

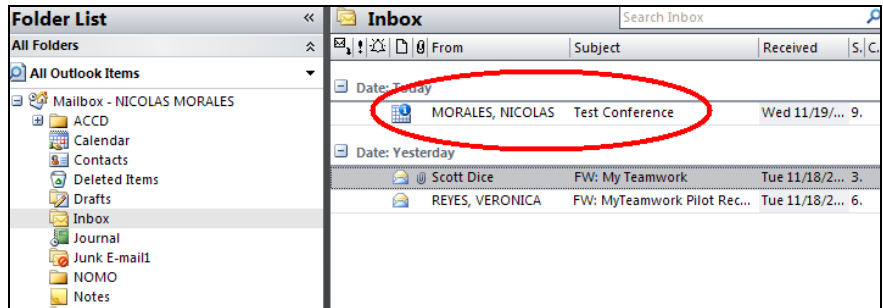


My Teamwork 5.0 – Joining a Conference Call and First Time Users Software

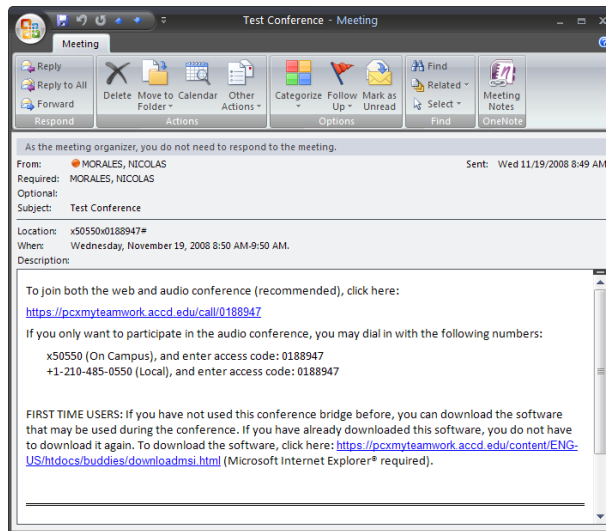
As a participant there are several ways to join a Conference Call, but the most common is by an e-mail containing a Calendar Event. If this is your first time working in My Teamwork, this Help Guide will assist you with joining a Conference Call from a Calendar Event sent to your e-mail inbox. The First Time Users Software installation information is also covered in this help guide.

When a Conference Leader invites you, the Participant, to a Conference Call, you will receive a Calendar Invitation in your inbox.

Check your inbox and open the Calendar Event.



The Calendar Event will have all the information you need to join the Conference Call, including the URL and any phone numbers or access codes needed.



Required Software for First Time Users:

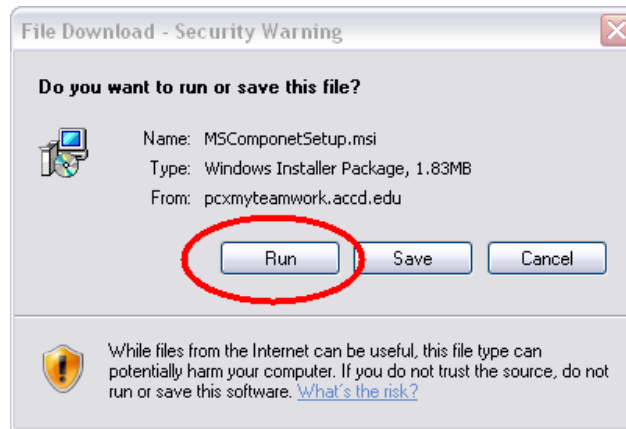
Please read the last paragraph in the Calendar Event. You will need to download some special software that will allow you to see the presentations and share applications. **Note: If unable to install the software, please contact your College IT so that a Technician may assist with the installation.**

FIRST TIME USERS: If you have not used this conference bridge before, you can download the software that may be used during the conference. If you have already downloaded this software, you do not have to download it again. To download the software, click here: <https://pcxmyteamwork.accd.edu/content/ENG-US/htdocs/buddies/downloadmsi.html> (Microsoft Internet Explorer® required).

First Time Users:

Click the link in the email invitation.

Click **“Run”** at the following screen.



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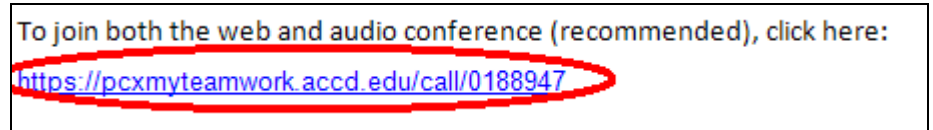


NOTE:

Remember the **First Time User** steps are only needed the first time you join a Conference Call. After these steps, if you receive more Conference Call invitations you will not have to perform the **First Time User** steps.

Conference Website

Once the necessary software has been installed, go back to the Conference Invitation and click the “Conference Link”.



Conference Call Login

At the join screen, **Alamo Colleges employees should click the “If you have a My Teamwork account, click here” link** which will prompt the employee to login with the PALS ID & Email Password. Then choose how to join the conference and click the **“Join the Conference”** button.

NOTE: You can retrieve your email password from the Employee tab in PALS. Login to PALS and click the Employee tab, in the Welcome to PALS Web Services channel, click Welcome to PALS Web Services. Click Employee and under Personal Info select Email Password. If you need assistance contact Support Central at 485-0555, option 4.

Non-Alamo Colleges employees should join the Conference by typing their name in the “Your Name” box, then choosing how to join the Conference and clicking the **“Join the Conference”** button.

Note: If prompted for a code, use the code that was provided to you in your Calendar Event and click “Join the Conference”. To have the system call your extension, enter x plus your extension number (x50555) and click **“Join the Conference.”**

Once successfully joined, the Conference Window will display.

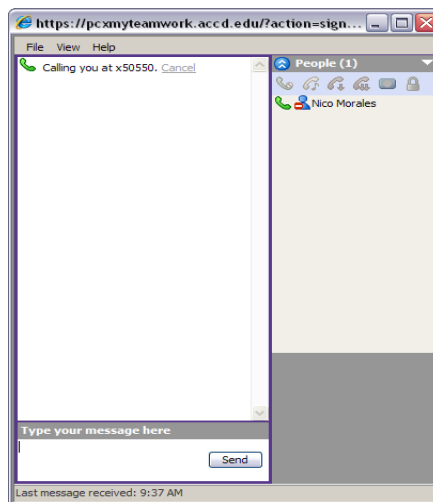
To learn more about the Conference Window, please see the **“My Teamwork – The Conference Window”** Help Guide.

Alcatel-Lucent

My Teamwork: Join a web conference

- ▶ [If you have a My Teamwork account, click here](#)
- ▶ [To install software that may be used during the conference, click here](#)
If you have already installed this software, you do not have to install it again.
- ▶ **To join the conference:**
Your name:
How do you want to join the conference?
 - I want to join the web and audio conference. Here is my direct dial phone number:

Enter a plus sign (+) followed by the country/region code, the area/city code, and the phone number (e.g., +16175551212)
 - I only want to join the web conference OR I have already joined the audio conference.



If you need further assistance, please contact Support Central at 485-0555 or email helpdesk@mail.accd.edu.