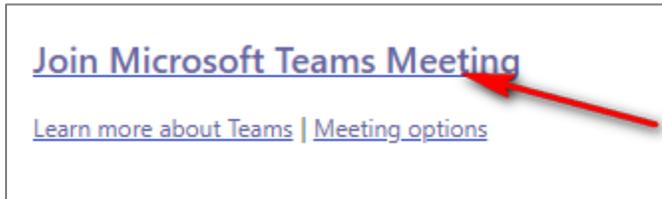


Troubleshooting a Teams Webinar – KINNECT Training

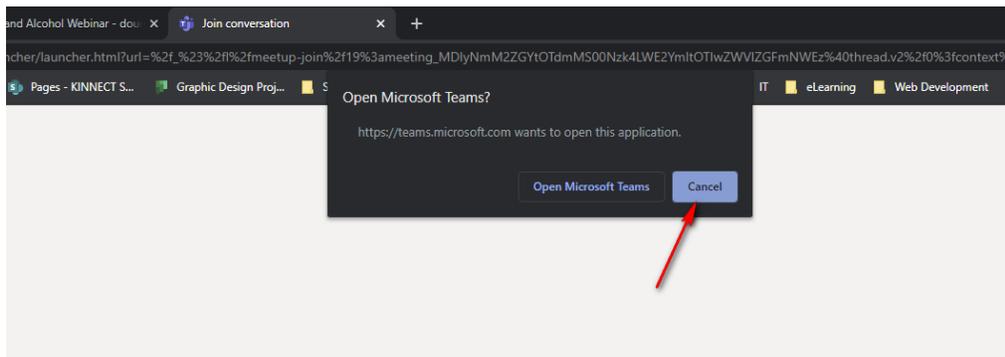
If you are still having trouble setting up, please don't hesitate to give us a call on 1300 591 548.

How to setup the webinar (with pictures)

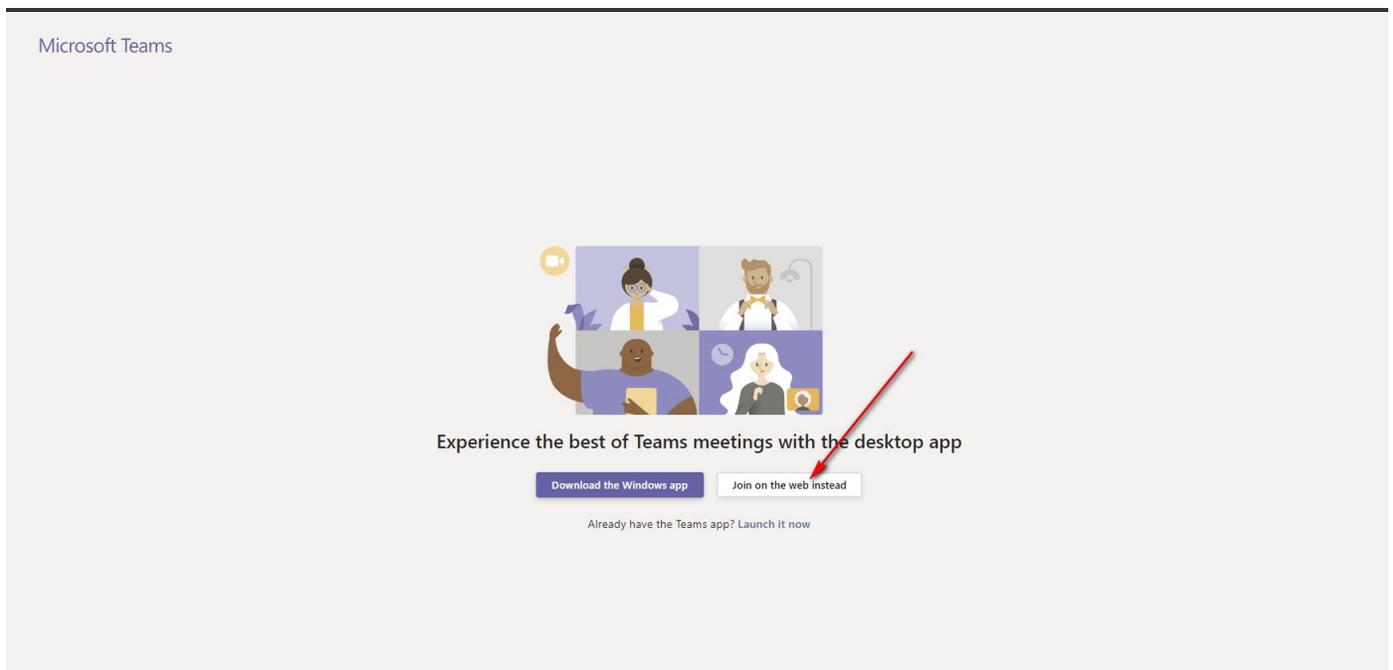
1. On the email invite click on the "Join Microsoft Teams Meeting" link



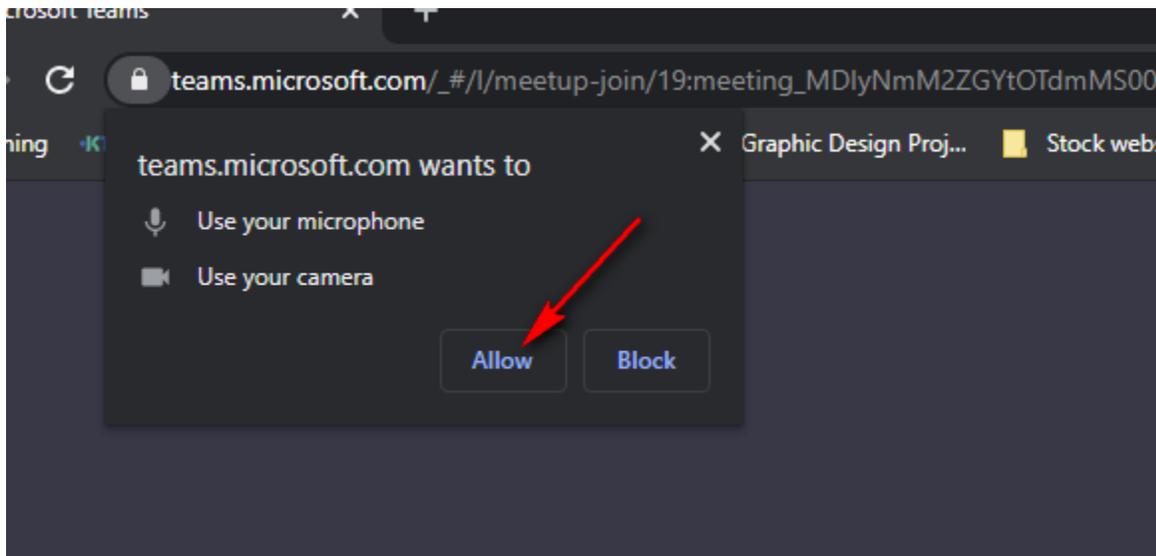
2. If the prompts you to open in Microsoft teams, click "Cancel"



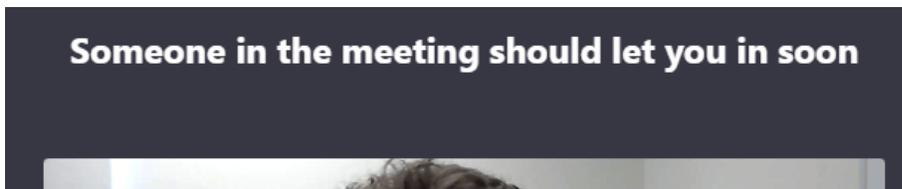
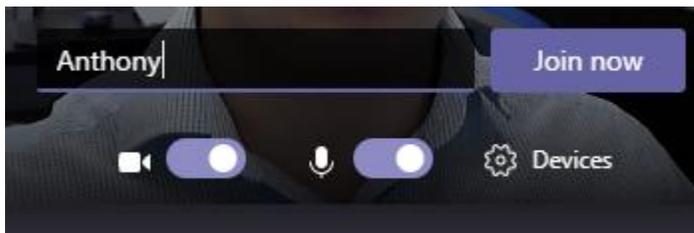
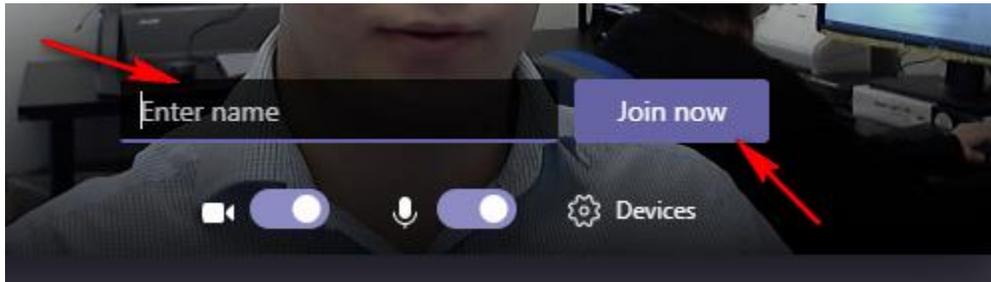
3. Then click "Join on the web instead"



4. Make sure you click “Allow” for teams online to use your microphone and camera. You should now see yourself in the webcam window. If not, go to the “My webcam or microphone isn’t working” troubleshooting below.



5. Then enter in your name and click “Join now”. Then please wait patiently until our trainer admits you to the webinar.



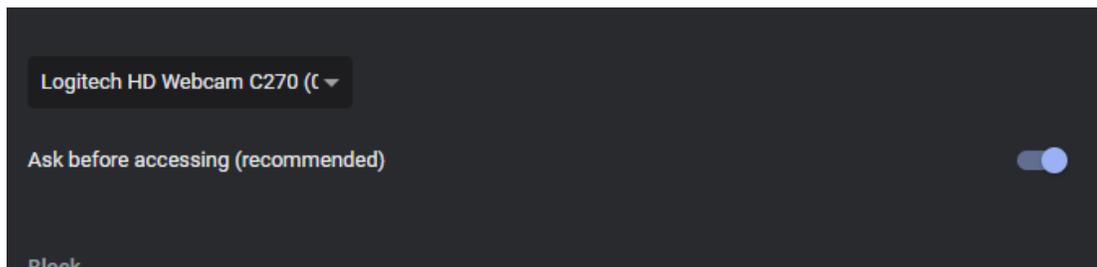
“My Webcam or Microphone isn’t working” – troubleshooting guide

Firstly, check that your webcam or microphone is plugged into your device or is turned on in your settings. This will vary for different devices, so it is recommended to search for your device’s setup documentation.

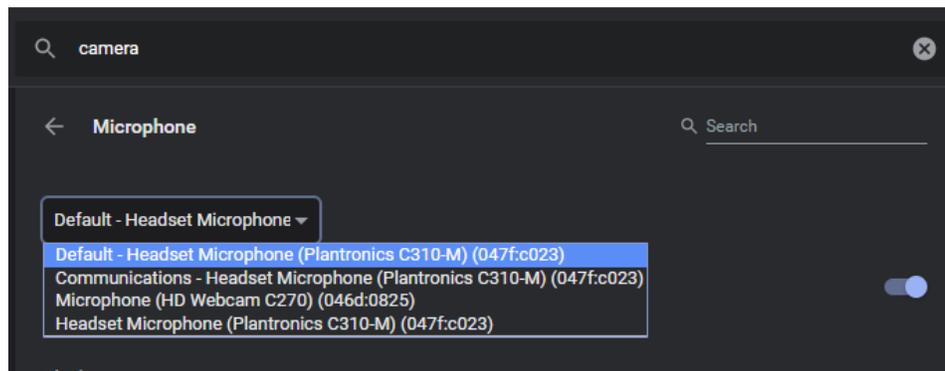
1. Make sure you are using the google chrome browser, [download](#) and install if you haven’t already.



2. Make sure that you have allowed chrome to access your microphone and webcam. To do this:
 - a. Paste `chrome://settings` into chromes search bar
 - b. In the search settings, search for “camera”
 - c. Then click “Site Settings”
 - d. Under permissions click “Camera”
 - e. Make sure “Ask before accessing” is selected and it doesn’t just say “Blocked”

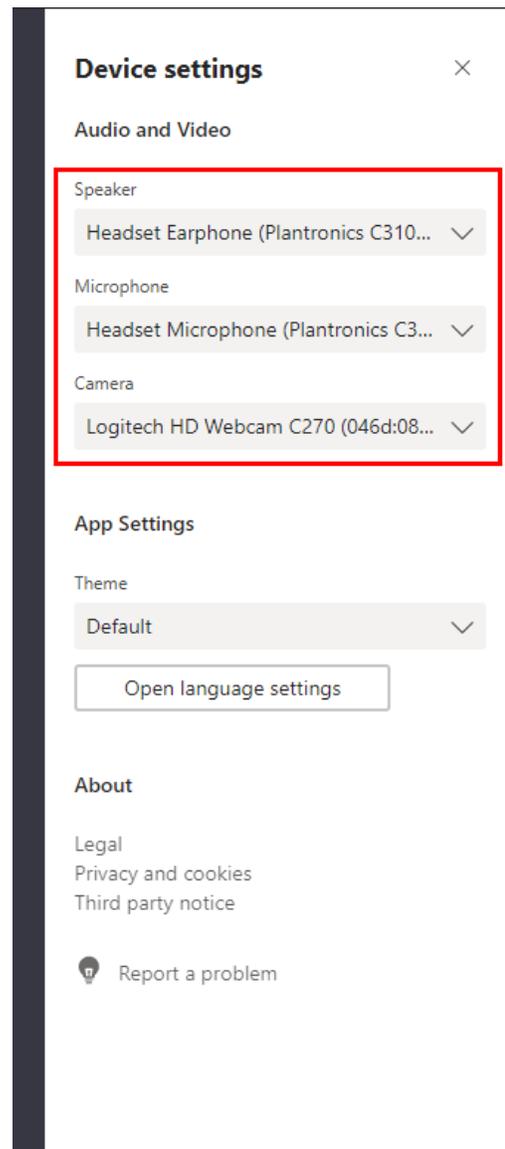
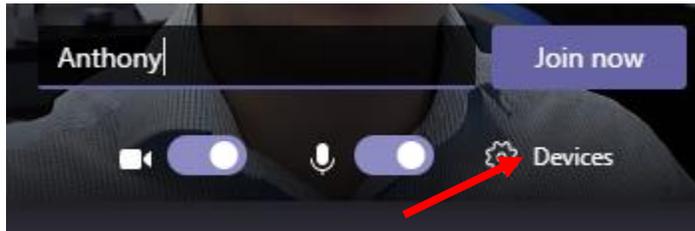


- f. Go back and then check the same thing for “Microphone” setting. Also in this setting, make sure that the microphone selected is correct



- g. Then close your browser and rejoin the meeting, making sure you click “Allow” for the camera and microphone when prompted

3. In the Teams webinar window, click on “Devices” and make sure that your webcam and microphone are connected



If you still are having trouble connecting to the webinar, please give us a call on 1300 591 548.