**Microsoft Teams at UCT**

**Toolkit for planning live events**

**Important information required from the event organiser**

* Event title
* Event date and time
* Dry run date and time
* Create a user-friendly short link using Bit.ly or a similar product
* Decide who your target audience (UCT staff and/or students only, anyone with the link).
* List the names of individuals who will be **producers** (e.g. Name and Surname (CMD), Name and Surname (ICTS), Name and Surname (your department)
* List the names of individuals who will be the **moderators** (e.g. Name and Surname (CMD), Name and Surname (ICTS), Name and Surname (your department)
* List the names of individuals who will be **presenters/panellists** (e.g. Name and Surname (dept), Name and Surname (dept), Name and Surname (dept)
* Additional information required prior to the event
	+ Q&A functionality required?
	+ MC: Name and Surname (dept)
* Order of Proceedings (see an example below)
	+ Indicate how long each person will speak for if more than one
	+ Indicate the length of the Q&A session, if applicable
* Microsoft Teams training requirements
	+ If this is the first time that you are organising a live event, please contact the ICTS Training team at icts-training@uct.ac.za for training opportunities.

**Example of an order of proceedings**

* 17h30: Welcome and introduction of panellists - <host name>
* 17h40: Panel discussion - commencing with <speaker name>
* 18h10: Q&A session via live chat feature - <responsible individuals>
* 18h25: Closing remarks and thanks - <host>
* 18h30: Webinar ends

**Example of standard announcements and replies**

**Pre-event announcement**

Welcome to our live discussion on <topic >. The event will start at <time>, SAST.

**Announcement to be displayed when the live event starts**

The event is now underway. If the broadcasted has not started on your screen, refresh the web browser your using. If you’re using the desktop or mobile app, please leave the event and rejoin.

**Announcement regarding posting questions**

Please submit your questions or feedback via the platform’s chat feature. Each question will be reviewed and as many answered as we can in the available timeframe.

**Standard replies to questions submitted via the chat feature**

Thank you for your question. We will do our best to respond to as many questions as possible during this event.

**Announcement regarding closed captioning**

Closed captioning can be enabled by clicking the icon in the lower right corner of the video player

**Final announcement**

Thank you for participating in today’s live event with our renowned speakers. A comprehensive FAQ document will be made available soon answering all questions submitted during the event. We thank you for joining us and participating in today’s event.

**Example of a first email to be sent to speakers**

**Microsoft Teams used to host UCT online events**

Dear <speaker name>

During national lockdown, UCT is continuing to host virtual talks for its wide range of audiences. We have made this possible by hosting our events online via the [Microsoft Teams collaboration platform](http://www.icts.uct.ac.za/microsoft-teams). We use Microsoft Teams’ [live event functionality](http://www.icts.uct.ac.za/set-microsoft-teams-live-event) where one or more presenters can speak to an audience who join via the web. All stakeholders are sent an invitation that contains a link, which they click to join on the day.

Depending on your preference, attendees can either submit questions ahead of time or use the Q&A feature to ask questions during the presentation. Attendees can then use the available chat box to submit questions. A moderator will manage incoming questions while you present and provide you with a summary once your talk is done. Thereafter you can respond to the latest round of questions. The Q&A functionality can also be turned off if you would prefer that attendees don’t submit questions.

**Roles involved in a Microsoft Teams live event**

Numerous people are part of the live event team to ensure that it’s a success. Each person is allocated a role, which is [described in more detail here](http://www.icts.uct.ac.za/sites/default/files/image_tool/images/286/Teams%20live%20event%20roles.pdf). You will be allocated the role of a presenter who presents a range of content.

Please view our [presenter checklist](http://www.icts.uct.ac.za/sites/default/files/image_tool/images/286/Teams%20live%20event%20presenter%20checklist.pdf) for things you need to do prior and during the event.

**What you need to do**

To present, you need to have a Microsoft Teams account. Microsoft Teams forms part of the Microsoft Office 365 productivity suite. If you or your organisation has Office 365, then you can log on using your own account.

If you do not have such an account, please let us know (insert UCT contact’s email address) <by date> and we will set one up for you.

Prior to the live event, we will schedule a dry run to ensure that you’re comfortable using the platform and understand the process we use to host such an event. More information about the dry run will be communicated to you in due course.

Please do not hesitate to contact us should you have any queries.

Regards

<enter name>

**Example of email for presenter that contains their login details**

**Presenter preparation for Microsoft Teams live event**

Dear <name>

We would like to thank you again for agreeing to participate in the In preparation for the talk <title> on <date>.

This online live event will be hosted via the [Microsoft Teams collaboration platform](http://www.icts.uct.ac.za/microsoft-teams). We use Microsoft Teams’ [live event functionality](http://www.icts.uct.ac.za/set-microsoft-teams-live-event) where one or more presenters can speak to an audience who join via the web. All stakeholders are sent an invitation that contains a link, which they click to join on the day.

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**What you need to do**

Please [download the Microsoft Teams application](https://www.microsoft.com/en-za/microsoft-365/microsoft-teams/download-app) via the Microsoft website. We have created a UCT guest account for you. When prompted to enter login details, please the following:

* Username: Guestuser8@mscloudtest.uct.ac.za
* Password: zT@CuM9!GW3&eXjh

Prior to the live event, we will schedule a dry run to ensure that you’re comfortable using the platform and understand the process we use to host such an event. More information about the dry run will be communicated to you in due course.

Regards,

…

**Example of the dry run email to be sent to speakers and the live event team**

**Preparation for upcoming live event**

Dear …

As previously communicated, you will be presenting your talk <name> via the Microsoft Teams platform. We would like to ensure that you are comfortable in your role as a presenter and invite you to participate in a dry run <DATE>. This will ensure that you’re prepared for the event scheduled for <date and time> and give you a chance to meet the team who will provide support on the day.

As a presenter, you will receive an invitation to join the dry run and another for the live event. Please follow the guidelines below on what you need to do prior to the live event.

**Preparation for the dry run**

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| --- |
| **Before the event**1. Notifications from applications can cause distractions to you and the audience.
2. You can [turn of notifications](https://support.office.com/en-us/article/manage-notifications-in-teams-1cc31834-5fe5-412b-8edb-43fecc78413d?ui=en-US&rs=en-US&ad=US) in Teams via the **Settings** tab. We also recommend that you close any other applications or websites that may cause a distraction during the event.
3. Additionally, please view our recommendations for [effective video conferencing](https://www.news.uct.ac.za/article/-2020-04-28-5-tips-for-effective-video-conferencing?fbclid=IwAR2nDnhPkMHoRGfo0la8T2CzkTMeDC-rp_FeFRP6UwexX7e2YYpXJu-4j_E) and [helpful tips](http://www.icts.uct.ac.za/sites/default/files/image_tool/images/286/ICTS_tips_video_conferencing.pdf).
4. If you would like to make any announcements, please make a request to the event organiser ahead of time to include it in the proceedings.
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| **Join the event**1. Navigate to **Calendar** in the **Teams** platform.
2. Open the event invitation and click **Join**
3. Join the meeting at least 30 minutes prior to its start to prepare.

1. Check the [presenter checklist](http://www.icts.uct.ac.za/sites/default/files/image_tool/images/286/Teams%20live%20event%20presenter%20checklist.pdf) to ensure you’ve done everything you need to.
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| 1. Once you’ve successfully joined the meeting you will be appear in a **room.**
2. Ensure that your mic is muted at all times when not presenting.
3. Turn your camera on if you’re a presenter.
4. Monitor the order of proceedings to ensure you know when to speak.
5. Make sure that the producer has the correct version of your presentation so that they can get it ready for when you speak.
6. **NOTE**: This live event will be recorded and made available online for all those who could not join to view afterwards.
 | 1. [Microsoft Teams](http://www.icts.uct.ac.za/set-microsoft-teams-live-event) live event instructions for setup, presenting and interacting

**Note**: There is 15 to 60 seconds delay from the time a media stream is broadcasted to when an attendee sees it.1. The producer will queue the next presenter as per the order of proceedings.
2. When you stop sharing your video, attendees will see **Live event will resume in a moment** on their screens**.**
 |
| **During the event** 1. The event host will welcome attendees, do the necessary housekeeping and then introduce you.
2. Once the host is done speaking, wait a few seconds and then start speaking.
3. If you experience any technical difficulties, either indicate this on the event team conversation pane, which will be shown to you during the dry run, or via the event WhatsApp group. A holding screen will appear until the technical error
4. If someone in close proximity to you is also viewing the event on another device, make sure that their mic is muted to prevent sound feedback.
5. If you have opted to allow attendees to submit questions while you speak, a moderator will monitor the Q&A pane and provide you with a summary of the questions once your talk is done. The host will then indicate when you can start responding to questions.
6. Once done, the host will thank you and the attendees for their participation and end the event.
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| **After the event**1. Click the **Leave** button to end your link to the meeting.
2. The producers will finalise the recording and send you and delegates a link to it. An attendee report, Q&A report and transcript of the live event will be shared with the team.
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Should you have any queries, please contact <name>.

Kind regards,