



# **User guide: Joining hearings and other case events with Microsoft Teams**

*This guide is for people who have been invited to attend an  
Administrative Review Tribunal (Tribunal) hearing or case event using Microsoft Teams.*

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# 1. Introduction

The Administrative Review Tribunal (Tribunal) has invited you to an online case event. You will need to use your own device. This guide has steps that you can follow. **Microsoft has developed its own guides that are [available on their website](#).**

## 2. Privacy and information handling

### 2.1. How safe is my information during a case event using Microsoft Teams?

When we conduct a case event using Microsoft Teams, Microsoft encrypts the communication. This means they convert it into a code to protect it.

We keep recordings of case events securely within our IT systems. This includes a cloud service that meets Australian Government security standards.

The Tribunal and our service providers must comply with the *Privacy Act 1988* when handling your personal information.

### 2.2. Protecting your information

You can help protect your privacy:

- Join from a private place where others cannot overhear you.
- Make sure your background does not show personal information.
- Use a secure Wi-Fi network or a trusted mobile network.

Read our [Privacy policy](#) to learn how to:

- access or correct your personal information
- make a privacy complaint
- understand how we handle complaints.

## 3. Preparing for the case event

It is important to prepare your technology for the case event. Microsoft has developed guides for [managing audio](#) and [managing video](#) in case event meetings. We recommend ensuring clear audio and video is ready for your case event.

**We recommend testing your video capability even if you are invited to an audio case event. This means you can check everything works in advance, in case it is needed.**

### 3.1. Device and internet/network connection

Choose the device you will use to join the case event. You can use a desktop or laptop computer, a tablet or a smartphone.

For the best sound quality, we recommend headphones with an in-built microphone.

You will need to use broadband or a mobile network.

### 3.2. Microsoft Teams

You can download the Microsoft Teams app for free:

- Windows computer: [Microsoft Teams Desktop Application](#).
- Apple Mac computer: [Microsoft Teams Desktop Application](#).
- Android tablet or phone: [Microsoft Teams for Android](#).
- Apple iPhone or iPad: [Microsoft Teams for iOS](#).

If you do not want to download the app, use Microsoft Edge or Google Chrome to join Teams in your web browser.

### 3.3. Making a test call

If you will use a desktop or laptop computer, we recommend you make a test call to:

- check your connection
- check your microphone, speakers and camera
- get familiar with Teams.

**The free version of Teams for mobile and tablet does not have a test call function. You can start a private meeting with yourself to test your video and audio.**

To make a test call on your computer, make sure the audio and video options on your device are connected:

1. connect a microphone and camera (if not built-in)
2. open Teams and click on the **Menu** icon (three dots) in the top right-hand corner
3. from this menu click **Settings**, then **Devices**
4. check your microphone and camera are selected and working
5. click on **Make a test call**. Teams will run a test for you and play back the recording.

### 3.4. Participating in a test

We might contact you to arrange a test before your case event, to make sure your connection works.

In the days before the test, you should:

1. Choose your location. Pick a place that:
  - is quiet and private, where you won't be interrupted
  - has good internet connection
  - is bright and has a suitable background
  - is near a power point if you need one.
2. Plan how you will set up your camera so you are facing it, front on.
3. Think about what you will wear to the case event. You should dress as if you were attending in-person.

## 4. Joining the case event

Microsoft has developed [a step-by-step guide on joining a Microsoft Teams Meeting](#).

**Before your case event:**

- Set up your equipment the same way you did for the test (See [Section 3.4 – Participating in a test](#))
- If you have headphones with an inbuilt microphone, connect these to your device.

**For the best sound quality, we recommend headphones with an in-built microphone.**

- Have the link to **Join Microsoft Teams Meeting** ready on your device.

**The link is in the email from the Tribunal inviting you to the case event.**

- Set any devices you are not using to silent mode.
- Make sure you have all relevant case documents with you.

### 4.1. Using a computer

- At least **15 minutes before** the case event, click the **Join Microsoft Teams Meeting** link.
- Teams gives you the option to:
  - **Open Microsoft Teams** – Click this if you have the app
  - **Join on the web instead** – Click this if you don't have the app.

**If you don't have Office 365, Teams prompts you to download the app when you select 'Join Microsoft Teams Meeting'.**

- Turn on your camera and microphone, and check they work on the Microsoft Teams screen.
- If Teams asks you to enter your name, type your first name and family name. *(Please note, everyone on the call will be able to see this.)*
- Click **Join now** *(Then you will enter the virtual lobby)*.  
Wait in the virtual lobby until the Tribunal admits you into the virtual case event room.

### 4.2. Using a tablet or smartphone

At least **15 minutes before** the case event, click the **Join Microsoft Teams Meeting** link. *(If you don't have the app, Teams will prompt you to download it. If you have the app, it will open automatically).*

- Click **Join as a guest**. *(You will need to enter your name)*.
- If Teams asks you to enter your name, type your first name and family name. *(Please note, everyone on the call will be able to see this.)*
- Click **Join meeting** or **Join as a guest** *(Then you will enter the virtual lobby)*.
- Turn on your camera by clicking the camera icon if required. **Please note that not all case events require a video connection.**
- Turn on your audio by clicking the microphone icon.
- Wait in the virtual lobby until the Tribunal admits you into the virtual case event room.

## 5. During the case event

### 5.1. What happens at the case event?

- At the start of the case event, the Tribunal will tell you what you should and shouldn't do, so it runs smoothly. This usually includes:
  - when to mute or unmute your microphone
  - if you are the applicant or a representative, how to signal that you want to speak so people don't talk over each other.
- The Tribunal will record audio and video of the case event.
- **You must not record, video, screenshot, take photos or share the case event.**
- Visit the [types of hearings and case events page](#) for more information about what happens during a Tribunal case event.

### 5.2. Using the action bar

When you move your mouse, an 'action bar' will appear at the bottom of the screen. It has [functions that you can use](#) during the case event. The functions on the action bar may vary, this depends on what device you have. Keyboard shortcuts (desktop app only):

Shortcut	Windows	Mac
Mic on/off	Ctrl + Shift + M	Command + Shift + M
Camera on/off	Ctrl + Shift + O	Command + Shift + O
Leave	Ctrl + Shift + H	Command + Shift + H

### 5.3. Re-joining the case event

- If you disconnect by accident, re-join the case event by following the instructions in [Part 4](#).
- If the member or registrar adjourns the case event, they will tell you the time to reconnect.
- The member, registrar or case event officer will see if you have disconnected or re-joined the virtual case event room.

### 5.4. Pinning participants

- Right-click a participant's video to 'pin' them to your screen. This means you will see their camera even if other people are speaking.
- If someone shares a document in the virtual case event room, use pinning to see the parties instead of the document.
- If you don't pin anyone, Teams highlights whoever is speaking.

### 5.5. Leaving the virtual case event room

When the case event ends, click **Leave**.