Joining Instructions for Microsoft Teams

IOTA Webinar "The Use of Artificial Intelligence to increase the quality of call centre advice to taxpayers and improve call centre analytics"
26 March 2025 at 11:00 (CET) Webinar via Microsoft Teams

The IOTA Secretariat welcomes you to the **IOTA Webinar "The Use of Artificial Intelligence to increase the quality of call centre advice to taxpayers and improve call centre analytics".** The event will be held virtually via Microsoft Teams on **26 March 2025 starting at 11:00 (CET) and finishing at 12:30 (CET).** Once the agenda is finalised and published on the event's webpage, you are kindly asked to consult the timing and **join 30 minutes before the event starts** to test your connectivity.

Please note that the event will be held on the Microsoft Teams Meeting platform.

All working documents can be found on the event's webpage.

To enable you to get the best from the experience, these joining instructions outline how to access the event using Microsoft Teams, raise questions to the presenters or post questions/comments through the Chat and deal with any technical difficulties you may experience.

Please note that to join the event's sessions it is recommended (but not obligatory) to have a Microsoft Teams account or have the application installed on your computer.

How to join and participate in the Webinar

Please join the event on the date and time indicated in the agenda by clicking on the link "**Join Microsoft Teams Meeting**" from the email sent by the IOTA Secretariat.

Learn more about Teams | Meeting options

IOTA Secretariat

IOTA
Intra-European Organisation of Tax Administrations

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Follow us on:

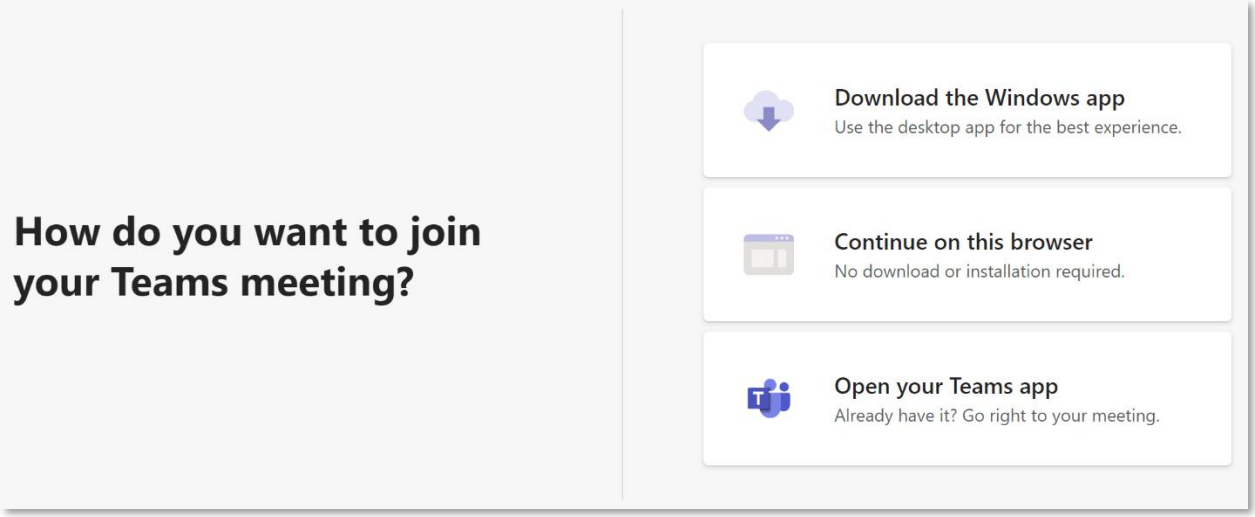
Use your laptop/desktop computer to join the event

Participants wishing to join our event from a laptop or desktop computer have three options:

1. Download the Microsoft Teams application

2. Join on the web instead

3. Launch the Microsoft Teams application (if it is already installed)



1. Download the Microsoft Teams application

Choose '***Download the Windows app***' button to download and install the MS Teams app or use this link: https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/download-app

Download the application on your computer and open the Microsoft Teams*. For **firewall** issues, participants should contact their organisation's IT team to allow downloading of Microsoft Teams.

Once you launch MS Teams app, click on the link "Join Microsoft Teams Meeting" from the email sent by the IOTA Secretariat and you will join the event automatically.

2. Use the web browser instead

But, if you don't have time for downloading MS Teams app or can't download the app, you can enjoy a plugin-less experience in a web browser!

You can use either Google Chrome (last 3 versions), Microsoft Edge RS2 and later, Firefox (last 3 versions) or Safari.

Click on the link "Join Microsoft Teams Meeting" from the email sent by the IOTA Secretariat and then select the "***Continue on this browser***" button. Your web browser may ask if it's okay for MS Teams to use your **microphone and camera** for the event. Make sure to allow it so you'll be seen and heard during the event*.

3. Launch the Microsoft Teams application (if it is already installed)

Either you're on MS Teams already or you have previously downloaded and retained the app in your computer. In either case you can click '***Open your Teams app***' or on the '***Launch it now***' link and sign in. The event link provided in the email will automatically launch the MS Teams app and you will be asked to sign in there.

* ***Note*** *that the Microsoft Teams app requires you to be able to install on your device a piece of software which connects to your Internet Browser called a 'plug-in'. You may need permission to install this on your work PC, or it may be disallowed in terms of your organisation's IT policies.*

Before the event, check with your IT team to be sure you can download the plug-in and fully participate in the IOTA event. Otherwise, if you cannot install the plug-in you will still be able to join the event but using a web browser or mobile phone instead.

Use your mobile device to join the event

Participants wishing to join the event on a mobile device will need to download and install the Microsoft Teams app. Please try to download the MS Teams app before the event starts. It might take a minute or two, depending on your internet connection.

Downloading MS Teams App via Apple iOS

Open the Apple App Store on the device

App Store

Search for '***Microsoft Teams***' in the search bar.

Select the option with the '***Teams***' icon

Click the '***Get***' icon GET and wait for the app to download. It may prompt touch ID/ password to complete this, but this app is free.

After installation, click the '***Open***' icon OPEN

Downloading MS Teams App via Android

Open the App Store e.g. Google Play

Google Play

Search for '***Microsoft Teams***' in the search bar.

Select the option with the '***Teams***' icon

Click the '***Install***' icon INSTALL and wait for the app to download.

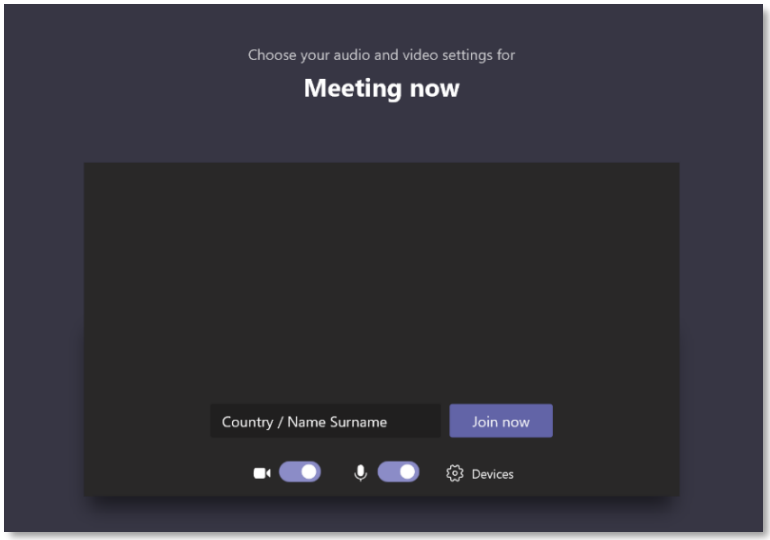
After installation, click the '***Open***' icon OPEN

Once you have the MS Teams app installed on mobile device, click the link "**Join Microsoft Teams Meeting**" from the email sent by the IOTA Secretariat to open the app and join the event.

Check the pre-join settings on MS Teams

If you don't have a MS Teams account and join the event using the web browser, select '***Join as a guest***' and enter your name using the following format: "***Country/ Name Surname***" to join the event as a guest.

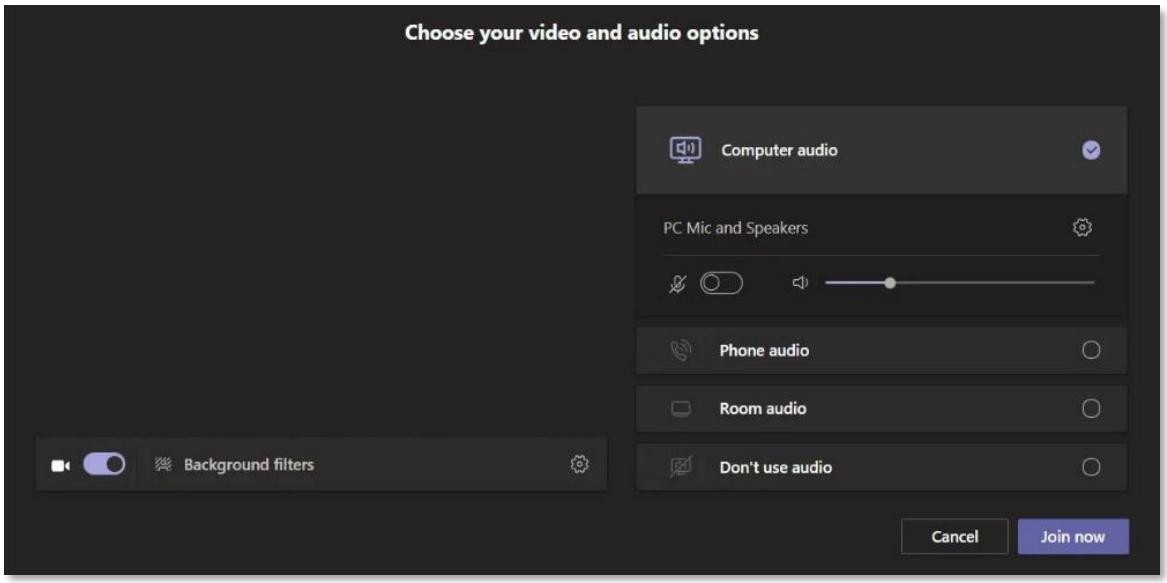
Then choose your **audio and video settings**. If you do not see your camera, or it is the wrong camera, please select the '***Devices***' button to choose the correct microphone or camera.



If you have a MS Teams account, select '***Sign in***' and join with access to the event's chat and more.

When joining the event through the MS Teams application, you'll be able to **verify your audio and video devices before entering the event**. This will help you prevent situations like your hardware not working properly during the event. Of course, you can always change the settings after joining the event.

Select '***Computer audio***' if you want to use the computer speakers and microphone when attending the event. Select '***Phone audio***' if you want to listen to the event sessions on your mobile phone.



When you're ready, click the '**Join now**' button.

Depending on the event's settings, you may join the event right away or go to the event's lobby where the staff of IOTA Secretariat can admit you.

Setting up before the event

Connect early and prepare for the event to start, giving you time to settle down and get acquainted with the interface. Your late or hasty connection or your difficulties with connecting once the event has started will just hold up the meeting.

If you are a speaker:

Check your audio and video settings before joining the online event. It is a good idea to do a video and audio check before the event begins to ensure that everyone can hear you. Get familiar with audio/video equipment to determine the best placement and learn how to operate it successfully. Make sure your audio output is set to the correct device (i.e. set to your headset, if you are wearing one).

Use headphones or a headset with a microphone to eliminate echoes.

Control the light. Ensure you have proper lighting for clear video transmission and to ensure you are visible to all the other participants. Do not have a bright light source (e.g. window, lamp) behind you (this will make your face very dark while the background blinds viewers). Try to have sufficient but indirect lighting from the front.

Placement of camera. Your camera needs to be positioned properly. Try to have the camera at the same level as your head, not on the far below or above. Find a stable place for your camera and avoid moving it around.

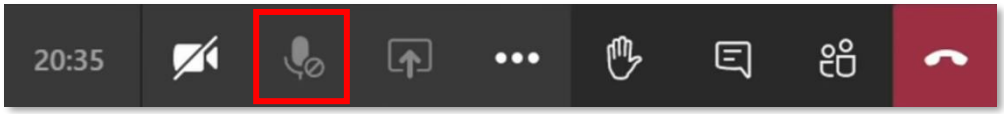
Framing and background. Check what you see in your camera frame, try to have your head and upper body represented. Remember that other participants can see what is behind you in the image. MS Teams has an option to **blur the background** or select **a stock background**.

Cut out the background distractions. If you are attending the event from home, consider using a space where you are alone. Turn off televisions, radios and any other audio-visual distractions.

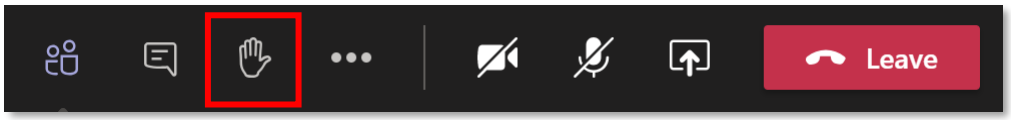
Find a location with a strong internet connection. Stay close to the access point for WiFi. If you can, connect your laptop through a cable to the network.

Guidelines for the conduct during the Webinar

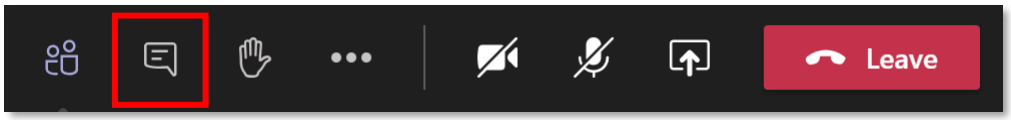
1. Participants attending the plenary sessions of the Webinar will be **blocked from unmuting their microphones**. This is done to protect the event from having background noise and other distractions that can break the flow of the presentation or Q & A.



2. If you would like take the floor to **share your view, make a comment and ask a question**, please indicate it by clicking the '**Raise your hand**' icon on the control bar. The event moderators will give you the floor.

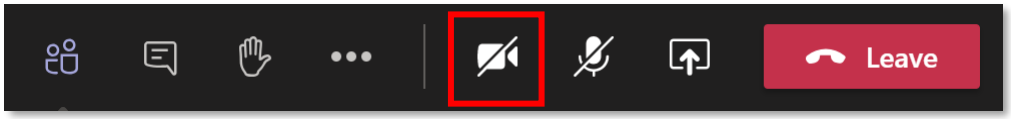


3. Alternatively, you can indicate the request to take the floor **in the meeting chat** (for example "*Austria would like to speak*"). Click on the '**Show conversation**' icon in the control bar. Insert your name, surname and country/organisation in the meeting chat box and send your request.



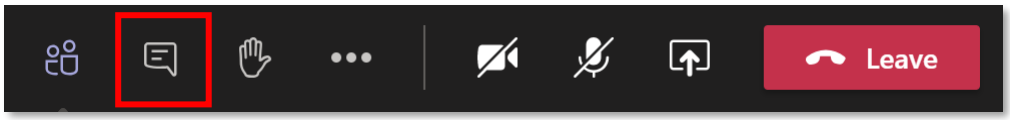
4. Before making a comment or asking a question, **please mention your name, surname and country/organisation**. Please speak clearly, slowly and with adequate volume. After you have finished your intervention, the staff members of the IOTA Secretariat will mute your microphone again.

5. Please keep your **camera turned off** during the entire event. You can turn on the camera if you are invited to speak.

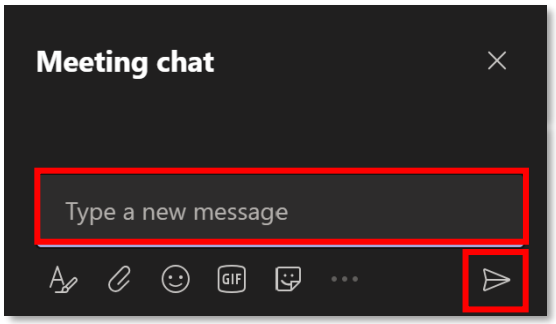


6. Please do not share your screen unless you're asked to do so or you deliver a presentation.

7. You can also **post your questions or comments** using the Meeting Chat feature during the event. Simply click the **"Show conversation**" button.



The chat box will appear on the right: Type your message in the chat box and click the '**Send**' icon to send your message. Please start your question or comment by providing **your name, surname and country/organisation**.



Troubleshooting

If you lose sound or video, try refreshing the browser window or try to log out and reconnect to the event via the link "**Join Microsoft Teams Meeting**" from the email sent by the IOTA Secretariat. If participants in the event can't hear you, or you might not have configured your mic correctly. To change your speaker, microphone, or camera settings when you're at the event, **select the 'More options'** icon -> '**Show device' settings** in your meeting controls. Then, select the speaker, microphone, and camera options you want.

System requirements

A computer (PC or Mac) or mobile device (iOS or Android). High-speed internet connection, a minimum of 25 Mbps of upload and download

Technical difficulties

Should you encounter any technical difficulties before or during the Webinar, please contact Péter Póth (peter.poth@iota-tax.org) from the Secretariat's IT Support team who will endeavour to resolve your problem.