

Microsoft Teams – Troubleshooting for Outreach Students

8th February 2021

Version 1

Introduction

Although this is not an exhaustive list of common issues experienced by Outreach students working with EMS through the Microsoft Teams platform, we hope it will be helpful. If other issues arise, please make us aware of them and we will continue to add them to this document, therefore hopefully making it a continually useful resource.

Overview

EMS uses Microsoft Teams with our own students. Some of you may use it for online learning with your home schools. The difference for students who work with us as part of our Outreach programmes is that you are external to our organisation and you do not therefore have the same level of permissions our students have, or indeed that you may experience through your home schools. As a result, we've had to modify some of our online teaching practices for our Outreach students. The table on the following pages is not intended to be a User Guide for Teams; please see the original document sent out at the start of your programme for overall help on accessing and using Teams. The User Guide is also posted on the website for easy access.

Common Problems

Issue	Solution
Problems before the session	
<p>Student has not received link to join a session.</p>	<p>Links to sessions are sent out by email 2-7 days ahead of a session. Check your spam/junk if you haven't received the email. If the invitation is in your junk folder, ensure that you add the sender to your contacts so that this doesn't happen again. Telephone 01392 429020 if you have definitely not received the invitation.</p> <p>Some school email servers block external emails so you may find it easier to use a personal email address. If you aren't comfortable doing this, you could just set up a one-off address for you to use for EMS programmes only through gmail or similar. Make sure you advise us of any changes to your email address.</p>
<p>Student is unable to join a session at the meeting time.</p>	<p>Telephone 01392 429020 and staff will be able to help you. For students participating in weekend sessions, please use the mobile number provided.</p>
Problems joining the session	
<p>Student is able to bypass the lobby to join the meeting.</p>	<p>We aren't currently able to identify the source of this problem as it seems to only affect a minority of students. If you do find your way into a meeting ahead of time, please wait patiently and respect the fact that meeting presenters and organisers will probably be liaising together before the meeting starts.</p>
<p>Student has issues joining the meeting as s/he already uses Teams and your computer has become 'confused' and is trying to log you into, for example, your home school Team, or maybe your parent's work Team.</p>	<p>Open an incognito window on your web browser and log into Teams from there.</p>

Problems during the session	
Student gets a message that their camera has been <i>disabled by the administrator</i> .	If your home school is using Teams, they are your administrator. This setting has therefore been put in place by your home school and we are unable to over-ride this. You <i>may</i> have more luck if you access EMS outreach sessions via an email address that isn't your school one.
Student gets a message that the Chat has been <i>disabled by the administrator</i> .	See point above. We are unable to rectify this issue as EMS is not your administrator in this instance.
Student is unable to see the Chat function.	Leave the meeting and rejoin, this usually clears the problem.
Student is unable to access links in the Chat.	If the link doesn't work when you click on it in the Chat, copy and paste it into your web browser instead.
Student has been removed from the meeting whilst trying to join a Breakout Room.	The EMS teacher will advise you when you will be moving to Breakout Rooms. Do NOT click 'join room' to enter the Breakout Room. Simply wait a few seconds – don't do anything! – and you will be taken to the room automatically. If you click 'join room' you will be removed from the meeting.
Student has been removed from the meeting and is unable to rejoin.	Telephone 01392 429020. For students participating in weekend sessions – use the mobile number provided.
Technical problems during the meeting.	If you are having problems during a session, it's likely that others are too. Please don't be shy and notify the teacher using the Chat or, if you prefer, your microphone. It's best to avoid using email to ask questions during a session as the organiser is usually involved in the session and is therefore unlikely to be checking emails.

