



## First Merchants Client Videoconferencing Guide

Since we are unable to meet in person, Microsoft Teams allows us to meet virtually. Our internal security protocols alongside the security of Microsoft teams ensures our communications are private and secure.

This simple guide illustrates the four simple steps to connect to our meeting.

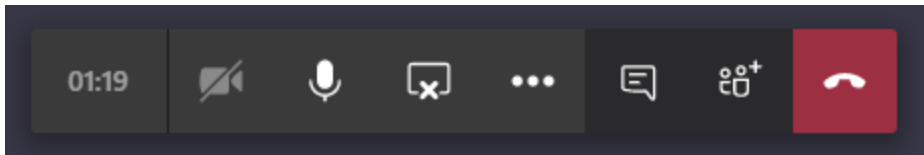
1. **You will receive a meeting invitation** from your First Merchants representative with a link that says “Microsoft Teams”
2. **At the time of the meeting, simply select that link**
  - On a **computer** you may connect through your browser or the Teams app:
    - › **Browser** connection -click “view on the web”
    - › **Teams App** - follow the download prompts and afterward you will be automatically brought into the meeting. The app will provide additional features.
  - On a **smart device**:
    - › Download the Microsoft Teams app  . Follow your device’s prompts to download then open the app.
    - › If you are not automatically brought into the meeting, return to the invitation email or your calendar appointment and click on the Microsoft Teams link again

*Note: If you choose to download the free Teams app, you will only need to download it once. In the future, you can quickly join meetings and access advanced features through the app. The app is not required to join a meeting on your computer, however is required on a smart device.*





3. **Next, you will see your First Merchants representative’s smiling face.** We ensure that you can see and hear us, and vice versa as soon as we start a meeting. Our goal is to be sure we continue to provide personal and full service to you, even if we are unable to meet in person.
4. **To end the meeting**, click the  at the far right of the toolbar, or your First Merchants representative will end the meeting, and your video and audio will also close.

### **Meeting Controls:**

The toolbar is located in the lower center of the screen. If the tool bar is not visible, you may have to move your cursor to that area for it to display.



The toolbar provides the following options:


-  Turn Camera ON/OFF
-  Mute/Unmute Microphone
-  Select devices to use – headset/internal speaker, microphone, camera, etc.
-  End meeting

### **Additional Tips:**

#### **Security**

- If you receive an attachment or link that seems to be from First Merchants, but you were not expecting, please reach out to us before opening the attachment or clicking the link. We will confirm if it was from us and or a possible hacking attempt.
- If you wish to include another person in a videoconference, please contact your representative and we will securely send them an invitation. Please do not forward or share the link from your email or invitation, as that could introduce a security risk.

#### **Using a Headset or Microphone**

While you can meet through video anytime at any place, wearing a headset or using a plug-in microphone can ensure is heard clearly. Make sure your videoconference's settings (Teams toolbar ) are set to use the right device.

#### **Muting and Un-muting**

If you are in a loud area, it is best to mute yourself when you are not speaking (especially if you are on a call with more than two participants). This will significantly reduce background noise for everyone on the call. Remember to un-mute yourself when you want to speak, and allow time for others to do the same.