

## Teams Video Conference Tips:

### Software

- Make sure you have the current version of the software installed. The desktop version is recommended and can be downloaded here, [Get Microsoft TEAMS](#) If you are not a regular TEAMS user, you do not need to sign in or sign up. You will launch the application when joining the meeting.
- If the external examiner cannot get the desktop version, they will be able to join via browser
- Test your mic and camera before the meeting. Teams will usually select the camera and mic on start up. If they are not selected or you want to change the settings see below for a set up description. A special note for MAC OS users from Mojave forward. If your mic and/or camera is not working, go to System Preferences, select Security and Privacy then the Privacy tab. Select “camera” and make sure there is a check mark to share the camera with the application you are using. Do the same for the microphone.

### Camera and mic set up

- Click on your name icon in the upper right of the screen
- Select “Settings” then “Devices”
- Select your speaker, microphone and camera.
- You can make a test call to make sure your selected mic and speakers are working correctly.
- You should see your video displayed below the selection box.

### Best Practices for Video Conferencing

- Position the camera as close to eye level as possible. For best picture quality, do not have a bright light source or window as your background.
- If possible use a wired internet connection. If you use a wireless connection make sure you are close to your router to maximize signal strength.
- If you experience freezing video or audio dropouts try turning your camera off. Move your mouse to bring up the toolbar. Click on the camera icon to turn it off. If it doesn't help, you can turn off all incoming video. Bring up the toolbar, click on the three dots, the bottom selection is “turn off incoming video”.

### Removing a candidate from the meeting and asking them to rejoin

- The candidate must be using their Queen's e-mail address.
- Click on the 2 person icon in the toolbar, this will open the participants window. If you don't see the toolbar, move your cursor on the screen to make it appear.
- Before you remove the candidate, let them know they don't have to make a selection on the rejoin/dismiss screen that will appear
- Highlight the candidates name and click on the three dots, then “Remove Participant”
- The candidates name will drop down to the “Others Invited” list
- When you are ready for the candidate to rejoin, highlight their name, click on the three dots and select “Ask to Join”
- The candidate will get a pop-up with the invitation to rejoin. Selecting “video” will rejoin with audio and video