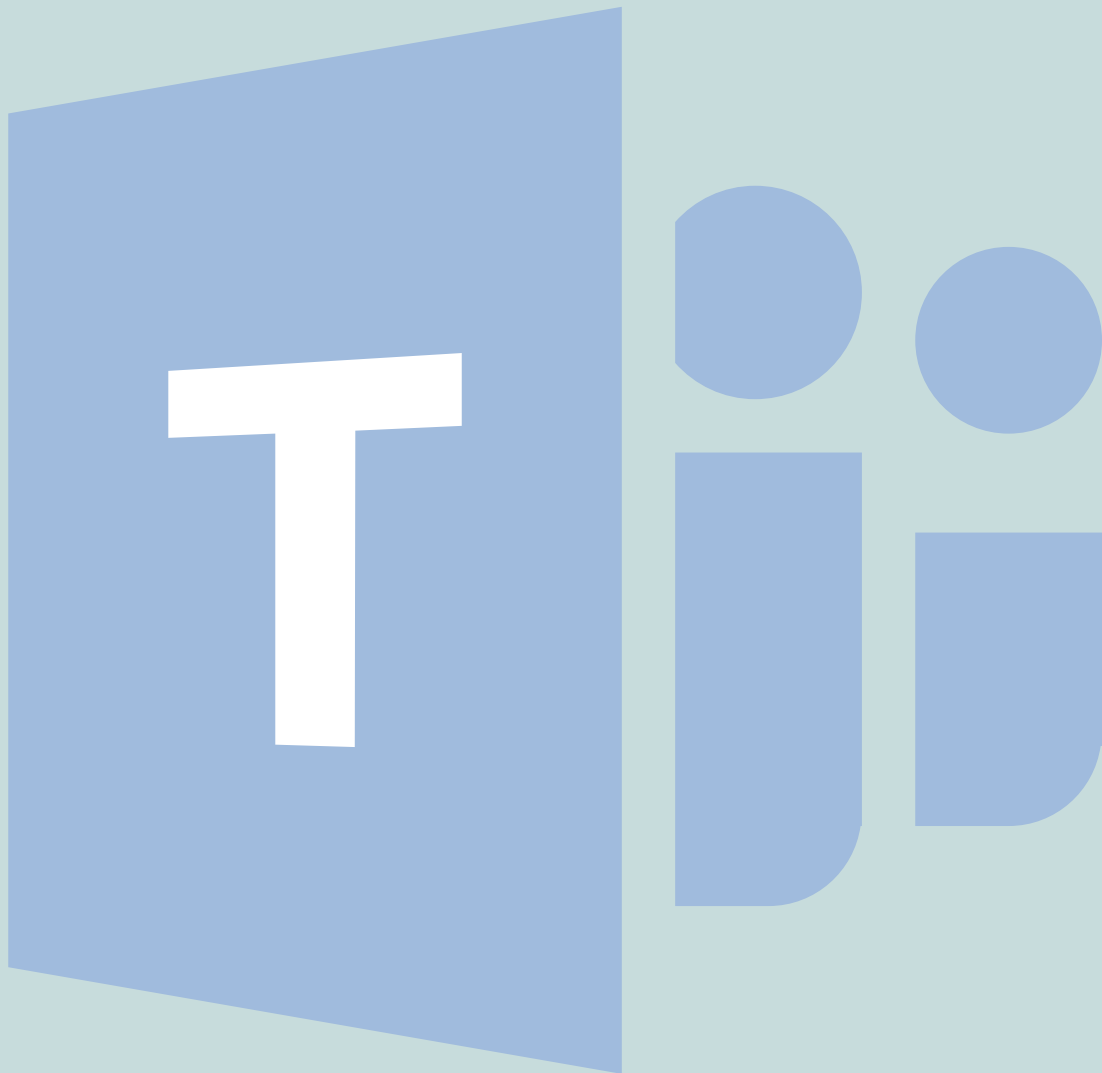


Covid-19 Renewal Programme



Staff Guide on Using Microsoft Teams

www.glasgow.gov.uk/staffupdates



Background

Microsoft Teams is helping the organisation to continue to work as normally as is possible during COVID-19. It is providing employees with the opportunity to interact from their home and conduct business meetings to continue to deliver services. We should however, also be considerate that employees using Microsoft Teams whilst working from home may have other personal responsibilities and family at home. They are managing their personal circumstances alongside doing their best to continue to work during this time.

Consideration should also be given to confidentiality as some home workers may not have the facilities to participate in meetings privately. We have developed these guidelines and considerations to take this into account and assist our transition towards this new way of working.

It is recognised that the organisation will continue to develop its competence and use of Microsoft Teams as a digital work tool, and these arrangements will be updated and developed accordingly.



General Considerations

Microsoft Teams should **only be used for pre-arranged meetings**, scheduled in advance with appropriate notice. This supports employee's preparation, especially for confidential meetings.

- Consider the people you are inviting to the meeting and their personal responsibilities when working from home during COVID-19. Do you think the time will suit them? Will they have any other responsibilities to deal with at the time you want to meet?
- If you receive an invite to a meeting and the time doesn't suit due to a diary clash or your personal responsibilities whilst working from home, you should speak with the meeting organiser and arrange an alternative time.
- Whilst it's a virtual meeting it's still the same as a meeting you would have in an office environment, where possible participants should be provided with an agenda on the points which will be covered in the meeting.
- Be considerate with colleagues if they are interrupted during a meeting by family members, pets, deliveries etc.
- When using Microsoft Teams remember to follow our [Information Security Policy](#) and policy on the [Acceptable Use of Information Technologies](#) Facilities. You can get support and help on our [How to Use Teams Page](#).

Taking part in a call

- Try not to be late, please join the call **5 minutes ahead** of the start time using the link provided by the meeting host.
- To make sure that there are no distracting noises mute your microphone when not speaking.
- Should there be personal challenges e.g. children wandering into Teams view, decide whether to switch the video option off.
- If using the video option please make sure that there are no distractions in the background and use only use the agreed Council Backgrounds.
- Introduce yourself when speaking so everyone knows who you are **if necessary**.
- Don't speak over people, when you wish to contribute to the meeting raise your virtual hand, once finished lower this accordingly.
- Stick to the agenda and contribute (as above) when invited by the Meeting Host/Chair.
- Should you lose connection to the meeting, please go back to the original invitation and click on the link to re-join the meeting.
- If you have to leave the meeting to deal with a personal circumstance at home then please re-join the meeting again as soon as you can.