

1. In order to join the SHU Team, it appears that you need to provide an email address that is attached to your Microsoft account – apparently you have to have some kind of Microsoft account that you can log into, even to access the Team or a Channel via a link and the web. It is a Microsoft product, after all. Not knowing this, I just added the emails for people I had, and now there are many people in as Teams guests via email addresses that aren't helping them access Teams. See #2!

2. If you are logged into a gmail account in your Chrome browser and that gmail is not the one that is associated with your Teams or not the email that you provided Kelly Shea, there could be issues. In your Chrome browser, you should log into the gmail that is associated with your Teams and make sure that this is the gmail you gave Kelly Shea.

3. If people can't get in via their computer, they might want to try their smart phone.

4. Either way, if the downloaded Teams app doesn't work, we recommend people try the web-based Teams. But always log out of one Teams session or device before trying with another.

5. I was able to send people links to individual Channels, and some were able to get in to their sessions that way. I will send links to the panel chairs and they can share with their panelists.

6. It appears that certain devices (like Chromebooks) don't "like" Teams, so another device (i.e., laptop or smartphone) may be the way to go.

7. I encourage everyone to try to get into Teams and into Channels throughout the week, so we can troubleshoot any issues (including access to the Channels) before Saturday.

8. Another tip: don't have any other video-sharing app (i.e., Zoom) open on your computer. It competes with Teams and one can't share video and sometimes audio in Teams when these other apps are open.