



# Here to help

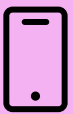
Teams video support guide.  
How to prepare for your video appointment.



## Top Tips

To get the most out of your video appointment it helps to be prepared. Before the call make sure you can log-in to online banking and set yourself up on Microsoft Teams.

Follow these hints and tips to set up your phone or computer ready to start your appointment without a hitch.



### Be charged up and check your wi-fi

Make sure your device is on charge or at least 80% charged for your appointment. Plus check you have good wi-fi. Sit near the router for the best connection



### Be up to date

Make sure your device has the latest software. To check this, go into **Settings > General / System > Software Update**



### Grab a comfy spot

Find a secure place to join the call. You'll be talking about your personal finances so make sure you can't be overheard



### Be prepared

Have all your online banking details to hand e.g. User ID, Password and Memorable Information. If possible, a bigger screen is better – so use your laptop, computer or tablet



### Screen Share

During the call you may also want to share your screen to support you through the process. You can do this with your mobile or add an additional device if this is easier.



## Joining your appointment

The easiest way to join your appointment is as a guest after Microsoft Teams has been downloaded.

Follow these simple steps:

- Open the email we sent you. If you can't find it search for **[noreply@lloydsbanking.com](mailto:noreply@lloydsbanking.com)**
- Scroll to the Teams logo in the e-mail and click **'join this meeting'**



### Joining on your laptop or desktop

- Choose how to join the meeting by selecting **'Join on the web instead'**
- Enter your name if you are asked
- Use the toggles to turn your **camera** and **microphone** on, then select **'Join now'**
- The colleague will then admit you to the meeting.



### Joining on your mobile

- If you haven't downloaded the Teams mobile app, you'll be taken to the app store to download it. Download the app and tap the meeting link again.
- In the Teams mobile app, allow Teams to access your camera and microphone and select **'join without using an account'**
- Type your name and tap **'Join meeting'**
- Download the [Teams iPhone App here](#)
- Download the [Teams Android App here](#)



### Don't worry – we'll call you

If you're having problems and are more than 5 minutes late to your appointment, we'll ring you



## Camera, microphone and speaker issues

If you're having problems with sound or screen follow these tips:



### Check Teams is up to date

Select **More > Check for updates** and update if needed

## For camera issues



1. Check if your camera is being used by other apps and close those
2. If you have a camera accessory, unplug and plug it back in
3. Restart your device

If these don't work: view **Settings > Privacy & Security** and select **Camera**, then make sure Microsoft Teams is enabled

## For sound issues – microphone



1. From the main Microsoft Teams window select **More > Audio Settings** and select **Microphone**, then make sure the microphone is unmuted
2. If you see this message '**let desktop apps access your microphone**' make sure this is enabled

If these don't work: view **Settings > Privacy & Security** and select **Microphone**, then make sure Microsoft Teams is enabled.

## For sound issues – speakers



1. From the main Microsoft Teams window select **More > Audio Settings** and select **Speakers**, then make sure the speakers are unmuted.
2. If you see this message '**your speakers are muted**' select unmute
3. If you can't see speaker in the dropdown unplug and plug it back in. If you're using a Bluetooth speaker, make sure it's charged and not connected to another device



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**Thank you**