



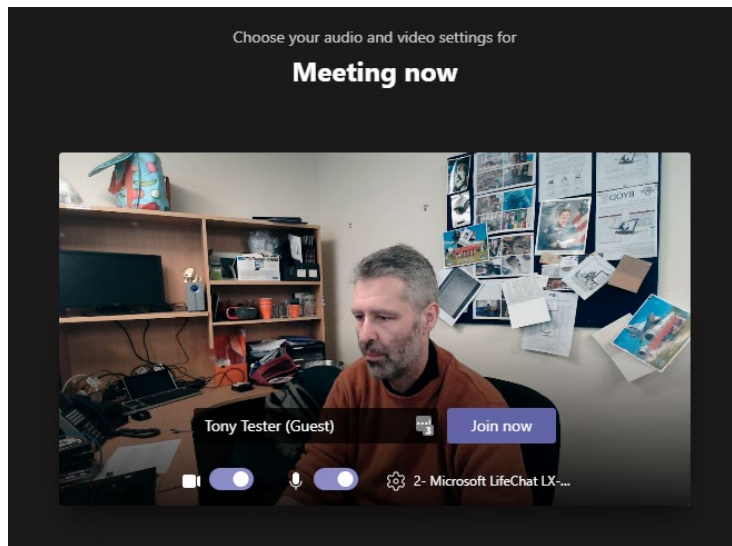
Parent Information Nights Technical Guide

Due to current COVID-19 restrictions in Victoria, we will be using Microsoft TEAMS to conduct the Parent Information Nights for 2021. Before we hold these sessions, families are advised to test their cameras and microphones to check that everything is working correctly.

- 1) Prior to the information nights, we encourage you to check that your camera and microphone is working. We recommend using this website: <https://webcammictest.com/>. Go to the website, then click on Check Webcam. Once you can see that your Webcam is working, test your microphone by clicking on Microphone (at the top of the website), then Check Microphone. It will allow you to record your voice and play it back to you. Please note: The website may ask permission to access your Webcam and Audio, which you will need to allow in order to run this test successfully.
- 2) You can also test with your daughters TEAMS, setup a meeting, invite yourself in via email and have a practise!
- 3) Links to the various meetings will be made available via Compass.
- 4) After clicking on the link, you will be taken to a page that asks if you want to download TEAMS. We would prefer you open in the browser, and not the TEAMS app. If you use TEAMS at work, it is possible they have blocked access to other organisation TEAMS, if you are unsure, stick to the browser.



- 5) Please enter your full name. This is to enable the teacher to identify them. Ensure that your camera and microphone are turned on. The diagonal lines across them illustrate that they are off. Clicking on them will turn them on. Now click on 'Join now'.



In the image above, you can see me and my test name (excuse my messy desk!), plus, you can see the video and microphone switches are turned on:

If you try and join before the session has started, you can expect to see this message:

When the meeting starts, we'll let people know you're waiting.

If you're the organizer or the invite came from your work or school, please sign in.

We will be notified that there are people waiting to join the session. Once we start it, you will automatically be let in.

Frequently Asked Questions

I use TEAMS at work, can I use my company account?

Yes you can!

Not all browsers work like Safari or old Internet Explorer or Firefox, what shall I use?

We recommend Chrome or Microsoft Edge

I use an iPad, will I have issues?

We've discovered various problems with iPad, they should be avoided if possible, if not, please use Chrome or download the TEAMS app, from the app store.

When I use the browser, it automatically logs me into my Microsoft Account, I want to go to the meeting as a guest.

You can log off your Microsoft Account prior to the meeting, head for <https://login.microsoft.com> and log off.

I can't join the room, there is a message about the meeting not having started yet

This means that we have not started the meeting yet! Wait there, because when the meeting starts, you'll be let in automatically.

Can I use the app, from my daughter's laptop/account, my work account or a fresh download?

Yes, you can but some companies block access to meetings outside their organisation. If in doubt, use the web version.

Any questions or problems?

Please do not hesitate to contact Anthony, the IT Manager, with any questions you may have about this or anything else IT related at MGC. Contact is via email ONLY on anthony.keen@mgc.vic.edu.au