

Best in Everyone Induction Conference

Microsoft Teams Guidance

We give all BiE Conference attendees a temporary Microsoft account through our central service to reduce technical issues when joining via other accounts or as guests. For optimal experience, we recommend using the Microsoft Teams app.

We will send your login details about a week before the conference. Use these instructions for your first login and follow guidance if you're new to Microsoft Teams. This app is used in our schools and across United Learning for communication, meetings, and training.

Accessing the conference from overseas

United Learning has security controls in place across its IT services to help keep accounts and data secure. As a result, access to conference sessions may be restricted if you are joining from a country outside the GDPR-compliant European region. Unfortunately, we are unable to make exceptions to these security controls. However, all conference recordings will be made available, and you will be able to access them when you return to school.

This guidance includes:

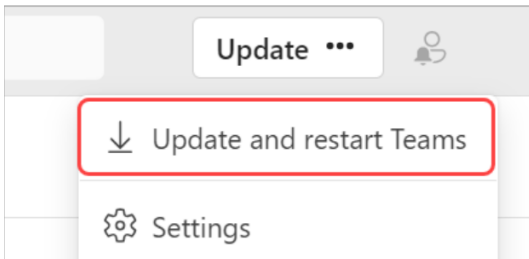
- How to log in to the Microsoft Teams App – page 2
- Login Troubleshooter – page 4
- How to use the Microsoft Teams app (the basics) – page 6
- Video Conference Etiquette – page 7

How to log in to the Microsoft Teams App

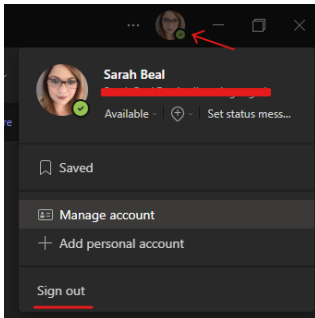
1. [Download/install](#) the Microsoft Teams app to your computer or device, then go to point 4.

2. App Updates:

- Team auto-updates when an update is available, and the app is idle.
- When an update is available in the Teams desktop app, it will appear at the top of your Teams window. You can choose to update Teams instead of waiting for the auto-update during an idle period.
- To update, select **Update... > Update and restart Teams** (as below)
- Teams will automatically close and update. If it does not reopen automatically, select and open the updated Teams app on your device.
- Please note that the web app is always updated.

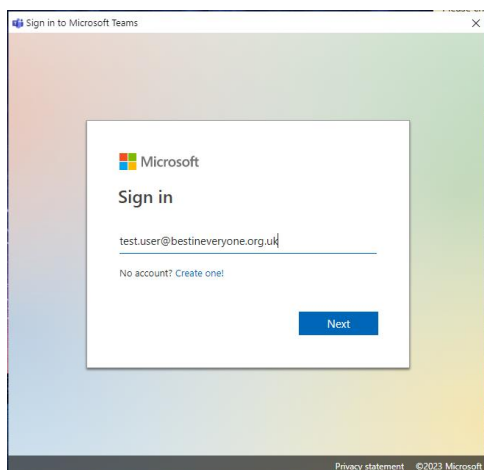


3. If you are logged in to Teams on another account, click your profile photo and select 'sign out'. If using a tablet or mobile device, you may need to click your profile and select 'settings', then go to 'sign out'.

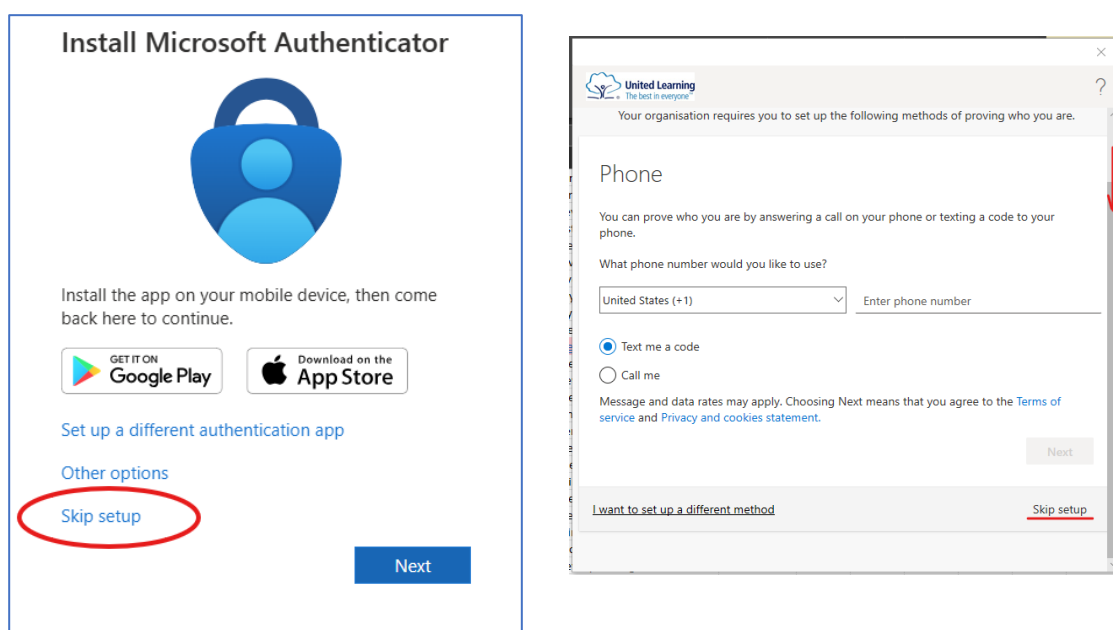


4. a. If using the Teams app for the first time, you will be prompted to sign in.
b. If you already have an account registered, select 'use another account'.

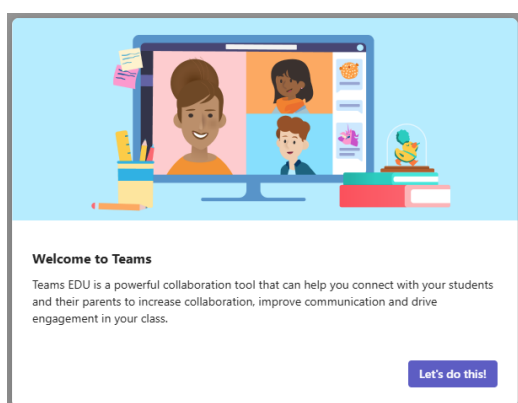
5. To sign in, enter the email address we sent you, which ends in @bestineveryone.org.uk, and then enter the password we sent you.



6. You may get a 'more information required' or 'install Microsoft authenticator' message pop-up (see below images) > Select 'Skip step'.



7. On the next screen, **deselect** the option to 'allow my organisation to manage my device' (if it comes up) and select 'ok', and then 'done' – *this is a temporary account that won't be associated with a particular device and does not require management.*
8. You should then be logged into Teams and see an image like the below. Go to 'calendar' on the left menu (select the conference date), and you will see the teams meeting links for the sessions associated to your role (this will only appear if you have been assigned a specific agenda).
(see 'How to use the Microsoft Teams App' on page 4 for more info).

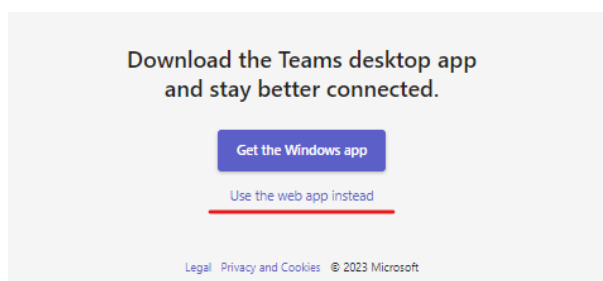


Login Troubleshooter

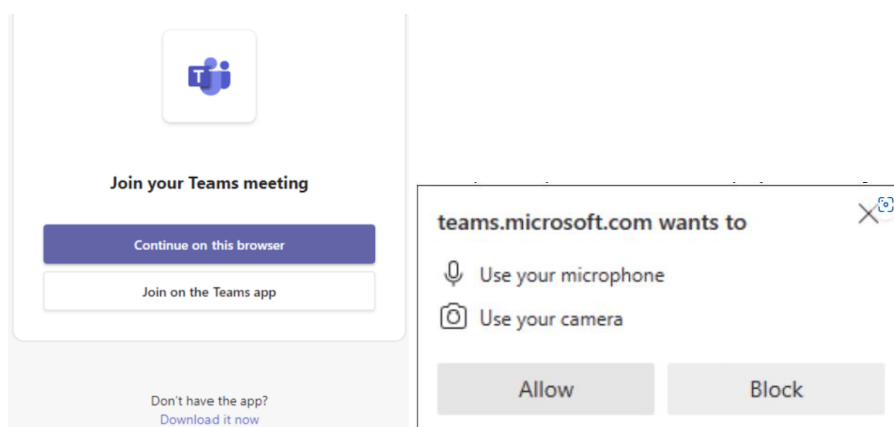
If you experience issues using the login information we sent you via any route, please contact us at bie.induction@unitedlearning.org.uk and send screenshots of error messages or any barriers to joining. A team member will get back to you as soon as possible.

Alternative option 1: Log on via your browser using your temporary account

- Go to [Microsoft Teams](#) via your browser (preferably Microsoft Edge or Chrome), and select 'sign in'.
- On the next screen, select 'Use the web app instead'.



- If you are already logged into another Teams account, click on your profile photo, and select 'sign out'. Then select 'use other account'.
- Use the login details we have sent you and follow points 5 – 7 above. *If asked to 'stay signed in', select 'no' so that the account does not get formally registered to your browser.*
- Select 'Use the web app instead' again.
- You should then be logged in to Teams. Go to 'Teams' on the left menu, and you will see the 'United Learning – Best in Everyone Conference' team channel listed (*see 'Using Microsoft Teams' for more info*).
- You can then click on the links in the 'calendar' on the left menu or via the PDF agenda – this will open a new browser page, and you should select the option to 'continue on this browser'.
- When you join a session, your browser may ask permission to access your camera and microphone. Select 'allow'.



Alternative option 2: Use your school Office 365 account to join via Teams or a browser.

- Drop us an email to let us know you had to join via this option - this will affect how your attendance is recorded and will help us monitor access issues.

Alternative option 3: Join as a guest.

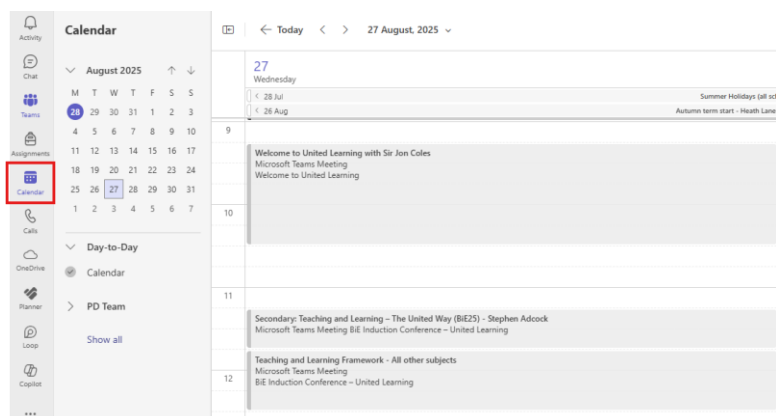
- Follow the instructions [here](#) to join a meeting as a guest.
- Please change the 'guest' name when prompted to 'your full name – your school' so we can mark you as attended. Drop us an email to let us know you had to join via this option - this will affect how your attendance is recorded and help us monitor access issues.

How to use the Microsoft Teams app (the basics):

[This Microsoft guidance](#) explains how to use the Teams control panel functions and offers some top tips.

How to join a Teams call from the Teams app;

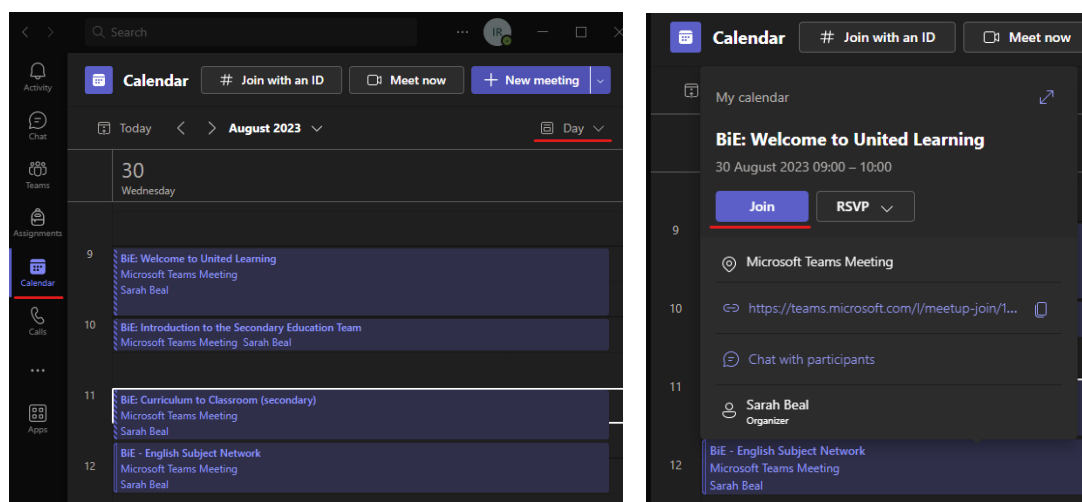
1. Go to 'calendar' on the left menu.



2. Change the view to 'Day' on the top right of the app, and then go to the conference date. You will see all the sessions we have assigned to your account based on your registration information.

There are two options to join a session,

1. Click on a session in the calendar and select 'join'.
2. Click on a session join link in the agenda PDF we have emailed to you.



Important note:

You may not see your sessions in your Teams calendar if:

- You registered after the invitations were sent.
- You were provided with the full agenda to select sessions to attend.

In either case, please use the meeting links included in your agenda.

Video Conference Etiquette

Be prepared by testing your tech support before your meeting. If you're unfamiliar with the service, arrange a test call with a relative or colleague. There's nothing worse than joining a meeting only to discover your login details don't work or your audio/video settings are incorrect, causing you to miss the opening. You are welcome to attend a test call below, which will be organised by our Central Office CPD Team:

[Tuesday 25th August](#)

[10.00-11.00](#)

Join the meeting with your mic muted (some sessions disable it automatically). Stay muted until you want to ask a question or are prompted by the host to unmute.

Once you join the meeting, turn your camera on (some sessions may have video disabled on entry); you can choose a different background if you're uncomfortable showing your surroundings.

Join the call from a suitable location, ideally a table or desk. Remember, if your video is on, people will see you and what's behind you. Better lighting improves video quality. If children are present, please be aware that sessions are recorded and they may appear on screen. To protect their privacy, kindly ensure that they are not visible.

If you're willing to have your video on, please dress as if you're attending in person.

Use the raise hand feature to speak, ask a question, or type in chat. Remove your hand when done.

Unmute when asked to speak; mute yourself afterwards.

Please do not use or try to use any Artificial Intelligence (AI) transcription and / or note taking tools. They are in breach of United Learning's Data Protection Policies and will be removed from any calls during the conference.

Keep the chat function focused on the meeting content; if you have technical issues, please [email us](#).

If interrupted by a phone call, staff or household members, briefly stop your video to address the issue and return to the call quickly.