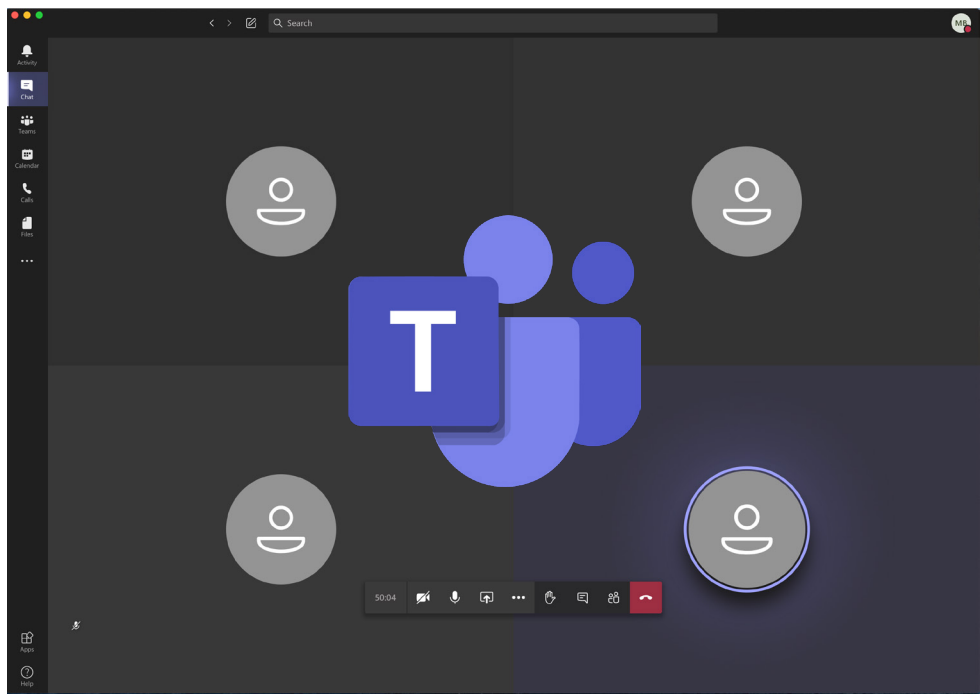


DDOT - Virtual Public Meeting Protocol

User Guide for Meeting Attendees



Overview

The purpose of this document is to explain how to attend virtual public meetings hosted by the District Department of Transportation (DDOT) using the Microsoft Teams application.

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Please Note: If you are viewing the digital version of this document, this is an interactive PDF. There are embedded hyperlinks throughout the document. The Table of Contents, and any reference to a page number, is clickable and will take you to that page. Additionally, the DDOT and Mayor Muriel Bowser’s logos in the bottom right corner of every page in this document will take you back to this Table of Contents page if clicked.

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Accessibility

DDOT is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its projects, programs, activities, and services on the basis of race, color, national origin, gender, age, or disability as provided by Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act and other related statutes.

DDOT is committed to ensuring that all residents and visitors have access to the public information they need to live, work, and play in the District. DDOT provides accommodations, upon request, such as, language interpretation, sign language interpreters, documents in Braille, and other supports as necessary for persons with disabilities, to participate equitably in DDOT's programs, services, and activities at no cost.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies and procedures to participate in a program, service, or activity of DDOT, should contact DDOT's Accessibility and Inclusion Team at ddot.ada@dc.gov **as soon as possible but no later than 72 hours before** the scheduled event.

If you need special accommodations or Sign Language Interpretation (SLI) services please contact Cesar Barreto at 202-671-2829 or ddot.ada@dc.gov, **72 hours in advance** of the meeting.

For assistance during a virtual meeting, please let the host/presenter aware of your issue and he/she will assist you or provide alternate formats for the presentation.

Accessibility Resources

This section contains additional information and resources relating to accessibility.

Please refer to the following links for more guidance and information regarding the Microsoft Teams Accessibility and the Windows Office support:

- YouTube Webinars for Accessibility - https://www.youtube.com/playlist?list=PLtSVUgxlo6KpRN7i-2QKqRYlqkA0Z_q3WC
- MS Teams: Pin a Video - <https://support.microsoft.com/en-us/office/adjust-your-view-in-a-teams-meeting-9825091c-0e7d-4c2b-95f5-eba644f19175>
- MS Teams: Live Captions - <https://support.microsoft.com/en-us/office/use-live-captions-in-a-teams-meeting-4be2d304-f675-4b57-8347-cbd000a21260>
- MS Teams: Keyboard Shortcuts - <https://support.microsoft.com/en-us/office/keyboard-shortcuts-for-microsoft-teams-2e8e2a70-e8d8-4a19-949b-4c36dd5292d2>

Note: The Microsoft Teams "Pin a Video" and "Live Captions" features are covered later on in this guide; please see [Page 8](#) and [Page 7](#), respectively.

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Accessibility Resources (continued)

Windows and Office Accessibility Support

- Phone: Call 1-800-936-5900
- Available Monday to Friday from 6 AM to 10 PM, and Saturday and Sunday from 7 AM to 6 PM Pacific Time.

American Sign Language (ASL)

- Videophone: 1-503-427-1234
- We offer American Sign Language (ASL) support by videophone from Monday to Friday, 8:30 AM to 5 PM Pacific Time.

Assistive Applications

Be My Eyes

- A free app that connects blind and low-vision people with volunteers for visual assistance through a live video call.

Accessibility Learning Webinar Series - YouTube

- This Accessibility Learning Webinar series is intended for customers and enterprises who are interested to learn about Microsoft accessibility features such as Narrator, Magnifier, and Office accessibility.
- URL: https://www.youtube.com/playlist?list=PLtSVUgxlo6KpRN7i2QKqRYlqkA0Z_q3WC

Recommended Environment

We strongly recommend using the Microsoft Teams app whenever possible to maximize Teams functionality. If you are going to use Teams on an internet browser, we highly recommend using the most recent versions of Google Chrome or Microsoft Edge, as these browsers are fully supported by Microsoft for using Teams. If you do not use the Teams app or one of the supported browsers, you may not have access to all Teams features.

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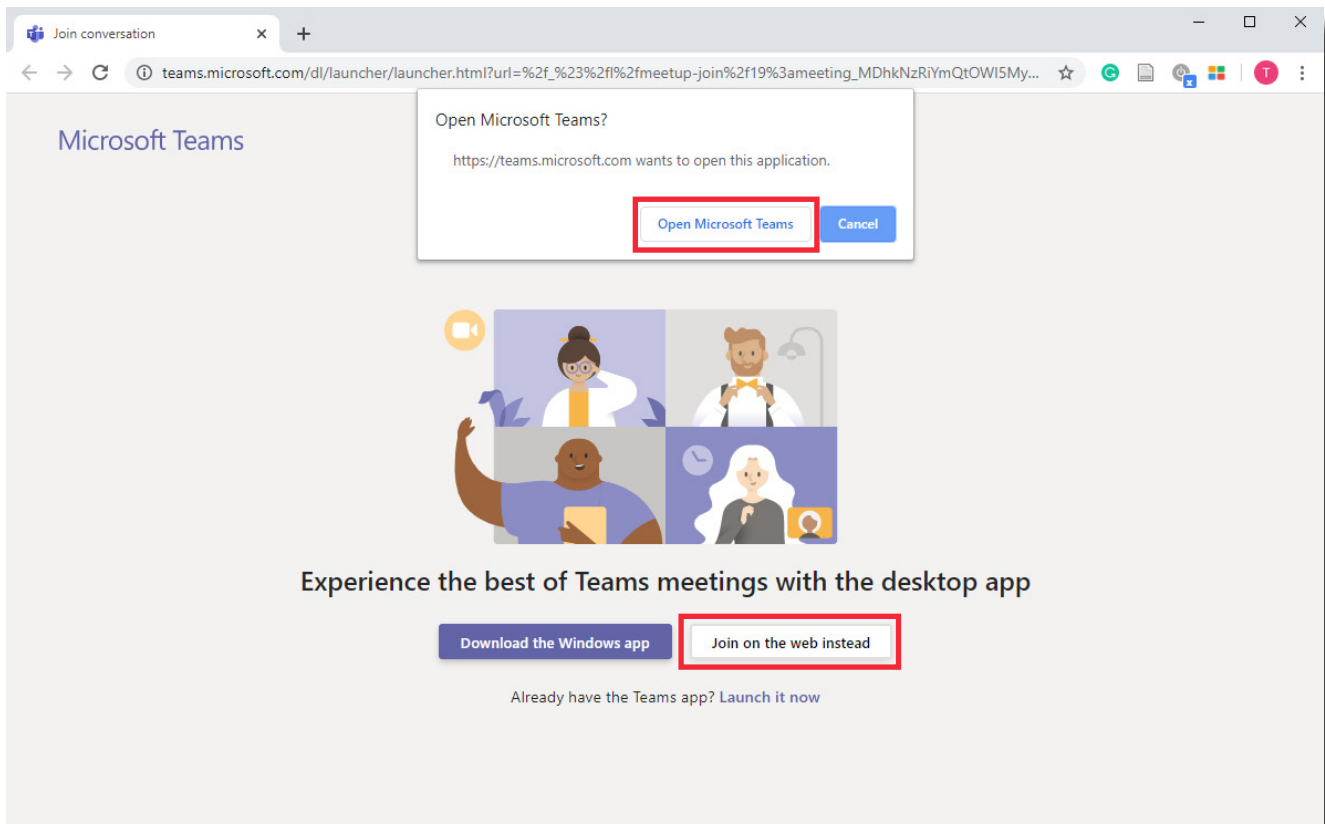
How to Attend a Meeting

Once you receive a meeting invitation, you can join the meeting from your desktop or mobile phone, or call in directly to the meeting if you receive a dial-in number.

Method 1: Join from your Desktop

- Click the link to the meeting and a page will open, as shown in the image below.
- Click **“Open Microsoft Teams”** and join the meeting using the Teams Desktop application (which is free to download and install), or Click **“Join on the web instead”** to join the meeting using your internet browser.

Please Note: If you join a Teams meeting via your internet browser, we highly recommend using the latest version of Google Chrome or Microsoft Edge because they are fully supported by Microsoft Teams. If you use an unsupported browser, some Teams features may be unavailable to you.



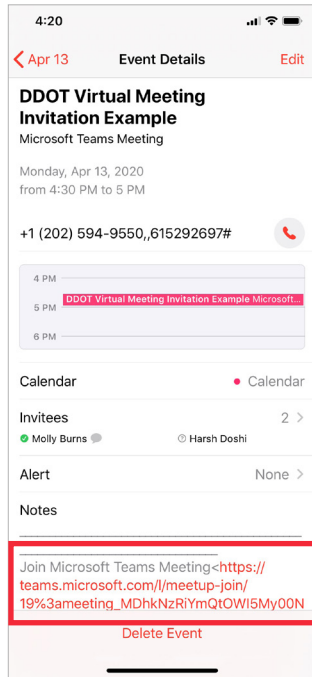
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Method 2 - Join from your Mobile Phone using the Teams app

You can join a meeting using the Microsoft Teams mobile application, which is free to download on both Android and iOS devices. Search for Microsoft Teams on your device's app store, or use one of the links below.

- Google Play Store Link (Android): https://play.google.com/store/apps/details?id=com.microsoft.teams&hl=en_US
- App Store Link (iOS): <https://apps.apple.com/us/app/microsoft-teams/id1113153706>

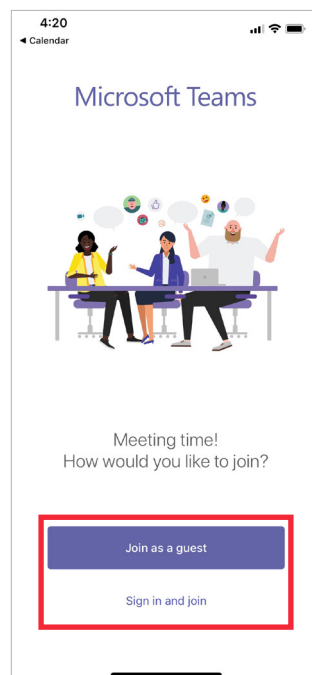


Step 1

Install the Teams mobile application for your device.

- Click the **Join Microsoft Teams Meeting Link** you have been provided with on your mobile device. This will open the Teams app.

Note: If you have saved the meeting to your mobile phone's calendar, you can access this link from there.



Step 2

- Click **Continue as Guest**. You will be prompted to enter your **name**. Click **Join meeting**.
- Alternatively, you may choose to **Sign in and join**. Enter your **email address** and **password** associated with your Microsoft Account. You will then be prompted to **join** the meeting.

Note: Microsoft Accounts are free to create.

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Method 3 - Join from any Phone

If your meeting has a dial-in option, you can join the Microsoft Teams meeting by dialing in to the meeting directly using a landline or mobile phone.

Please Note: If you dial in to the meeting directly, you will not be able to see any content that the presenter is sharing on their screen. To see any shared content, please join the meeting on your desktop or using the Teams mobile application.

Step 1

- Dial the **phone number** associated with the Teams meeting.
- Enter the **Conference ID** when prompted, followed by the **#** key.

Note: The Teams voice system may ask you to state your **name**. This will be used to announce your entry into the meeting.

DDOT Virtual Meeting Invitation Example

Monday, April 13, 2020
4:30 PM - 5:00 PM (30 minutes)
Microsoft Teams Meeting

[Join](#) [Chat with participants](#)

[Cancel meeting](#)

Organizer
TM Ma, Ting (DDOT)
Organizer

Attendees
Doshi, Harsh (DDOT-Intern)
MB Burns, Molly (DDOT)

[Join Microsoft Teams Meeting](#)

+1 202-594-9550 United States, Washington DC (Toll)
Conference ID: 615 292 697#

[Meeting options](#) [Close](#) [Edit](#)

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
Meeting Tips

The following section contains information about how to use various features in Teams that may help you when attending a Teams meeting.

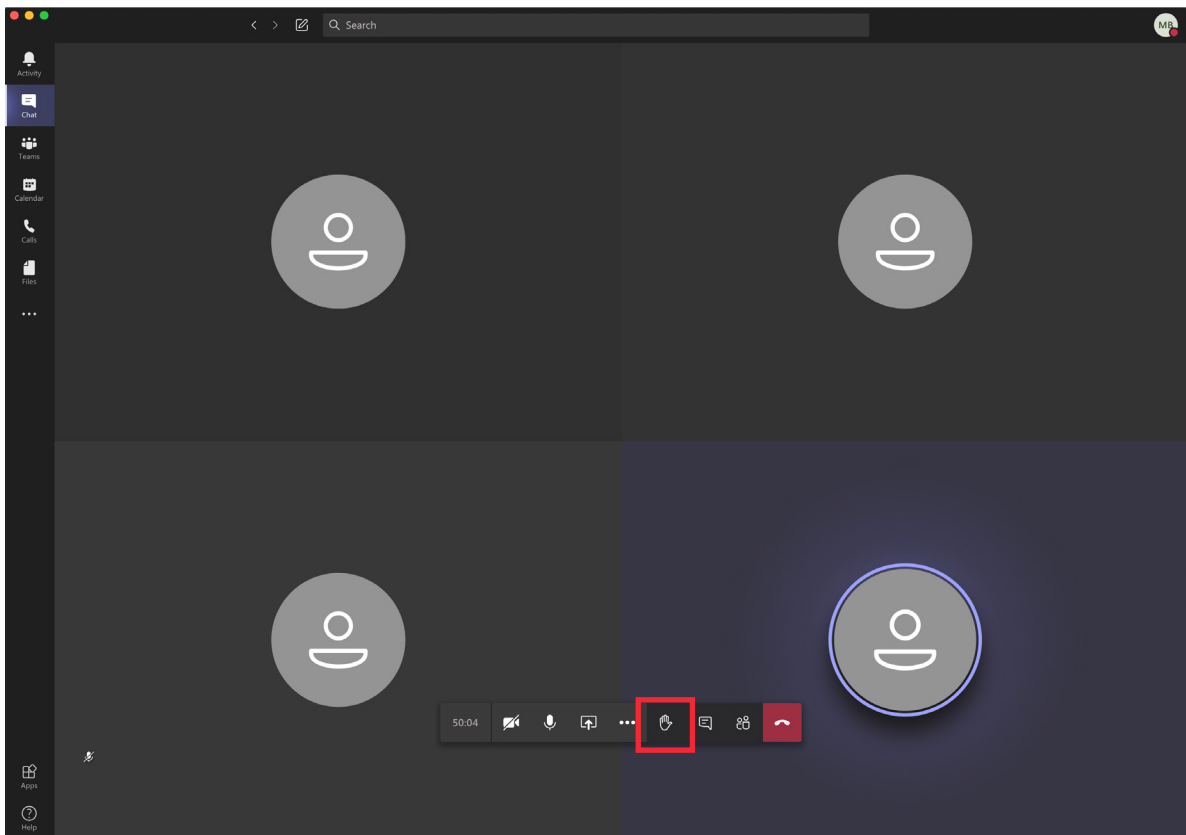
- Raise your Hand - see below.
- Live Captions - see [Page 7](#).
- Pin a Video - see [Page 8](#).
- Question & Answer Sessions - see [Page 9](#).

Raise your Hand

Have a question or comment but don't want to interrupt the person speaking? Let people know you have something to say with the Raise Hand feature in Teams.

- While in a meeting, select the  in your control bar. This will place a gold hand icon on your video feed to let the rest of the attendees know that you'd like to speak.

Note: If you do not see the “Raise your hand” feature, you may be using Teams on an internet browser or through an outdated app on your PC or mobile device. Download the latest version of Microsoft Teams on your PC by clicking the profile icon at the top right of the app and then selecting “Check for updates.” For mobile devices, navigate to your device’s app store to check for updates.



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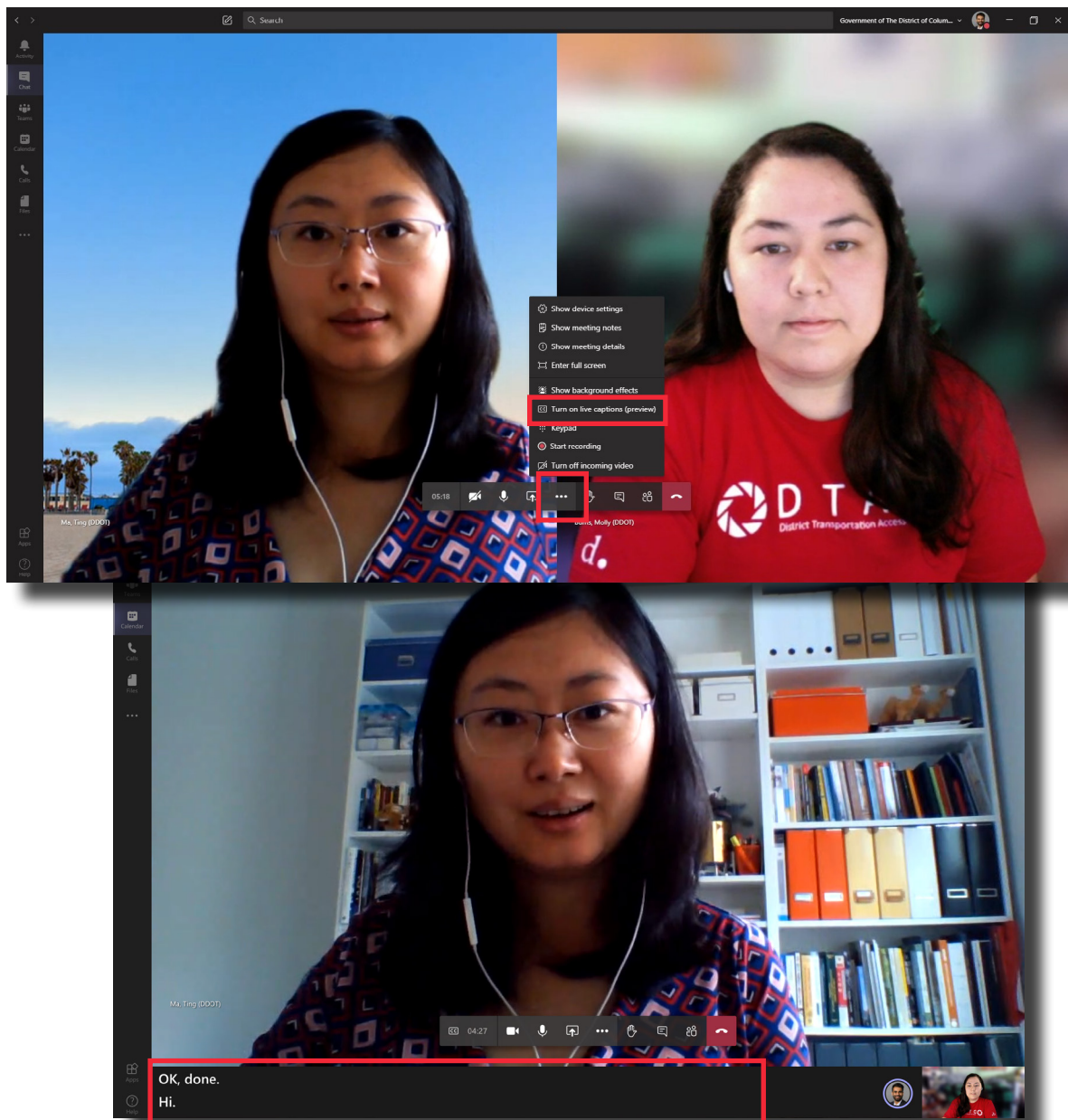
User Guide for Meeting Attendees

Meeting Tips

Live Captions

Teams can detect what people say in a meeting and display real-time captions. Live captions help make your meetings more inclusive to participants who may be deaf or hard-of-hearing, people with different levels of language proficiency, and participants who may be in noisy places by giving them another way to keep up with the meeting. **Note:** Live captions are a preview feature in Teams, and they are currently only available in English (US).

- To turn on live captions, click , then select **Turn on live captions (preview)**. Captions will display at the bottom of the window.



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Meeting Tips

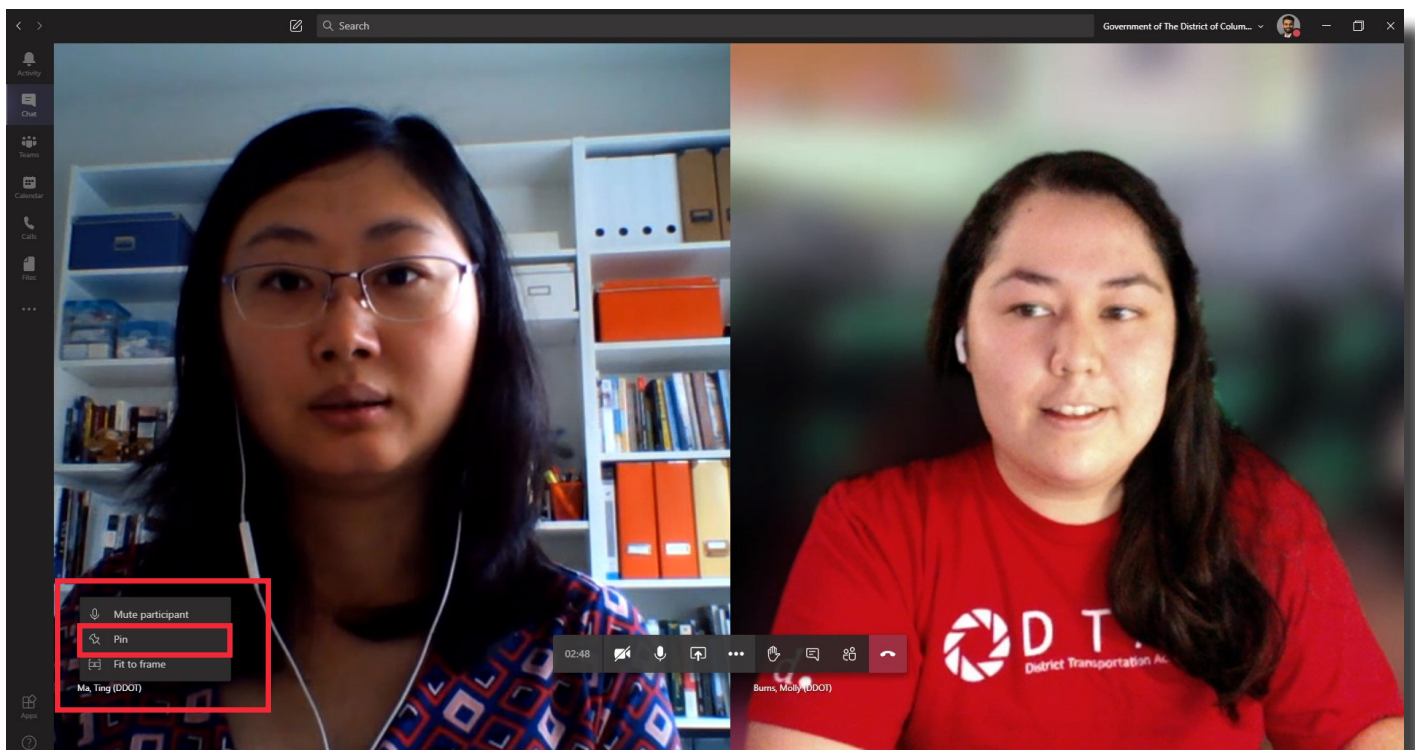
Pin a Video

Teams enables up to nine video streams to be displayed at a time in meetings joined via the Teams desktop application. If there are more than nine people using video in the meeting, Teams will prioritize users who have their video turned on as well as whoever is speaking. If a user does not have their video turned on, a profile picture will display (if uploaded), or their initials.

Note: To maintain the best audio and video experience, Teams may decrease the number of active videos you are able to see at once if your device is running slowly or has a poor internet connection.

- To focus on a specific video, **right click the video** and select **Pin**. The video will be pinned to your view regardless of who is speaking. You may pin as many videos as will fit on your screen.
- To unpin a video, **right click the video** and select **Unpin**.

If someone is sharing video with an informational background that appears to be cut off from your view, you can **right click the video** and select **Fit to frame**. This will make the video fit the frame and properly display the background image.




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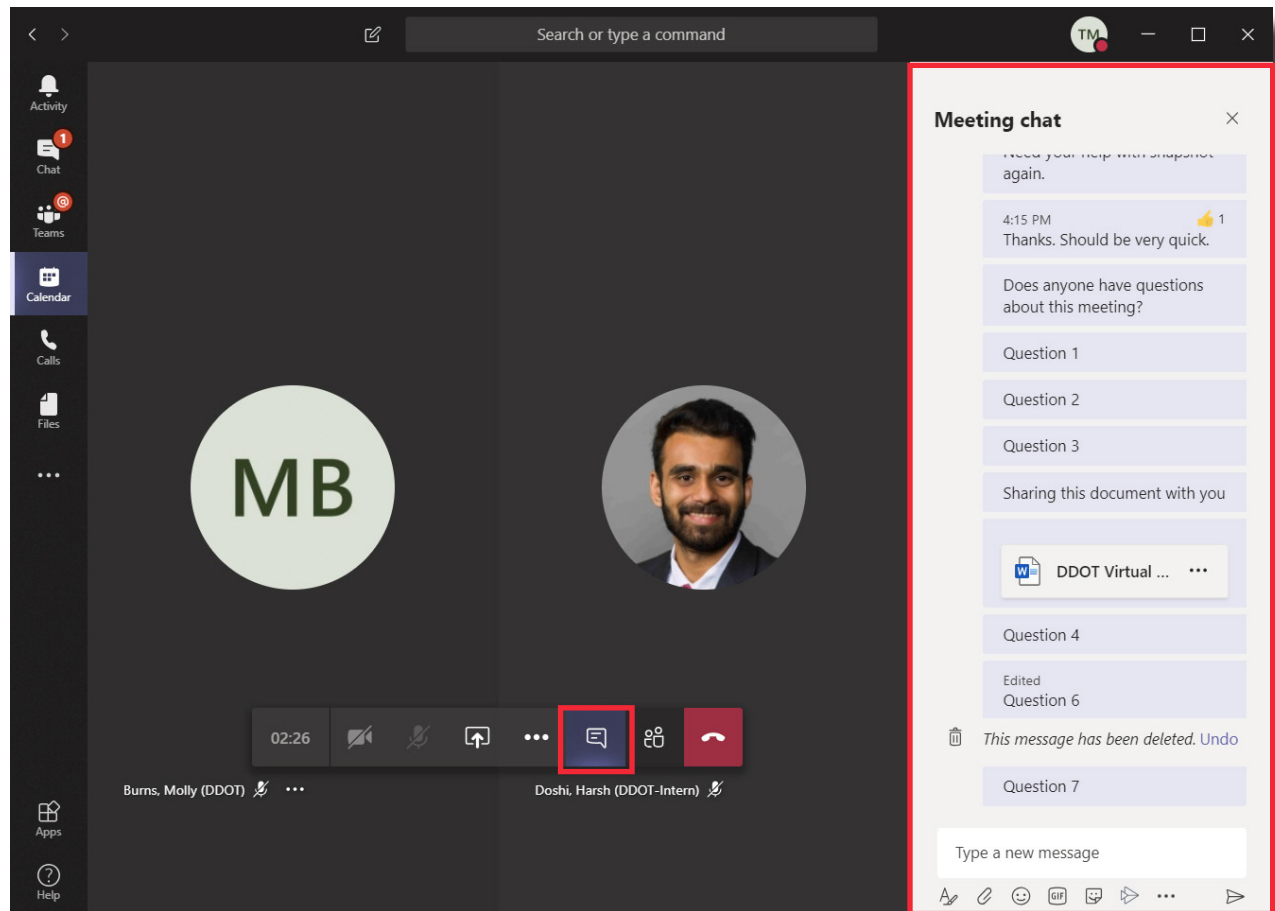
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Meeting Tips

Question & Answer Sessions

If you are attending a meeting and there is a question and answer session, we recommend typing your questions or comments in the chat box.

- Click  to open the chat box.



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References

Information used in this guide was compiled from personal experiences with Microsoft Teams as well as on-line Microsoft Teams help documentation. Any illustrations and screenshots used in this guide were created by DDOT employees. The following is a list of references to various Microsoft Teams Help pages that contain information used in this guide.

Works Cited

"Adjust your view in a Teams meeting." Microsoft, <https://support.microsoft.com/en-us/office/adjust-your-view-in-a-teams-meeting-9825091c-0e7d-4c2b-95f5-eba644f19175>. Accessed 17 August 2020.

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"Use live captions in a Teams meeting." Microsoft, <https://support.microsoft.com/en-us/office/use-live-captions-in-a-teams-meeting-4be2d304-f675-4b57-8347-cbd000a21260>. Accessed 17 August 2020.