

Learning at your fingertips



Helping you resolve
welfare benefit problems

Workshop via Teams

Housing Systems

website | information | training

IMPORTANT INFORMATION:

This online Workshop is hosted via Microsoft Teams.

You will receive an email with the link you need to join the Workshop at least 48 hours before the date of delivery.

If you use Citrix you may need to join outside of that system.

To join a Teams event you'll need an internet enabled device.

**If you have any questions about using Teams please contact us:
training@ucnotes.co.uk.**

Welcome to your Workshop:

Our aim is to ensure you have the knowledge and resources you need to give your customers accurate and effective advice on welfare benefits.

The welfare benefit system is getting more and more complicated - so Housing Systems are here to help.

The aim of our Workshops is to provide you with the knowledge you need to:

- Understand the rules
 - Help claimants through the benefit maze
 - Spot when something has gone wrong
 - Know how to put it right
 - Give accurate and up-to-date advice
- so that you can help your customers deal with the complexities of the benefit system, and ensure they are getting the correct award paid on time.

How do I access my workshop?



"It's great to have access to training that give us information on some of the more detailed areas of UC."

training@ucnotes.co.uk

Joining the Workshop Meeting

You can access the meeting on the device you usually use - a laptop / mac, desktop computer or tablet / ipad.

Please give yourself sufficient time to login and join the meeting before the start time.

You will be sent an email with a joining link.
Click on the link. 

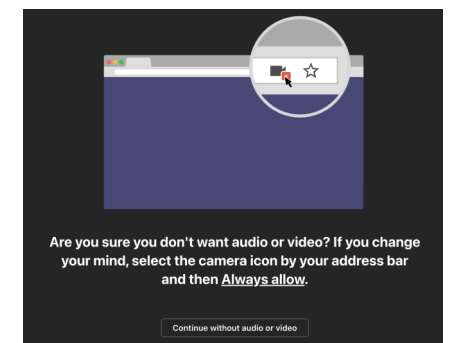
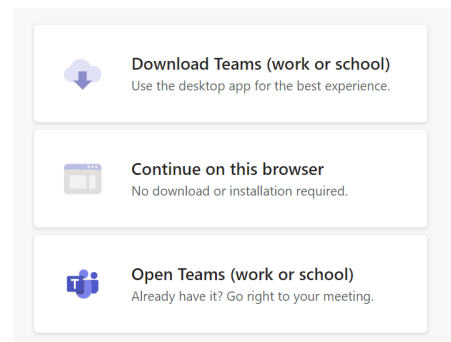
Once you click on the link, the meeting will either open in the Teams App automatically (if you already have it downloaded), or in your browser where you can choose to either download the App or continue on your browser (both work fine).

If you join on your browser, you may need to give permission for Teams to access your microphone and camera—please follow the instructions to allow.

Microsoft Teams meeting

Join on your computer or mobile app

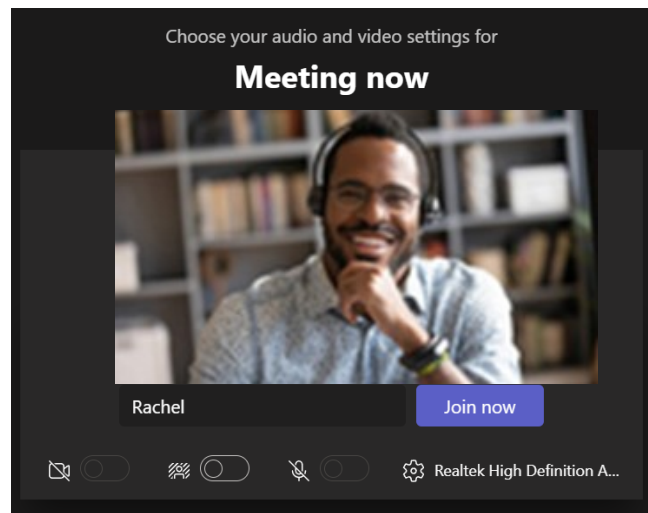
[Click here to join the meeting](#)



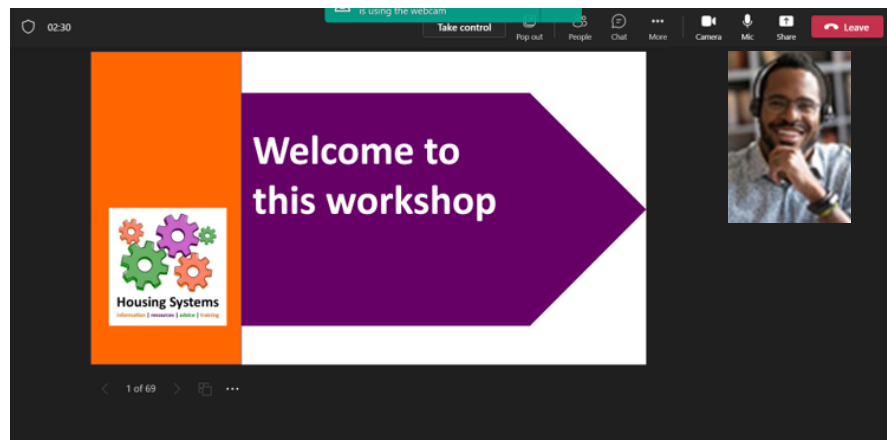
training@ucnotes.co.uk

You'll be asked how you wish to join the meeting—we prefer your camera on and for you to be muted (you can unmute yourself to ask / answer questions when directed to by the trainer).

Once your camera is on and microphone off click 'Join now'.



How your screen will look once you join the meeting:



Please note that the tutor/s will have control of your mic to ensure the smooth running of the meeting/workshop!

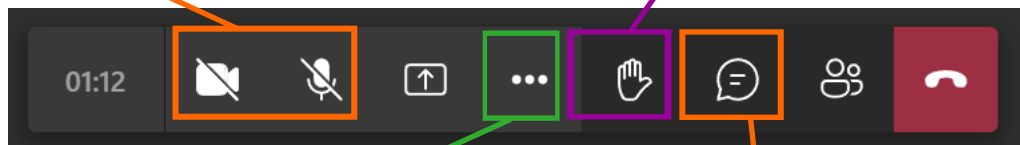
training@ucnotes.co.uk

After You Have Joined the Workshop

Once you are in the meeting you should see the following control bar at the top of the screen (or something that looks similar).

These buttons turn your camera and microphone on and off (they are off if they have a line through).

At some point in the Workshop, you may be asked to put your hand up if you want to speak. To do so, you click on this button. Please remember to take your hand down (by clicking the same button) once you have spoken. For some users, the raise hand button, may be in a 'reactions' menu.



These three dots bring up more options. The most useful in the list are 'show device settings' for if you are having sound issues and 'turn on live captions' if you struggle hearing.

This button opens up the chat feed where you can see the messages that have been sent and send your own messages.

At the end of the Workshop

We hope you will have enjoyed the Workshop and you should have a great Action Plan detailing how you are going to implement what you have learnt.

Please also complete the feedback form - your feedback is very important to us - so that we can continually improve the training we offer.

Housing Systems

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