



### **Do I have to pay to use Teams?**

Whether you're joining through your web browser or downloading the app, you will not pay to use Microsoft Teams as you are a guest of Fairstone.

If you are joining the meeting using mobile data rather than on a broadband connection (wifi or cable) you should be confident that you have enough data within your mobile plan.

It is difficult to be precise as there are many factors to consider, including resolution and screen size, but you are likely use between 400mb and 800mb of data during a one-hour call.

### **Do I need login details to join a meeting?**

You do not require login details to join the meeting. Simply follow the easy on-screen instructions and you will be directed to the consultation. If you get stuck just give us a call on **0191 519 6028**.

### **Can I invite somebody else to the online meeting even if they are in a different location?**

To do this, either let your adviser know in advance of the meeting and they will send an invite to the additional participant or forward the link in the email invite that you receive.

Only those with access to the link will be able to join the meeting and as an added security measure, additional participants will be placed in the lobby and will not be able to join the meeting until the adviser admits them.

### **Do I need a webcam and microphone?**

Most mobile and tablet devices have an integrated front facing camera and microphone which means that you'll be able to join the meeting without us needing to call you separately.

Most laptop computers also have integrated front facing cameras, but some desktop PCs do not. If your computer does not have a camera or microphone and you are unable to connect a headset, your adviser will call you and talk you through their presentation over the phone as you watch on screen.

### **Are the online meetings recorded?**

We do not record our online meetings as standard. If we need to record a session for quality and training purposes, we will contact you ahead of the meeting to ask for your consent.

**If you have any further questions please do not hesitate to get in touch**

**T: 0191 519 6028 | E: [info@fairstone.co.uk](mailto:info@fairstone.co.uk)**

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# Microsoft Teams FAQs & User Guide

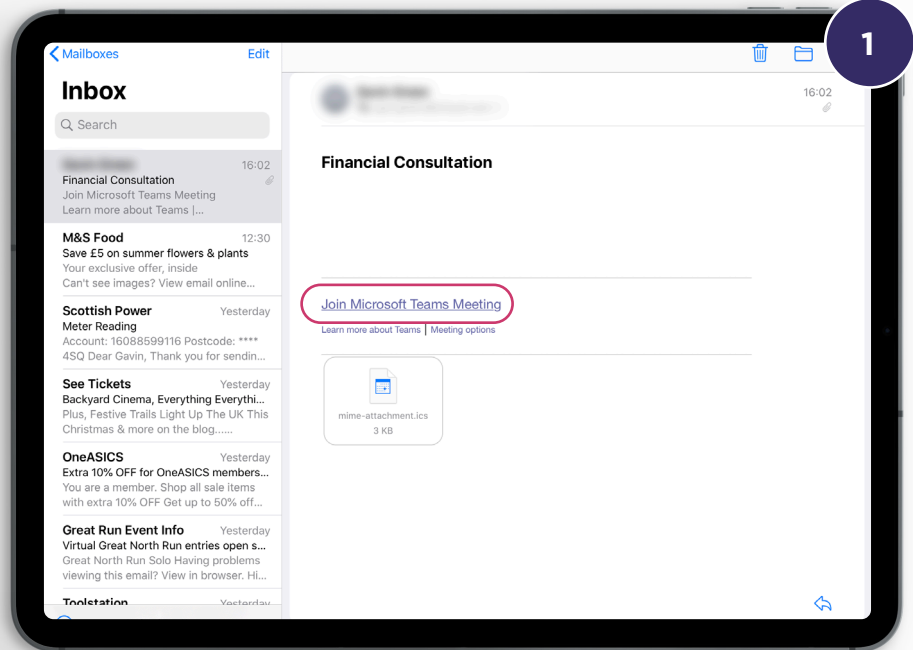
Fairstone

INTELLIGENT WEALTH MANAGEMENT

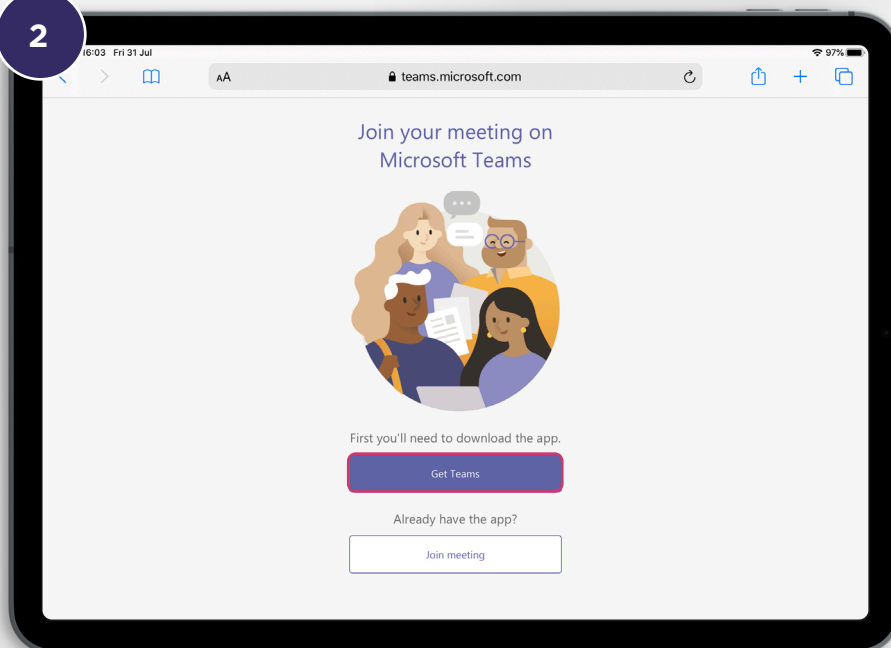
## Joining a meeting using a tablet / mobile device

1. In advance of your remote consultation, your Fairstone adviser will send an email confirming the time and date that you have agreed.

The email will include a link entitled **'Join Microsoft Teams Meeting'**. Click on this link.

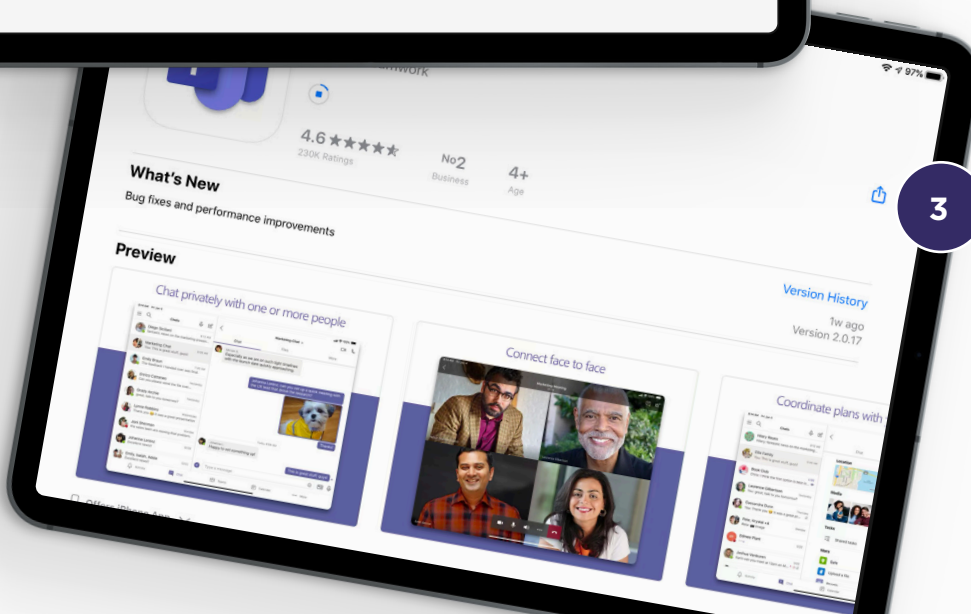


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2. You will be taken to a page in your browser which will give you the choice to either download the free Teams app or join the meeting if you already have it installed.
3. If you do not already have the app, click on **'Get Teams'**. You will be taken to the app store and the app will download within a minute or two.

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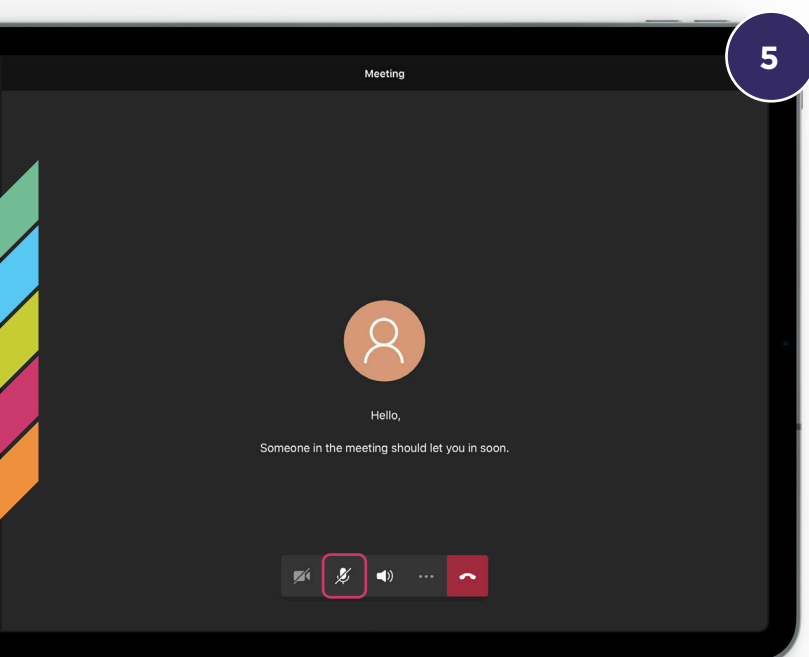
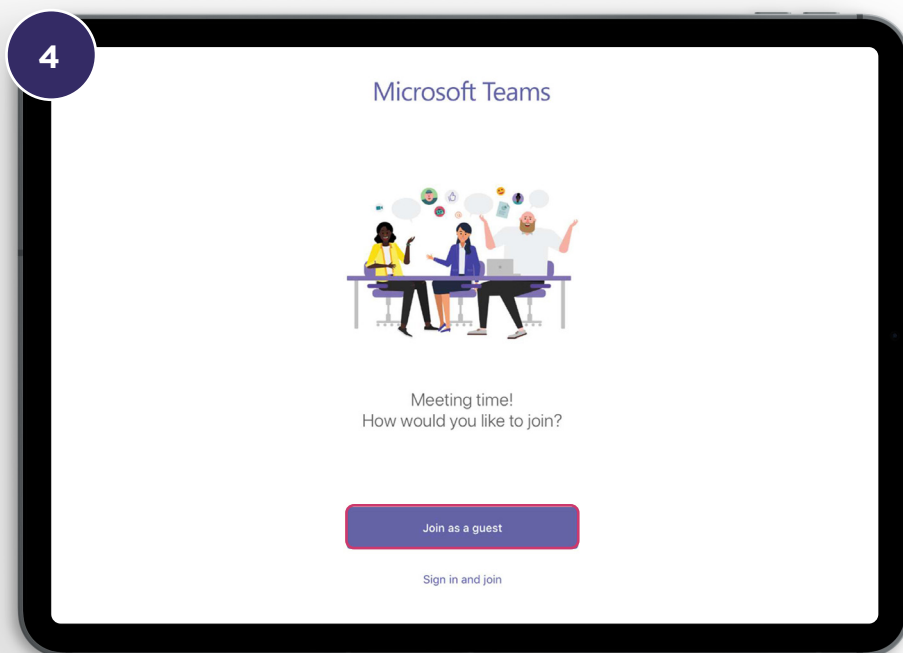


## Joining a meeting using a tablet / mobile device



4. Once the Teams app has downloaded you should have the option to **'Join as a guest'**.

If you do not see this option simply return to the email that your adviser sent you and click on the **'Join Microsoft Teams Meeting'** link again.

Click on **'Join as a guest'**.



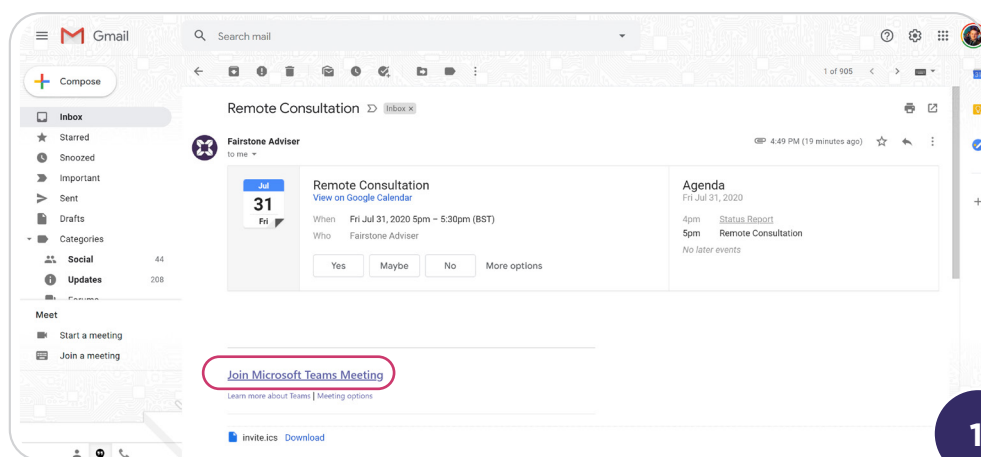
5. You will now be placed in the meeting lobby and your adviser will be notified that you have joined the meeting.

To enable your microphone click on the  icon in the toolbar at the bottom of the screen. To enable your camera click on the  icon.

## Joining a meeting using a desktop PC or laptop

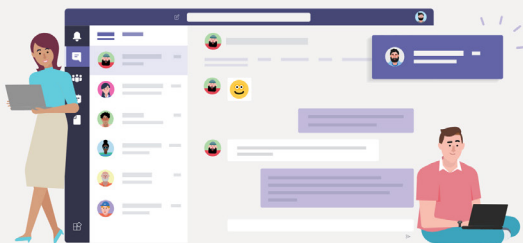
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### Microsoft Teams



Download the Teams desktop app  
and stay better connected.

Get the Windows app

Use the web app instead

2. You will be taken to a page, in your browser which will give you the choice to either download the Teams app or join via the web app. We recommend that you join using the web app.

Click on '**Use the web app instead**' and you will be taken to the meeting.

## Joining a meeting using a desktop PC or laptop

3. Enter your name and click on **'Join Now'**.

You will now be placed in the meeting lobby and your adviser will be notified that you have joined the meeting.

To enable your microphone click on the  icon in the toolbar in the centre of the screen.

To enable your camera click on the  icon.

