![The Planning Inspectorate / Yr Arolygiaeth Gynllunio logo]

Guide to participating in a Planning Inspectorate virtual event

Introduction

This guidance is provided for those external to the Planning Inspectorate who are attending a virtual event such as a hearing or inquiry and wish to speak.

The Planning Inspectorate use Microsoft Teams to host events. Whilst Teams is designed to be easy to use, if you are using it for the first time you may want to familiarise yourself. Fortunately, there is plenty of excellent guidance and learning material available on the Internet. This document directs you to the features you are most likely to need.

Microsoft may update features in Teams, therefore the appearance of some of the features may be different to the instructions in this guide.

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Rydym yn Croesawu Gohebiaeth yn Gymraeg a Saesneg
We Welcome Communications in Welsh and English

![disability confident EMPLOYER logo]

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Joining the event and the "lobby"

Events can either be joined by video conference or by telephone. Please join at least 15 minutes before the event is due to begin (or earlier if requested) to allow time to register your details. Whether using video or telephone access, you will be held in a virtual 'lobby' until you are let into the meeting. Whilst in the lobby, you will be asked to either type your name (video) or say your name (telephone). If entering by video, you may be asked further questions by the meeting administrator who will then enter you into the meeting.

Video Calls

To join the video conference, you will need to click on the link provided in the invitation. If you are intending to join using a PC, Apple Mac, iPhone or Android, we recommend you download and install the Microsoft Teams application. If this is not possible, you can join using a Chrome browser on your desk top computer (not on your mobile phone). Some people with older devices or who use corporate devices which prevent downloads being installed could experience problems. In this case, either use an alternative or contact your corporate systems administrator.

Telephone Access

If you prefer to join by telephone or are unable to use the video option, simply dial the provided telephone number and when asked, type your conference id followed by the **#** key. If you wish to hide your telephone number from being seen by participants at the meeting, prefix your number by 141 or whatever alternative number your network uses to hide your number. Please stay muted unless speaking. To mute and un-mute, use the ***6** command from your telephone keypad.

Microsoft Teams controls

The Teams controls (video access) looks something like the image below. This is used to carry out the basic tasks you will need whilst in a team's event. To make the panel visible, simply move your mouse whilst in the Teams event.
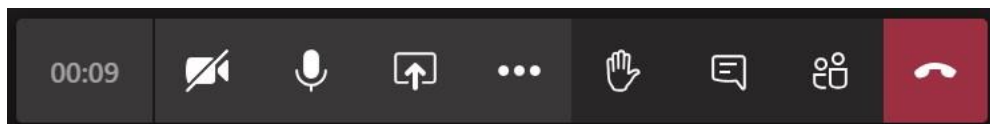
Speaking at the event

You may find that your microphone has been muted when you join the meeting. If this is the case and the Inspector has invited you to speak, you can un-mute your microphone by clicking on the microphone button on the team's controls. When not speaking, please keep your microphone muted to avoid any background sound being shared.

Raising your hand

Once in the meeting you may wish to 'raise your hand' to signify to the Inspector that you wish to speak. You can do this by clicking on the hand button on the meetings control. You can also use the same button to lower your hand.

[Further information on raising your hand](#)

Sharing a document

If the Inspector asks you to share a document, open the document on your device in another window and click the share button on the Teams controls . Then, select the screen you wish to share. A red border will appear around the window when being shared. When complete, press the share button again to un-share.

[Further information on sharing your screen or document](#)

Manage audio settings

[Information about managing your audio settings](#) (mic & speakers)

Use of speakers

If there is more than one person attending an event, situated near one another, please use headsets as multiple speakers will lead to audio feedback and interference.

Teams chat

Please note that Teams chat will not be used and may not be monitored during the event. Therefore, please refrain from using this.

Speaking with other attendees during an event

You should consider whether you are likely to need to confer with another person (e.g. the agent, a legal representative etc) during the event. If so, agree how you intend to achieve this (e.g. SMS, Email, WhatsApp etc) before the event.

What to do if you lose your connection during an event

If your connection is poor there are several things you can consider:

- Try turning off your video camera as this will reduce the strain on the network

- Turn off any other devices that are placing heavy demands on the internet

- Dial in using telephone access instead

If you lose your connection altogether, please re-join as quickly as possible. If the problem persists, contact the event organiser by email or telephone on the details provided in the invitation.

Requirements for Microsoft Teams

Hardware (Windows PC)

Component	Requirement
Computer and processor	Minimum 1.6 GHz (or higher) (32 or 64-bit)
Memory	2.0 GB RAM or higher
Hard Disk	3.0 GB of available disk space
Display	1024 x 768 screen resolution
Graphics Hardware	Minimum of 128 MB graphics memory
Operating System	Windows Server 2012 R2+,Windows 10, or Windows 8.1 (32/64).
.NET version	Requires .NET 4.5 CLR or later
Video	USB 2.0 video camera (or on-board)
Devices	Standard laptop camera, microphone and speakers
Video calls and Meetings	For a better experience with video calls and online meetings, Microsoft recommend using a computer that has a 2.0 GHz processor and 4.0 GB RAM (or higher). The optional **blur my background** video effect requires a processor with *Advanced Vector Extensions 2 (AVX2)* support. Joining a meeting using proximity detection in a Microsoft Teams Room requires Bluetooth LE, which requires Bluetooth to be enabled on the client device, and for Windows clients requires the 64-bit Teams client. It's not available on the 32-bit Teams clients.

Hardware (Mac)

Component	Requirement
Processor	Minimum Intel processor, Core 2 Duo or higher
Memory	2.0 GB RAM or higher
Hard Disk	1.5 GB of available disk space
Display	1280 x 800 or higher resolution
Operating System	Mac OS X 10.11 El Capitan or later
Video	Compatible webcam
Voice	Compatible microphone and speakers, headset with microphone, or equivalent device.
Video calls and meetings	For better experience with video calls and online meetings, Microsoft recommend using a computer that has a 2.0 GHz processor and 4.0 GB RAM (or higher). **Blur my background** requires AVX2 support, supported on most late 2013 Mac devices and later. Joining a meeting using proximity detection in a Microsoft Teams Room is not available on Mac OS.

Hardware (Linux)

Component	Requirement
Computer and processor	Minimum 1.6 GHz (or higher) (32 or 64-bit)
Memory	2.0 GB RAM or higher
Hard Disk	3.0 GB of available disk space
Display	1024 x 768 screen resolution
Graphics Hardware	Minimum of 128 MB graphics memory,
Operating System	Linux distribution capable of installing DEB or RPM.
Video	USB 2.0 video camera
Devices	Compatible microphone and speakers
Supported Linux distributions	Ubuntu 16.04 LTS, Fedora 30 Workstation, RHEL 8 Workstation, CentOS 8

Mobile Devices

You can use Teams on these mobile platforms:

- Android: Compatible with Android phones and tablets. *Support is limited to the last four major versions of Android. When a new major version of Android is released, the new version and the previous three versions are officially supported.*
- iOS: Compatible with iPhone, iPad and iPod touch. *Support is limited to the two most recent versions of iOS. When a new major version of iOS is released, the new version of iOS and the previous version are officially supported.*

For the best experience with Teams, use the latest version of iOS or Android.

Bandwidth Requirements

 Firstly Microsoft do not publish a "hard and fast" networking requirement for Teams, they do however state:

Teams is designed to give the highest quality audio, video and content sharing experience regardless of network conditions. That said, when bandwidth is insufficient, Teams prioritises audio quality over video quality.

Where bandwidth isn't limited, Teams optimises media quality, including up to 1080p video resolution, up to 30fps for video and 15fps for content, and high-fidelity audio.

The table below describes how Teams consumes bandwidth. Teams is conservative on bandwidth utilisation and can deliver HD video quality in under 1.2Mbps. The actual bandwidth consumption in each audio/video call or meeting will vary based on several factors, such as video layout, resolution and video frames per second. When more bandwidth is available, quality and usage will increase to deliver the best experience.

Bandwidth (up/down)	Scenarios
30 kbps	Peer-to-peer audio calling
130 kbps	Peer-to peer audio calling and screen sharing
500 kbps	Peer-to-peer quality video calling 360p at 30fps
1.2 Mbps	Peer-to-peer HD quality video calling with resolution of HD 720p at 30fps
1.5 Mbps	Peer-to-peer HD quality video calling with resolution of HD 1080p at 30fps
500kbps/1Mbps	Group video calling
1Mbps/2Mbps	HD Group video calling (540p videos on 1080p screen)