



Norfolk County Council

Video Conferencing & Messaging

15th April 2020 v1.0

Video Conferencing & Messaging

Due to current government restrictions on travel, we need to ensure that we can continue to communicate with each other and our service users using the latest technologies.

The authority provides Microsoft Teams which should always be the **preferred** tool to use for Video Conferencing and Messaging whenever possible.

However, we also need to conference with our service users at times using technologies they already use, so this guidance is here to help us to do this safely.

Video Conferencing Best Practice & Etiquette

- Use Microsoft Teams as the first choice if possible
- Test your connection before the meeting begins and be punctual
- Nominate a chair/facilitator
- Use a headset to help avoid background noise, to maintain concentration and to help keep conversations private
- Mute your microphone when joining a call and when not speaking
- Introduce yourself so everyone knows who is speaking
- Be courteous, take turns to speak do not speak over others
- Be mindful of your surroundings (physical and virtual) and close any other applications prior to joining a call

Video Conferencing what do I use when?

Video Conferencing
within NCC

Microsoft
Teams

Video Conferencing
with known partners

Microsoft
Teams

Video Conferencing
with Service Users

Microsoft Teams

Zoom

WhatsApp

Messaging - What do I use when?

Messaging
within NCC

Microsoft Teams

BYOD (Teams)

WhatsApp

Messaging
with known partners

Microsoft Teams

BYOD (Teams)

WhatsApp

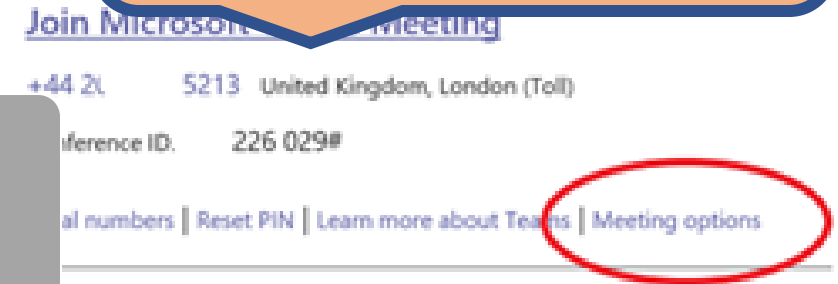
Messaging
with Service Users

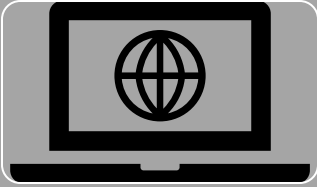
Corporate
Smart Phone
using Text or
WhatsApp

Teams - Hosting a meeting


Follow this guidance when hosting a Teams meeting

"Meeting options" can be found in the email when booking a Teams meeting.



 Ensure participants attending have Microsoft Teams installed OR have tried Teams in a web browser.

 Configure in 'Meeting Options' if you want people to bypass the lobby. Default is NCC staff

 Ensure 'Announce when callers join or leave' is switched on in 'Meeting Options' - Leave as Default

 Everyone can present, configure 'Meeting Options' to restrict presenters

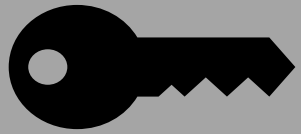
Teams cannot be joined in a web browser on an Apple device, use the app instead.

Be mindful not to have confidential information on display in the background

Only share personal information verbally and only with colleagues/ professionals /trusted partners

Zoom - Hosting a meeting guidance

Important information when hosting a Zoom meeting, you should follow this guidance to setup the meeting to ensure control of who can join, what can and cannot be done.



Ensure “Meeting Passwords Enabled” is set to “On”
(The password is included in the meeting invite)



Set Screen sharing to “host only”



Disable “file transfer”



Disable “Join before host”



Disable “Allow removed participants to rejoin”

Under 16’s are only allowed to use the free version of Zoom

Use a strong and 'non-work' password

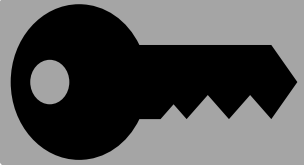
Sessions are limited to 40 minutes and 100 participants with the free version of Zoom

Use your NCC email address, **NOT** a personal email address when signing up

Do not share personal information or files with anyone

Zoom – Joining a meeting guidance

When using Zoom to join an externally hosted meeting you need to ensure you follow this guidance



You must create a zoom account using your NCC account



Ensure that if you are joining a meeting hosted by someone else, it is genuine / a trusted source



Don't allow someone else to take control of your machine



Be mindful of your surroundings (physical and virtual) and do not have confidential information on display in the background

Use your NCC email address, **NOT** a personal email address when signing up

Do not share personal information or files with anyone

Close all other applications prior to a meeting to prevent accidental sharing of information

What NOT to do!

Do NOT: Use your personal mobile to text service users as this will reveal your personal mobile number

Do NOT: Use WhatsApp on a personal device (including BYOD) to contact service users as this can reveal your personal mobile number

Do NOT: Ask a young person aged under 16 to install WhatsApp as it has an age restriction

Do NOT: Share account details or passwords

Do NOT: Use Facebook / Messenger to look up a service users account and contact them

Do NOT: Ask a young person aged under 16 to install Zoom without the consent of their parent / guardian (age restriction for children)

Do NOT: Capture video or audio recordings of conferences unless all participants are aware, and the content can be held securely

Comms key message

Due to current government restrictions on travel, we need to ensure that we can continue to communicate with each other and our service users using the latest technologies.

The authority provides Microsoft Teams which should always be the **preferred** tool to use for Video Conferencing and Messaging whenever possible.

However, we also need to conference with our service users at times using technologies they already use, so this guidance is here to help us to do this safely.