



## **Charity Commission Webinar – Joining instructions.**

Thank you for registering to attend a Charity Commission webinar.

This webinar is delivered via Microsoft (MS) Teams Town Hall. As an attendee, you will not be visible or audible to the Commission or other attendees. You can participate via the Q&A, which is moderated by Commission staff.

### **Joining instructions**

The simplest way to join the webinar is via MS Teams on your web browser (e.g. Chrome; Edge or Safari). You can also join via the MS Teams app on either your desktop or mobile device.

**Note:** If joining via a mobile or tablet you will only be able to join via the MS Teams app, but you will not need a Microsoft account.

For full instructions, please select one of the options below:

[Option 1 – Watch on a web browser](#)

[Option 2 – Watch on the MS Teams app via desktop](#)

[Option 3 – Watch on the MS Teams app via a mobile device](#)

### **Having trouble joining**

Please see our troubleshooting section [here](#) for solutions.

### **Webinar recording**

If you are unable to join live on the day, the webinars are recorded. Providing there are no technical issues, the link to the recording along with a PDF copy of the slides will be sent out within five working days of the webinar. The recording will be available for 30 days.

### **Privacy**

If you would like information on how we process your data when you book onto or attend Charity Commission Outreach events, please see our privacy notice: <https://www.gov.uk/government/publications/privacy-notice-for-charity-commission-outreach-events/privacy-notice-for-charity-commission-outreach-events>

For information on how Microsoft processes your data when accessing Microsoft Teams Town Hall Events, please see Microsoft's privacy statement: <https://privacy.microsoft.com/en-GB/>

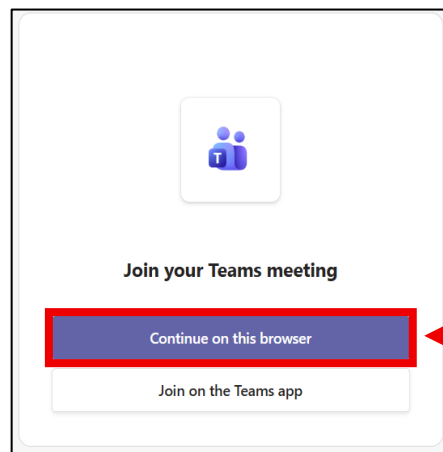


## Option 1 – Watch on a web browser.

Mobile web browsers aren't currently supported. To watch on a mobile device, see [Option 3 - Watch on the MS Teams app via a mobile device](#)

To join, click on the webinar link provided in your Bookwhen booking confirmation email or the joining email sent by the Charities Engagement Team.

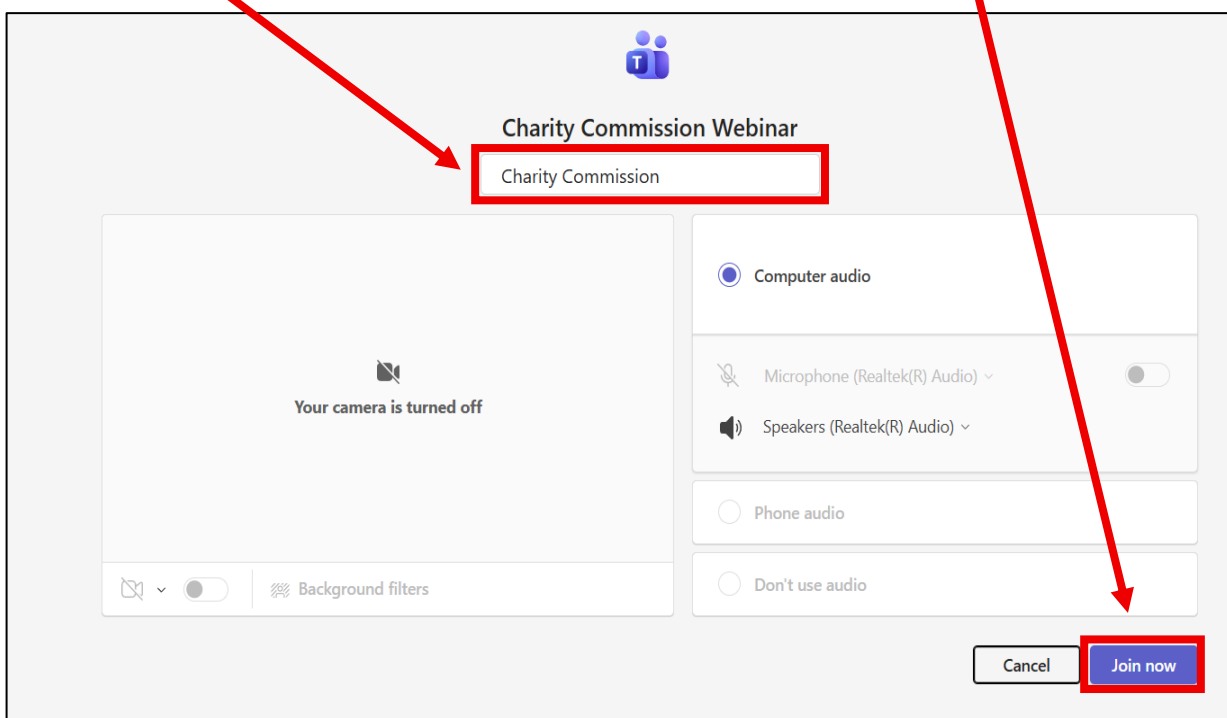
A new window on your web browser will open. Select "Continue on this browser."



You will be taken to the following page.

Type anonymous in the title bar highlighted above. All questions asked in the Q&A will be anonymous to the Charities Engagement Team.

Once ready, click the purple "Join now" button at the bottom right-hand side.





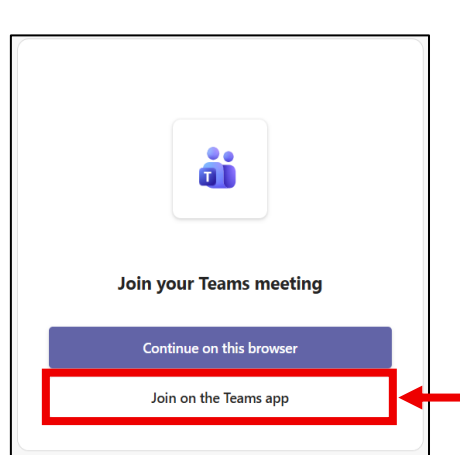
## **Option 2 – Watch on the MS Teams app via desktop.**

You cannot join a Town Hall using a Teams Free account. Follow the instructions for [Option 1 - Watch on a web browser.](#)

Ensure you have [downloaded the Microsoft Teams app](#) prior to joining the webinar.

To join, click on the webinar link provided in your Bookwhen booking confirmation email or the joining email sent by the Charities Engagement Team.

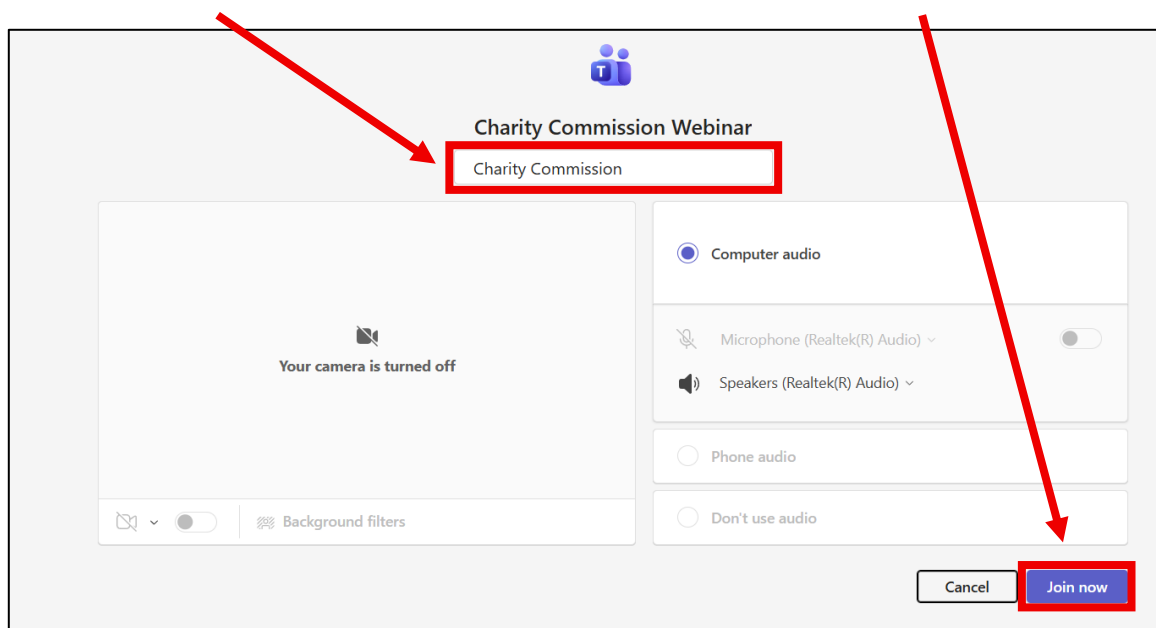
A new window on your web browser will open. Select “Join on the Teams app.”



You will be taken to the following page.

Type anonymous in the title bar highlighted above. All questions asked in the Q&A will be anonymous to the Charities Engagement Team.

Once ready, click the purple “Join now” button at the bottom right-hand side.





### Option 3 – Watch on the MS Teams app via a mobile device.

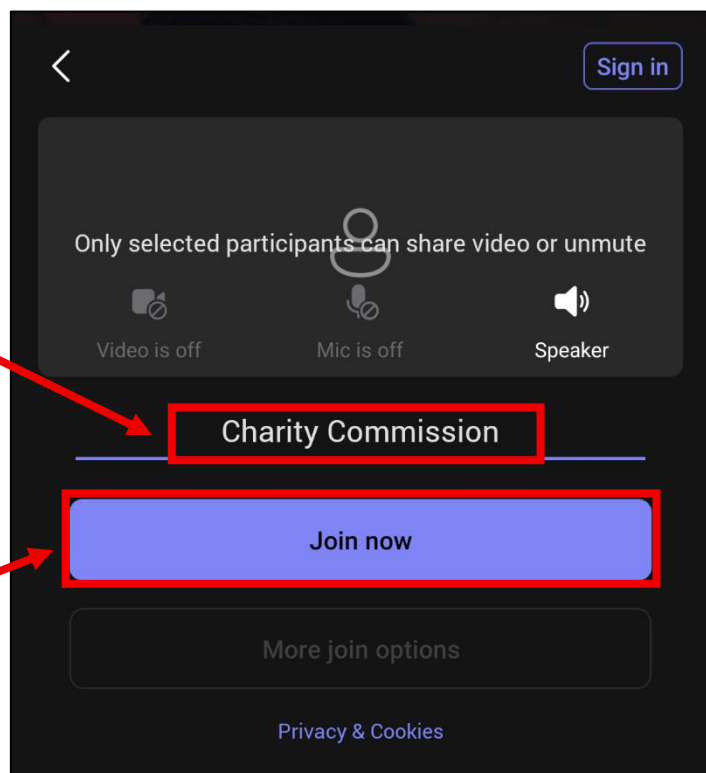
If you're joining a Town Hall from your mobile or tablet, [download the Teams mobile app](#) prior to joining the webinar. Mobile web browsers aren't currently supported.

To join, click on the webinar link provided in your Bookwhen booking confirmation email or the joining email sent by the Charities Engagement Team in advance.

It should automatically open the MS Teams app on your phone or tablet. The following window should show. You can sign-in, but you can join without an account.

Type anonymous in the title bar highlighted above. All questions asked in the Q&A will be anonymous to the Charities Engagement Team.

Once ready, click the purple "Join now" button underneath.





## **Troubleshooting**

Guidance from Microsoft on [attending a Town Hall in Microsoft Teams](#)

Please try the following if you experience issues joining live.

- If you are experiencing issues joining via the MS Teams app via desktop, try joining via a web browser. Ensure you are using a media-source extension (MSE)-enabled web browser like Chrome, Firefox, Edge, or Safari.
- If the link doesn't seem to work, try copying the webinar joining link and paste it straight into your browser's address bar.
- If provided with the option, join the Town Hall anonymously rather than signing in with your personal or work MS Teams account. You can sign out from your account and join as you do not need a MS Teams account to watch a Town Hall.
- Try leaving the Town Hall and rejoining. You may have to press play to start the webinar. Please note the presenter may not speak for a few minutes at the beginning.
- If your internet connection is low, you may not be able to join a Teams Town Hall right away. Try waiting for your connection to improve, joining from your supported mobile device, or reaching out to your internet provider.
- Clear the cache in your MS Teams app - [Clear the Teams client cache - Microsoft Teams | Microsoft Learn](#)
- Check your MS Teams app is up to date - [Find the version of Microsoft Teams you're using - Microsoft Support](#) and [Update Microsoft Teams - Microsoft Support](#)
- Clear the cache of your web browser. See guidance from your web browser provider on how to do this.
- Check your web browser is up to date. See guidance from your web browser provider on how to update your browser.