

Microsoft Teams Live Events

Ministry of SaskBuilds and Procurement

This document answers common questions using Teams Live Events, a feature of Microsoft Office 365

Last revised: February 2021

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Microsoft Teams

Teams Live Events

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1. What is Teams Live Events?

Teams Live events allow users to broadcast video and meeting content to large online audiences. These events can be accessed by thousands of users at once, so the feature is best for town halls, training sessions, webinars and other large-scale virtual conferences.

Teams Live allows you to create an event with a different set of permissions for presenters/producers and attendees.

2. What roles are involved in making a successful Teams Live event?

Teams Live allows you to give different permissions to everyone involved, including producers, presenters, and attendees. The following list is an overview of these roles and what functions they have access to:

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Producers

- These are administrators and technical producers.
- It is best to have one or two people to cue up and switch the screens and content as the presenter requires.
- Their screen view is unique and not the same as another presenter.

Presenters

- These are the emcee, moderators, panelists, and of course presenters.
- It is ideal to have someone—or multiple people—on hand to manage the Question & Answer section.
- To invite an external presenter takes some additional steps, which you can find here: <https://techcommunity.microsoft.com/t5/healthcare-and-life-sciences/best-practices-for-external-presenters-in-your-teams-live-event/ba-p/1910023>. ITD can assist with this.

Attendees

- These are the users who will watch your event. They only see and hear a few things:
 - The audio all the time;
 - Video only when its “featured”; and,
 - The Q&A when it is enabled.

3. What do attendee see and experience during Teams Live events?

- Attendees’ cameras and microphones are automatically off when they join. They can communicate through the chat and Q&A functions.

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- When attendees ask questions through the chat, they are automatically anonymous. They can choose to list their name. Note, users can provide a false name if they wanted.



Sample of attendee view in Teams Live.

- Only published questions can be seen by attendees. These show up under the “featured” tab.
- Attendees can “like” published questions. This provides insight into popular topics. Producers can sort the questions by “most liked”.
- During the live event, attendees only see the person who is “live” as seen in the screen shot above.
- After the event, a full list of emails from people that attended is available for download. This is helpful for sending out feedback surveys or tracking purposes.

4. What are best practices for Producers and Presenters during Teams Live events?

- Producer and Presenter microphones and cameras are automatically on. Turn them off when not speaking. Use the chat to communicate. This will also help with bandwidth.
 - The chat feature (not the Q&A), is only seen by those who have the producer or presenter role.
 - Attendees only see the published questions from the Q&A.
- Cameras should be off unless you are up next to present or part of a panel. During a panel, it is recommended to keep your camera on.
 - Note that the maximum videos are limited to nine at any one time.
 - The Producer will not be able to select you and “Queue” you up, unless your camera is on.
- Turn your microphone on when about to speak. Turn it off after. Everything that is said when your microphone is on, the audience will hear, no matter who is on the video.
- Mute or leave other Teams chats so you don’t get notifications during the event.
- Shut down other programs and apps (like email) to help with bandwidth.
- Always use a hardwired connection, not Wi-Fi, if possible to prevent drop-offs and lag.

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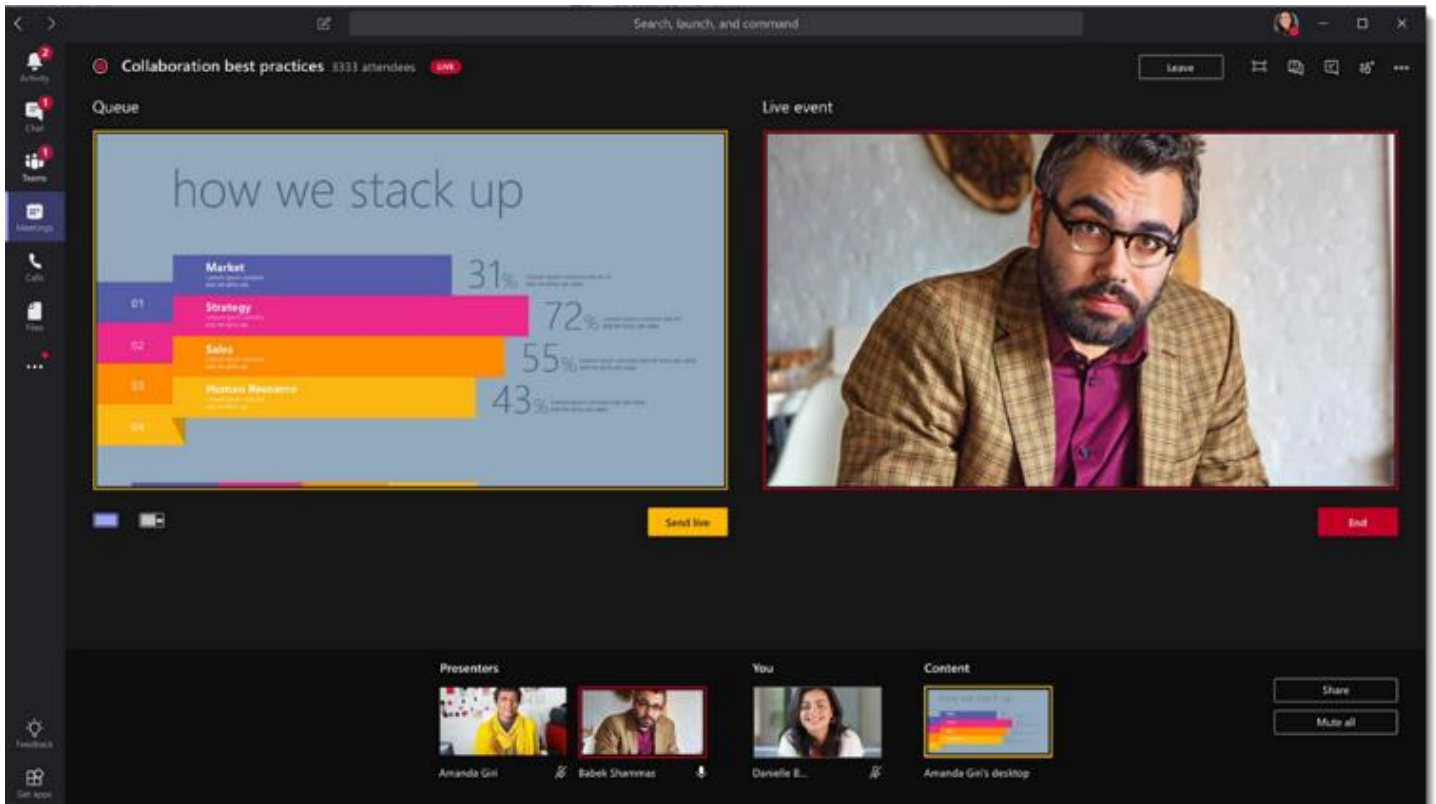
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- Have phone numbers for the group as a backup to communicate if required. It is recommended that you have the Teams app open on your phone as well if you want to manage the chat and the Q&A features.
- There is 20 second delay for video and audio for the attendees. Chat is live.

5. What are best practices for Producers to set up Teams Live events?

- When setting up a Teams Live meeting:
 - Set-up options for Producers of a Teams Live event include: attendee reports, Q&A list, preset recording (the recording is available for download off the event)
- Put up slides and music 15 minute before starting. This lets attendees know if their video/audio is working. (Share computer audio. Have your computer microphone off.)
- This role is the only one that can see the attendance numbers. Provide this information to the emcee to share with the audience in the chat.



1Producer view in Teams Live

- Producers can turn the Q&A function off at the beginning of the event during speakers' presentations and turn it back on when they are ready to take questions from audience.
- Producers can cue up the screen of the speaker who will speak next and switch them to "live" when it is their turn.
- Producers can put up slides for speakers. They have access to a separate producer screen in large live box and the speaker screen in small live box. Only the speaker's microphone is on.

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- It is helpful to have these people physically in the same room.
- Producers can set up closed captions in the following scheduling menu when setting up the event:

How will you produce your live event?

Teams

You plan to use Teams to share content from presenters' webcams and screens.

Recording available to producers and presenters

Recording available to attendees ⓘ

Captions

Spoken language English (United States) ▾

Translate to Choose up to 6 languages ▾

Attendee engagement report

Q&A

6. What are some best practices for Emcees?

- The emcee performs the following functions:
 - Welcome attendees and mentions the number of attendees.
 - Deliver the expectations for the event and explains how things work.
 - Explain that the attendee's cameras and microphones are off but that they are encouraged to ask questions through the Q&A function.
 - Set the expectation that the speakers will try to answer as many questions as possible but might not get through everything. Do not commit to answering questions after the event.
 - Introduce the speakers and moderator.
 - Wrap up the event.

7. Additional tips for moderator (presenter role)

- The moderator performs the following functions:
 - Watch the "Published" tab of Q&As.
 - Read questions and indicate who it is for to respond to, so the administrator knows who to make live.
 - Give audio cues needed for the administrator to switch/cue screens.
 - The moderator will also have a set of questions ready in case they are needed.
- It is very challenging to switch between Q&As and chat on the computer. Have only the Q&A open on the computer. Have Teams Live open on your cellphone to view the chat. This will help stay connected with other producers and know what is going on. Have Teams downloaded on your phone prior to the event.
- The moderator needs to be able to identify who each question should be directed to.

8. Additional tips for Q and A for publishers (presenter role)

- After attendees submit a question, it is received on the producer's side.
- The producers review the questions and decide whether to: publish live, dismiss, message back privately or delete them.

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- Only publish a few questions at a time.
- Only publish the questions you think could get answered in the allotted time.
- Only published questions can be seen by attendees. If you comment on a question after it is published, all attendees will see the comment.
- It is very challenging to switch between Q&A and chat on the computer. Have only the Q&A open on the computer. Have Teams Live open on your cellphone to view the chat. This will help stay connected with other producers and know what is going on. Have Teams downloaded on your phone prior to the event.

9. Additional tips for speakers/presenters

- Speakers need to mute their microphones when not presenting. Turn yours on when the moderator cues that you are next.
- Use the chat to communicate with the other speakers and producers.
- The speakers can also use the chat if they want to indicate they have something to add to the question being answered. That will allow the technical producer to cue that person up and the moderator to move the question over to the next speaker when it is their turn.