



Joining a Virtual Parenting Group

What do I need to join a virtual group?

- ✓ A good internet connection
- ✓ A private, well-lit area where you will not be disturbed
- ✓ Web-camera, speakers and microphone (already built into most devices)
- ✓ The free Microsoft Teams App downloaded on your device (recommended) OR access to a supported web browser such as Google Chrome or Microsoft Edge.

Is it secure?

- ✓ Virtual groups are secure; you require a unique Microsoft Teams link to join a group.

Please DO NOT SHARE or forward your meeting link to anyone.

How much does a virtual group cost?

- ✓ The virtual group is free, except for internet data usage.

How much internet data will I use?

- ✓ A 60-minute virtual group uses approximately 220–900mb data. This is the same amount of data as watching a movie on Netflix.
- ✓ Lower-speed internet connections and less powerful devices use less data. However, this may affect the quality of the call.
- ✓ If you can, use a Wi-Fi network to avoid using your mobile data allowance.

Click on the sections below if you need more help:

Step-by-step guide

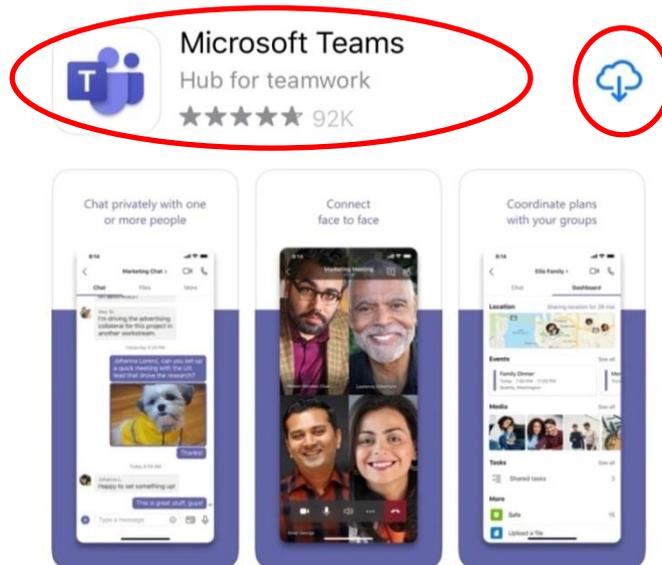
- ✓ Depending on the device you are using, the following screen shots may look slightly different for you, but the instructions are the same.

Common technical problems



Step-by-step guide

1. Click on the **Join Microsoft Teams Meeting** link in the email we sent you. If you are using a supported web browser, the meeting window will open automatically. If prompted, download the free **Microsoft Teams App**. You **do not** have to sign up for a Microsoft account. Just download the App, then return to your email and click on the meeting link again.

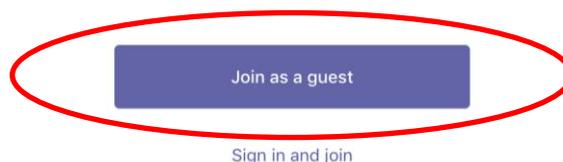


2. Once prompted, click **'Join as a guest'**.

Microsoft Teams



Meeting time!
How would you like to join?



3. Type in your first name and click **'Join meeting'**.



Type your name, then select Join meeting.

Name

Join meeting

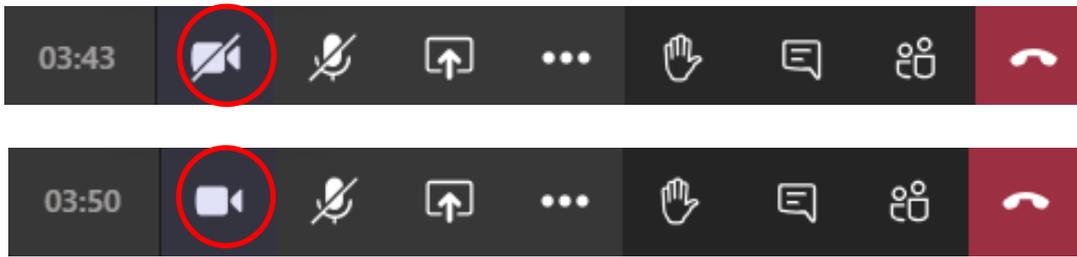
4. This will take you to a virtual meeting room and will say ‘**Someone in the meeting should let you in soon**’.

Hello Kerin,
Someone in the meeting should let you in soon.

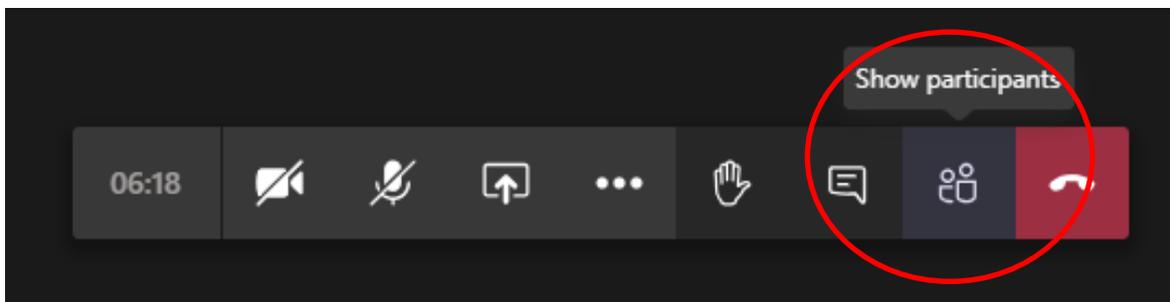
5. Once your presenter has let you into the meeting, please mute your microphone when not talking to avoid background noise. Do this by clicking on the microphone icon on the control panel. This will now show an icon with the microphone crossed out. To unmute, simply click this button again.



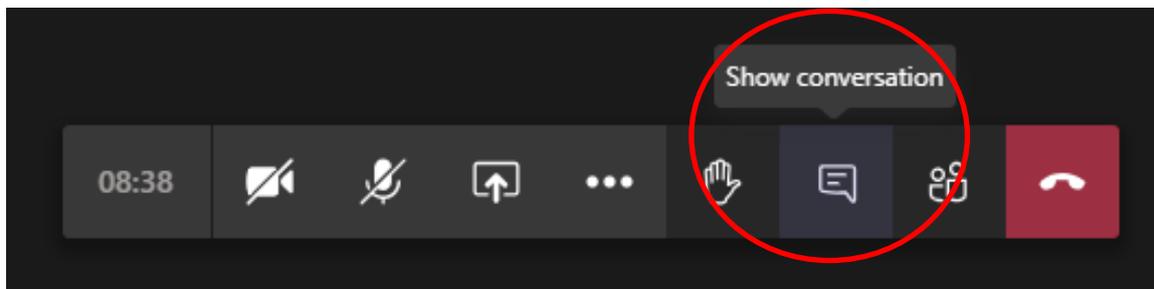
6. You can also turn your camera on and off by clicking and unclicking the camera icon.



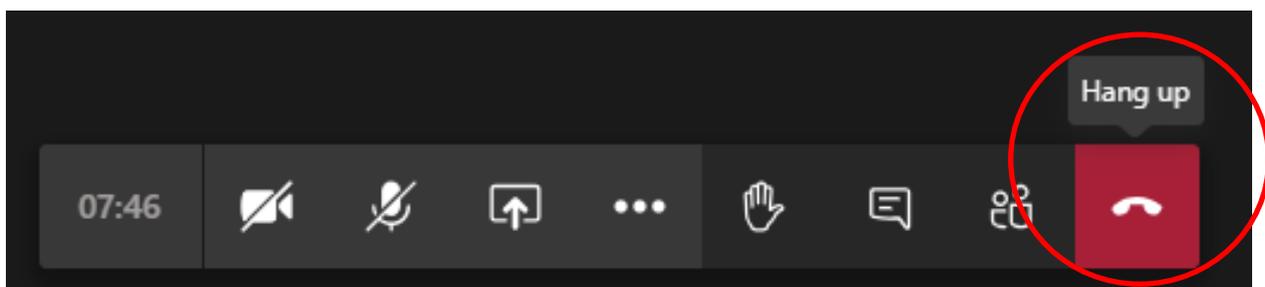
7. You can see the names of people in your meeting by clicking on the icon of two people.



8. You can use the chat function if you are having issues with your microphone or if you want to type a message. Click on the speech bubble to do this.



9. To end the call, hang up by pressing the red button.



Common technical problems

Can't connect?

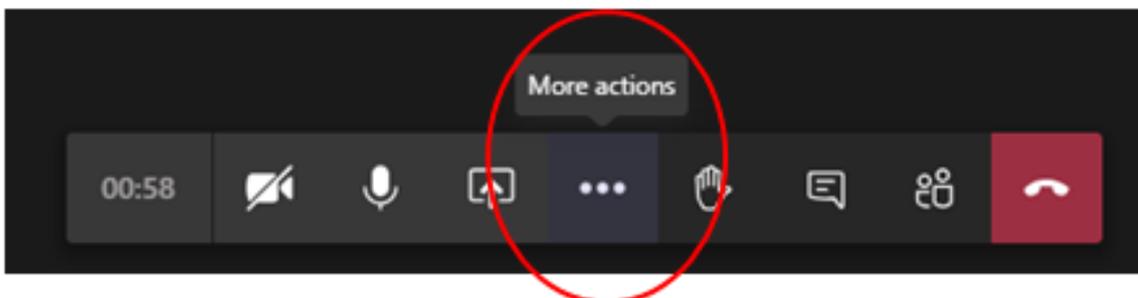
- ✓ Check you are connected to the internet.
- ✓ If using a computer, check you are using a supported web browser such as Google Chrome or Microsoft Edge. You can do this by going to whatismybrowser.com.
- ✓ If you are prompted to download the **Microsoft Teams** App, make sure this has been completed and installed before clicking on the meeting link again.

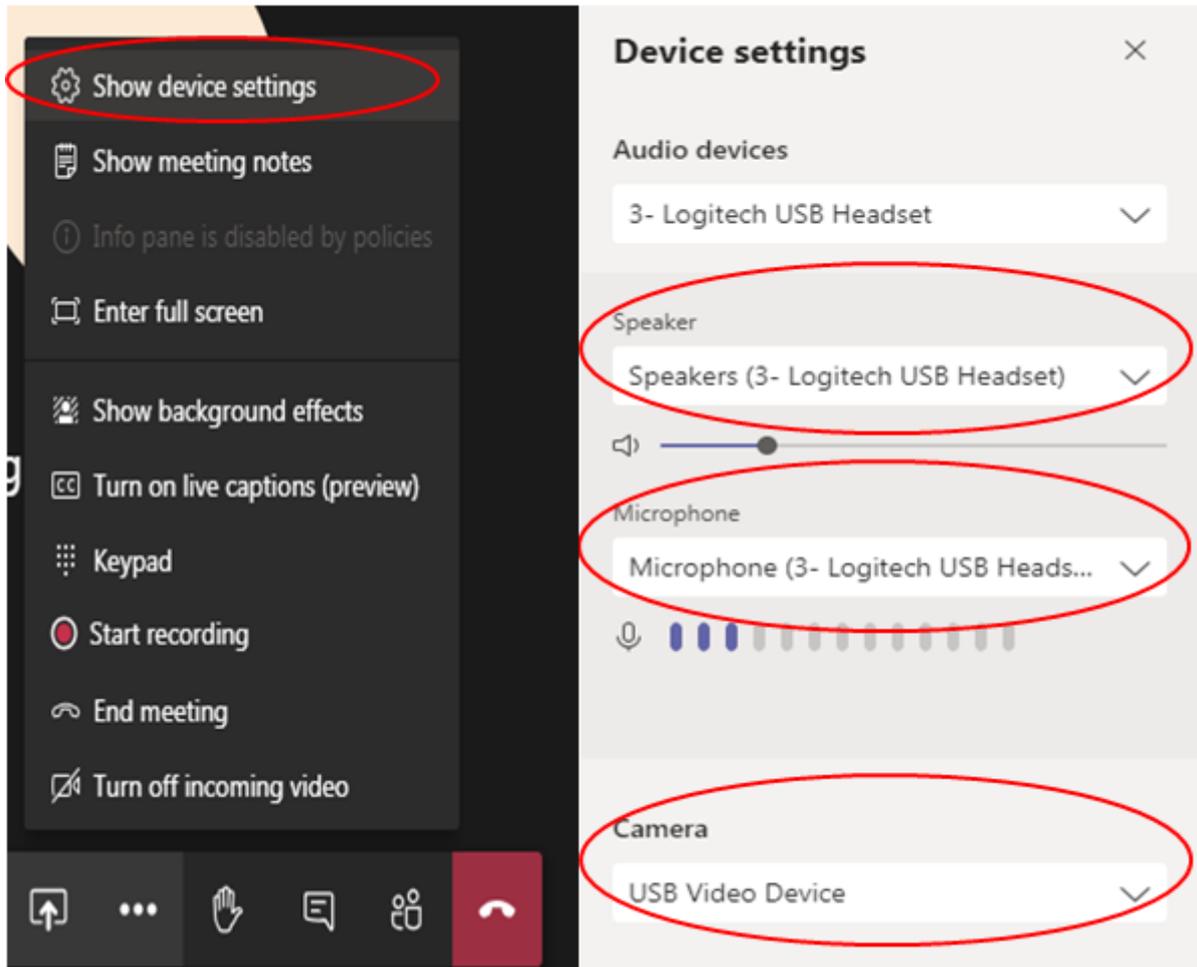
Poor connection?

- ✓ Your internet speed should be at least 500kbps (0.5Mbps) for virtual groups.
- ✓ Check your internet speed by going to speedtest.net.
- ✓ Turning your camera off may help connect or maintain connection.

Having issues with hearing or seeing?

- ✓ Check your speakers/headphones/microphone are plugged in, turned on and the volume is turned up.
- ✓ Check your camera/webcam is plugged in and turned on.
- ✓ If you are on a computer, check your device settings:
 - Click on the three dots on the control panel
 - Select **show device settings**
 - Make sure your **speaker, microphone and camera** settings are correct for what you are using (see example below).





- ✓ If you have made setting changes and are still having problems, hang up from the meeting, close the application and re-join using the same meeting link.
- ✓ You can use the chat function to let your presenter know you are having problems.

I need more help:

- ✓ Some more tips and guides are available on Microsoft Teams website: support.microsoft.com/en-us/teams
- ✓ If you are having ongoing technical difficulties, please contact us on 1300 749 869 (8am to 5pm) to book into a face-to-face group instead of a virtual group.