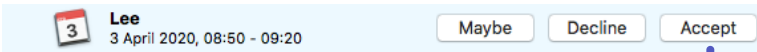




## When you receive your invite

If you have **Microsoft Teams** on your device, accept the invite and this will be placed inside your Calendar within Microsoft Teams.



If you do not have **Microsoft Teams** on your device, **do not click accept** as the meeting link will disappear from your email. Instead, set a reminder for the meeting time and date and on the day, use the meeting link to access the meeting.

### [Join Microsoft Teams Meeting](#)

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

The information in this email is solely for the intended recipients.

If you are not an intended recipient, you must not disclose, copy, or distribute its contents or use them in any way: please advise the sender immediately and delete this email.

Perth & Kinross Council does not warrant that this email or any attachments are virus-free and does not accept any liability for any loss or damage resulting from any virus infection. Perth & Kinross Council may monitor or examine any emails received by its email system.

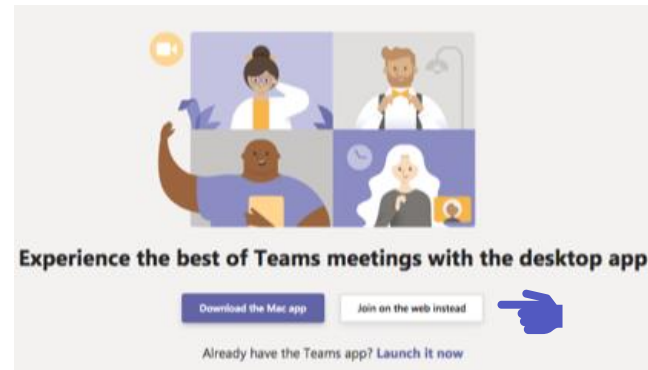
The information contained in this email may not be the views of Perth & Kinross Council. It is possible for email to be falsified and the sender cannot be held responsible for the integrity of the information contained in it.

General enquiries to Perth & Kinross Council should be made to [enquiries@pkc.gov.uk](mailto:enquiries@pkc.gov.uk) or 01738 475000.

## What you'll need

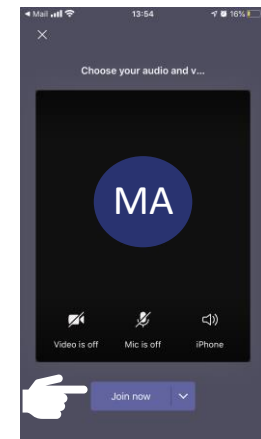
### Desktop Computer

For best experience, join using the **Microsoft Teams desktop app**, simply click the link provided in the email and the app should open automatically. To join a meeting without Microsoft Teams installed on your desktop computer, use an up to date version of **Google Chrome or Microsoft Edge (Chromium)**. If either of these are your default browser you only need to click the **Join Meeting** link which has been emailed to you. Otherwise, copy and paste this meeting link into the URL of Google Chrome or Microsoft Edge (Chromium) instead. Once open, you will see a page like below, click **Join on the Web Instead**.



### Tablet or Smartphone

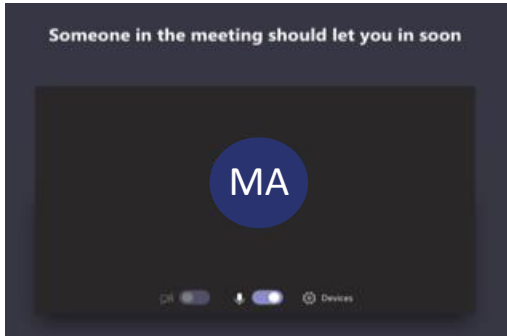
If you are using a tablet or smartphone (Android or iOS) **browsers will not work**, you will need to download the **Microsoft Teams app**, which is currently free. Once installed simply go to the meeting link inside your email and click **Join Meeting**. This will automatically open up your Microsoft Teams app, click **Join now**.





## What you'll see

Depending on how the meeting has been set up you will either immediately join the meeting when you click **Join now**, or be placed into a virtual holding room until someone is **ready to let you in**. If this happens you should see a screen like below.



Once in, hover your cursor over the screen (or touch the screen on a tablet or smartphone) and a bar like below should appear. From left to right these are:



- Duration of the meeting
- Turn on/off camera
- Turn on/off audio
- Share Screen
- More options (such as device settings to change mic/speakers)
- Chat window (people can chat or ask questions)
- Participants window (add/remove people)
- Hang up

## Troubleshooting

- **Do not use a browser on a tablet or smartphone.** Only the Microsoft Teams app will work on these devices.
- **Do not use unsupported browsers on a desktop** such as Internet Explorer, Firefox or Safari – see [here](#) for a list of unsupported/supported browsers. We recommend using an up to date version of Google Chrome or Microsoft Edge (Chromium).
- **If you have accidentally accepted the meeting and the meeting link has disappeared**, contact the person who sent you the initial invite and they will be able to forward you a new link.
- **If you accidentally leave the meeting**, follow the same steps previously followed to join the meeting.
- **If people cannot see or hear you**, it is likely you need to switch video and audio on. Hover your cursor over the screen (or touch the screen on a tablet or smartphone) and a bar should appear. Click the video and audio icons to turn these on. Otherwise check your device settings using the three dots on the same bar. It may be that you need to check selected audio devices, speaker, microphone and camera.

