



PUBLIC MEETINGS

TEAMS MEETING OVERVIEW

Please refer to this document for the most comprehensive information on how to use Teams for the City of Worcester’s online public meetings. Read the information below in its entirety.

TEAMS MEETING OPERATIONS OVERVIEW

- Committee members and/or City staff are **presenters**. Members of the public who join a Teams meeting are **attendees**.
- The meeting is “run” by a host or hosts. Generally, staff liaisons and Chairs serve as hosts. The role of the host is to manage the meeting.
- The City will provide a web link to access meetings on the Municipal Calendar and/or on the meeting agenda prior to the meeting. You may also use a phone to access meetings.

HOW TO INSTALL TEAMS

To access all the features of Teams, you will need to install Teams on your device. You can also join a meeting from a browser without downloading the app, but it will have limited functionality.

For those using mobile devices to view or participate in meetings, you can download the Teams application from the Apple App Store [here](#), or from Google Play [here](#), depending on your device. You can download the Teams application for laptop/desktop [here](#). If you call in by phone, there is no need to install Teams.

HOW TO USE TEAMS

Microsoft offers several trainings to help users navigate the Teams platform. View them [here](#).

PUBLIC COMMENT

Teams allows you, an attendee, the opportunity to speak during public comment periods (as indicated on the agenda or at the discretion of the Chairperson). During public comment you will be asked to use the “raise



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your hand” function to speak. Click on the “raise your hand” option if connecting via a device or, dial *5 if connecting by phone. The Chair of the meeting will acknowledge each attendee raising their hand in turn. When you are acknowledged, the host will unmute your microphone. At that point, as in regular public meetings, state your name and address prior to asking a question or making a comment. When you are finished speaking, the host will again mute your microphone and you will be unable to speak further unless you utilize the “raise your hand” function again.

JOINING A MEETING

- Join via phone by dialing the phone number and meeting access code in the agenda
- Click on the Teams link and join via Desktop Computer, Laptop, Tablet, or Smartphone

ACCESSIBILITY

Teams has built-in closed captioning you can turn on from the meeting controls. To use live captions in a meeting, go to your meeting controls at the top of the screen and select the **More options** button > **Language and speech** > **Turn on live captions**.

By default, live captions are displayed in the language that’s spoken during the meeting. Some meetings feature live translated captions, allowing attendees to see captions translated into the language they’re most comfortable with. To use live translated captions, turn on live captions in your meeting. Then, next to the meeting captions, select **Settings**. Then select **Caption language** and choose the language you want your captions translated to.

Live interpreters are available with an advanced request.