

Joining a Microsoft Teams event for a West Sussex staff member on a Windows 7 computer

This guidance link is for delegates who are WSCC members of staff who are using a Windows 7 computer for the purpose of attending training events set up by Learning & Development at West Sussex County Council.

Join the event at least 15 minutes prior to the given start time to ensure that you are set up successfully and ready to start.

Join with Chrome or Edge browsers

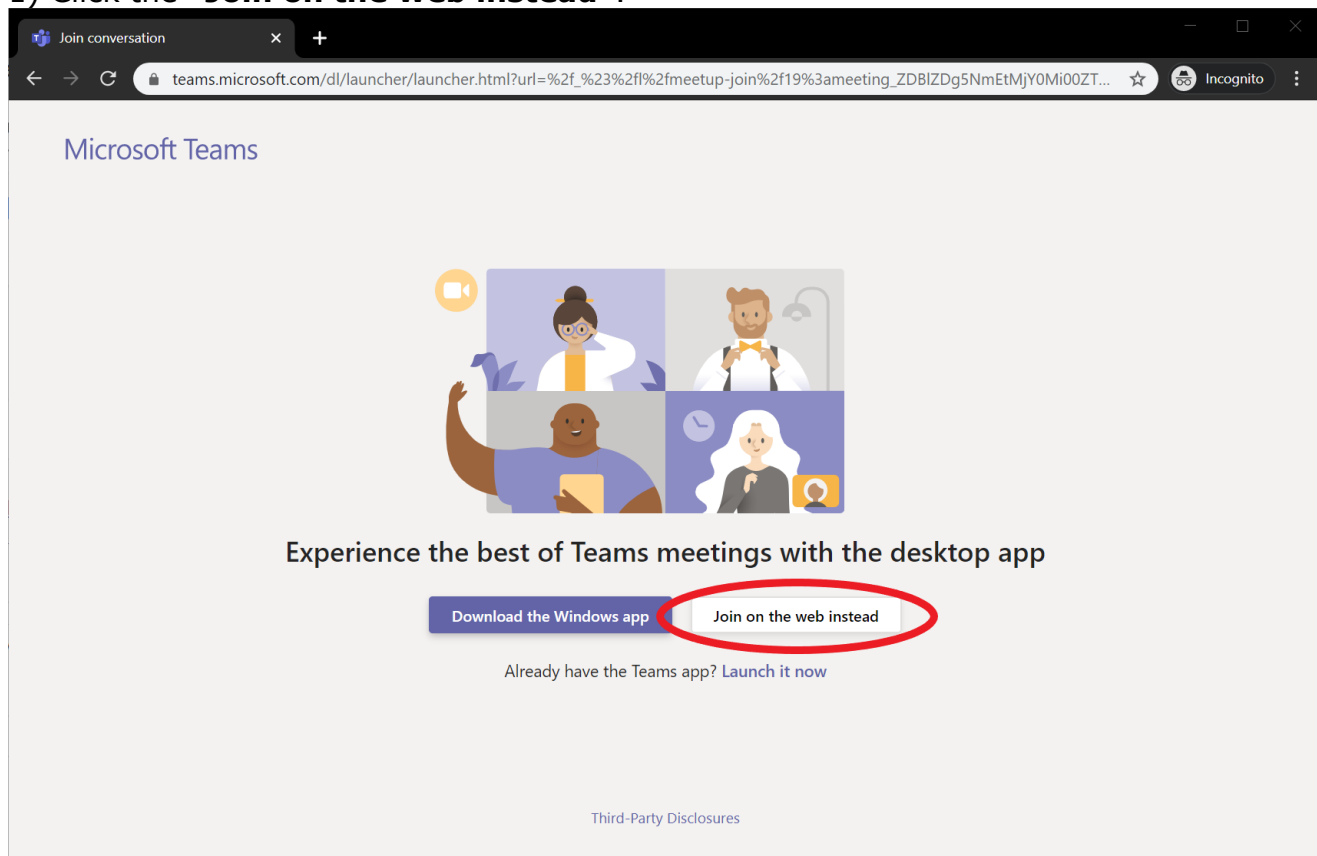
If you do not have the Teams app installed (Windows 7 users) you can choose to join via a web browser. External guests will also have this option for joining meetings.

The invitation link will open the default browser on your computer, most likely to be Internet Explorer which will not work with Teams.

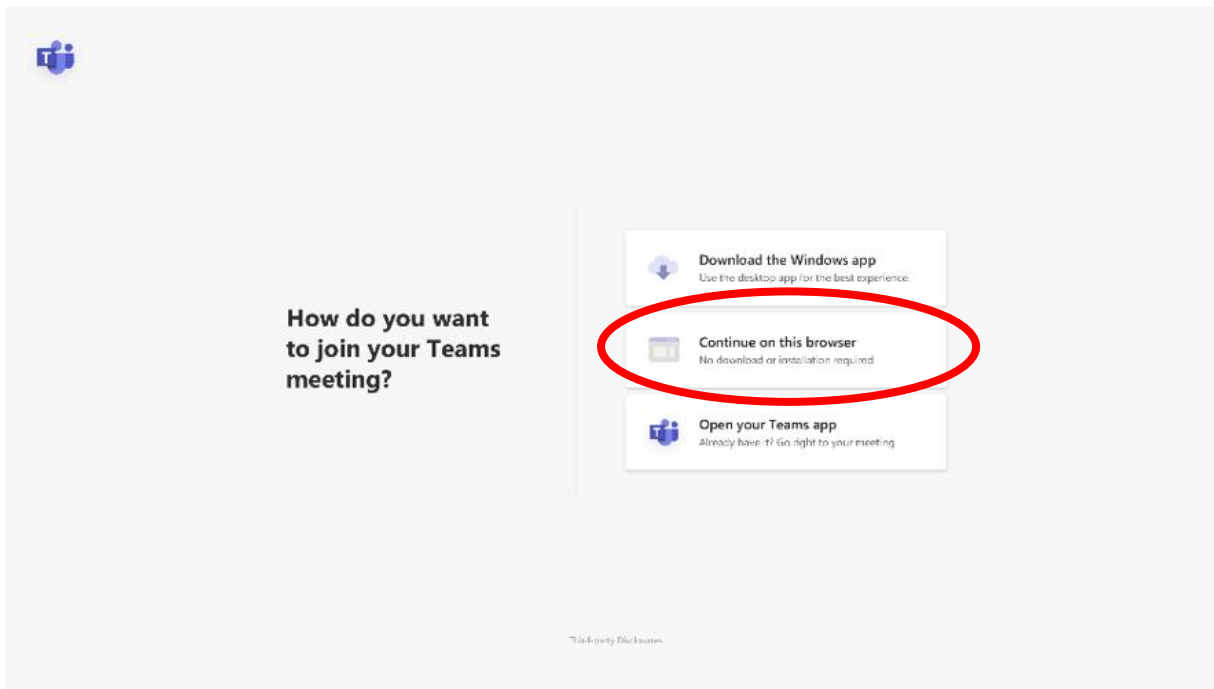
You'll need to use the Chrome browser by copying and pasting the link into the Chrome address bar. (Right mouse click on the link -> Copy hyperlink)

Microsoft are changing the joining experience, so you will see either of these two pages in your browser:

1) Click the "Join on the web instead".



2) Or Click "Continue on this browser"



You may get asked if Chrome can access your video and microphone. **Accept all permission prompts** to allow video, sound and voice for your meetings.

If you are having problems with Chrome, clearing the settings will often help.

Clear your Chrome history

1. On your computer, open **Chrome**.
2. Select the three dots on the top right and choose the **Settings** menu option
3. Choose **Clear browsing data** under Privacy and Security
4. From the **Time range** drop-down menu select "**All time**"
5. Click **Clear** data and wait for it to finish
6. Close Chrome (make sure you have no open Chrome tabs or windows)

<https://support.microsoft.com/en-us/office/join-a-teams-meeting-078e9868-f1aa-4414-8bb9-ee88e9236ee4>

<https://support.microsoft.com/en-us/office/join-a-meeting-in-teams-1613bb53-f3fa-431e-85a9-d6a91e3468c9>