

North Ayrshire Council

Appeals Committee

***Guidance for Appellants, Representatives and
Witnesses on Using Microsoft Teams***



Our Staff Values
Focus. Passion. Inspiration.

North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

1. Downloading Microsoft Teams

- 1.1 It is strongly recommended that you download Microsoft Teams to your device in advance of the hearing. This will allow you to join quickly and reduce the chance of technical difficulties delaying the start time.
- 1.2 Teams can be downloaded via your device's app store or, if you are using a laptop or PC, by [clicking here](#) and scrolling about halfway down the page to the "Download Teams for your desktop" section.
- 1.3 You will then be asked to sign in or create an account. If you would prefer not to create an account, you will be given the option to attend the hearing as a guest when joining.

2. Joining the Hearing

- 2.1 You will receive a meeting invitation via email. You can add this to your calendar by accepting the invitation or alternatively, keep it in your inbox to use on the day of the hearing.
 - 2.2 The meeting invitation will contain a link which can be used to join the hearing. An example of this can be seen below.
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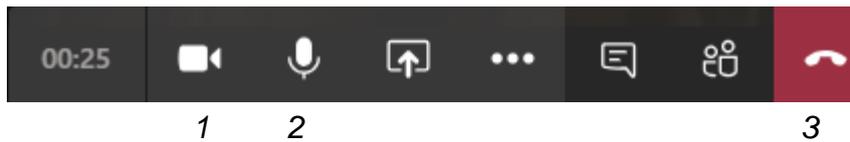
[Join Microsoft Teams Meeting](#) |

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

- 2.3 To join the meeting simply click on "Join Microsoft Teams Meeting". You may be asked to sign in/create an account. As mentioned above, if you have not previously created an account you can join as a guest.
- 2.4 You may be advised that you are waiting in the lobby for someone to let you into the meeting. If, for any reason, you have not been admitted to the meeting by the stated start time please contact someone from Committee Services as there may have been a technical problem.

3. Using the Meeting Tools (Microphone, Camera etc.)

- 3.1 When you have joined the meeting a grey bar will appear at the bottom of the screen containing a number of buttons. The order/position of these may vary depending on the type of device which you are using but an example is provided below.



There are a number of icons which you will not need to use. The ones to look for are:

1. *Camera on/off*
 2. *Microphone on/off*
 3. *Hang up*
- 3.2 When joining the hearing, please ensure that your microphone is muted and only unmute immediately prior to speaking. Remembering to keep microphones muted during the hearing improves the overall sound quality.
- 3.3 You should also ensure that your camera is on during the hearing, to ensure that you are visible as being present. Officers will generally have their camera off unless they are speaking. In instances where connection difficulties are being experienced, you may also be asked to switch off their camera to assist with bandwidth.
- 3.4 Prior to the Committee deliberating, you will be asked to leave the hearing. You can do this by clicking on the “Hang Up” icon.