East London
NHS Foundation Trust

Group sessions on Microsoft Teams

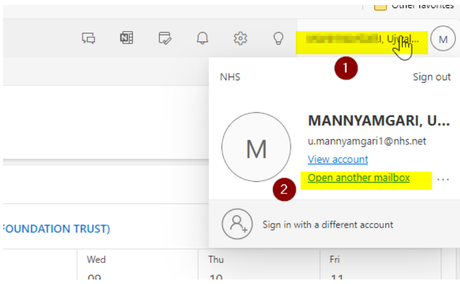
Online group sessions are scheduled by accessing NHSmail through an internet browser (web Outlook and not desktop Outlook). Following this workflow allows us to hide contact details of one attendee to another. The option to hide attendees is only available when we book the MS Teams meeting through a web browser (also known as web Outlook).

The organisers send the invite from a shared departmental mailbox. This ensures

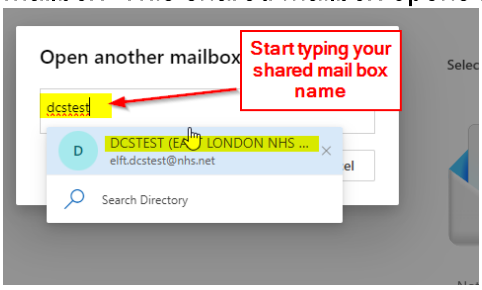
- Email addresses of meeting organisers are also not disclosed to attendees.
- Any replies from attendees will be received in a shared departmental mailbox which can be monitored by multiple staff.

Important:
Staff who are booking/organising/running such group sessions on MS teams should have edit permissions to the shared departmental mailboxes. You can add permissions by following the below steps:

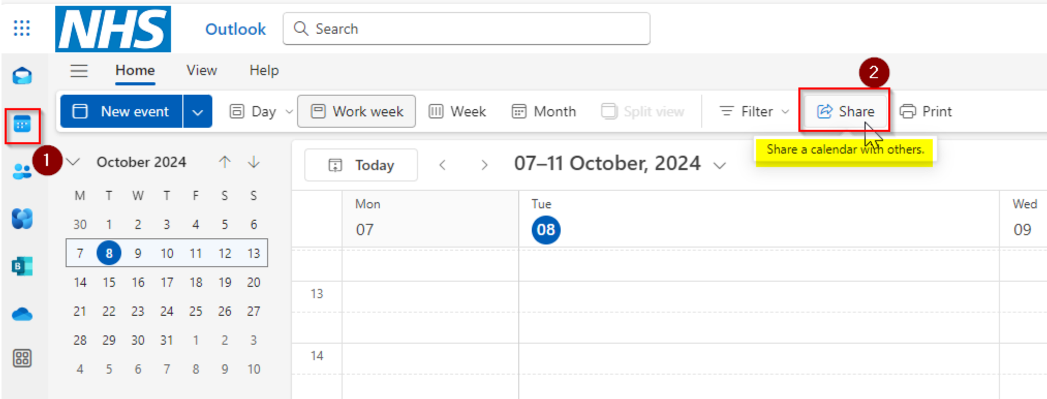
1. Open shared departmental mailbox through any web browser. Once you are logged in with your NHSmail ID, access your shared calendar by clicking on account manager on the top right-hand corner of the browser and then clicking on "open another mailbox".



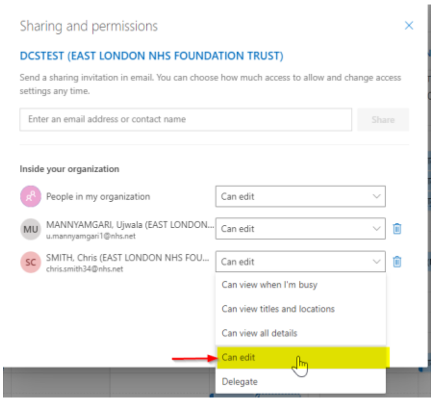
The following popup box appears. Search and open the departmental shared mailbox. This shared mailbox opens in a new window.



2. Navigate to Calendar functionality and click on "Share" button on the tool bar menu.



3. Ensure all users who require to book/organise/run meetings have "Can Edit" permission on the calendar.

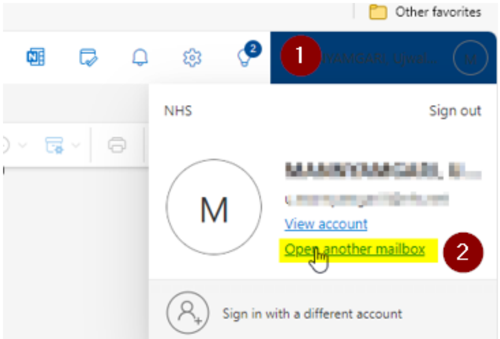


PS- If you have Issues or difficulty with this, please raise a ServiceNow ticket to get help from IT helpdesk.

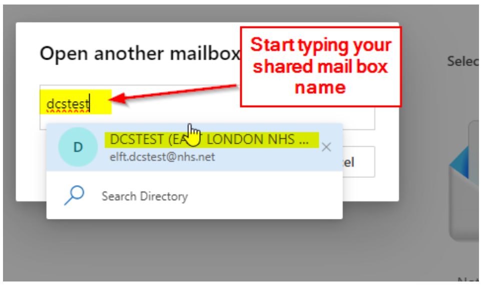
Scheduling online group sessions to be held on MS Teams:

1. Login into your NHSmail account through any internet/web browser on your laptop or PC. You can use Microsoft Edge or Google Chrome. (Please do not use Outlook on the desktop as not all required options to schedule group sessions will be available for you.)

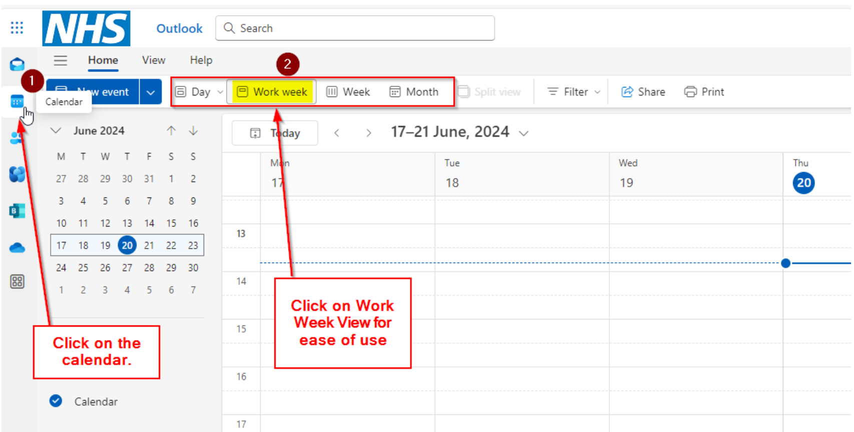
2. We advise you to send invites to group sessions from a shared departmental mailbox. You can access these through the account manager option on the top right-hand corner of the browser and click on “open another mailbox”.



3. The following popup box appears. Search and open the departmental shared mailbox. This shared mailbox opens in a new window.

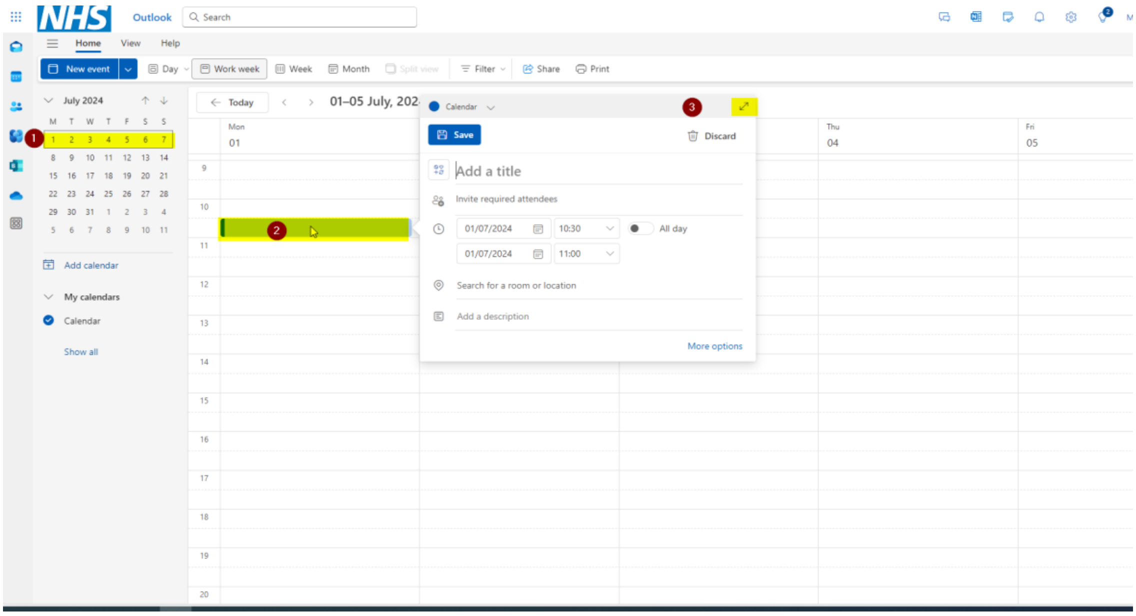


4. Click on the calendar and switch the view to see work week. This helps you to quickly browse through for slots.

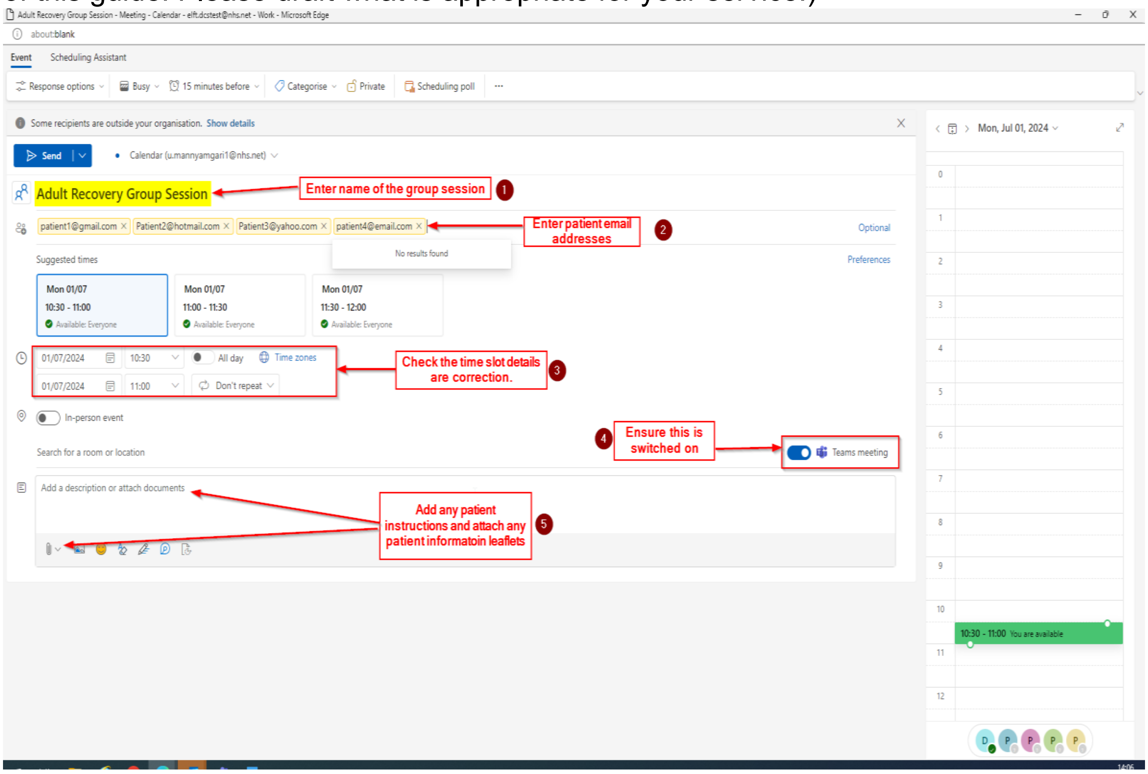


Last updated: 17th Oct 2024

5. Select the week you want to book the appointment from the calendar on the top left-hand side. This will bring the whole work week to view along with appointment slots. Double click on any of these slots to open the invite.

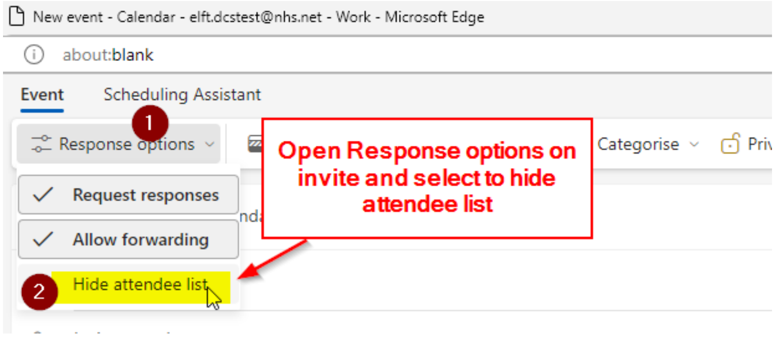


6. Add the name of the group session and email addresses of attendees. Check the rest of the details. Any instructions regarding the appointment can be added in the description box. This may include any disclaimers (an example is provided at the end of this guide. Please draft what is appropriate for your service.)



NHS East London NHS Foundation Trust

7. Open Response options from top left-hand corner of the invite and select "Hide attendee list". Ticking this option will ensure that email ID of one attendee is hidden from another on the email invite as well as while the attendees are on the group meeting call. Staff running the meeting will however be able to see each other's email addresses.



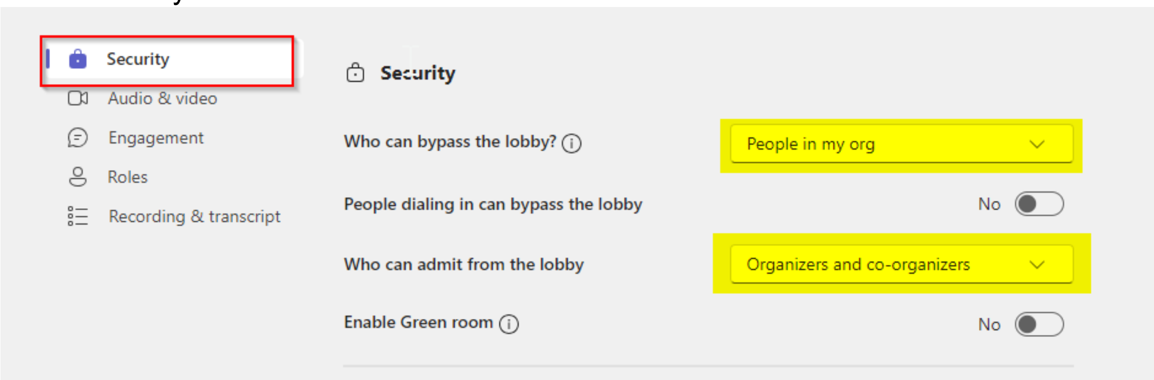
8. Click on "send" to complete scheduling.

Meeting Options:

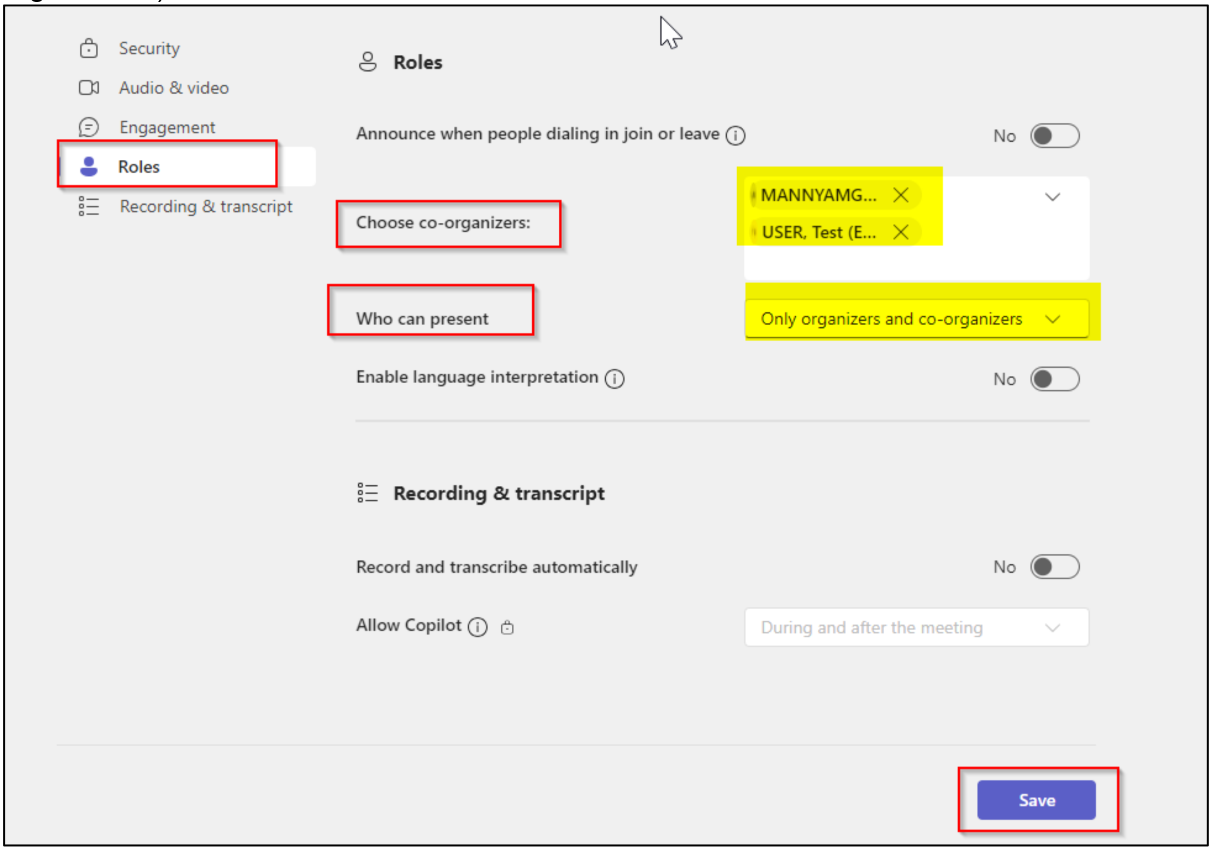
Setting up the lobby and naming co-organisers on the group meeting:

Clinicians and moderators should be named as co-organisers on a meeting so that they have enough permissions to manage the call. After scheduling the meeting, we advise for the person organising the meeting to

a) Re-open the invite and cntrl + click on meeting options. Meetings options open in a new window.
b) Go to "Security" section and set the lobby to be bypassed only by people in your organisation. Please also ensure that only organisers and co-organisers can admit from the lobby.



c) Go to “Roles” section and select co-organisers (more than one can be selected). You can select who can present at the meeting, (i.e., you can restrict it to organisers/co-organisers.)



d) Click on the save button at the bottom of the window.

Useful information:

Why should I book group sessions by opening NHSmail in a web browser?

For group booking sessions, we would like to hide contact details of one attendee to another. This option to hide attendees is only available when we book the MS Teams meeting through a web browser (also known as web Outlook).

Why is the invite sent from shared departmental mailbox?

Sending invite from shared departmental mailbox ensures email addresses of meeting organisers are not disclosed to service users. There is also a possibility of service users replying to these invites. As any such replies will be received in shared departmental mailbox, it is easier for staff to monitor and action.

Can attendees see my email ID while we are the group call?

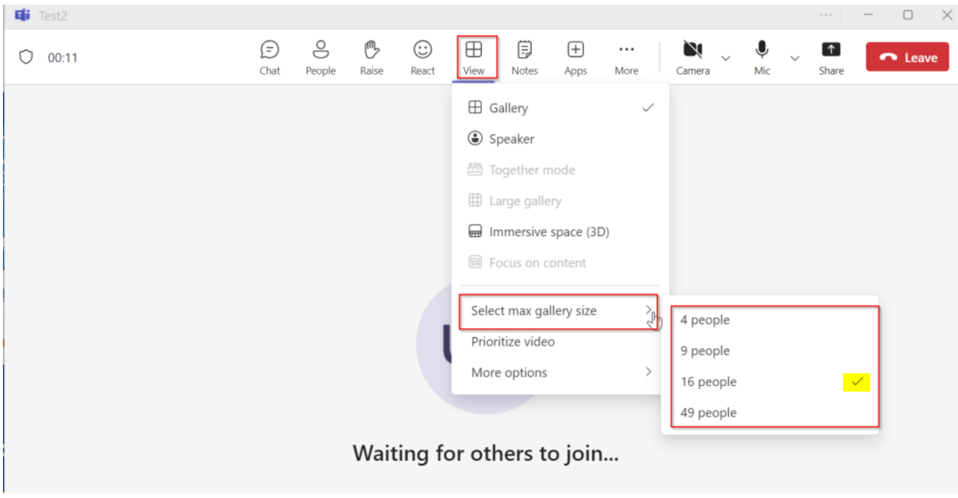
A group call which is booked through web outlook with hide attendee list selected on the invite, will maintain its confidentiality through the voice call as well.

Can I monitor attendees on the call while screensharing?

If presenters/facilitators use more than 1 screen, they can share one screen while monitoring attendees on a second screen.

How many attendees are visible in Teams video meeting?

To change how many participants you can see at once, select **View** ⊞ in your meeting controls and choose **Gallery** ⊞. Then, hover over **Select max gallery size** and choose how many people you want to see.



Can we zoom on one or more attendees?

To focus on a particular attendee, right-click that attendee and select **Pin**. The video will be pinned to your view regardless of who's talking. You can pin as many videos as will fit on your screen. If you change your mind, right-click that video again and select **Unpin**.

How can we remove an attendee from an ongoing online meeting in Teams

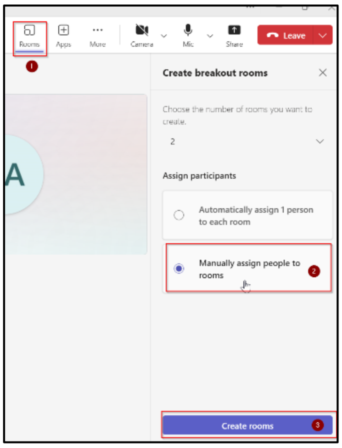
In the meeting window, click the people icon to see all of the attendees. Then, right-click the name of the person you want to remove. In the drop-down menu, choose Remove from meeting. The attendee is removed from the meeting.

Can the attendees and coordinators chat to each other discretely (not using the group chat)?

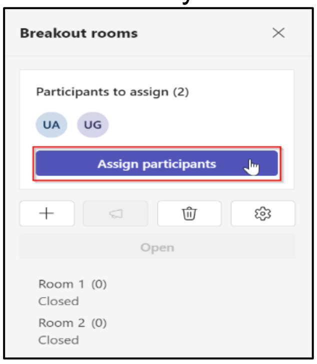
Unfortunately, MS Teams does not offer private chat functionality. You may use the break-out room functionality (by manually assigning rooms) to take an attendee out of the meeting for a private conversation and return them back to the main room.

To create breakout rooms, co-organisers/moderators need to

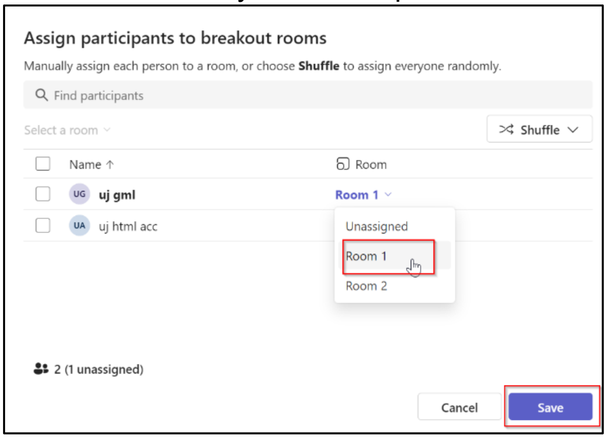
1. Click on **Rooms** icon and choose to create breakout rooms manually.



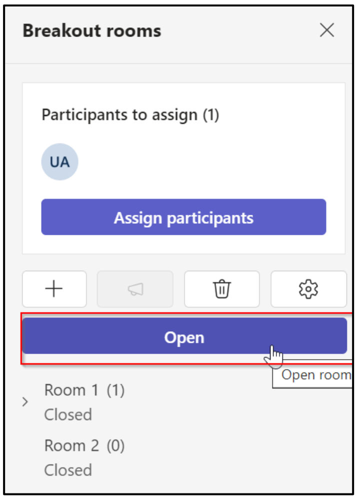
2. Then manually attendees to rooms by clicking on assign participants button.



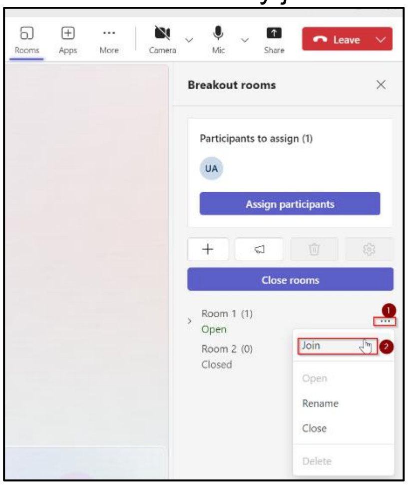
3. Choose the room you want to put the attendee and save.



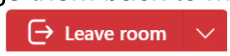
4. Opening the breakout room will push the chosen attendee into breakout room. A message will be displayed on main meeting room that people are being moved into breakout room.



5. The co-ordinator/moderator will not be automatically moved into breakout room. They will have to manually join.



6. Once the private conversation is finished, attendee should be advised to remain on the call until co-ordinator/moderator brings them back to main meeting room.

7. Co-ordinator should then leave the room  and return to main meeting.

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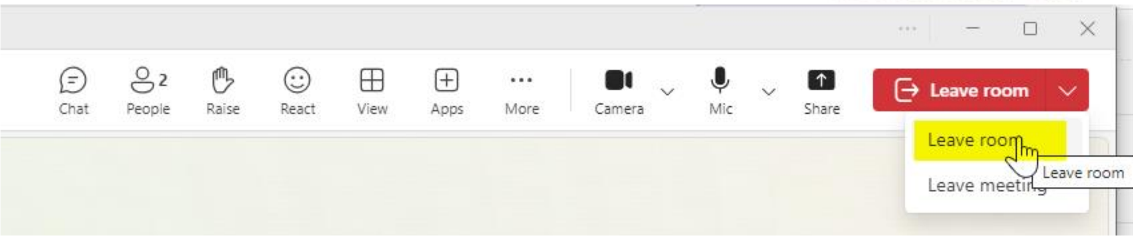
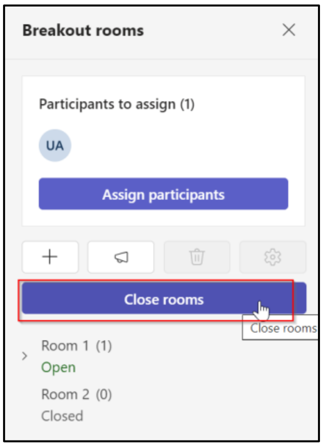


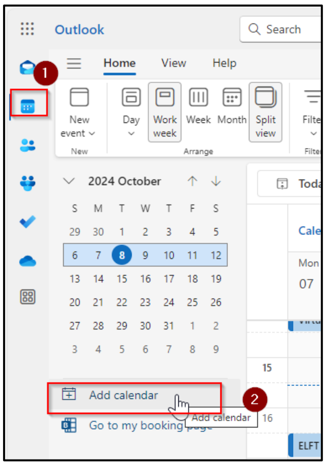
8. Then use the close room button to bring attendee back.



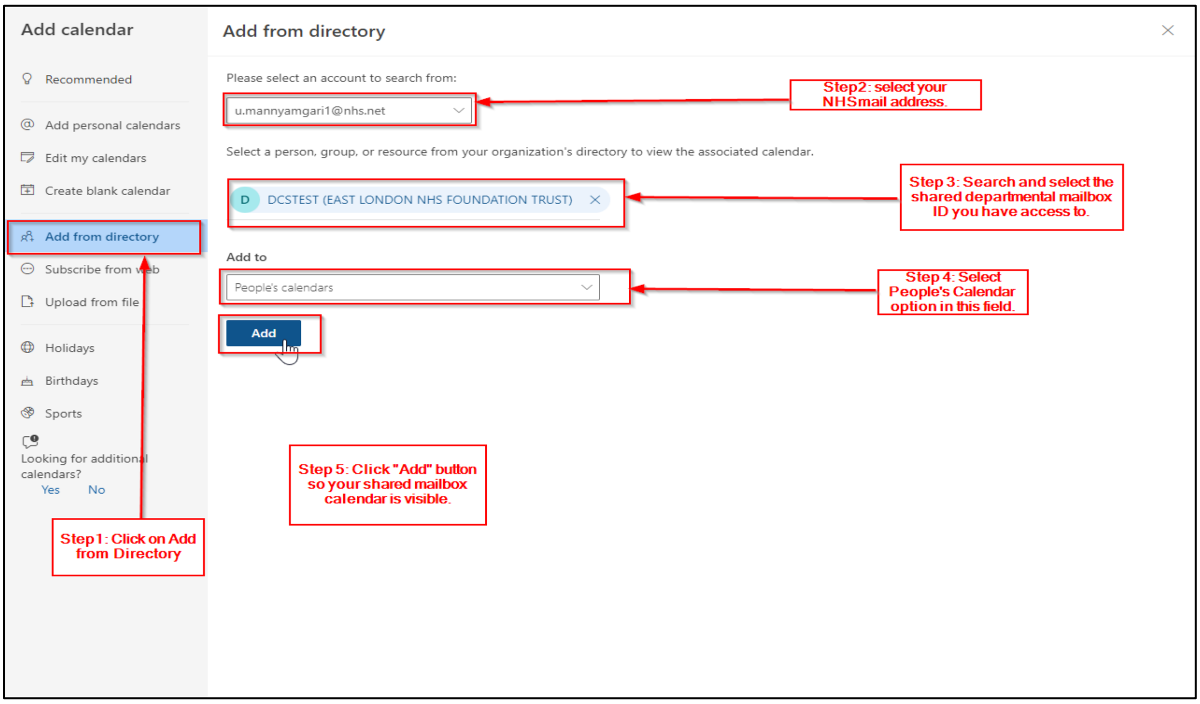
Can we view personal and shared calendars in one view?

You can set your personal shared calendar view to show both your personal calendar as well a shared calendar.

1. Go to Calendar functionality and click on "Add Calendar".



2. Follow steps on screenshot to set up your view.



The following is an example disclaimer that a service can review and add to the description box.

DISCLAIMER:

We are unable to respond to individual service user emails.

Please note that (Insertservice name) is not an emergency or crisis service. If you urgently need medical help or advice but it is not a life-threatening situation, call 111.

If you or anyone else is in immediate danger or harm, call 999. Alternatively, you can call the Samaritans 24 hours a day, 7 days a week on 116 123, for emotional support.