# Homeworking - Reporting an issue with Teams
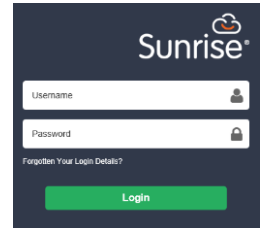
When reporting a fault regarding Microsoft Teams please log the fault using the Self Service portal. The portal allows you to raise calls (called incidents) more efficiently, check call progress, add notes/attachments and receive information on call closures.

Carrying out initial diagnostics before logging a fault will help ICT to allocate the call to the correct person within ICT.  Results of your diagnostics should be included within the call.

## Diagnostics Checks

**Internet Connectivity** – Please check the following if you are unable to connect to the internet.

Can a personal device access the internet using your router?  *Use a personal laptop/PC to test. If using a mobile phone (or another device that can make calls), disable mobile data on the device before testing to ensure the mobile phone uses your router, and not your mobile data.*

**Yes** – If your work device normally connects using WiFi, try connecting to the router using an Ethernet cable.

- o **Improves** – Either revert to WiFi and check where in your property you are best able to work or carry on using a cable to connect to your router.
- o **No improvement** - Carry on with diagnostics.

**No** – It would appear that the issue is with your internet connection. Repair personal Internet connection, then try again.

**Internet Performance** – Internet performance is suspected if video/sound judders, web pages taking a long time to download.

Are other people within your household using the internet at the time of the fault?

**Yes** - If they stop using the Internet, does performance improve?

**No** – carry on with diagnostics and conduct a speed test using a personal device.  Try Broadband Checker and if possible include a screenshot of the results when you raise the call. If you can't include a screenshot include the 'Response Time', 'Download Speed' and 'Upload Speed'.  This will give us an accurate picture of how your internet connection is performing at the time of the fault.

Microsoft Teams

V0.4
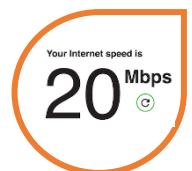
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## Information Required

When raising a call please supply the following details: -

- **A summary of the issue – a short title that describes the issue**

In the next section, you'll need to provide a full description of the issue including: -

- **Date and time of fault –** Required so ICT can look to see if a more general fault would cause the fault you are/were experiencing.

- **Internet Service Provider** - An Internet service provider (ISP) is the company that provides you with internet access at your home. Common providers include BT, PlusNet, EE and Sky Broadband.

- **Paid-for speed of your broadband connection** - Usually measured as Mbps which stands for megabits per second. The more Mbps you have, the faster your potential internet speeds.

- **How your device is connected to your home router** – Wi-Fi or connected by a cable to your router?

- **Diagnostic test results**
  - Connectivity test results
  - Speed test results
- **Attachments** – If you need to add an attachment such as a screenshot, scroll to the bottom of the reporting window and click on the **Select** button located under the Attachments tab.