



Quick Instructions for Integrated MS Teams

Automatic Install

Microsoft Teams via your Council login and Microsoft Outlook

Microsoft Teams has now been made available via your existing Council login. Teams meetings can be accessed via the Teams desktop app and scheduled via your Outlook calendar, once the install process has been completed.

Please note that Teams is for use on a dedicated laptop (and some PCs), and will not work if you are accessing the Council network via a pool laptop, Thin Client or any form of Virtual Desktop.

The hostname will give you an indication if you are going to be able to install or run Microsoft Teams. The hostname is visible in top-right of the desktop (you may have to minimise applications to see it). Underneath the Moray Council logo will be your network logon name, underneath that is the hostname. If the hostname begins 'PL' or 'XD', you will not be able to install or run Microsoft Teams.

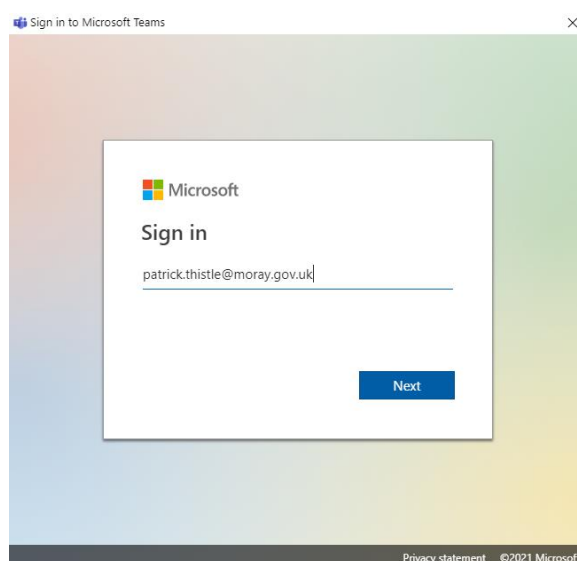
Microsoft Teams Desktop App

The Microsoft Teams desktop app can be auto installed via a network policy. When your account is created and details of your equipment has been gathered, ICT will arrange for this to be done.

- Once the Microsoft Teams Desktop App has been deployed to your laptop/PC, the following logo should appear in your programmes list:



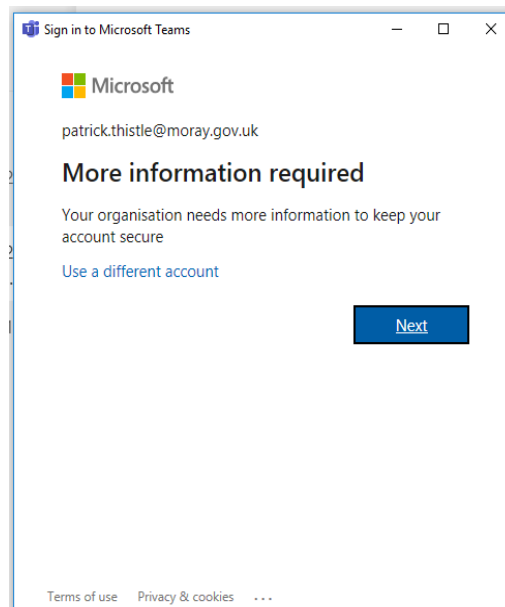
- A login dialogue box should open like below. If it doesn't, double click on the Teams logo on your desktop or click on Teams in your programmes list:



- Sign in using your normal moray.gov.uk login and password. **If you get prompted to change your password, please don't.**

Multi Factor Authentication

If you are connecting to Teams and you are not connected to either the Corporate network within a Council building or the VPN connection to the Council network, you will now be asked for some more security information to access your Teams account. You will be asked to provide your mobile number and a verification code will be sent via text message. We would recommend that you use your Moray Council mobile number for this however it is perfectly safe to use your personal number as it will not be used for any other purpose than to verify you and will not cost you anything. You must enter this code



1. Click Next when this box appears.

A screenshot of a web browser window titled 'Sign in to Microsoft Teams'. The Microsoft logo is at the top. The main heading is 'Additional security verification'. Below this, it says 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The section is titled 'Step 1: How should we contact you?'. There is a dropdown for 'Authentication phone' with 'United Kingdom (+44)' selected. Next to it is a text input field containing '0777 xxx xxxx'. Below this is a 'Method' section with a radio button selected for 'Send me a code by text message'. A blue 'Next' button is on the right. At the bottom, there is a disclaimer: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

2. Enter your mobile number as above.

Sign in to Microsoft Teams

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone on +44 0777 xxx xxxx

When you receive the verification code, enter it here

Cancel Verify

- When you receive the text code, enter it in the box above.

Sign in to Microsoft Teams

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone on +44 7777 xxx xxxx

Verification successful!

Finished

- Click on **Finished** to log in.

Using Microsoft Teams

Resources for using Microsoft Teams have been produced and are available on the [LearnPro](#) (Clive) portal.

To access please log into your **LearnPro** account, select the **Show All Elearning** button and click on the **IT Skills** category button. You will then see the module entitled **Moray: Microsoft Teams**.

Reporting an issue with Teams

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.

When reporting a fault regarding Microsoft Teams please log the fault using the [Self Service Portal](#).

Diagnostics Checks

1. **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 Wi-Fi, try connecting to the router using an Ethernet cable.
 - **Improves** – Either revert to Wi-Fi and check where in your property you are best able to work or carry on using a cable to connect to your router.
 - **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.
2. **Internet Performance** – Internet performance is suspected if video/sound judders or degrades, 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. To test your broadband performance using a personal device run the 'Broadband Speed Test' on [ThinkBroadband](#). If possible include a screenshot of the results when you raise the call. If you can't include a screenshot detail the 'Download Speed', 'Upload Speed' and 'Your Latency' (your latency is just below the upload graph). This will give us an accurate picture of how your internet connection is performing at the time of the fault.

If you are unable to run the broadband speed test using a personal device, you can use your work device, but you must ensure you have disconnected the work device from the VPN first.