

# Quick Reference Guide

## Teams Guest User

### REMOTE COURTS – MICROSOFT TEAMS GUEST INSTRUCTIONS

Using Microsoft Teams – Quick Reference Guide, February 2021

This factsheet explains how to connect to a Ministry of Justice remote courts hearing using Microsoft Teams (Teams).

#### What equipment do I need?

Access Teams via an internet browser or via the Teams app on your smartphone, tablet, laptop or other device.

We recommend you use the Teams app for a better experience.

If using the internet, you must use Google Chrome or Microsoft Edge to connect VMR from your PC or laptop. Internet Explorer, Firefox and Internet Explorer are **not** supported for Teams.



You need a device with a camera and speaker. These can be built into the device or plugged in. You also need a stable internet connection. You will join by audio only if your device does not have a built-in camera.

From February 2021, you can access Teams via telephone (mobile or landline) for an audio-only connection. The number will be included in the meeting invitation.

Note: Dialling in to a meeting may incur additional phone charges depending on the type of call plan you are on.

#### Do I have to download Teams?

No, not if you are using a PC or laptop and you have an up to date version of:

- Microsoft Edge (RS2 or later; or Chromium-based)
- Google Chrome

Download Teams for work on your desktop



Teams functionality is limited when connecting using a web browser, eg you can see only one participant on screen so the app is preferred.

Yes, if you do not have access to Chrome or Edge, or are using a smartphone or tablet, you must download the Teams app.

Download the Teams app from the Apple or Google Play app store. Enter Microsoft Teams, then install the app. Open the app and follow the on-screen set up steps.

If you are using a PC or laptop, you can choose to download the Teams app from the Microsoft site.

**Trouble shooting:** Some people have found that their organisation stops them from downloading the Teams app. If this happens, you will need to copy the Teams meeting link into Chrome or Edge to join via the web.

#### How can I test whether I am set up correctly?

Click on [this Teams meeting link](#) to test your set up.

#### Do I need a Microsoft Office or Teams account?

No, you do not need an account if joining a Teams meeting.

If you already have a Microsoft Account, do NOT log in to the meeting with this as it will join you to the meeting with your Microsoft user name. When you join the meeting, you will need to include your name and role so you can be easily identified.

#### Join the court hearing

You will receive an email or Outlook calendar invitation with the Teams meeting link. Do not forward the link to anyone else.

At the specified time, click Join Microsoft Teams Meeting link:

Microsoft Teams meeting

**Join on your computer or mobile app**  
[Click here to join the meeting](#)

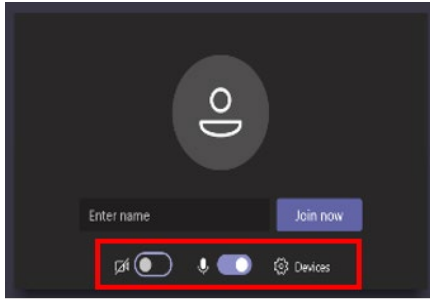
**Or call in (audio only)**  
+64 4-889 7909, 720828271# New Zealand, Wellington  
Phone Conference ID: 720 828 271#  
[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

If you have downloaded the Teams app, the meeting will open automatically in Teams.

If you do not have the Teams app, click **Join on the web instead**.

You will now be taken to a new screen where you can check your equipment before joining the meeting.



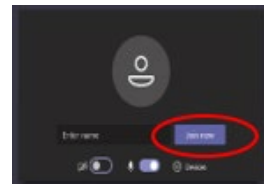
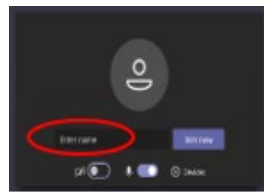
**Camera:** Turn your camera on. You will appear in the centre of your screen, if not check the **Devices** button

**Microphone:** Turn your microphone and test the volume by speaking.

**Note:** we recommend you use a headset to improve the audio quality.

Now, click **Join now**.

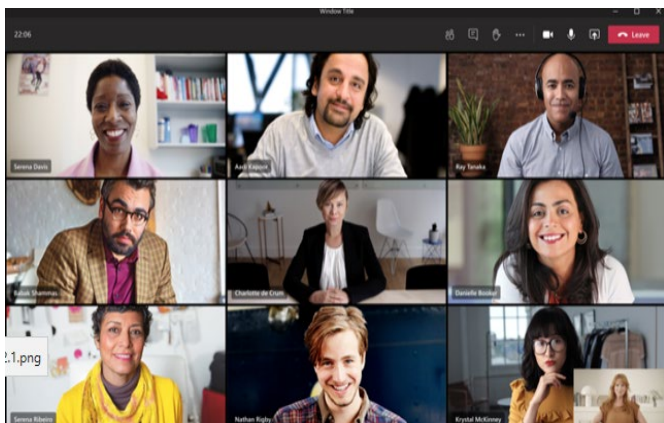
- If you are joining through your browser, **enter your name and role, eg Jane Bloggs – counsel def.**
- If you are joining via the App, **select Join Now and add your name, eg Jill Smith – counsel def.**



If your organisation has a Teams account, you will join the remote court event as an 'external user' rather than a 'guest'. External users cannot edit their name.

You are now in the Lobby. You will be admitted by the Court Taker when your hearing begins. This may take some time, depending on whether the event is open or closed, the order and length of proceedings.

This is an example of a Teams meeting screen.



## Screen controls

The main controls will appear when in the top right of your screen.

Click on the microphone to mute and unmute, and the camera to turn your camera on and off.



## Share screen

Click to share your computer screen with all participants, eg to show a document. Note: you might accidentally share images or documents on your screen, so close anything sensitive before sharing your screen.



## Chat

You can message all participants using the Chat function.



## Raise your hand

If someone else is speaking, and you wish to speak, click the hand to alert others.



## End the call

Click the **Leave** red button to end the call. You can re-join the meeting again by clicking on the Join Teams Meeting Link.

