

# Tips for Attending Microsoft Teams Town Hall

## Background

Before attending a live event, make sure your browser allows third-party cookies. Microsoft Teams Town Hall may not support older internet browsers and operating systems.

- Supported operating systems: Windows 8.1 and later (excluding LTSC), macOS X 17 and later
- Supported mobile operating systems: Android 12 and later, iOS 17 and later
- Supported web browsers: Chrome (last three versions), Edge RS2 and later, Firefox (last three versions), Internet Explorer 11, Safari (last two versions)

Recommended internet speed/bandwidth: A minimum of 2 Mbps

Some buffering is anticipated for this type of virtual event. However, slower internet connection speeds may cause the meeting to run slowly or lead to additional buffering issues. If you encounter problems that prevent you from viewing the event, PowerPoint presentations will be available after the workshop. Please email [events@tceq.texas.gov](mailto:events@tceq.texas.gov) for more information.

Certain firewall or proxy blockers may cause the meeting to repeatedly drop.

## Attending a TCEQ Training Town Hall Event

Enrolled participants will receive an email from [tceq@iemshows.com](mailto:tceq@iemshows.com) before the event. The email will contain a link for joining the Microsoft Teams Town Hall. Remember, the event is live. Please log in on the day and time that you registered to attend. *Note: we recommend joining 5 minutes early.* Once you select the link, your web browser should automatically open, and you will be prompted to use the Teams app or your Web browser. If you have a Teams account, you may join the live event by entering your Teams account username and password. If you do not have a Teams account, you may join anonymously on the web.

If the live event has not started, you will see the message "The live event has not yet started."

If the live event begins in low resolution, you might need to manually reset it to a higher resolution. Hover your mouse at the bottom of your screen and click your Settings icon (a gear shaped icon). Select Quality from the drop-down list. Select your preferred resolution.

## Audio Issues

If you cannot hear the presentation, try the troubleshooting options below:

If you use headphones or external speakers, ensure that they are fully plugged in.

Ensure that the sound is not muted. After logging into Teams, hover your mouse near the bottom of your screen. Hover over the speaker icon to check whether the volume is at an acceptable level.

Navigate your computer's operating system sound setting. Often found by clicking the Apple or Windows icon, then selecting system preferences. Choose your audio for the live event (headphones or internal/external computer speakers).

### **Closed Captioning**

First, follow the meeting link, and join the meeting. Then, hover your mouse over the bottom of your screen. Click on the Settings icon (a gear shaped icon). Then, select Captions/Subtitles, and choose your preferred language from the list. To increase/decrease the font size, select Captions/Subtitles Settings, and make your selection. Finally, hover over the rectangular CC button. Click the button to turn the closed captions on or off.



### **Using the Play bar to Control the Video Broadcast**

There are controls at the bottom of your screen to pause the broadcast, adjust the volume, and the video quality. Use the pause button to stop the video broadcast of the live event, if needed. The pause button will turn to a play button (a triangle pointing right). When you are ready to resume, select the play button. To rejoin the live action, select the small circle and slide it to the right as far as it goes. This will take you back to the live action.



### **Participating in a Teams Town Hall Event**

Because your microphone and camera will not be available to you for the live event, the only way you can communicate with the presenters or other attendees is to use the Q&A panel.

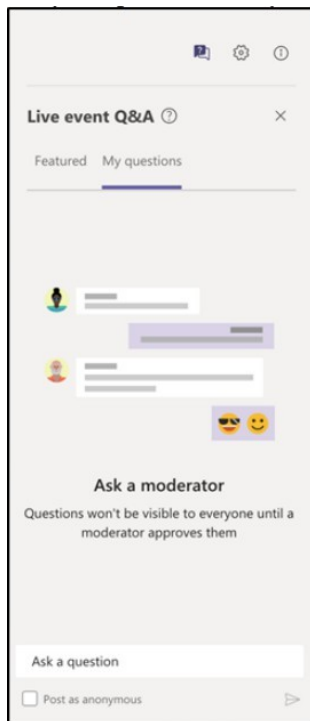
### **Using the Q&A Panel**

We anticipate a high volume of questions to be raised during the event. If we are not able to respond to your question in the Q&A panel or during the live event, please email your question to [p2@tceq.texas.gov](mailto:p2@tceq.texas.gov).

To open the Q&A panel, select the Q&A button found on the upper, right side of the screen.



To ask a question, type your question in the compose box (labeled 'Ask a question' and located at the bottom of the panel), and then select the Send button or icon. If you want to ask your question anonymously, select the "Post as anonymous" box.



If a moderator responds directly to your question, the reply will be listed under 'My questions.'

When the moderator selects questions for the entire group to see, the reply will be listed under 'Featured.' All attendees will see the question and the answer.

### **Leave the Teams Town Hall Event**

To leave the event, select the "Leave" button in the upper right part of the screen next to the Q&A button (see image below).

