

# Getting Into Teams Meeting With Correct Login

## What is happening?

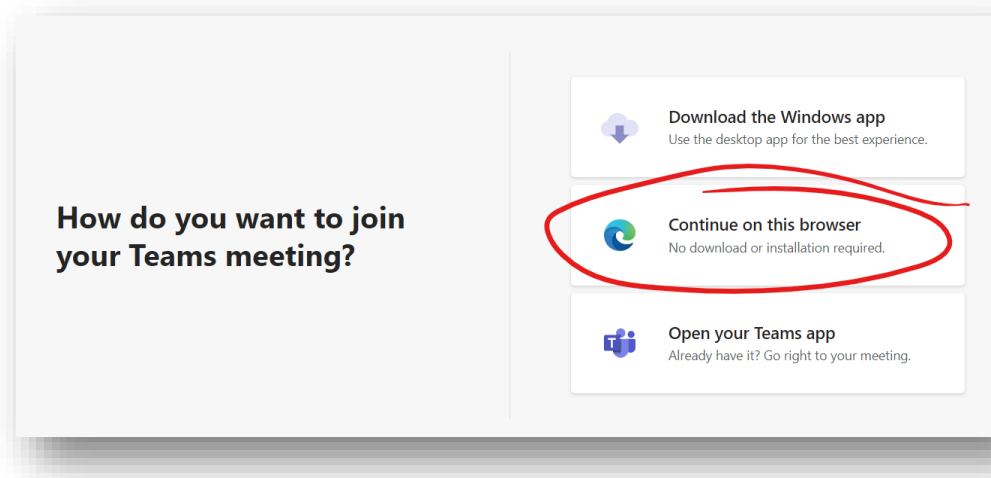
Most people with the guest issue are logging into **Clever**, then going to **Canvas**, and then clicking on the link to join their Teams. When this link is pressed, your computer tries to automatically switch to the installed **Teams app**. For shared devices, or for devices where the installed **Teams app** hasn't been set up, this will cause the student to log in as a guest. This can be resolved by logging into the installed **Teams app**, but if you still have issues you can use the directions below to join the Teams meeting from the **Teams web app**.

## How do I make it work (MacOS or Windows)?

- 1) Make sure you are using an up to date version of Chrome web browser (“...” -> help -> about Google Chrome to check for updates).
- 2) Log into [Clever.com/in/pcsb](https://clever.com/in/pcsb).
- 3) Click the **Teams** icon and leave it open in the new tab.
- 4) Go back to the **Clever** tab and open **Canvas**.
- 5) Go to your **Canvas** calendar and click on the **Teams** link.
- 6) **If it tries to open a new installed Teams app window, close it. Go back and choose to “continue on this browser”.**



Teams



Step 6 is where most students are having issues, so double check that you are still in a web browser when you are in the meeting.

## Other Notes

Some may prefer to use the app instead; you may download the app from [teams.microsoft.com/download](https://teams.microsoft.com/download). Once installed, open the **Teams app** by searching your computer for **Teams** and logging into your r2.d2@pcsb.org Office 365 account (same password as with all other PCS logins.) If you can get logged in, then you should be able to ignore steps 3 and 6 above. Just *make sure* you aren't joining the meetings as guest. If that issue persists, use the **Teams web app** instructions provided above.

After following the steps above to join the [Teams web app](#), you should then be able to choose your sound and webcam settings before entering a lobby. You will have to wait in the lobby until your teacher lets you in.

If you enter the lobby and *don't* have the word "guest" next to your name, but you are still not allowed in, be sure to reach out to the teacher to let them know that you are joining on time and not as a guest. Make sure to try to get to class early so that you can be let in from the lobby as class starts. Also, double check that you are clicking the link for the correct day and time for the meeting.