# MS Teams: Tech dry run guide

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## Before the Event

#### One Week Before

* **Contact:** When inviting participants, include the contact information of the tech point of contact (POC) in case they have issues with the initial connection
* **Platform:** Encourage all participants to download the desktop application of MS Teams, if possible.
* **Invitations:** Make sure that all participants are included in the MS Teams meeting invite to ensure all participants can access all functions (n.b. guests have limited functionality).
* **Support:** Designate virtual event roles, including at least one supporting colleague to follow up with individual participants during the dry run.
* **Double-check** **resources**: Teams is being updated frequently. Quickly run through your resources, as well as a test meeting, to make sure that functionalities have not changed.

#### The Event Day:

* **Computer:** Reboot your computer an hour before the session.
* **VPN:** If possible, disconnect from the VPN.
* **Back Channel:** Open a back channel for the supporting team to use during the dry run.
* **Back-ups:** Load back-upsof session documents in case they are needed.
* **Programs:** Close any unnecessary programs on your computer or device.
* **Comfort:** Prepare your environment; get yourself a glass of water and comfortably situated.

## The Dry Run

#### Set-up

* **Arrive Early:** Enter the session 10-15 minutes early to make sure everything is ready.
* **Admit Participants:** Accept participants from the waiting room so they can join the session.
* **Connection:** Did all of the participants successfully connect to the Teams Meeting?
* If **NO,** tech POC should reach out to individual participants to troubleshoot.
* **Notify Participants of Recording**: if recording, remember to press ‘start recording,’ and to ask for consent from participants.

#### Introduction

* **Welcome participants**: Introduce yourself and your team.
* **Clarify**: Quickly outline the aim of the dry run and emphasize the role that platform proficiency plays in the learning or session experience.

#### Questions

* **Ask participants:**
	+ **Have you used Teams before?** Use the answer to tailor and adjust the rest of the dry run.
	+ **Do you need to be connected to the VPN to use Teams?** VPN usage affects video and audio quality and availability, as well as the reliability of sessions that require screen sharing.
	+ **Which interface (i.e. desktop, mobile, web) of Teams are you using?** Platform selection affects Teams functionality, such as ease of chat participation and hand-raising.

#### Features

*If needed, refer to MS Teams meeting interface placemat to guide participants*

* **Basic Features**
	+ **Video toggle**
	+ **Audio Toggle:** Emphasize muting when not speaking to reduce background noise.
	+ **Raise hand**
	+ **Chat and reactions**
	+ **Closed captioning feature**
* **In case of bad connection:**
	+ **Turn off incoming video:** located in the ‘more actions’ menu.
	+ **Call in via phone**: Note this feature if it is turned on.
	+ **Show device settings:** Use this feature to select and test input and output

#### Additional Session Components

* **Accessing breakout rooms** (if using)
* **Accessing Office365 documents** (if using)
* **Polling function** (if using, depending on platform)

#### Conclusion and Questions

* **Questions:** Ask participants if they have any questions about the content.
* **Thank participants:** Recognize the time they’ve taken to make sure the tech goes smoothly.
* **Contact information**: Provide participants with the contact info of the tech POC in case issues arise before the first session.
* **Follow-up**: if any participants experienced issues, follow up immediately after while the participant’s memory is fresh

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