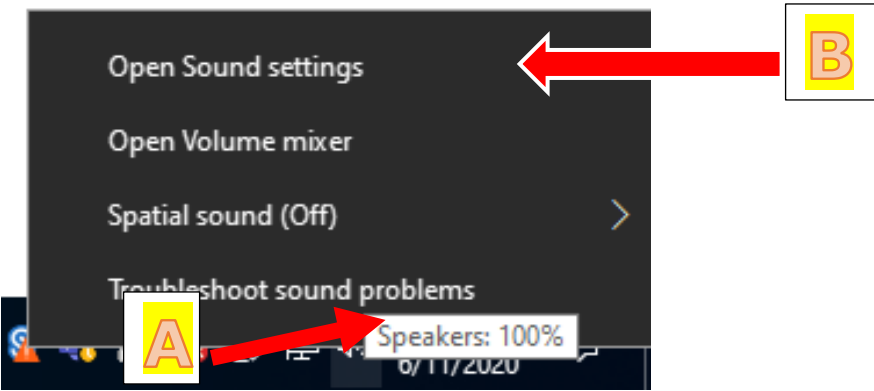
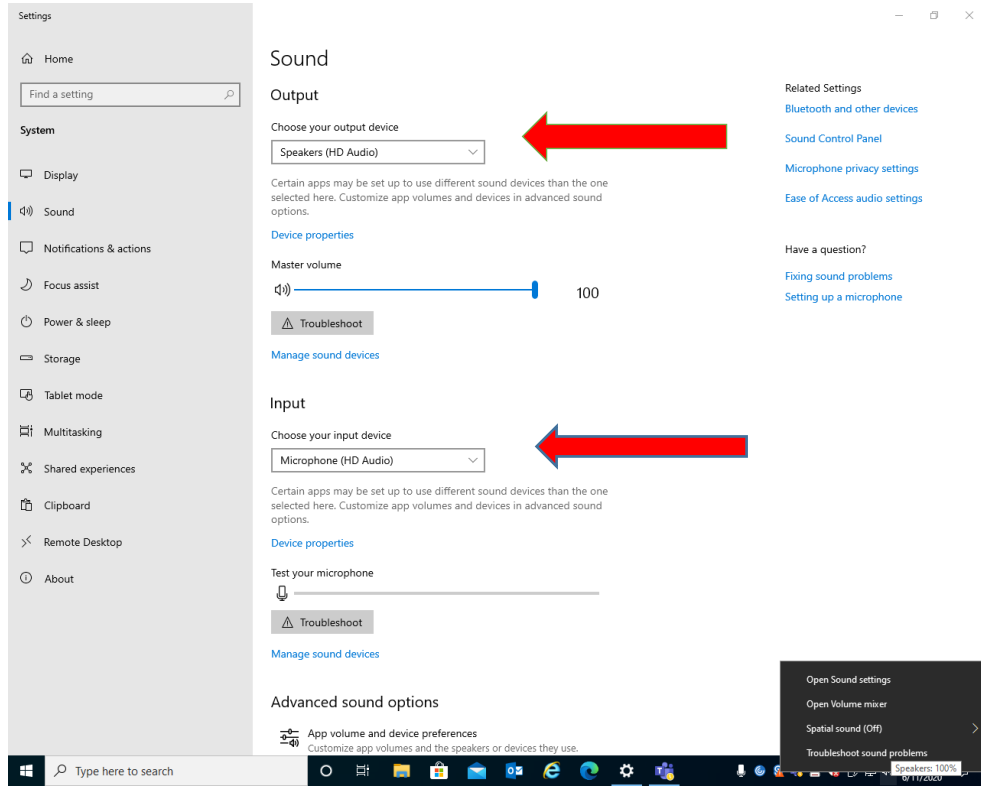


## ACBH QUICK TIPS

### MICROSOFT TEAMS

<b>TIP 1</b>	<b>Citrix is now optimized to work with Cameras and Microphones in Microsoft Teams. The recommended version of Citrix that works with TEAMS is Citrix Workspace 2002 or higher.</b>
	To download it please visit this link: <a href="https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html">https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html</a>
<b>TIP 2</b>	<b>Best practice is to review your Sound settings <i>prior</i> to logging on to Citrix.</b>
	<p>This can be accomplished on a Windows 10 machine by Right Clicking over your sound icon in the lower right of your toolbar and selecting Open Sound Settings.</p>  <p>Make sure the Output Device and Input Device are selecting the device you are expecting to use within your Citrix Session/Microsoft Teams (if not, then select from the dropdown accordingly):</p>





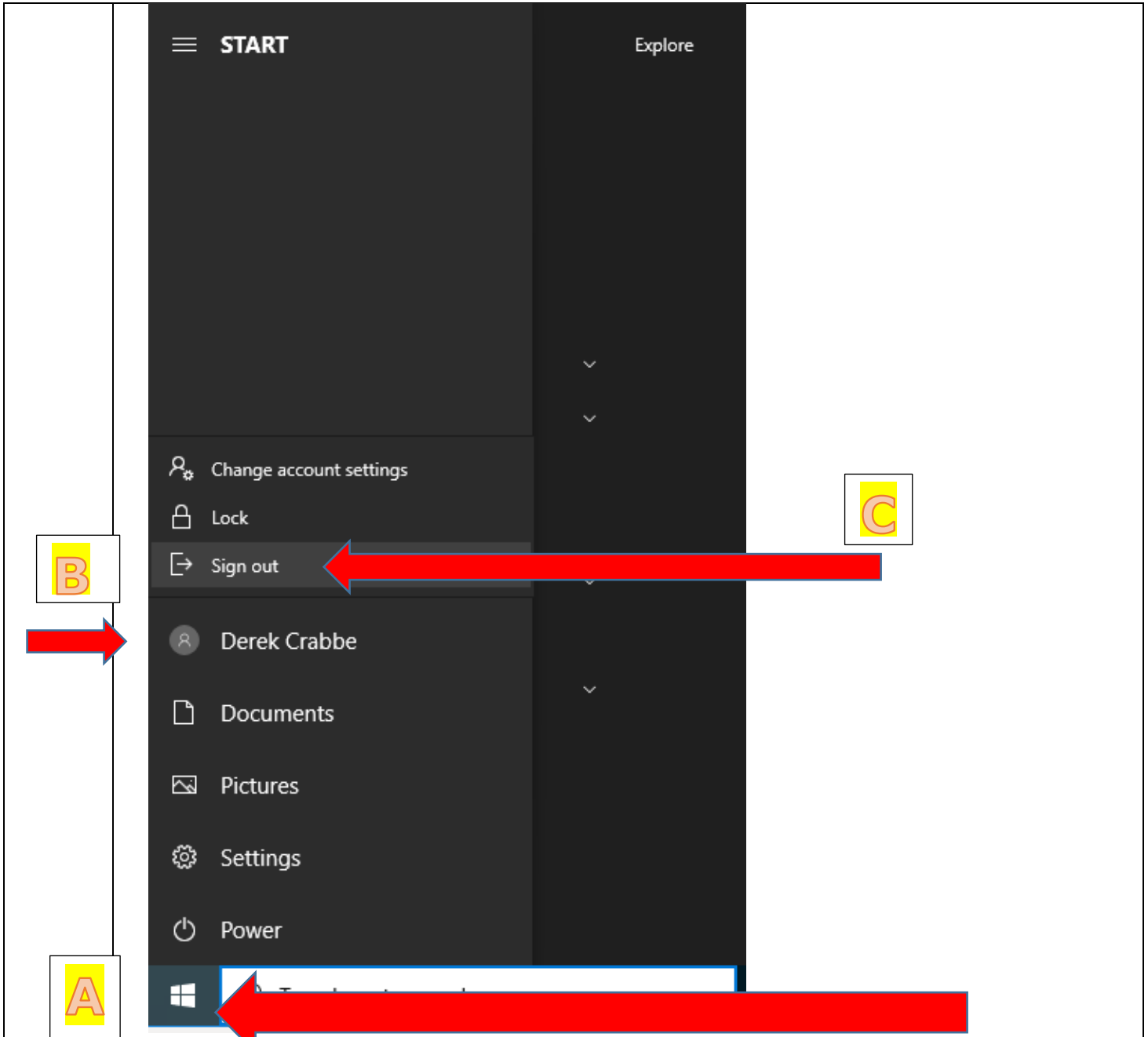
**TIP 3**

**If you notice issues with your audio or Microsoft Teams is not behaving in the manner you have become accustomed to, you may be able to easily resolve the issue by starting a fresh Citrix Session.**

This can be accomplished by logging-off from your Windows Session AND Citrix **(2 steps)**

1. Within the Citrix Session, navigate to the Start Menu and hover over the person icon that will display your name, then left-click to reveal the Sign out Option.

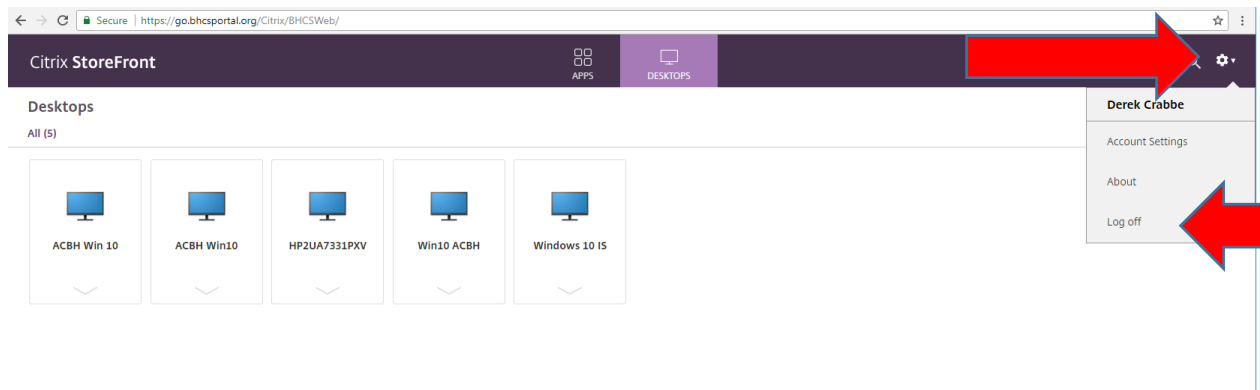




**IMPORTANT:** Once you have signed out of the Windows session, you are not finished and may end up connecting back to the same session with your previous issues. To ensure you connect to a new, fresh session:  
Within the Citrix StoreFront page, navigate to the top right-hand corner and select the Cog button.

This will yield a drop name with your name and the option to 'Log off'





If your logoff is successful, the Citrix webpage will indicate as such below:



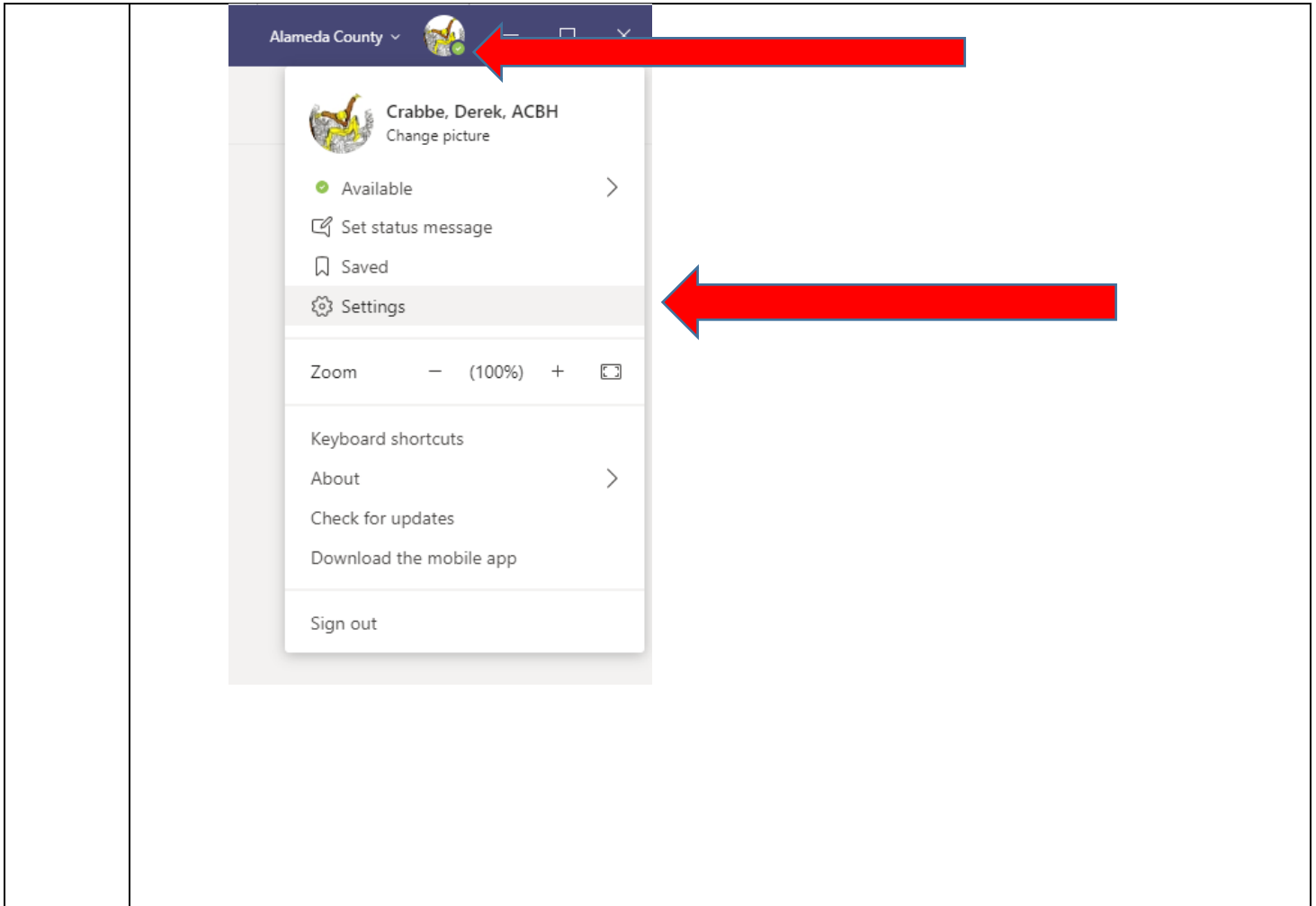
Once you have done this, sign back on to Citrix again (making sure you check your Output and Input Devices before hand as in step #1). Logging off and back on in this manner, should resolve the majority of issues that may arise.

**TIP 4**

**You can also review your sound settings from within Microsoft Teams as well.**

This can be accomplished by clicking on your Teams Circle and choosing the **Settings** Cog. When the next screen comes up review the Devices screen to check your Audio devices/Speaker/Microphone/Camera.






**TIP 5**    **If you have any trouble with the TIPS above, call the Support Desk: 1-510-567-8181.**




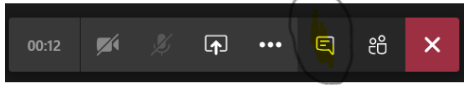
**TIP 6**    **Mobile Phone**

You can log into meetings using the Teams App on your phone. It is available on the Apple Store and Google Play.

Search for Microsoft Teams and look for the icon. 





	<p>As an Alameda County Employee, you already have an account. Use your work email and password to log in. You will need the Microsoft Authenticator App, if you have not have had it installed already. </p> <p>If you have a County Work Phone where you are able to check your work email, then you can install the Teams App without any issues.</p>
<b>TIP 7</b>	<b>Audio and Microphone Challenges</b>
	<p>If you do not have a cell phone option and your desktop/laptop does not offer a microphone. You can use a headset with mic to hook up to your computer.</p>
<b>TIP 8</b>	<b>Teleconference Etiquette</b>
	<p>To avoid an echo, please be sure to mute speakers and microphone on one device if using multiple devices. If you do not hear the echo then you are most likely the one that is causing the echo.</p> <p>If not speaking or asking a question mute your microphone.</p> <p>Ask questions using the chat function. </p> <p>To avoid reverb (echoing off the walls) please be sure to speak closely and quietly into the microphone.</p>

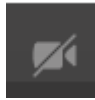




**TIP 9**

**Navigating the Teleconference**

Once you are in the meeting you have several options:



The [video icon] opens up your video options. If you have a Camera you can allow others to see your face.



The [mute icon] is how you can mute your microphone. It is recommended that you do this if you are not speaking. This will reduce the amount of background noise in the teleconference meeting.

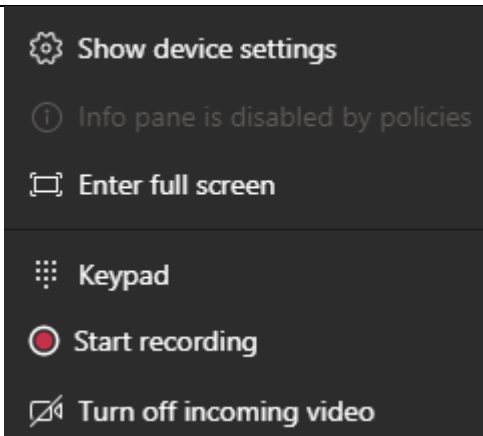


The [share icon] is how you can share your screen. When clicked you will be offered several options. It is recommended that you have the document you want to share open and ready before click this icon.

**TIP 10**



The [more options icon] opens up additional options for you. The screen that pops up looks like this:






Here you can see your device options. If you are having microphone and speaker issues. Click the "Show device settings" to see if your computer has speaker and microphone options and how to initiate them. This is where you can see if you have any options.




The  will open your Chat window. Here participants can chat with one another.



The  is how you can mute the speakers on your device. This option also allows you to select which speakers you want to use. If you are on your phone, you can use Speaker Mode, or phone mode. If you have a blue tooth device hooked up to your phone it will show here as an option.



The  will open up the participant window.

Here you can see who is attending your meeting. For each individual you can select



the  next to their name and have the option to mute them.

The names that are in **BOLD** will represent the individuals that are talking, that noise is coming from them.

