Microsoft Teams Webinar – Login Instructions

Thank you for your interest in attending the Care Partners Education Webinar Series. This document outlines instructions for accessing and logging into the webinars on Microsoft Teams. Instructions for joining with a phone or tablet are included below the instructions for a computer or laptop.

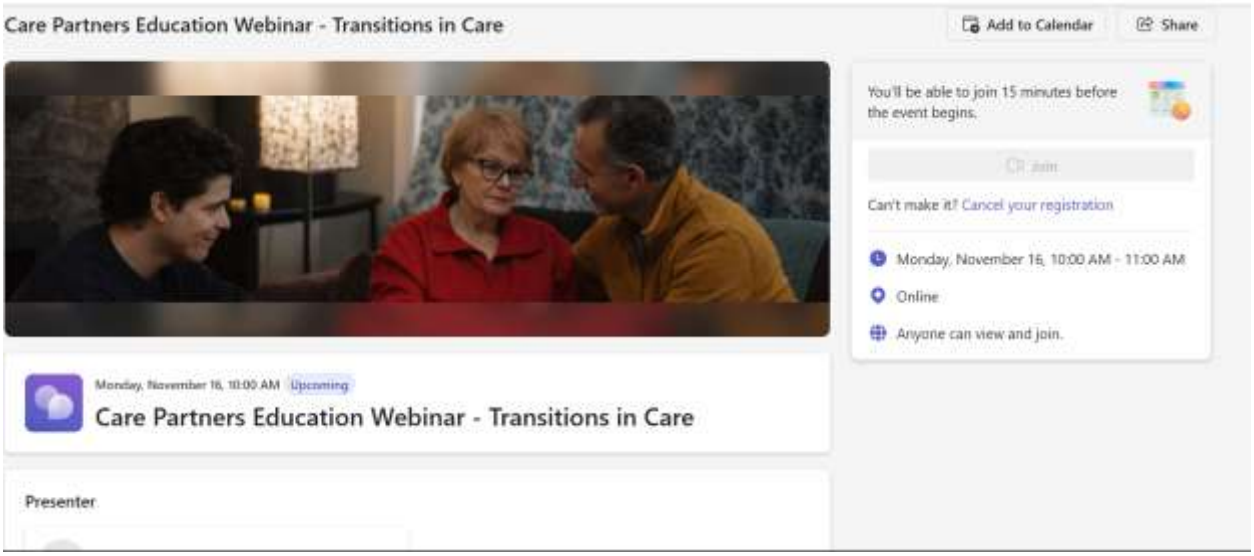
For additional support, please contact us at chcri@conestogac.on.ca.

Joining from a Computer or Laptop

1. Select the Webinar Invitation

- Go to your email inbox and select the message that includes the webinar information and link.
- Select “Join event” or “Join the meeting”.

You can also join the webinar by selecting “Join” on the webinar registration page.



2. Choose How You Want to Join

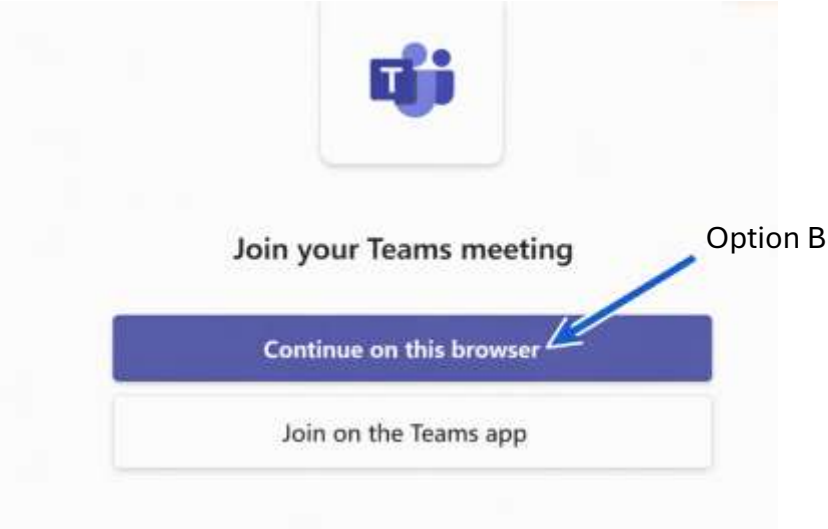
You will see two options:

Option A: If you already have Microsoft Teams

- After selecting “Join”, Microsoft Teams should automatically open. If needed, you can select either “Continue on this browser” or “Join on the Teams app”.

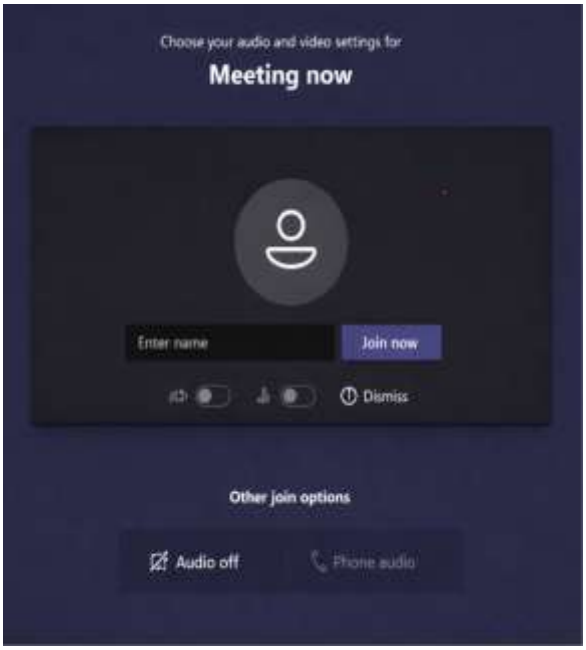
Option B: If you do NOT have Microsoft Teams

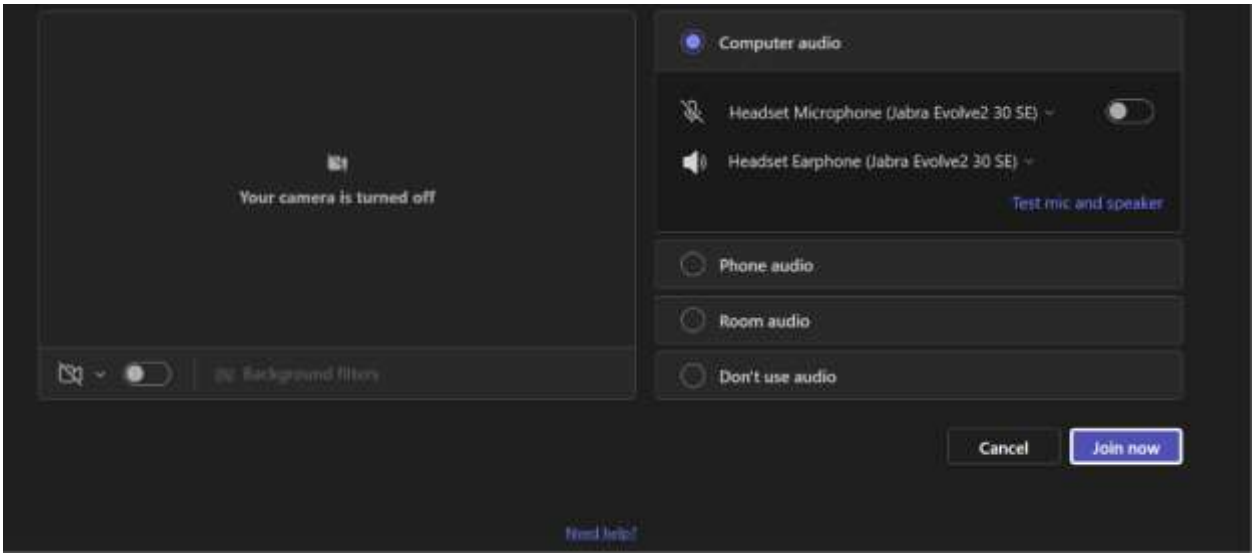
- Select “Continue on this browser.”
- (Best browsers: Microsoft Edge or Google Chrome)



3. Enter Your Name

- Type the name you want others to see during the webinar.
- Select “Join now”





4. Microphone and Camera

Teams may ask for permission to allow microphone and camera.

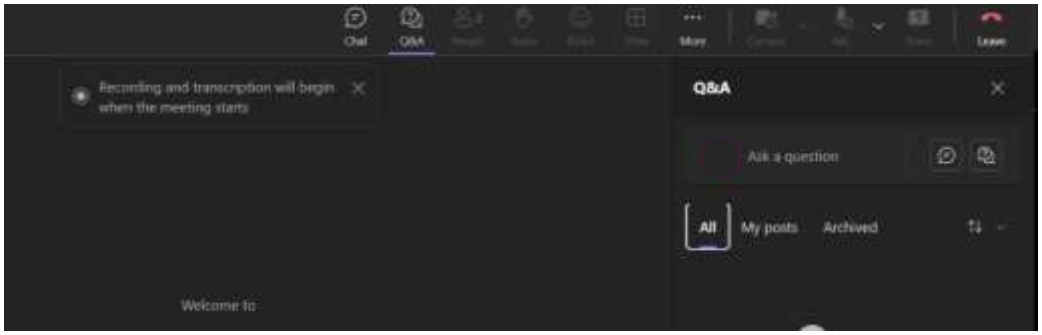
- For each webinar, microphones and cameras will be automatically turned off for the duration of the session.

5. Join the Webinar

- You may enter immediately or see a message saying you're in the lobby.
- If needed, please wait and the team will let you in shortly.

6. Participate in the Webinar

- After joining, you can use the Q&A option to submit any questions.
- You can use the Chat option if it is available.



Troubleshooting Tips

- If the link doesn't open, try a different browser (Chrome or Edge).
- Make sure your internet connection is stable.
- Close and reopen your browser if you cannot hear or see anything.
- If you are on a work computer, security settings may block Teams. If this happens, try a personal device instead.
- If these options do not work, try to restart your device and join the webinar again.

Joining from a Phone or Tablet

1. Open the invitation email

- Go to your email inbox and select the message that includes the webinar information and link.
- Select the “Join event” or “Join now” button.

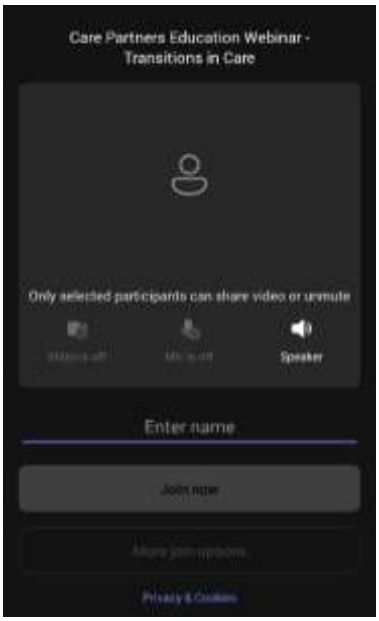
2. Install the **Microsoft Teams App** (if asked) (a version is available for free)

- You may see options to “Get Teams” or “Join meeting”.
    - Select “Join meeting” if you have Teams. Teams should open automatically.
    - Select “Get Teams” if you do not have Teams on your device.
        - On an iPhone/iPad the Teams App can be installed through the App Store
        - On an Android, the Teams App can be installed through the Google Play Store

3. Join the Webinar

- Select “Join as a guest” or “Join meeting”
- Type the name you want others to see during the webinar.
- Select “Join”





4. Microphone and Camera

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Extra Tips

- Try to join 5–10 minutes early to avoid and address technical delays.
- Have headphones nearby if you prefer or if you are in a noisy environment. If you do not have headphones and it is noisy, try to move to a quieter space.
- Keep a charger handy; video sessions can drain a device battery quickly.
- If you get disconnected, select the link again to rejoin.
- Webinar recordings will be posted on our website after the webinars.
- If your sound stops working during the webinar:
    - On a computer/laptop, check that the speakers or headset options are selected correctly, and ensure your volume is turned up and not muted. Try refreshing your browser or rejoining the session if needed.
    - On a phone/tablet, ensure your volume is turned up and not muted. If issues persist, close and reopen the Teams app or rejoin using the webinar link.
- Contact the team at chcri@conestogac.on.ca for support if needed.