

Troubleshooting Guide: Attending Microsoft Teams Live Events

This guide is intended to help you connect to and participate in a TCEQ Live Event hosted through the Microsoft Teams Live application. If you experience issues or have questions that are not answered in this guide, please email us at the address in your registration or reminder email.

Connection and Technical Issues

This TCEQ event is delivered through the Microsoft Teams Live (MS Live) platform. Internet traffic and unstable connections may cause problems with the quality of your video or audio—especially when using Wi-Fi.

What if I only see a black screen and hear no audio?

This is likely caused by connection issues. End your session with the event, check your internet connection, then use the access link in your email to rejoin the session.

Why are my camera and microphone not working?

The audience cannot use their microphone or camera in MS Live events. The goal is to minimize issues you may have experienced in other virtual platforms such as unmuted microphones, background noise, bandwidth issues, and speaker interruptions. If you have a question or comment, please use the “Q&A panel” feature to communicate by chat with a moderator.

What if I have a lot of echo?

This may be resolved by turning the volume down on your computer. Using headphones or earbuds instead of your computer speakers should also solve the problem.

What if I have no sound?

If you have no audio but can see the webinar, first check that the volume is turned up on your computer speakers. If that does not help, check that the volume is turned up in Microsoft Teams using the volume control on the playbar found just below the video window.

What if the screen appears frozen or the audio is breaking up?

Check the number of devices (computers, tablets, phones, TVs) using the same Wi-Fi connection while you are accessing the webinar—too many devices can cause issues. Often the connection will improve after a few seconds. If that does not help, try restarting the application.

What if the slides appear out of focus?

This is likely caused by a weaker Internet connection that results in a delay between the presenter's and viewer's computers. After a few seconds, the slide should become more focused. A PDF copy of the presentation may also be provided. You may view the PDF while following along with the presentation.

What if I need more help joining the session or troubleshooting?

We recommend joining the session 15 to 30 minutes early to allow yourself plenty of time. If you need more help, please use the Q&A panel if it is available to you or email us at the address in your registration or reminder email.

Asking Questions

How do I ask the presenter a question?

Send questions or comments through the Q&A panel feature, which we will moderate throughout the session.

Why can't I see everyone else's questions?

If you only see your own questions, select the "Featured" tab within the Q&A panel. We will not publish every comment or question for the audience to view. We will review general questions not addressed during the live event and share those answers with all attendees once answered. Please email site-specific questions to TexasEnviroHelp@tceq.texas.gov or contact the SBLGA Hotline at 1-800-447-2827.

Registering Attendance

How do I get confirmation I attended?

The moderator will post an attendance link in the Q&A panel during the session. Complete the form to confirm your attendance and receive a confirmation email. We will also send a link to short survey after the live event.

What if the attendance form link is not working for me?

If you cannot use the link posted in the Q&A panel to confirm your attendance, email us at the address in your registration or reminder email for alternate instructions.

How do I exit the webinar?

Select the "Leave" button in the upper right part of the screen next to the Q&A button or close your Teams application.