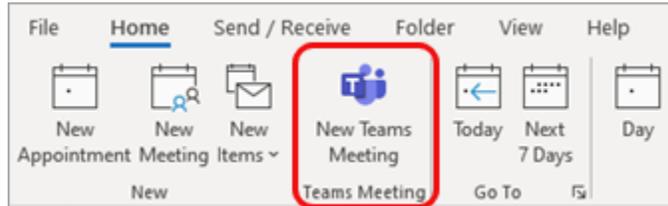


## Microsoft Teams | Frequently Asked Questions

### 1. How to schedule a meeting?

- Install Microsoft Teams Desktop App to your computer or laptop
- Open Outlook on your computer or laptop and switch to the calendar view.
- Select **New Teams Meeting** at the top of the view.



- Add your invitees to the **Required** or **Optional** field(s).
- Add your meeting subject, start time, and end time.
- Create your message.
- Select **Send**.

**Note:** The Teams meeting join details are added to the meeting invite automatically.

### 2. Is there any other method to schedule a meeting?

- No, there is currently no other method for OGEC users to schedule a meeting.
- The only way to schedule a meeting is by installing Microsoft Teams Desktop App to their workstation and using Outlook.

### 3. Do we need to add our OGEC account to Outlook?

- No, you can use your normal work account to login to Outlook.
- Only use OGEC account to login to Teams.

### 4. How to join a meeting?

- In Outlook, open the relevant meeting invitation e-mail.
- Click on the **“Click here to join the meeting”** link.

## Microsoft Teams meeting

Join on your computer or mobile app

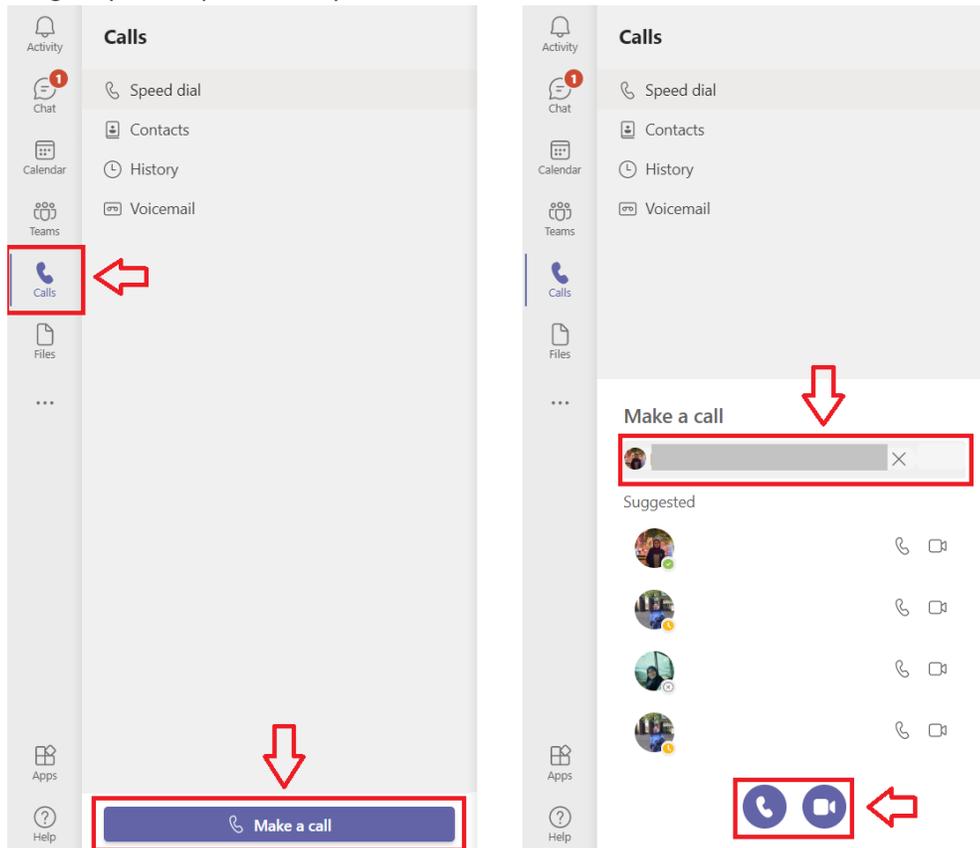
[Click here to join the meeting](#)

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

- Recipients will be automatically directed to the Teams Meeting lobby.

**5. My Outlook currently does not work, is there any other way I can host online meetings?**

- You may start a virtual call (audio or video) on Teams any time. (**Note:** This method will start a call immediately instead of being scheduled.)
- To do this, you may click on the Call tab from the left navigation pane.
- Click on “Make a call” at the bottom of the screen.
- Search or type the e-mail address of the person you want to call.
- Depending on your requirement, you can start an audio  or video  call.



**6. Why can't I see the Calendar tab in Teams?**

- Calendar in Teams requires Exchange Online which is currently disabled for OGEC user accounts.

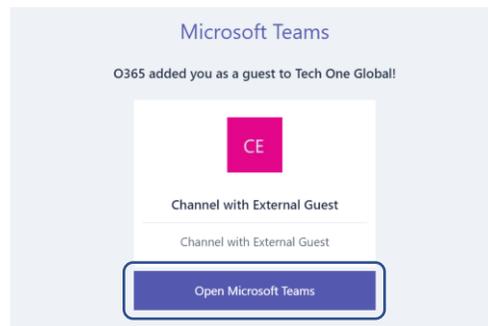
## 7. How to invite external guest to Teams?

### Host

- Create a Teams.
- On the Teams, click on the Manage Teams function.
- Click Add member.
- Enter the email addresses of the guest and click on Add.

### Guest

- Guest should receive an email notification as Invitation to the Teams.
- Click the invitation link on the email itself.



- Guest will be prompt to login via their email address to Microsoft Teams.
- Once login process completed, guest will be added to Teams automatically.

## 8. Can guest users chat with users within the Teams organization?

- Guest users can only chat within the Teams or Channel that they have invited to.

## 9. Do users need to have a Microsoft Teams account to be invited as a guest?

- No, any valid business account or consumer email account (e.g. Outlook.com, Gmail.com, etc) can participate as a guest in Teams, with access to teams and channel experiences.

## 10. Does a user need an OGEC account to join a team?

- Yes, any valid business account or consumer email account (e.g. Outlook.com, Gmail.com, etc) can participate as a guest in Teams, with access to teams and channel experiences.

## 11. Is there a limit for the number of guests we can invite to Teams?

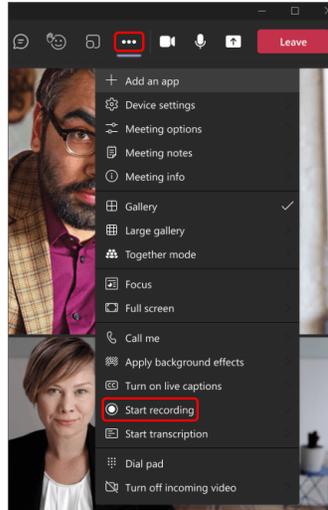
- Teams doesn't restrict the number of guests you can add. However, the total number of guests that can be added to your tenant may be restricted by the paid features of Azure AD.

## 12. I am seeing an error "Chat in channel meetings is only available to team members."

- For channel meetings, only team members can use the Chat feature.
- You can either ask the Team owner to add you as a member, or use the Chat function outside the channel.

### 13. How can I record a meeting?

- Recording feature must be enabled from the back-end by the Teams Administrator. To start recording, you may click on **More Option** button (refer below image), and click on **Start recording**.



### 14. Where are Teams meeting recordings stored?

- Meeting recordings are stored in Azure Media Services (AMS) temporarily (up to 21 days) before they are deleted.
- You may find your meeting recording within the channel you hosted the meeting.

### 15. Can we rename a Team once it is created?

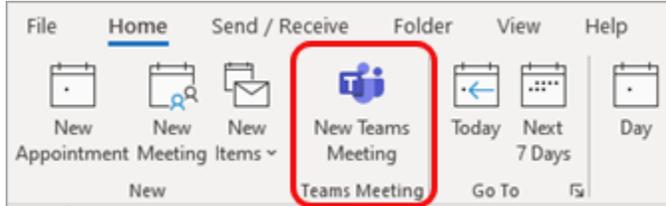
- Yes, to do this – click on the ellipses next to the Team and go to **Edit team**.

### 16. Would it be possible to add guests from outside the organization who do not have a Microsoft Teams account or license?

- Yes, any valid business account or consumer email account (e.g. Outlook.com, Gmail.com, etc) can participate as a guest in Teams, with access to teams and channel experiences.

### 17. Can we schedule or meet now without having Calendar?

- Currently, the only way for OGEC users to schedule a meeting is by installing Microsoft Teams to their workstation and using Outlook.
- Open Outlook on your computer or laptop and switch to the calendar view.
- Select **New Teams Meeting** at the top of the view.



- Add your invitees to the **Required** or **Optional** field(s).
- Add your meeting subject, start time, and end time.
- Create your message.
- Select **Send**.

**Note:** The Teams meeting join details are added to the meeting invite automatically.

### 18. Can I take over the share screen control of a guest that uses teams on the web?

- To give and take control of shared content during sharing, both parties must be using the Teams desktop client. Control isn't supported when either party is running Teams in a browser. This is due to a technical limitation that Microsoft is planning to fix.

### 19. Can one account attend two con-current meetings?

- One account can attend two con-current meetings from **different devices** or from **different Teams clients** e.g. Teams Web and Teams Desktop, Teams Desktop and Teams Mobile.

### 20. Is there any option to change meeting settings once the meeting already started?

- When a meeting has started, you can change the meeting settings by clicking on the three ellipses and clicking **Meeting options**.

### 21. If you start a meeting via calendar invite, will it be private or public?

- All meetings are only accessible to the invited attendees unless you have shared the meeting link publicly.
- You will also have the option to accept or reject attendees who wants to enter your meeting.