



VIRTUAL MEETING FREQUENTLY ASKED QUESTIONS

- **Do I have to pay for Microsoft Teams to attend?**
No. One More Child will host the virtual meeting via Microsoft Teams, and you may use a guest account.
- **Do I have to pay for a Microsoft account?**
No. Login as a guest when connecting to the virtual meeting.
- **Do I have to purchase the app for my mobile device?**
No. The Microsoft Teams app is a free download from the App Store. You must download the app for use on mobile devices.
- **Do I need an active email account?**
Yes. One More Child staff will email you the video link that you will need to connect to the virtual meeting.
- **How do I connect?**
You will receive a meeting link via email. Click the link about 5-10 minutes prior to start time to be connected into the virtual meeting. Please wait until you are granted access to the virtual meeting screen where you will be addressed by a One More Child team member.
- **What do I do if I cannot connect?**
Text or email your designated One More Child representative or the organizer of the meeting for assistance.
- **What hardware do I need?**
Internet, a computer, webcam, microphone, and speakers, or a smartphone/tablet. Make sure your microphone and webcam are working prior to connecting to a virtual meeting.
- **What do I do if I have a technical issue during the meeting?**
Disconnect (hang up) and immediately reconnect. Repeat the process upon first connecting by clicking the link in your email. Make sure you are in an area where your Internet or cellphone signal is reliable.