

What is the most secure way to conduct research interviews online?

In response to the evolving COVID-19 pandemic, the following information is a recommendation for all ECU researchers when conducting research interviews with participants online.

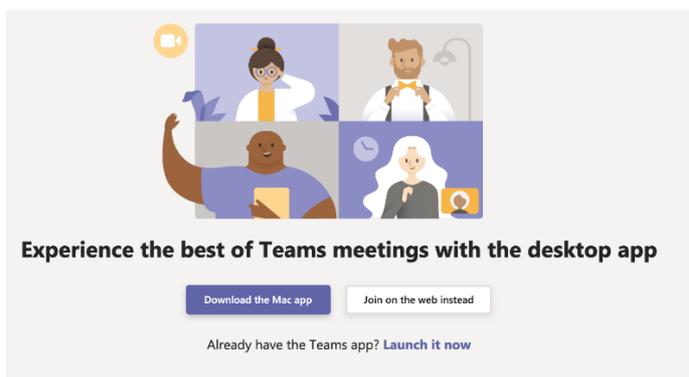
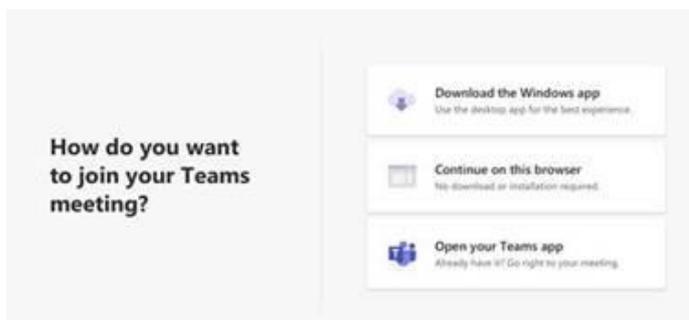
ECU Zoom is an acceptable platform for conducting research, however, if your research requires additional security, Microsoft Teams Meetings should be used as it provides additional security to Zoom.

Using Microsoft Teams Meetings to Conduct Research Interviews

You can join a Teams meeting anytime, from any device, whether or not you have a Teams account.

If your participant does not have a Microsoft Teams account, follow these steps to join as a guest.

1. Create a meeting invite with a Microsoft Teams link and send to the research participant;
2. At the time of the Interview, the participant should click on the meeting invite, then select **how they want to join the Teams meeting**;
3. This will open a web page, where you'll see three choices: **Download the Windows or Mac app**, **continue on this browser** or **join on the web instead**. If you join on the web, you can use either Microsoft Edge or Google Chrome. Your browser may ask if it's okay for Teams to use your mic and camera. Be sure to allow it so you'll be seen and heard in your meeting;



4. Enter your name and choose your audio and video settings. If the meeting room (or another device that's connected to the meeting) is nearby, choose **Audio off** to avoid disrupting;
5. Select **Phone audio** if you want to listen to the meeting on your mobile phone;
6. When you're ready, hit **Join now**; and
7. This will bring you into the meeting lobby. The meeting organizer will be notified that you're there, and someone in the meeting can then admit you.

Tips when using Microsoft Teams as a guest:

- The browser you use will determine your meeting experience, e.g. Google Chrome and Microsoft Edge offer full features, but other browsers may not allow video, audio or screen sharing.
- If no one admits you to the meeting within 15 minutes, you'll be removed from the lobby. If that happens, you can try joining again.
- Some features of Teams meetings aren't available to guests.

Further information and support:**Microsoft Support**

<https://support.microsoft.com/en-us/office/join-a-meeting-without-a-teams-account-c6efc38f-4e03-4e79-b28f-e65a4c039508>

ECU Information Technology Services – Support and Advice

<https://intranet.ecu.edu.au/staff/centres/information-technology-services/support-and-advice>