



# **GUIDE TO MICROSOFT TEAMS**

## **For Families Visiting OYA Youth Via Video**



### **Things to Know**

- Starting Nov. 5, 2020, all of your video visits or meetings with your youth will be done on Microsoft Teams. The Oregon Youth Authority will no longer be using Skype for Business.
- You will be able to join these meetings using your computer, mobile phone, or other mobile device.
- Your computer or phone needs to have audio enabled through a microphone or headset. You'll also need a speaker, so you can hear your youth.

### **How to Use Teams**

The following pages give basic directions for using Microsoft Teams.

The screenshots and directions were current at the time we developed this guide. Microsoft regularly updates their software, so it is possible that what you see when using the application may look different.

### **Have Questions?**

Contact your youth's Case Coordinator or Living Unit Manager.

OYA Information Services cannot provide technical support or trouble-shooting for your personal devices.

# Using Teams on Your Mobile Device (cell phone or tablet)

1

Download and install the Microsoft Teams app to your device. (The icon is pictured below.)

You do not need to sign in or create a Teams account.



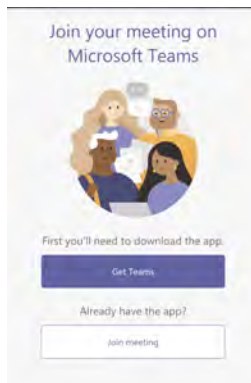
2

The person at Oregon Youth Authority who scheduled your meeting will send you a link that starts with these letters: bit.ly.

When it's time for your meeting, click on the bit.ly link, or copy and paste it into a web browser. Your device should open the Teams app automatically. If it asks you whether you want to open in Teams or something else, select Teams (Android devices) or "Open" (Apple devices).

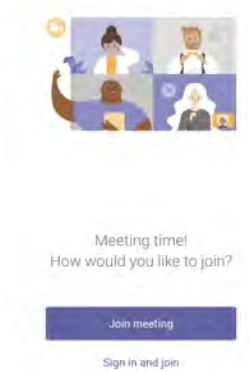
3

If you see this screen, click "Join Meeting."



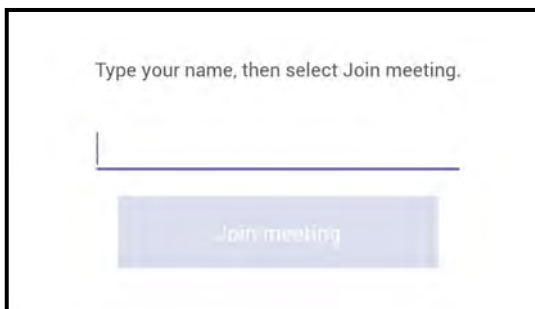
4

On this screen, click "Join Meeting" or "Join as a guest." You do not need to sign in.



5

Type in your name, then select "Join meeting." (On Apple devices, you may not see this screen until after step 6.)



6

The first time you use Teams, it will ask if you want to allow Teams to record audio (Android devices) or it will say Teams wants to access your microphone (Apple devices). Select "While using this app" for Android devices, or "OK" for Apple devices.

**We do not allow recording of youths' visits on Teams.** However, the app will not let you into the meeting unless you give it permission to record audio or use your microphone.

7

Once you're in the meeting, make sure your audio and video are turned on.



Please do not use the chat during visits with your youth. They will not be able to respond. Also, all chats are automatically saved on our servers and become public records.

Shows you a list of participants in the meeting.



Video on

Audio on

Hang up

# Using Teams on Your Computer or Laptop

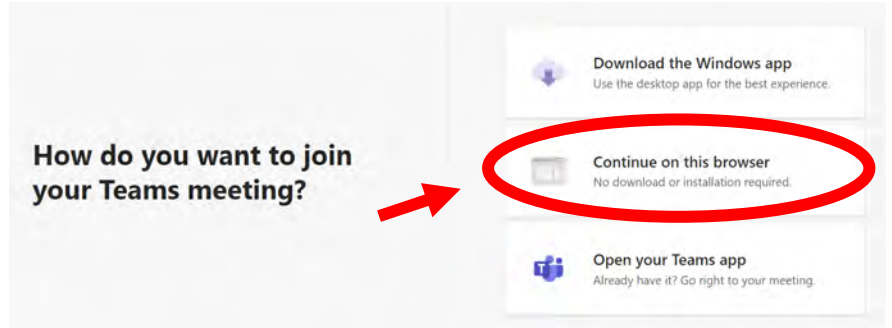
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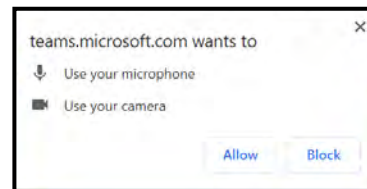
2

When you see this screen, click "Continue on this browser." You do not need to download or use the Teams app.



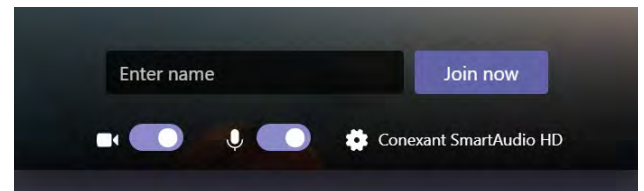
3

If you see this message, select "Allow." If you block Teams from using your microphone and camera, it will not work properly.



4

On this screen, type in your name, and make sure your camera and microphone are turned on. Then select "Join now."



5

Once you're in the meeting, you will see these options.



Turn video or audio on or off

Please do not use the chat during visits with your youth. They will not be able to respond. Also, all chats are automatically saved on our servers and become public records.

Shows you a list of participants in the meeting.

Hang up