

Remote Assessments Using MS Teams

The purpose of this document is to provide background information on the use of MS Teams to accommodate a remote assessment. This includes general system requirements, helpful links, and solutions to commonly faced issues.

General Connection Tips

- Prior to the meeting, it's recommended you test your connection on the device you will be using. Typically the meeting invite will include links to run connectivity tests.
- Video conferencing and real-time document sharing can be very network-intensive, and performance may suffer due to high network traffic. Where possible, attempt to reduce unnecessary network traffic while the meeting is taking place.

If network performance is a concern, the MS Teams meeting invitations include conferencing details. Use the information in the “**Or call in (audio only)**” section of the invitation to call into the conference using a phone.

- It is important to remember that a variety of factors can affect the performance and quality of cloud-based applications.
- Some audio devices do not work as expected when used with certain browsers. If you are having trouble confirming your browser's audio hardware compatibility, you may need to try a different browser or try a local installation of the MS Teams client.
- You need a computer and webcam if you are attending a Practice Assessment. Otherwise, you can use a personal mobile device for the video portion of the call.

Microsoft Teams

General Info

Do I need to pay for an account to join a meeting?

No. The Ontario College of Pharmacists provides access to Microsoft Teams. We will provide you with a connection link to access the meeting as a guest.

Do I need to install anything?

Microsoft Teams meetings are accessible through Google Chrome without the need to install any software.

What are the system requirements for using Microsoft Teams?

System

- *Minimum 1.6 GHz (or higher), 2 core*

- 4.0 GB RAM
- 3.0 GB of available hard disk space
- 1024 x 768 screen resolution
- Graphics hardware acceleration requires DirectX 9 or later, with WDDM 2.0 or higher for Windows 10 (or WDDM 1.3 or higher for Windows 10 Fall Creators Update)
- Windows 10, Windows 10 on ARM, Windows 8.1, Windows Server 2019, Windows Server 2016
- .NET 4.5 CLR or later
- USB 2.0 video camera, standard laptop camera, microphone, speakers

Video calls and meetings

- Requires 2-core processor. For higher video/screen share resolution and frame rate, a 4-core processor or better is recommended.
- Background video effects require Windows 10 or a processor with AVX2 instruction set.
- See [Hardware decoder and encoder driver recommendations](#) for a list of unsupported decoders and encoders.
- Joining a meeting using proximity detection in a Microsoft Teams Room requires Bluetooth LE, which requires Bluetooth to be enabled on the client device, and for Windows clients it also requires the 64-bit Teams client. This feature is not available on 32-bit Teams clients.

Other operating systems

- For Mac or Linux requirements, refer to the hardware requirements listings on the Microsoft site [here](#).

Troubleshooting and FAQ

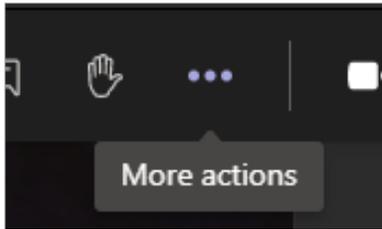
Why isn't my webcam and/or microphone working after launching the MS Teams URL?

*Before joining the call, ensure your webcam and microphone are enabled. When you join, you will see toggle switches for your webcam and your microphone on the **Join Now** screen. Make sure both are "on". You will also want to click the device Settings cog and choose the appropriate options for your microphone and speakers from the list.*

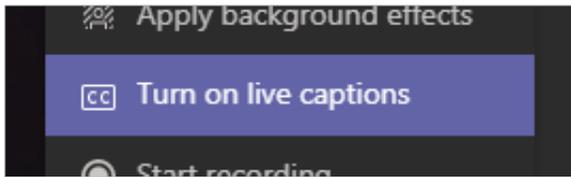
If that still does not work, the problem might be due to permissions. On the Teams web app, check that you have granted your web browser and webpage permission to use your webcam and microphone. Typically, you will get an Allow prompt; otherwise, you will need to adjust your privacy settings. For information about your "Privacy Settings" please check your device specifications.

How do you turn on Closed Captioning during a meeting?

*While in a meeting, click the **More Actions** button (...) at the top right.*



Select **Turn on live captions**.



Why does the site continually loop and not reach the sign in page when trying to sign into Microsoft Teams in Edge, Internet Explorer or Chrome?

Set your web browser (or an extension installed in the browser) to view Microsoft Teams as a trusted site. Alternately, try another browser or download the desktop application.

Why is Microsoft Teams slow during video meetings when I connect my laptop to an external 4k or ultra high definition display?

This is a known issue and Microsoft is working on a solution. Workarounds include disconnecting the monitor during meetings, setting the resolution to 1920x1080 temporarily or closing any additional applications that may be using video memory.

Why am I seeing an error that says “We weren’t able to connect. Sign in and we’ll try again.” whenever I try to access the meeting?

Restarting the app may solve the problem, but if not, you will need to reset the app’s cache. To reset the cache, close the application completely, browse to the %Appdata%\Microsoft folder and rename the Teams folder to something else.