

Guidance for Using Microsoft Teams for VIG

These draft guidelines are specifically about using Microsoft Teams. See also the AVIGuk website guidelines on delivering VIG via various video conferencing methods (available from AVIGuk Homepage).

Some organizations are choosing to use Microsoft Teams (MS Teams) for online meetings, rather than other online solutions such as Zoom or Skype. From a VIG point of view, MS Teams is less easy to use than Zoom. There are issues with recording both the parent-child interaction and the shared review (see below). You can, however:

- a. set up an MS Teams meeting with a client (or a VIG trainee)
- b. record the parent-child interaction
- c. download the MS Teams recording and edit it using your usual editing software to create clips
- d. carry out a shared review, using the **Share** screen facility to view the selected clips.

Unfortunately, if you need to record a shared review for supervision (as a VIG trainee, or trainee supervisor, or for intervision) the recording of the parts of the shared review where you are viewing clips (ie most of the shared review), will show the video clip in a large window, and you and your client/you and your trainee/peer in two very small windows. It is therefore less easy to look at the attunement between you and your client/you and your trainee/your peer. There are ways around this - see **Recording a shared review remotely** below.

Doing VIG with Clients Remotely

You can use MS Teams with a client using their laptop, PC, iPad, Tablet etc. or mobile phone. If they are using a mobile phone, they need to download the MS Teams app (for free) from the mobile App Store.

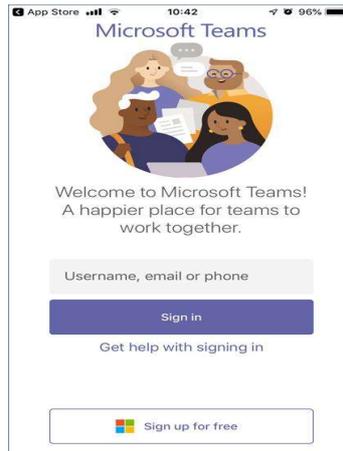
On other devices, it is possible for the client to access MS Teams via the weblink you send them in an email; but some internet browsers do not allow this (eg Safari). If access is not working via the weblink, the client will need to download the MS Teams software from the website:

<https://teams.microsoft.com>

Download Microsoft teams app:



After download, clients will be prompted to open the app:



If clients don't have a Microsoft account, they can log in as a guest. If they want to sign up for a Microsoft account, instructions on how to do this are here:

<https://support.microsoft.com/en-sg/help/4026324/microsoft-account-how-to-create>

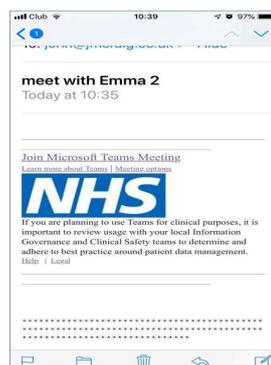
Setting up a Microsoft Teams (MS Teams) meeting

1. To set up a client meeting/supervision, login to MS Teams, select **Calendar** on the left side of the screen, and then one of 3 options:
 - a. select a date and time on the calendar, or
 - b. select **Meet Now** at the top of your MS Teams window, or
 - c. select **New Meeting** – to schedule a meeting by typing in dates
2. Video and audio will be automatically selected, but you can change these.
3. **Add required attendees**, by entering their email addresses, or by adding yourself and sending the link to yourself, and then forwarding to attendees the email you receive.

Joining an MS Teams meeting

To join a meeting, whether you have set it up yourself or you are joining another meeting, follow the steps below.

1. As the person who has set up the meeting, at the start time, select **Join** on the **Calendar** window, or if you selected **Meet Now**, then select **Join now** in the window that opens up.
2. Attendees (client/supervisees) will need to:
 - a. Open the email from the organiser
 - b. Select **Join Microsoft Teams Meeting**



3. Attendees will go into 'the lobby', and will see a message saying that the organiser will admit them. The organiser does this by selecting **Admit**.
4. Attendees will see and hear each other as they join the meeting. Organiser needs to support attendees to turn on their sound and video.

If you want to film a supervision session (for your own supervision or intervision), follow the instructions below regarding **Recording a shared review remotely**.

As a general rule, when using MS Teams, you will often see **More** or **3 horizontal dots . . .** on your screen, in your window, or other attendees' windows. Selecting **More** or the 3 dots will pop up a menu of choices. This is useful when things aren't quite working.

Recording a Client Video

Assuming you have client consent to record, MS Teams can record the parent-child interaction. If you just record the meeting, unfortunately the video panel with the VIG practitioner is included in the recording. It is possible to record the parent-infant interaction without this panel, but it is slightly complicated, and involves **sharing your screen with the client**. Follow the steps below.

Unfortunately, in MS Teams, **What you see is not what you get - when you record!** Whenever you share your screen (whether or not you are recording the meeting), you will not see on screen the small video panel of yourself. Your client/supervisor/peer will, however, see you and themselves in small video panels. However, when you record the meeting, the recording will show you in a small video panel.

Terminology:

- **desktop 'taskbar'** is the usual taskbar bar at the bottom of your screen, showing your apps icons, such as Word or PowerPoint
- **MS Teams 'toolbar'** is the short bar on your MS Teams screen which shows icons for your video, microphone, share screen etc.

At any time, to remove your MS Teams toolbar from the screen, move your cursor off the bottom of your screen. The toolbar will disappear in around 3 seconds. To make the toolbar reappear, move your cursor back to the MS Teams window.

To prevent your usual desktop taskbar showing in the video recording:

- hover over the taskbar
- right click, select **Taskbar Settings**
- turn on **Automatically hide the taskbar in desktop mode**.

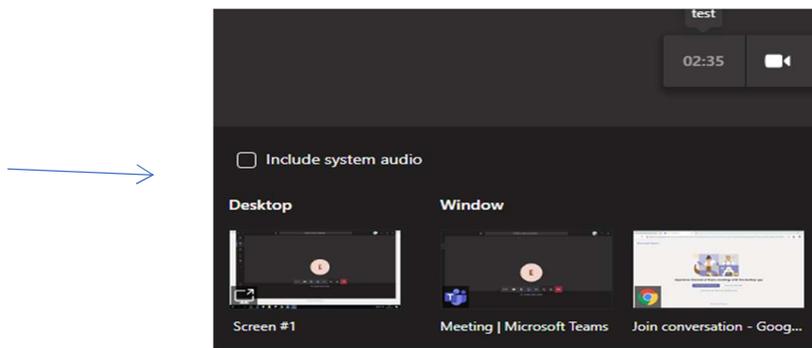
You will need to reverse this process after the meeting to unhide your taskbar: move your cursor off the bottom of the screen and the taskbar will appear, so you can right click and change Settings as above.

Quick Summary - the key MS Teams sequence for recording a client video:

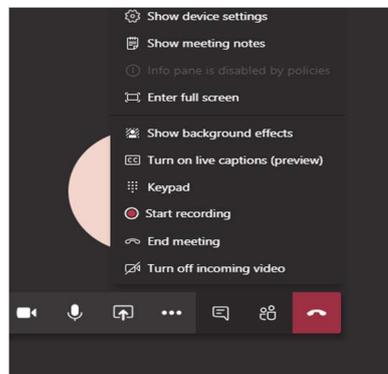
1. Start the meeting
2. Enter full-screen
3. Turn off your own camera
4. Share your screen
5. Start recording
6. Move your cursor to the bottom of the screen to hide the MS Teams toolbar
7. Move your cursor back to the MS Teams window to show the toolbar
8. Stop recording
9. Turn on your own camera again to resume the meeting.

Detailed Steps for recording a client video:

1. Set up the meeting as above
2. Start the meeting and check the client can see and hear you, and vice versa.
3. Explain as you usually do that the recording can be paused or stopped at any time.
4. Ask the client to orientate their device so that you can see them and their child – preferably standing up the device so they don't have to hold it.
5. If your client is using a mobile, ask them to rotate their phone (ie hold it **horizontally**) while you are recording – otherwise your recording will be a narrow vertical window.
6. Select the 3 dots . . . in the MS Teams toolbar, and select **Enter full-screen**.
7. Turn off your own camera by clicking on camera icon on toolbar. A line appears through icon. (Explain to your client that you will be back!)
8. On MS Teams toolbar select **Share**, tick **Include system audio**, select **Desktop screen #1** which shows image of MS Teams meeting.



9. You should now see a full screen of your client.
10. Dismiss any alerts at the top of your screen.
11. To start recording, on MS Teams toolbar select the 3 dots . . . and select **Start Recording**.



12. Once recording starts, the client sees this message at the top of the screen: *Recording has started. This meeting is being recorded. By joining, you are giving consent for this meeting to be recorded (link to Privacy Policy).*
13. The organizer will also see a blue banner at the top of the screen showing that recording has started. Dismiss this banner so it does not show in the recording.
14. The client's toolbar will remain visible to them, but is not part of the recording.
15. If there is no intrusive background noise where you are recording, leave on your own sound, so if necessary you can talk to the client and scaffold play.
16. To remove your MS Teams toolbar from the screen, move your cursor off the bottom of your screen. The toolbar will disappear in around 3 seconds. To make the toolbar reappear, move your cursor back to the MS Teams window.
17. When ready to stop recording, on toolbar click on 3 dots and select **Stop Recording**. You may be asked in a pop-up window to confirm stop recording.
18. To turn own camera back on, click on camera icon on MS Teams toolbar again: the strike-through line disappears, and you will be able to see both you and your client.

After you finish recording, MS Teams will take quite a few minutes to process the recording. Depending on what your organization has set up, you may be able to view the recording in Microsoft Streams and/or you may be able to download it, and store on your computer for viewing and editing.

MS Teams may send you an email link to **publish, view, edit or share** your recording on Microsoft Streams. Click on this link, and sign into your account. You can then view, edit etc.

Your organization may have set things up (for security reasons) so that you can only download recordings on to your laptop/PC. If you go to the **Chat** section of your meeting, there may be a box which says **Recording Failed to Upload** - but there will be a **Download** option. Select this: the recording will download to your downloads folder (**PC>Downloads**). You can then re-save in the appropriate folder.

Once you have your downloaded video, you can microanalyse and edit clips using your usual editing software.

Sharing a Video

These instructions apply to client work, and also to sharing a video in supervision.

1. Login to MS Teams as above and meet with your client/supervisor.
2. When you want to show a video (to your client/your supervisor), open the video on your device, and press **Play**, then **Pause**. (You will need to minimize or shrink your MS Teams window to do this – using the usual icons at the top right of your screen).
3. Go back to MS Teams and select **Share** (square icon with upward arrow) to share your screen with your client/supervisor – you will be prompted to select any of the windows you have open on your device at the time, including your paused video.
4. To share your computer sound, select **'Include system audio'** by checking the box in the window (see **Recording a Client Video** above).
5. You and your client/supervisor should now be able to see your screen, and hear your video. Your client/supervisor will be able to see both of you in small 'video panels' at the bottom of your screen; **you will only see your client/supervisor**.
6. You can stop sharing your screen at any time by selecting the **Share** icon - which has an X in it, to indicate that this is how you stop sharing. The panel of your client/supervisor will become large again, and you will see yourself in a small video panel.

Recording a Shared Review Remotely

Some organizations are allowing use of an additional external device such as a camcorder, or software such as **Free Cam**, to record the shared review:

<https://www.freescreeenrecording.com/>

Check with your IT department. In MS Teams, you need to set up the video sharing of the parent-child clips as described above, and then record the meeting.

While you are viewing/pausing the video, your client (only) will appear in a small video panel at the bottom of your screen. **You can only film yourself and the client in larger windows when not sharing your screen.**

Quick Summary - the key MS Teams sequence for recording a shared review:

1. Go into your meeting; admit client now, or once you've got your clip ready
2. Play and pause your video clip
3. In MS Teams, enter full-screen
4. Start recording
5. Share screen
6. Stop recording

Detailed Steps for recording a shared review:

1. Set up the meeting as above, and a few minutes before the start time, go into your meeting. (You can admit the client now, or once you're ready with your clip.)
2. To prevent your usual desktop taskbar showing in your recording, follow the instructions in **Recording a Client Video**, above.
3. Reduce or minimize the MS Teams window, and open the folder containing your parent-child clips.
4. Open a clip, play, and pause the video (you may need to enlarge the clip window).
5. Return to the MS Teams window and go into full screen mode. Now you are ready! (Take a moment to be mindful in preparation for this meeting with your client.)
6. Hopefully your client has joined the meeting and is in the 'lobby'. Select **Admit**.
7. Greet your client and check that they can see and hear you, and vice versa
8. Introduce the shared review, as you usually do, and say that the recording can be paused or stopped at any time.
9. Before you share your screen (to show the parent-child clips), **click on the 3 dots . . .** on the MS Teams toolbar and select **Start recording** the meeting.
10. MS Teams will record your shared review. When you want to stop recording, click on the 3 dots . . . on the toolbar and select **Stop recording**.
11. When you and the client are ready, you can **Share** a parent-child clip.
12. On MS Teams toolbar select **Share**, tick **Include system audio**, select the window showing your client video clip.
13. Your client can see you both in small video panels; you can only see your client.
14. However, your recording in MS Teams will be of the parent-child clip you are showing (large), and the 2 very small video panels showing you and the client.
15. **To make the video panels large in your recording, you have to stop sharing your screen:** at any point during the shared review, for example if the client becomes emotionally moved by what they are seeing, or when the client is reflecting and you are pausing the video for several moments, you can stop sharing your screen; the client window will become large again, and therefore make it easier for you to attune to the client (the recording will show you both in large panels at this point).
16. To resume looking at clips, **Share** your screen again.
17. You can also stop recording at any time (as described above), and resume if you wish to.

After you finish recording, access your MS Teams recording as described **Recording a Client Video** above. A shared review recording will take MS Teams a long time to process.

Quick Summaries repeated on pages below – large font for you to print and have ready beside your device!

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Quick Summary: the key MS Teams sequence for recording a client video

1. Start the meeting
2. Enter full-screen
3. Turn off your own camera
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6. Move your cursor to the bottom of the screen to *hide* the MS Teams toolbar
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