

Video and/or chat not available in a Teams meeting?

Important information about your accounts

As a student you have two accounts with Becker. Your normal account used to get into Canvas, email, and other systems, and a **guest account** used for classes and other meetings in Teams. To use video and chat in a Teams meeting, you **must** be under the guest account before joining the meeting.

Symptoms:

- Error message - “Your administrator has disabled X for this user”
- Not able to use video, chat, or captioning in a meeting
- You’re listed as an “External” user in Teams

Cause:

This happens when you’re logged into a meeting in Teams with an account other than the **guest** account that was set up for use in affiliation with your regular account. This can happen in a few ways.

- Opening a meeting from Outlook before switching to your guest account in Teams
- Using a personal email address when logging into the meeting
- Using your student account without first accepting the invitation and terms of services agreement for your guest account
- If you just started and the guest account hasn’t been setup yet (Contact us for a guest account)

Resolution:

Open Teams using your @mymail.becker.edu account, then switch to your guest account before opening the meeting request.

If you’re already in a meeting with your @mymail.becker.edu account go to step 2.

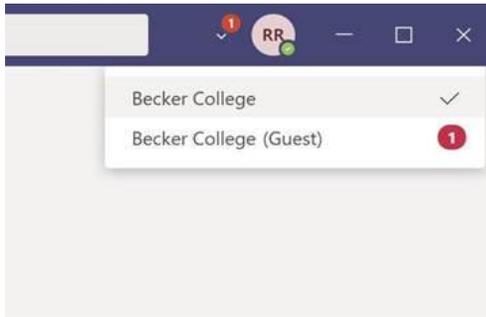
1. If you haven’t already done so find and accept the invitation for your guest account. It was sent by Gerard.Moran@becker.edu and looks like this.



If you accept this invitation, you'll be sent to <https://Teams.Microsoft.com>.

[Accept invitation](#)

2. Within the Teams application switch to the “Becker College (Guest)” account found next to your initials at the top right.



3. Open the meeting from the meeting request in Outlook.

Additional info:

Use the following to verify that you’ve joined the meeting with your **guest** account and not your student account.

As a guest:

Chat is available.

Video is available.

You’re automatically admitted to the meeting.

As student account:

No video.

No chat.

You may start the meeting in the lobby and have to be admitted by the organizer.

You may be listed as an “External” user in the meeting.

If you’re still having issues after trying the steps listed, please contact the Help Desk.

<https://www.becker.edu/student-life/student-support/information-technology/>