

3

STEP 3: JOIN AS A GUEST

Your device will display one of these screens

Your device will show only one of these screens.

Join your meeting on Microsoft Teams



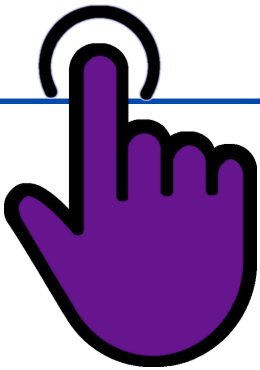
First you'll need to download the app.

Get Teams

Already have the app?

Join meeting

Join meeting



× Join a meeting



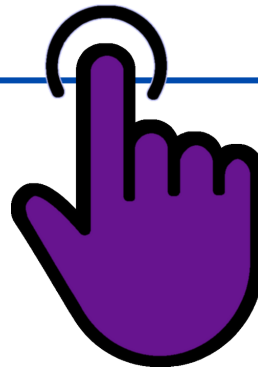
Select an account or join as a guest

Sign in to another acco...

Join as a guest

Other accounts on this device

Join as a guest



Remember!



You do **not** need to create a Microsoft account to join your SAGE meetings.



3.5

STEP 3.5 APPROVE PERMISSIONS

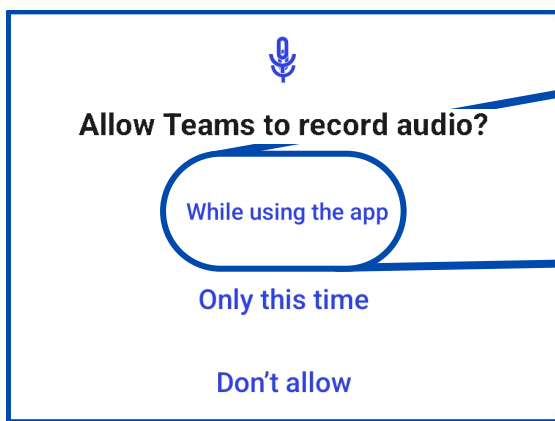
Teams requires access to audio and video

The first time you use the app it will ask you for permission to use the camera and microphone. Tap the option to allow it "While using the app."

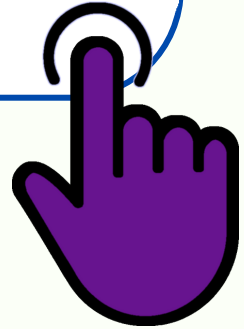
If you do not see these requests at this point, that is okay. Please go to the next step.



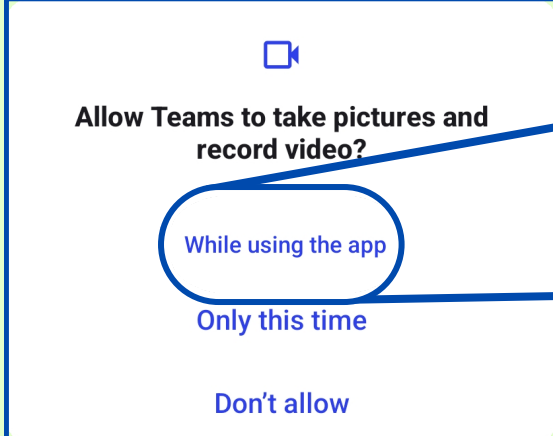
Allow Teams to record audio?



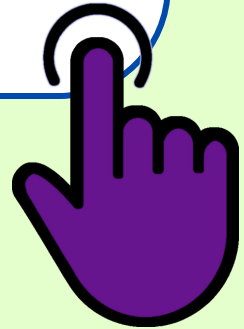
While using the app



Allow Teams to take pictures and record video?



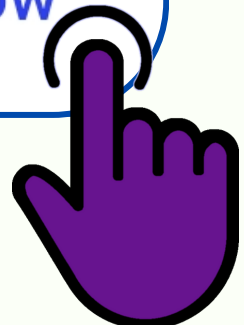
While using the app



Allow Teams to make and manage phone calls?



Allow



(Optional) For more information about Microsoft's privacy policy, please see: <https://learn.microsoft.com/en-us/microsoftteams/teams-privacy>



Your device will show one of these screens

← Join a meeting

You might see this screen



Step 4: Type your name

4

Enter your guest display name

First And Last Name

Step 5: Tap "Continue"

5

Continue



Or you might see this screen



Video is off

Mic is off

Device

First and Last Name

Join now

More join options

Privacy & Cookies

Step 4: Type your name

4

Step 5: Tap "Join now"

5



Current page: 4

Technical support:
602-761-4950

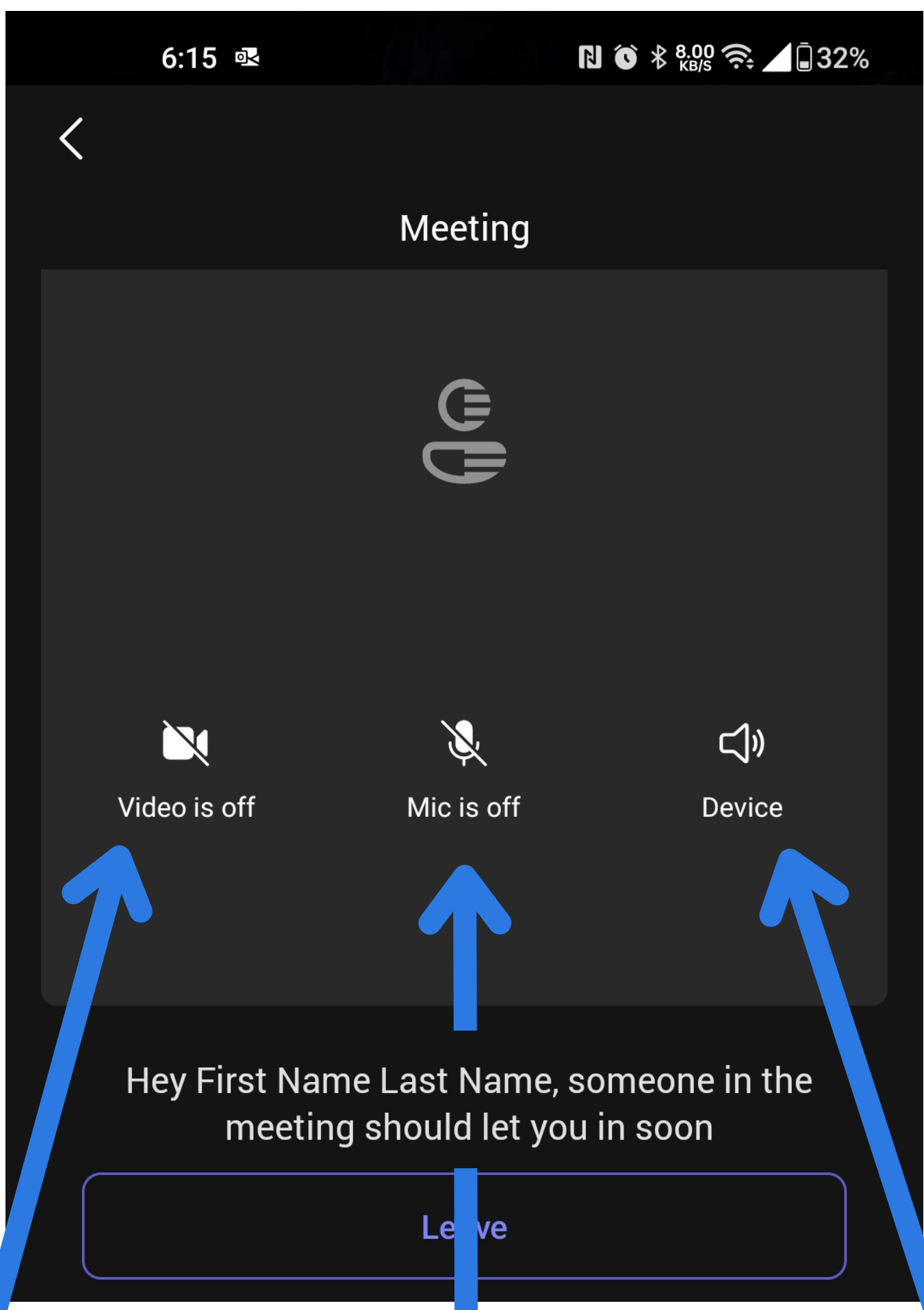
Continue



6

Step 6: Wait in the lobby until the counselor lets you in.

That's it! You are where you need to be. While you wait, you will **not** be able to see or hear anyone else. This is normal.



Video is off

Camera

When the slash is through it, no one can see you. Tap it to turn it on.



Mic is off

Microphone

When the slash is through it, no one can hear you. Tap it to turn it on.



Device

Speakers

Select your sound output. If you are unsure, you can leave it alone.



Common Teams Problems

Many Teams issues can be resolved quickly with one or two simple steps. Try one of these solutions, and if it doesn't work, contact technical support.

Technical support

602-761-4950

Monday - Thursday

8:30AM - 7:30PM

If you need help on a Friday please call the front office: 480-649-3352

8:30AM - 5:30PM

Problem: I can hear everyone else but no one can hear me.

Quick fix: Exit the meeting and rejoin.

Make sure you are not talking on the phone at the same time you join a meeting.

Problem: My video isn't working and normally it works with no problems.

Quick fix: Turn the device all the way off, then turn it back on and rejoin the meeting using the link in your email.



Problem: The link in my email isn't clickable.

Quick fix: If you can, try to copy-and-paste the link into a browser address bar. Otherwise, call technical support.

Problem: I'm waiting in the lobby and no one is letting me in.

Follow these steps:

1. Check the time. If it is 5 or more minutes past the start of group, then you may not be admitted into the meeting. SAGE's attendance policy requires that all clients are present for their meetings at the scheduled start time.
2. If it is less than 5 minutes past the start of group, call technical support.

While you are waiting, check the link that you used. Directly above the link is the date and time of the meeting. Ensure you are joining the correct link on the correct day.

Meeting Date/Fecha de la Reunión 10/19/2023

Meeting Time/Hora de la Reunión 5:00PM

Problem: I'm clicking the link like I always do, but Teams is acting differently than normal and I can't join my meeting.

Review the next six images. If your screen looks like one of these, the instructions are above the image.



Blue loading screen never goes away

Quick fix: Turn the device all the way off, then turn it back on. Then join using the link in your email.



Teams asks for a meeting ID

Quick fix: Uninstall and reinstall Teams. Do **not** press "open" when it is done installing. Join using the link in your email.

[Tap here for the Play Store](#)

← Join a meeting



You will find the meeting ID with the other join info near the bottom of the meeting invite

Enter a meeting ID

Enter meeting passcode



Teams asks you to sign in but it doesn't work

Quick fix: Uninstall and reinstall Teams, then join using the link in your email. Do not create an account.

[Tap here for the Play Store](#)



YourEmail@example.com

Use this account

Create or use another account

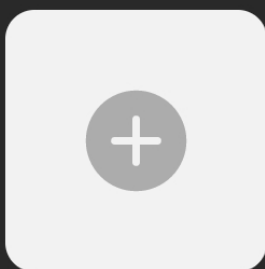
Join meeting with an ID

A home screen that prevents you from joining

Quick fix: Uninstall and reinstall Teams, then join using the link in your email.

[Tap here for the Play Store](#)

Get everyone together
by creating a community



Create from scra...



Sport

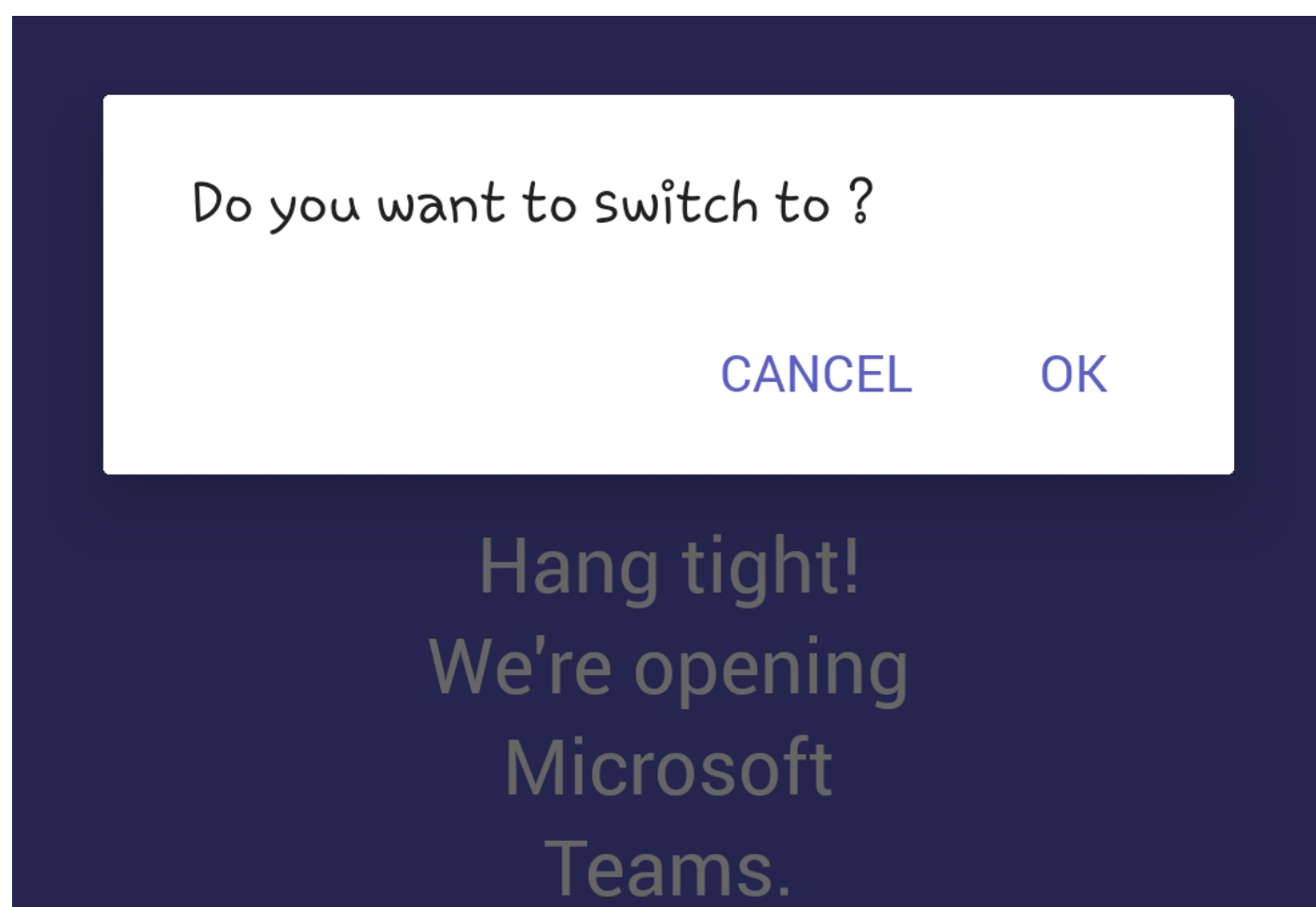
Amateur leagues, fan gro...



Do you want to switch?

Quick fix: Uninstall and reinstall Teams, then join using the link in your email.

[Tap here for the Play Store](#)



Call ended

Quick fix: Turn the device all the way off, then turn it back on. Then join using the link in your email. Make sure you are not talking on a phone call at the same time you join the meeting.

