

Using Microsoft Teams for remote MMI interviews

In this document, we have collected some information about the functionality of Microsoft Teams (MS) Teams and potential issues that you may encounter whilst attending your interview.

Before you attend your interview, you should check that you are able to perform all necessary actions (e.g. microphone and camera, chat functionality) to minimise issues on the day.

Please read the following checklist carefully to minimise disruption on the day.

1. Have the **latest version** of MS Teams downloaded.
2. Check your **microphone** and **camera** are working.
3. Ensure your **background** is visible and **not blurred**.
4. Check you can view the **chat**.
5. Check your **name** is showing correctly.
6. Check you can see a **shared PowerPoint slide**.

More information on how to complete each action can be found below.

1. Make sure you have downloaded the latest version of MS Teams onto your computer

- To download MS Teams, go to the official MS Teams download page in a web browser, choose the correct version for your needs (home or work/school), click "Download," and then run the downloaded setup file to install it on your computer. The installation process will be guided by an on-screen wizard, and after it's complete, you can open the app and sign in with your account.
- To check for updates, click on your profile picture and select "Check for updates" from the menu. The app will then automatically check for and download any available updates, and you may need to restart the app to complete the installation. For the web app, updates are applied automatically, and for mobile, you need to manually update through the App Store or Google Play Store.

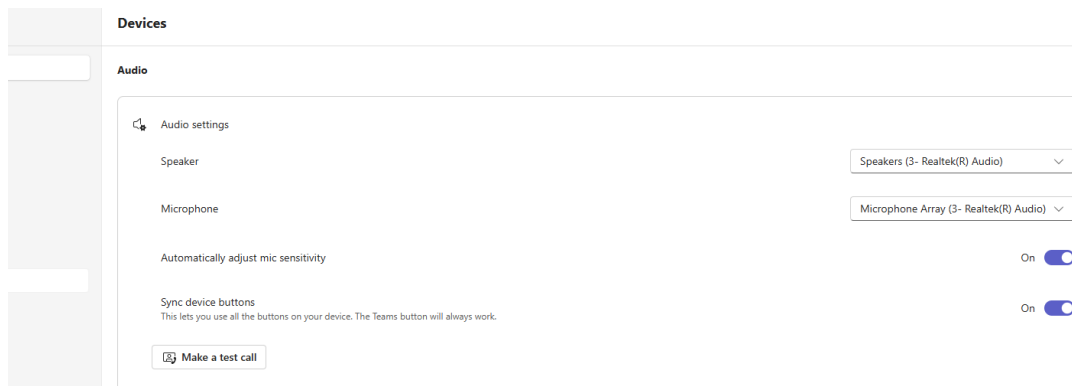
2. Check your microphone and camera are working

We recommend making a test call before your interview to ensure your microphone and camera are working properly and that you are familiar with the core functions of MS Teams. You can do this with friends, family or a teacher in advance of your interview. Please also test your equipment from the location where you will be attending the interview. If you plan to sit the interview at school or college, it may be worth checking safeguarding permissions with your IT department beforehand.

If you are having issues with your audio or video not being picked up by MS Teams, the most common issue is that MS Teams is trying to access the wrong device.

Check MS Teams settings:

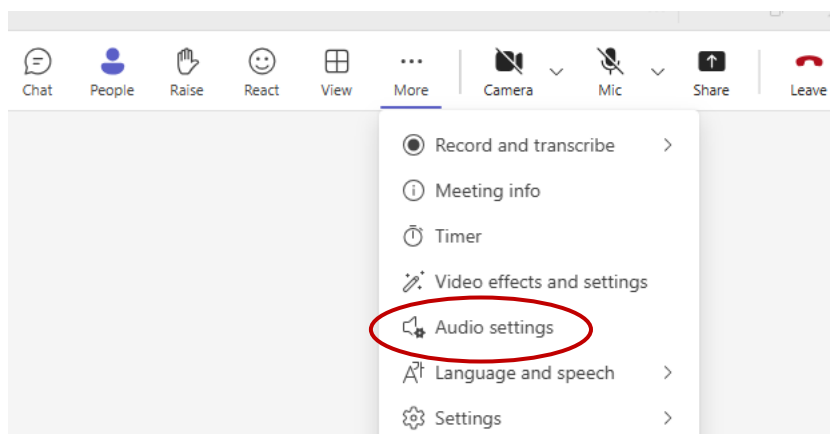
Open MS Teams and go to Settings > Devices. Make sure the correct microphone is selected from the dropdown menu under '**Microphone**' and that you are not muted.



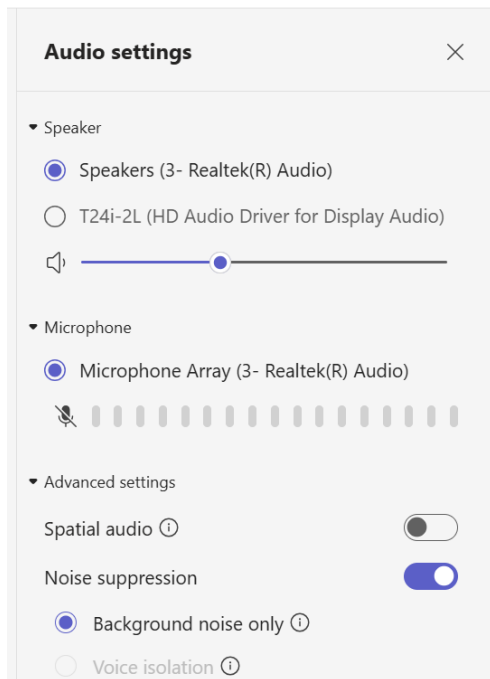
If you are experiencing difficulties during a meeting, click on the three dots for **more actions**



Select '**Audio settings**' if you are experiencing difficulties with your microphone or speakers.



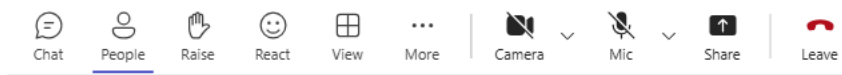
This action opens a menu on the right-hand side of your screen, where the 'Chat' window normally appears. From here, you can change the speaker and microphone settings that MS Teams uses. If you are using an additional device (such as headphones with a built-in microphone), ensure it is selected correctly in this menu.



To make changes to your video settings select video effects and settings from the dropdown menu.

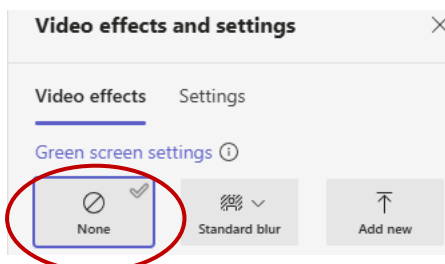
3. Ensure that your background is visible and not blurred

To do this, join a Teams meeting, and click on the three dots for **more actions** in the meeting



Select video effects and settings

Choose **video effects** and then select none from the options.

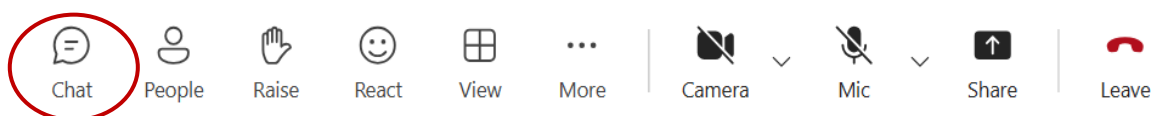


Select **Apply** to change your settings.

4. Check you can view the 'Chat'

To view comments or questions posted in the '**Chat**', select the chat icon in the menu bar (circled) which will open a sidebar allowing you to view the content of the chat. This may be

useful if you are experiencing technical difficulties on the day and are unable to use your microphone or would like to ask a question.



The meeting 'chat' will show up on the right-hand side of your screen during the meeting.

- Try typing something into the 'chat' during a test meeting.

5. Check your name is showing correctly on Teams

Your name must match the one on your UCAS application. Please note that it may be difficult to identify you on the day if your name appears as "Unknown User" or if you are using a nickname.

For Personal Accounts

You can change your name directly within the Teams application:

1. **Open Microsoft Teams** and click on your **profile picture** (or initials) in the top right corner.
2. Select **Settings** from the dropdown menu.
3. Go to the **Profile** section and look for your current display name.
4. Click the **Edit name** (pencil) icon next to your name.
5. Enter your correct name in the text field and select **Save**. This should match the name on your UCAS application.

For Work or School Accounts (Organisational)

For organisational accounts, the display name is typically controlled by your organisation's administrator.

Contact your IT department or administrator to request a name change.

6. Check you can see a shared slide or video

During a test meeting, ask a family member or friend to share a word document, PowerPoint or pdf document with you. Also check you can see the shared slide.

If you cannot see shared content:

If the shared content area is black, grey, or simply not appearing, you can try the following troubleshooting steps:

- Verify internet connection: a slow or unstable connection can prevent shared content from loading properly.
- Leave and rejoin the meeting: this can refresh your session and resolve temporary glitches.
- Update the MS Teams app: make sure you have the latest version of the MS Teams desktop application, as outdated versions may have compatibility issues.
- Use the web version: try joining the meeting via the MS Teams web app in an 'Edge' or 'Chrome' browser to see if the issue is specific to your desktop.
- Try a different device: if possible, log in to MS Teams on another device to see if the issue is specific to your machine.

If you are still experiencing difficulties using any of the functions in MS Teams or require further assistance, we may be able to offer you a 5-minute tech check. To book join a tech check with one of our student ambassadors ahead of your interview, please indicate on the RSVP form.