

MICROSOFT TEAMS LIVE EVENT SUPPORT

by NU Event Management

With Microsoft Teams Live Events, users in your organization can broadcast video and meeting content to large online audiences. These are meant for one-to-many communications where the host of the event is leading the interactions and audience participation is primarily to view content shared by the host.

Event Management can offer you technical support for planning, setting up and executing your Microsoft Teams Live Event.

Cost: \$320 minimum (4 hours) and \$80 each additional hour.

This includes:

- Support for setting up your Microsoft Teams Live Event
- An event rehearsal with live support from our AV technicians
- Technical support staff present for the duration of your event
- Screen sharing support for PowerPoint presentations, etc.
- Advanced setup assistance (tips for capturing your best audio & video)

HOW TO REQUEST SUPPORT

Once you have read through this information packet, please email the following information to eventoperations@northeastern.edu. We will respond shortly to go over your options and finalize your reservation details!

Technical Event Details

- Your name, title, and department
- Organizer's name, title and department (if different from above)
- Department Budget Code
- Event title, date, time and a brief description of the event content

If you have not yet created your Live Event in Teams, please also provide the following details:

- Presenter's Names and Northeastern Email Addresses
- Live event audience
 - People and groups (Only the specified people and groups can watch)
 - NU-wide (Everyone with a Northeastern acct can watch)
 - Public (The live event will be open to anyone)
- Recording available to producers and presenters? Y/N
- Recording available to attendees? Y/N
- Captions? Y/N
- Attendee engagement report? Y/N
- Q&A? Y/N

If you plan on hosting a presenter from outside of Northeastern, ITS will need to create them a sponsored account. To do so, see this page:

https://service.northeastern.edu/tech?id=kb_article&sys_id=6298ee27db577b00bb9fdbf0ce9619a2

RESERVATION POLICIES

We request that all events and rehearsal sessions be booked at least two weeks prior to their scheduled dates so that we can guarantee staffing.

If you need to reschedule an event or rehearsal, please email us at eventoperations@northeastern.edu. We request that rescheduled dates are also booked at least two weeks in advance of your event or rehearsal session.

Should you need to cancel an event or rehearsal session, please see our cancellation policy.

CANCELLATIONS & NO SHOWS

To cancel a rehearsal session or event reservation, please email your cancellation request to eventoperations@northeastern.edu at least two weeks prior to your scheduled rehearsal or event date.

We request that all rehearsal or event cancellations be submitted at least two weeks prior to the rehearsal or event date so as not to incur charges. No shows for rehearsals and events that are not formally cancelled will be subject to a cancellation charge.

BEST PRACTICES FOR VIRTUAL EVENTS

We want your virtual event to be awesome. Below, we've included a few "best practices" to follow if you are new to the world of virtual events or could use a refresher on the basics!

Minimize Distractions:

No matter where you broadcast from - home, office, or otherwise - it's best to choose a location that will have minimal background noise and minimal visual distractions for both you and your audience. Typically, it's best to avoid broadcasting from a room where other people are talking or walking around. You may also want to avoid having brightly colored or distracting objects visible to your audience.

Pick a Location with Good Lighting:

It's important to broadcast from a well-lit area so your audience will be able to see you clearly. Try to ensure that your face is lit consistently and shows up well on your camera.

Use High Quality Audio & Video Equipment:

For best results, use a good camera with high resolution and a microphone that will reproduce your voice clearly. You might consider using an external microphone if that is an option for you, as some "built-in" microphones can pick up background noise. While most newer webcams will work for video capture, you may also want to use an external camera if you need better quality video.

Prepare Materials Ahead of Time:

In many ways, a virtual event is like an event at a physical venue. Just as you'll want to have your talking points outlined if you're presenting on a particular subject, you will want to make sure any PowerPoint or other visual presentation is ready to go on your computer or emailed to your support technician well ahead of time.

ADDITIONAL POLICIES

RECORDING POLICY:

Recording your event is a specification that you must set up upon creation of the event. Be sure to communicate your desire to record your event with your support assistant. If your event is created up by Event Management, you will have 48 hours to download your program.

DISABILITY RESOURCES:

Microsoft Teams Live Event features AI-generated closed captions. Be sure to communicate to your event producer that you'd like this feature enabled. While this technology does a good job at transcribing presenters in real time, it is not perfect and Event Management is not liable for the accuracy of this feature.

MICROSOFT TEAMS DISCLAIMER:

While we will do everything in our power to ensure that your event goes smoothly and as planned, we are not responsible for the possible failure of the Microsoft Teams platform or any other Office 365 products. Additionally, because presenters at virtual events often use audio & video equipment that is not owned or maintained by Event Management, we cannot be held responsible for the potential failure of said equipment. **In the event of technical failure,**
[minimum charge for techs?]

EVENT MANAGEMENT STAFF ASSOCIATED WITH MICROSOFT TEAMS LIVE EVENTS

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ADDITIONAL RESOURCES FOR TEAMS LIVE EVENTS

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Microsoft Teams Live Event Assistance:

https://forms.office.com/Pages/ResponsePage.aspx?id=v4j5cvGGr0GRqy180BHbRyDjDy_PXI5OtUv8Q_mW3a5UOUZYOTg2TjZMQzRSWTFUVFU4S0YyT1dORiQIQCN0PWcu