



Microsoft Teams – Learner Guide



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What is Virtual Online training?

A virtual learning environment which allows both learners and tutors to connect to real-time training courses.

Accessing the application allows learners to.

- Interact with the trainer and other learners through audio and online chat
- View content such as presentations, videos and so forth, shared by the tutor
- Complete hands-on lab exercises (if applicable to the course structure)

This guide demonstrates how to connect to your MS Teams meeting and what to do in the event any problem arises.

Prior to attending your virtual training course

Self-testing

Prior to your session, you are required to test your connection to any technical labs that may be used.

Some sessions have no labs, so this is not required.

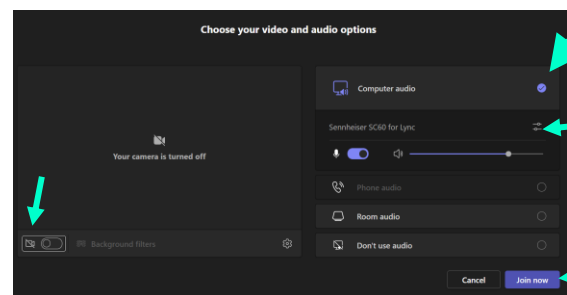
Joining your course

Locate your 'Begin your Online Training' email sent a few days before your course. The link is in the body of the email.

The link will take you to the meeting join page, or a sign in page if you are not logged into teams.

You will then be prompted to connect your audio and video

Select 'Computer Audio'. At this stage you can also test your speaker, microphone and turn on your video/webcam.



Once completed, select 'Join Meeting' and you will be taken into the meeting with your group.

If you have access to a **work (organisational) Microsoft account**, please use this to log in when joining the session. Doing so will ensure you have **full functionality** within Microsoft Teams (such as chat, reactions, breakouts and access to shared content).

If you have a **personal Microsoft account**, you can still join the session, but **some features may be limited**.

Alternatively, you may join as a guest by selecting the meeting link and entering your name. This option does not require a Microsoft account, **though access will be more restricted** (for example, you may not be able to access certain shared files or chat features).

Escalation process


If you experience any technical issues during the course, your first point of contact is the Virtual Learning Team. There are 3 ways in which you can contact the team:

1. [Live Chat](#)
2. Phone +44 (0) 203 908 2376 (option 1)
3. Email virtual.learningteam@qa.com

Support hours: Weekdays 8:00am – 5:30pm

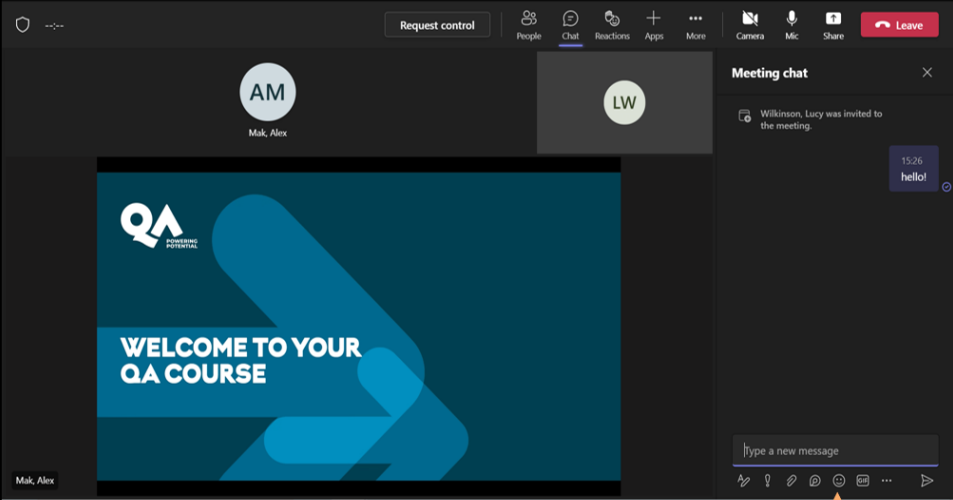
Please also let your trainer know over the audio or through the conversation panel if you are experiencing technical issues and that you are going to contact the Virtual Learning Team.

MS Teams Session interactive tools reference



Quick Reference Guide - Teams

Learn. To Change.



The top toolbar contains all your controls

Use the buttons to

- View participants
- Open chat
- Send a reaction
- Change layout of your window (more button)
- Change your camera or audio settings

You can find other interactive options under the type a new message in chat



FAQs

When should I join my training session?

Please join your training 15 minutes before it is due to begin unless specified otherwise. This allows you to ensure you have connected successfully and been able to communicate with your trainer.

How will I view the trainers' content?

Microsoft Teams allows the host/presenter to share multiple applications or their desktop with all attendees.

What should I do if I need to take a break?

If you happen to need to move away from your PC, please let your trainer know, either by microphone or the chat panel.

When will I receive my course materials?

This depends on the type of courseware – paper-based or digital.

If you have any questions regarding access to course materials, please contact our Courseware Team on **+44 (0) 175 389 8585** or email **courseware@qa.com**.

I have an exam as part of my course, how do I book this?

One week ahead of your course, you will receive an email from the exam board facilitating your exam. You will need to register following the instructions in the email to book your exam. If you do not receive an email regarding your exam or experience any issues while trying to book, please contact the QA Exam Admin Team on **+44 (0) 179 369 6162** or email **examadmin@qa.com**.

Will I be able to interact and take part in group work?

Yes, your tutor will keep you engaged via one or several of the following:

Virtual whiteboard – All learners will be able to annotate and collaborate ideas in one place

Breakout sessions – Your tutor has the ability to put you in separate virtual rooms which will allow you to do group work in private and then share it with the others at a later stage

Conversation- You can use reactions and chat to interact with the group

**Will there be a recording made of my training session?**

This depends on whether this has been requested in advance to support learners with specific needs or study requirements – if the training is recorded you will be advised of this in advance.

