

Troubleshoot Guide for Microsoft Teams

Troubleshooting solutions for sessions held on Microsoft Teams

October 2020

1.0 Getting into Teams Via Glow:

1.1 *The Education Scotland events take place on Teams through Glow- our Teams cannot be accessed on any other Teams account.*

1.2 You need to be logged into Teams through Glow- go to www.rmunify.com and log into Glow. Then access the Teams app from within Glow.

1.3 You will have been sent a Teams code and joining instructions via email so please follow these carefully.

2.0 Issues getting into Glow Teams:

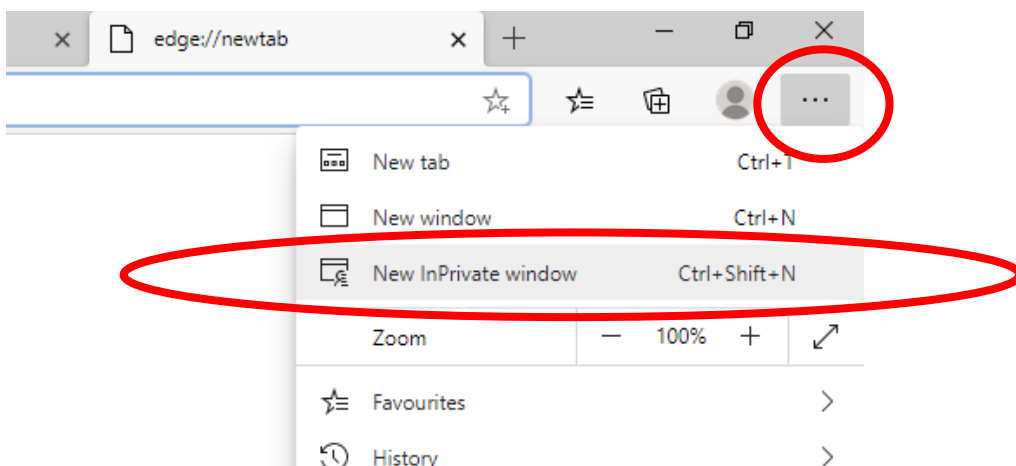
2.1 *If you have a local authority or personal Teams account this may counteract your Glow Teams account. The following steps should help you to overcome this barrier:*

2.2 Try a **different web browser** to the browser you usually access your other Teams account on i.e. if you access your local authority Teams on Edge, you could try Google Chrome for your Glow teams.

2.3. Try a **different device**- i.e. if you log into your local authority Teams account on your laptop, log into your Glow Teams on a smartphone or tablet.

2.4. Try accessing your Glow Teams in a **private browsing internet tab**, sometimes called 'Incognito'- this 'hides' the Glow Teams login from the local authority Teams account to prevent them competing against one another.

2.5 To do this you need to change to private in the settings of your internet tab- please see screenshots below:

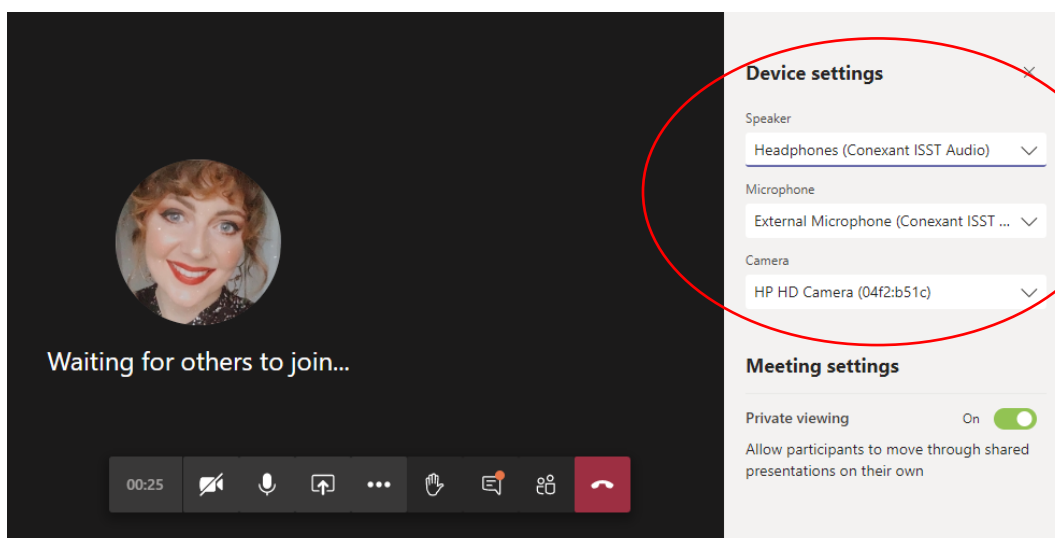
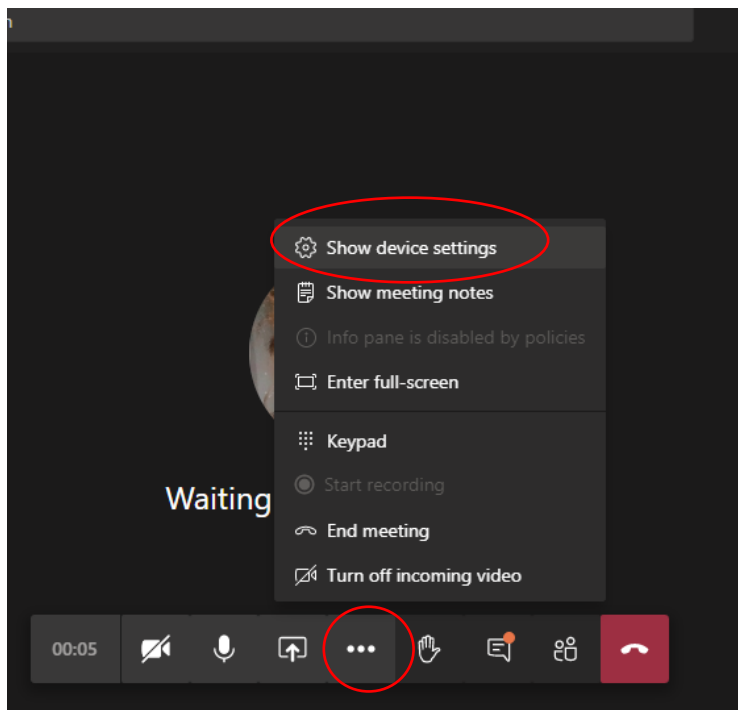


3.0 Technical Issues within the Teams call:

3.1 Most Teams will have a manned technical support channel available on the day, we will try our best to support as much as we can. We **cannot** help with:

3.2 Wi-Fi connection: it is recommended that you sit as close as possible to the WiFi router if you are having connection issues and ensure that lots of other devices (i.e. other laptops/smartphones/games consoles) aren't also connected to your WiFi and placing it under pressure.

3.3 Sound: The sound is controlled on your device. It is suggested that you wear a headset or headphones to minimise interference. You should also check in the settings that your headset/headphones are connected to the call.



3.4 Please note- a lot of technical issues can be fixed by leaving and re-joining the call or logging out and back into Glow.

4.0 Other common issues & questions:

4.1 I can't see the chat pane:

4.1.1 This usually means that you have joined via a direct call link instead of joining the Team. If you don't join the full Team you will not see all the functions within the call.

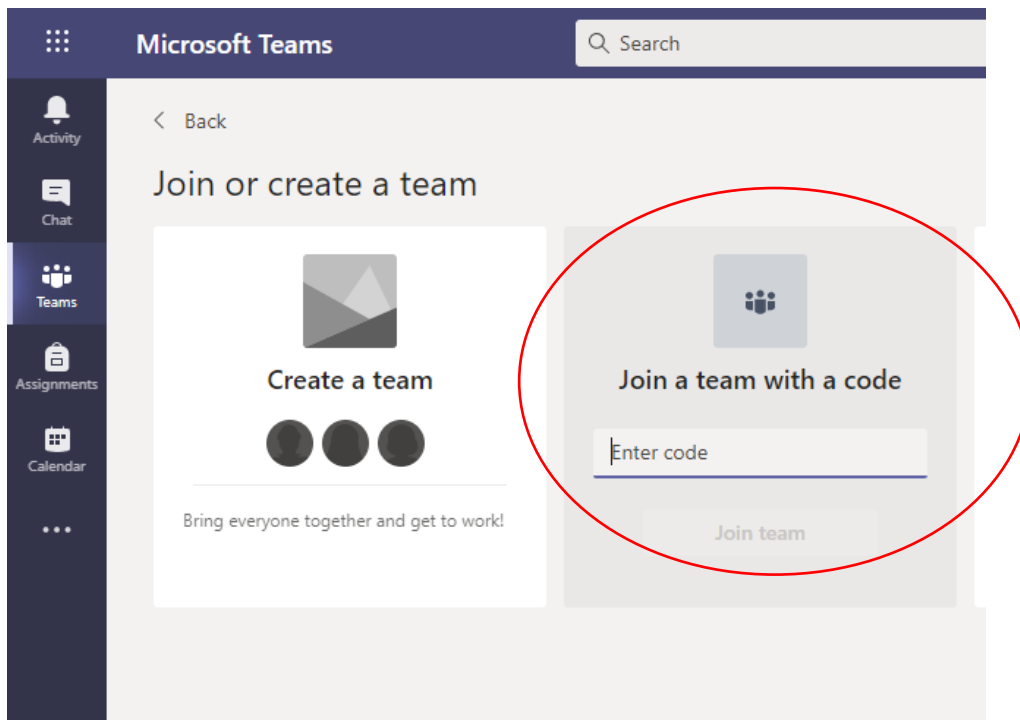
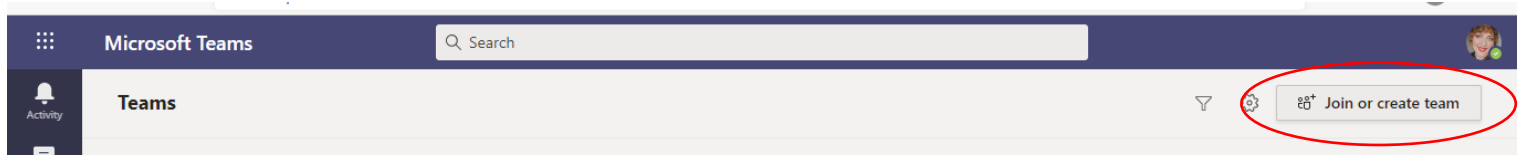
4.1.2 i.e you have joined through a link like this:

Join Microsoft Teams Meeting

[Learn more about Teams](#) | [Meeting options](#)

Rather than being a full member of the Team by entering the joining code.

4.1.3 Please join the Team using the instructions in the email you received by entering the code:



4.2 I can't see the channels in the team:

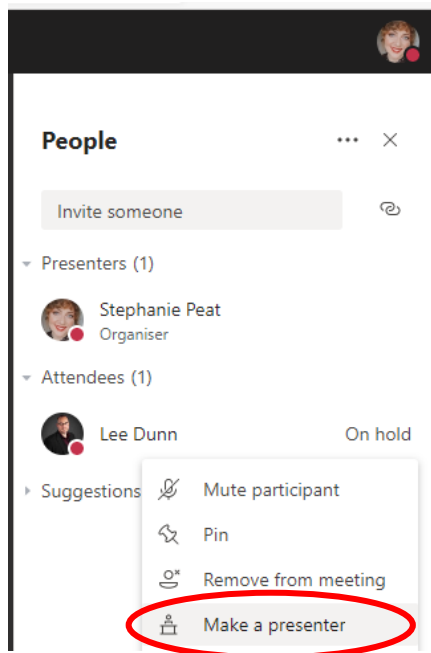
4.2.1 Again this is probably due to the fact that you aren't a full member of the Team (see above)

4.2.2 However this can simply be a glitch and you should try logging out and back into Glow/Teams.

4.3 I can't share my screen:

4.3.1 If you know that you will need to share your screen during the call please make sure the organiser is aware in advance.

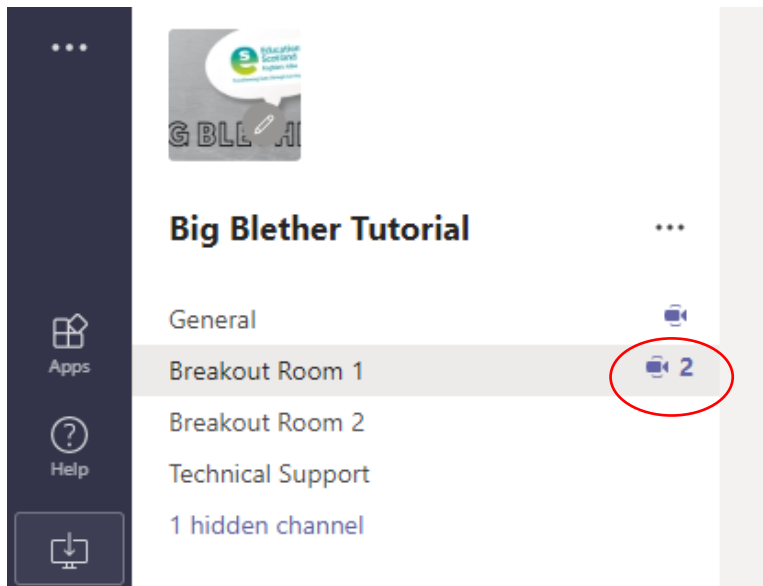
4.3.2 During a call, the call owner can make you a presenter by clicking the three dots beside your name, like so:



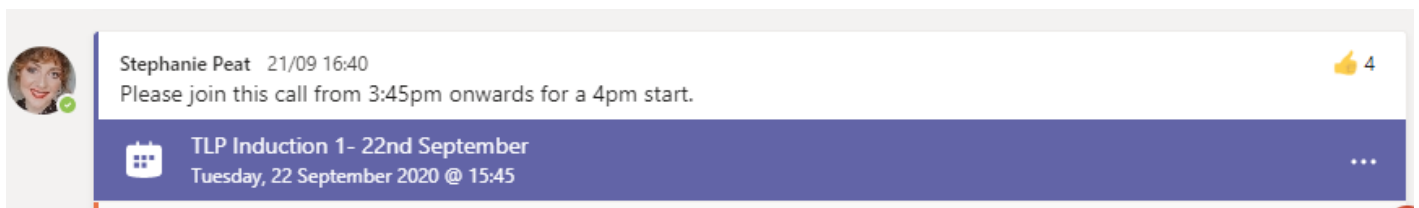
4.4 There are multiple calls happening on the one channel:

4.4.1 This is because someone/multiple people have started a 'meet now' on the channel.

4.4.2 If this does happen you will see it in the channel list like so:



4.4.3 Unless instructed otherwise, please ensure you only join the call scheduled by the organiser beforehand. It will look something like this:



4.4.4 You will see the large, 'Join' button when the call is in progress:



4.4.5 If you are in the wrong call please hang up (this is very important, otherwise the call stays open) and then join the correct call happening on the channel.

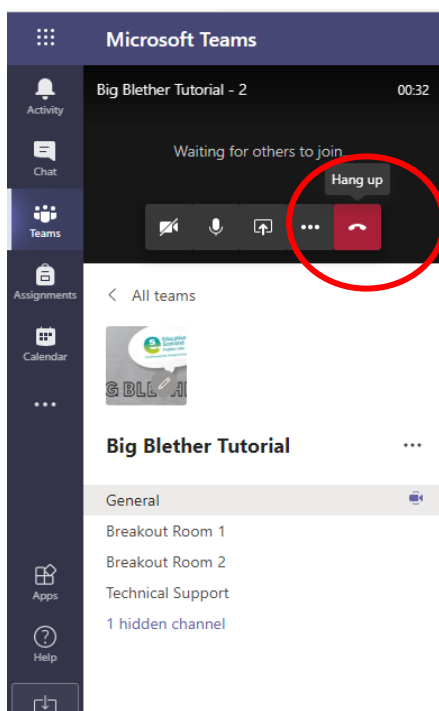
4.5 I want to record my meeting and it won't let me:

4.5.1 Recording on Teams via Glow is disabled as a matter of course. No one is able to record on Teams via Glow.

5.0 Issues with breakout rooms

5.1 If you are expected to join a breakout channel for small group discussion one of the event organisers will usually do a live demo on how to do this on the day.

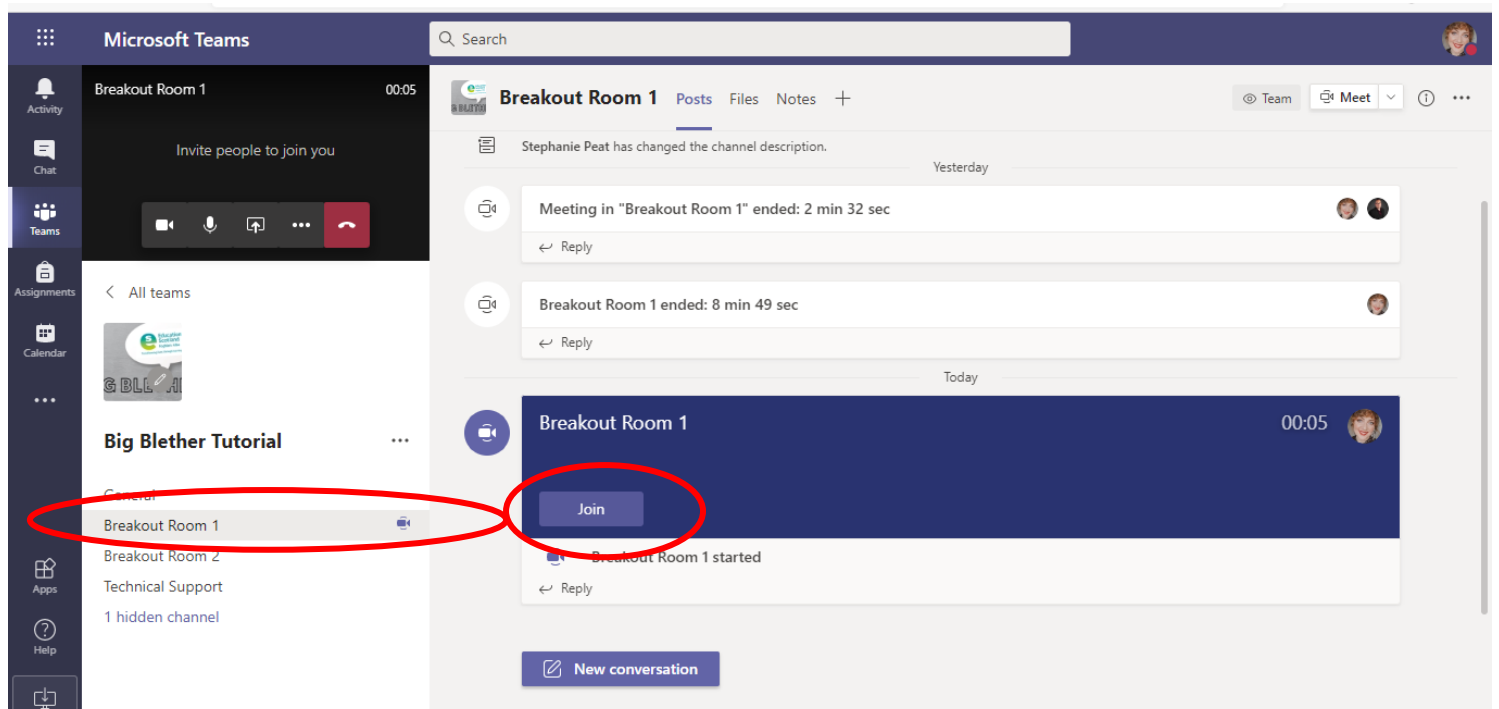
5.2 This is simply a case of hanging up from one call and moving to join another happening on a different channel as per the screenshots below:



Everyone usually convenes in the General channel before breaking out so when instructed to do so you will need to hang up from the General channel call and select the correct breakout channel you want to go to, e.g. 'Breakout Room 1'.

There will be call happening on this channel and you need to click 'Join'.

If appropriate, you can hang up and move to join the different calls happening on other channels as many times as you choose within the allotted time.



5.2 If you have been provided direct call links either in the joining instructions email or in the chat pane, please use these links to move into predetermined breakout groups. For example:

Forth Valley West Lothian: [Join Microsoft Teams Meeting](#)

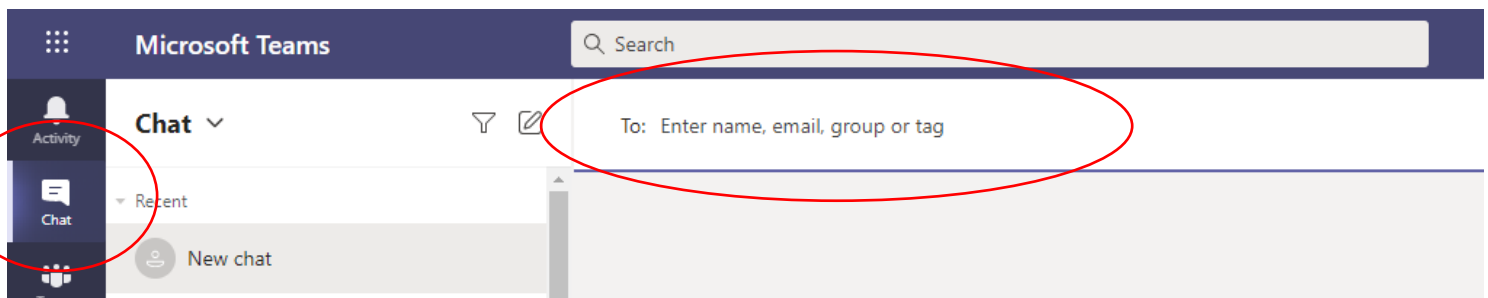
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Northern Alliance: [Join Microsoft Teams Meeting](#)

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5.3 If you are still having issues please private message the organiser or leave a comment in the technical support channel so that someone can manually add you to the correct call. You will see them calling you and all you need to do is answer.

5.4 You can private message someone using the 'Chat' button on your navigation toolbar and then search for the organisers name:



6.0 Other useful links

- <https://glowconnect.org.uk/glow-contacts/> - Here you will find the Glow support contact for your local authority.
- <https://glowconnect.org.uk/help-with-glow/> - a searchable help database for specific Glow issues.
- <https://glowconnect.org.uk/teams-in-glow/> - Further support for using Teams within Glow.

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