

Are you having trouble getting into Carers Victoria's online workshops?



We have moved from using Zoom to MS teams because this is a much more secure way of running online workshops. However, a very small number of carers might have difficulty getting in because of processes or settings on your computer or phone.

We understand that this can be frustrating, and it's very important to us that you can come along to a workshop that is designed to assist you. We are advised that most of the problems experience will be related to the browser or internet connections or if you have experienced problems. So, we have put together the following info that we hope will help.

You will need the internet	
Check that your internet is connected and stable	If you are on your computer and your internet is not stable, you will keep dropping out of the meeting. If this is happening for you try: -closing all other programs on your device, - turning off your camera -restarting your computer -check your network connection status, by scrolling and selecting the network, sound or battery icons, next to the date. Make sure the Wi-Fi is turned on. You can check if your network name shows Connected below it. If it displays a status other than Connected, select a Wi Fi network you recognize from the list of available networks. Then, click on the network and attempt to connect. 
	If you are on your phone and your internet is not stable – look for the network icon and the number of bars you have showing. You'll find this at the top, right-hand corner of your screen.  If this is not stable (only one or two bars) try -moving to another place in your house to improve the connection and get more bars. -Turning the phone on and off again
Joining a Microsoft Teams meeting	
Check that you are using the correct link.	• Make sure you have the meeting link in the calendar invite (avoid forwarding in an email). THIS IS ESSENTIAL • Click the blue link • Press 'Join now'

	• Wait for the host to admit you • If this doesn't get you into the meeting, try copying your link directly into your browser (like Microsoft Edge and Google Chrome) Microsoft Teams meeting Join: https://teams.microsoft.com/meet/ Meeting ID: Passcode: Need help? System reference
Getting into the meeting	• It is best to have the app downloaded onto your device before the meeting. You can find it in the same way you find other apps on your phone for example. • Alternatively, you can join by using a web browser like Microsoft Edge and Google Chrome. • Make sure your web browser is the latest/updated version If this doesn't work, try • a different browser • Clear the cache (deleting tabs from your browser history) and try again
Other trouble shooting ideas	
If you can't hear anything in the meeting, or others can't hear you.	• Check that your microphone is on • Check your microphone permissions in 'Settings' • Choose the correct device in 'Device settings' that matches the headphones or the computer/phone microphone that you are using. • Try leaving the meeting and rejoin • If all of this doesn't work, try restarting your computer.
If your camera is not working	• Check that your camera is on • Check if you have any other programs open that might be using your camera and turn them off. • Try restarting your computer If all else fails, you are very welcome to stay without your camera.
Other options	
If all else fails	• Use the phone in option – by dialing the number in the calendar meeting invitation Dial in by phone United States, Los Angeles Find a local number Phone conference ID: • If you manage to get into the meeting, you can still communicate with us by clicking the speech bubble icon usually across the top of your screen (the chat) • You can also send us an email at event@carersvictoria.org.au