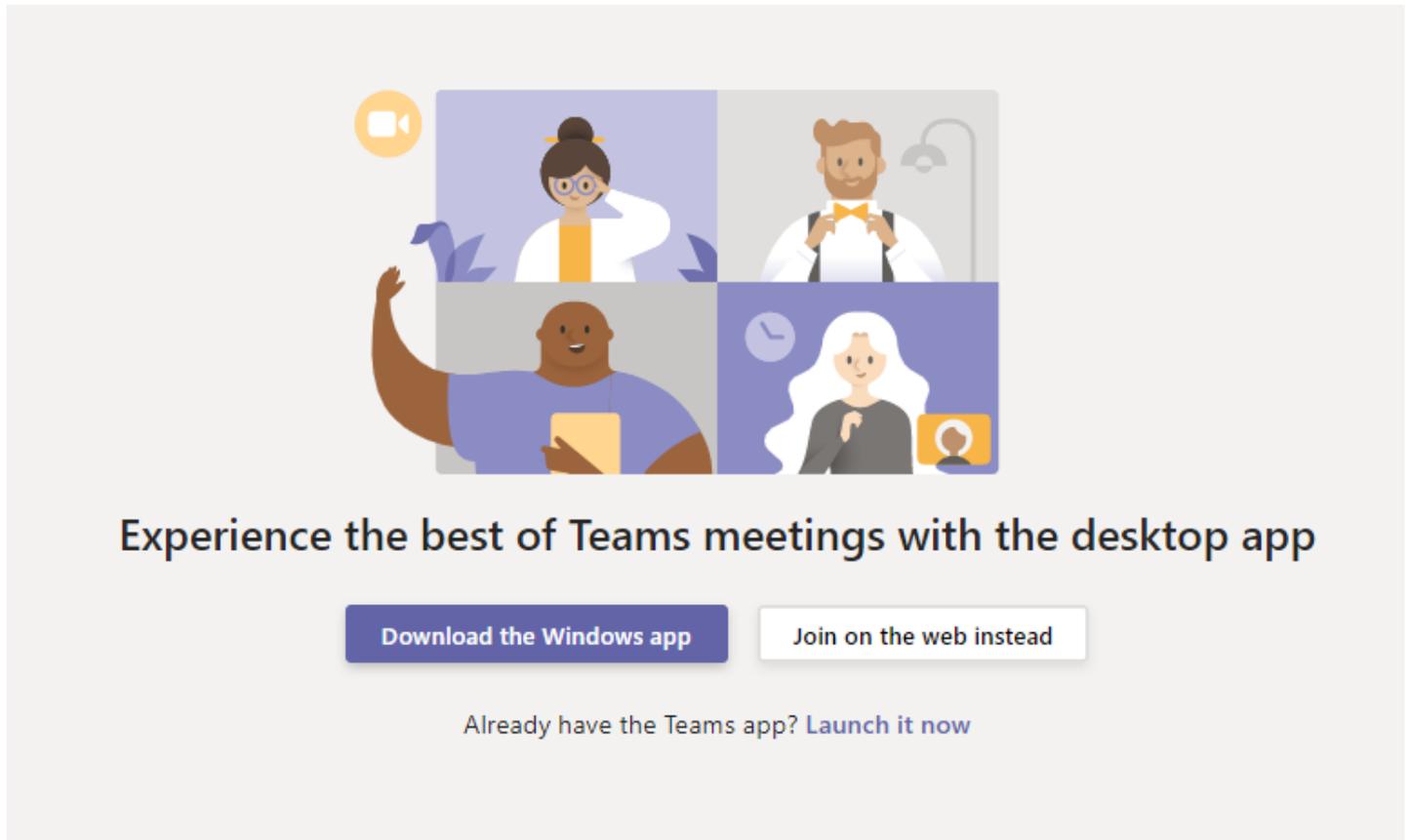
Keep in mind that the external contact **does not have to have Teams installed** on their machine in order to join your meeting – they can join using a web-based version or calling a toll number for conferencing. All Invites will have a Toll number associated with them for **External Participants only**. It will appear with the click-able link they receive when you invite the external address to the meeting:



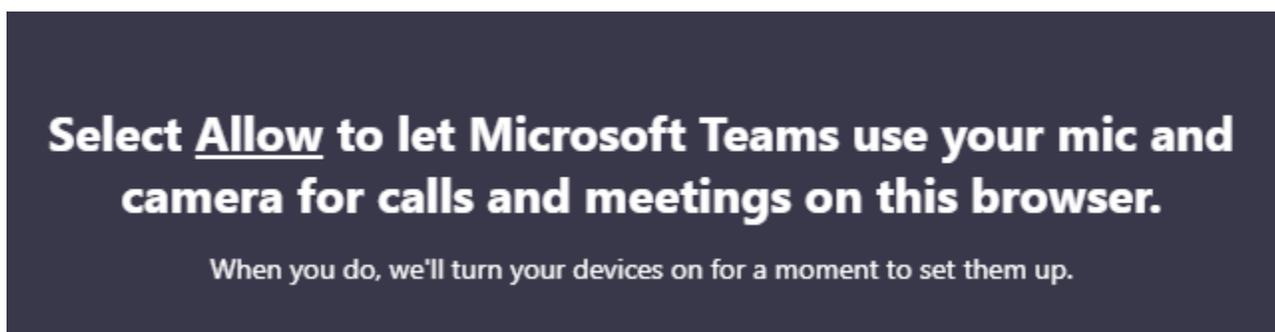
The screenshot shows a Microsoft Teams meeting invitation. At the top, it says "Testing Meeting" with a yellow arrow and an "Inbox x" button. Below this is a profile picture placeholder and the text "to me". The main content area features a calendar widget for "Mar 18 Wed" and the meeting title "Testing Meeting" with a "View on Google Calendar" link. The meeting details are: "When Wed Mar 18, 2020 11:30am – 12pm (EDT)" and "Who [Redacted]". There are buttons for "Yes", "Maybe", "No", and "More options". Below the buttons, it says "Testing Outside individuals". A red box highlights the "Join Microsoft Teams Meeting" section, which includes the toll number "+1 443-957-9753 United States, Baltimore (Toll)" and the "Conference ID: 415 590 109#". At the bottom, there are links for "Local numbers", "Reset PIN", "Learn more about Teams", and "Meeting options", and a "Download" button for the "invite.ics" file.

If they want to call in with their phone, all the necessary information for them to join is there.

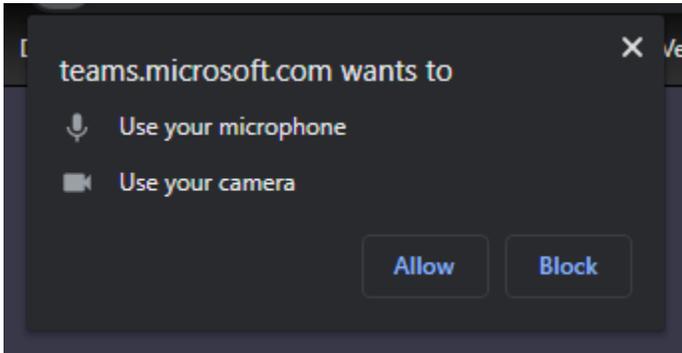
If the receiving party wants to join on their computer or the Toll number is not there, clicking on an invite to a Teams meeting will direct them to a web page where they need to select **Join on the Web Instead**:



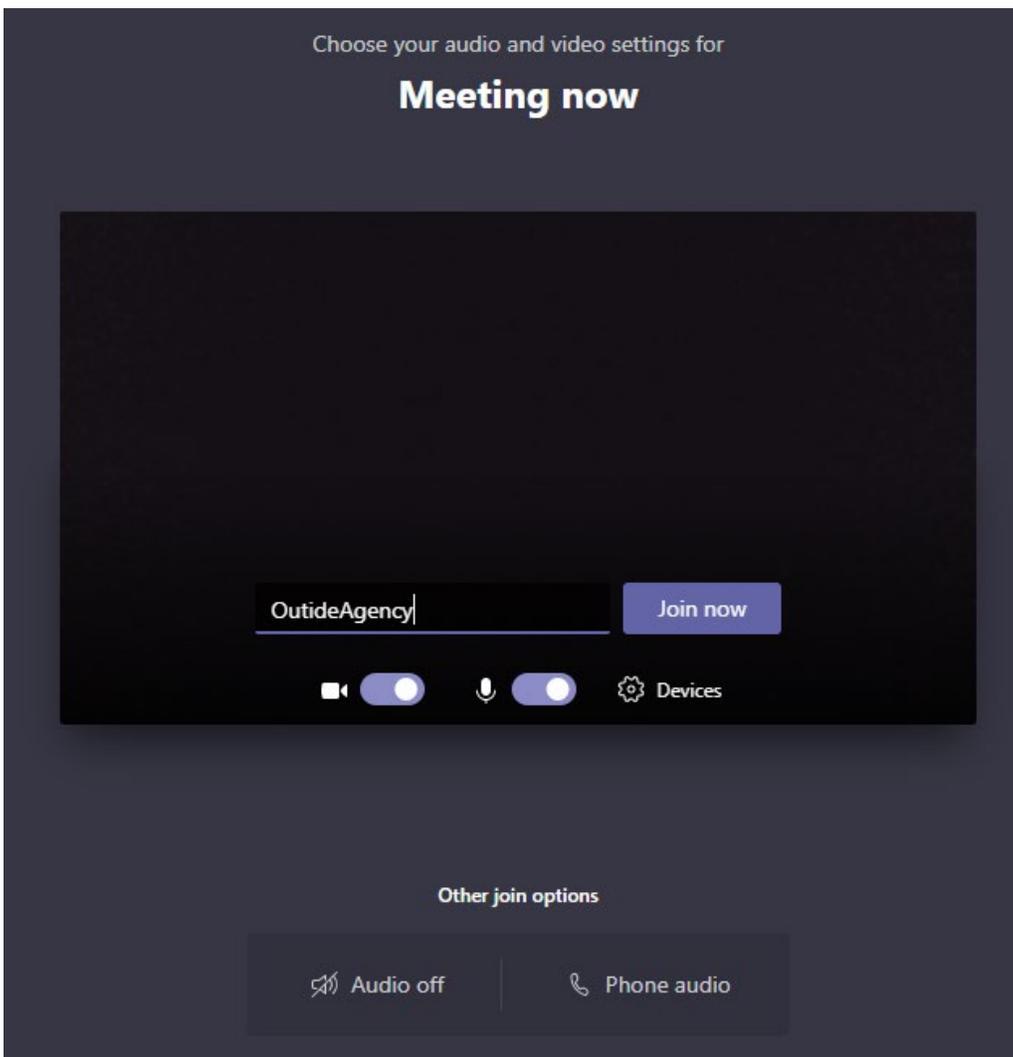
After clicking **Join on the Web Instead**, the next web page will prompt them to allow Teams to use their Microphone and/or Camera. This is so the meeting can utilize the computer's microphone and camera for chat functionality. Note: Not every machine will have a camera, so at a minimum they will be prompted to allow access to the Microphone:



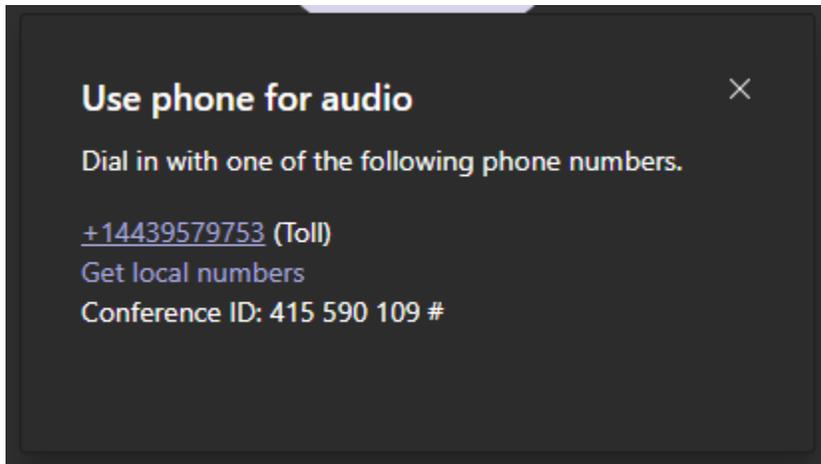
The prompt window might look something like this. (This example was taken from Chrome, so if another browser is used it will look slightly different):



Once allowed, they will be automatically directed to the Join Meeting page. From here, they can type in a name to use for the meeting and toggle on or off their camera and microphone. All they would need to do at this point is click **Join Now** and they are in:



They will also have the option to join by phone for audio and still watch the presentation on their PC – by clicking the **Phone Audio** button, they will be given a Toll number to dial with a conference ID:



They can join the meeting this way too if they prefer. Keep in mind that the number shown here is for example and the number they receive may vary.

If there are any other questions, please reach out to ITSupport.