

VIRTUAL PLUMBING INSPECTION USING MICROSOFT TEAMS



PLUMBING SERVICES | DEVELOPMENT SERVICES FACT SHEET

Dedicated to a better Brisbane

Planning *for*
Brisbane's future

Brisbane City Council is committed to keeping Brisbane clean and green. This guide has been developed as a 'how to' guide to assist industry professionals undertaking a virtual plumbing inspection using Microsoft Teams (MS Teams).

Booking your virtual inspection

Book in your plumbing inspection via Council's Plumbing Hotline 07 3403 9999 as per Council's usual booking process and advise that a virtual inspection is being requested.

A Council officer will send a meeting appointment via email to the email address provided to Council. Once received, open the email and accept the appointment, see *Figure (a)* below.

Guide

1. Download 'MS Teams' on your mobile device (smartphone required) via the relevant Google Play, Apple or Microsoft app stores:
 - **Android:** <https://play.google.com/store/apps/details?id=com.microsoft.teams>
 - **iPhone:** <https://apps.apple.com/au/app/microsoft-teams/id1113153706>
 - **Microsoft:** <https://www.microsoft.com/en-au/microsoft-365/microsoft-teams/download-app>

Note: Once installed, close the 'MS Teams' app on your device as the app is not required to be running when not in use.

2. Accept the inspection appointment sent via email prior to the inspection date as per *Figure (a)*.
3. Prior to the inspection meeting time, open MS Teams, open the calendar on the device within the MS Teams app and select 'Join' see *Figure (b)*.
Note: If using for the first time you will be prompted to move through several pop-up windows. When prompted, select 'Allow' for 'MS Teams' to have access to 'manage phone calls' etc. This is required for MS Teams to function fully.
4. Select 'Join as a guest' as indicated in *Figure (c)*.
5. Enter your name where prompted and press the 'Join as a guest' button as per *Figure (d)*.
6. Your MS Teams inspection meeting will begin as shown in *Figure (e)*.
7. Ensure the microphone and video icons indicate they are on and unmuted as per icon *Figure (e)*. They are on and unmuted if there is no diagonal line through the symbols for video and microphone.



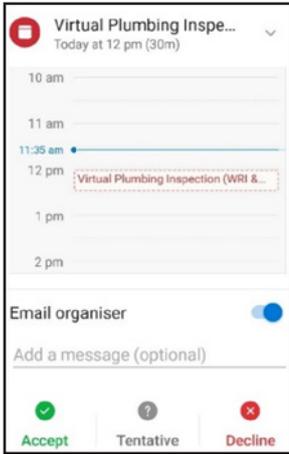


Figure (a)

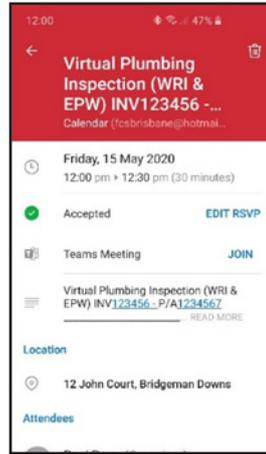


Figure (b)

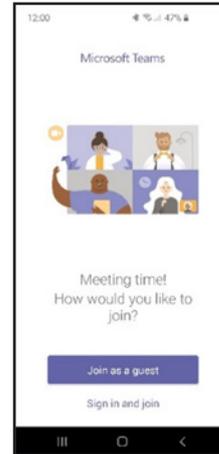


Figure (c)

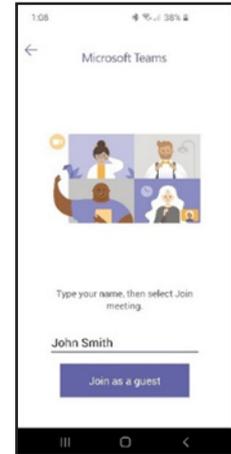


Figure (d)

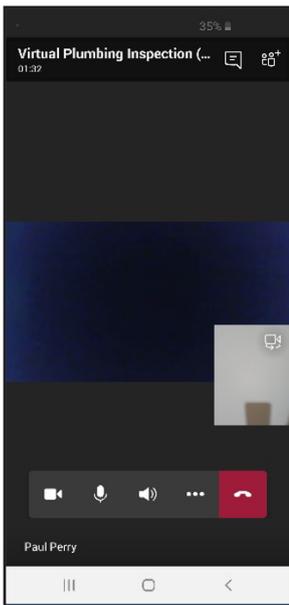


Figure (e)

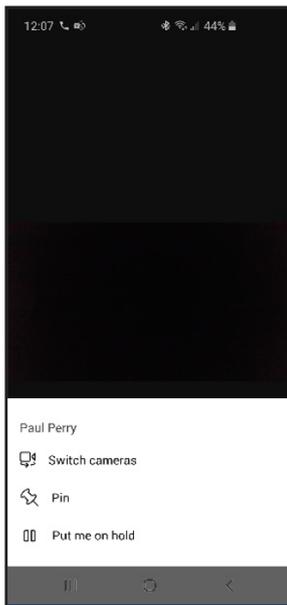


Figure (f)

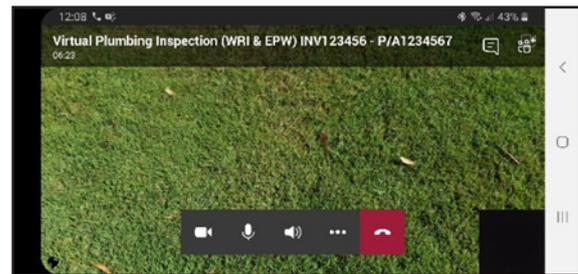


Figure (g)

- 'Pin' the video view by holding down on your video view and selecting 'Pin' as indicated in Figure (f). Your picture will now appear as the main view in the middle of your screen.

Important: Select the rear camera on the device by tapping the in-screen icon  see Figure (e). Then turn the device to landscape view as per Figure (g).

- Once the inspector has joined the inspection meeting, you will be guided by the inspector to confirm the site address details and to walk through the inspection.
- The MS Teams inspection meeting is ended by simply pressing the red end-call button on the device.



Please contact Plumbing Services via email: CPAS-DS-PSG-virtualinspections@brisbane.qld.gov.au or phone 07 3403 9999 if you require any assistance.

Please note: The diagrams used in this guide are based on an Android device and may vary slightly with other devices.

Disclaimer: The content of this document has been developed to provide general advice and information for the use of Microsoft Teams to conduct inspection meetings. Brisbane City Council expressly disclaims all liability for errors and omissions of any kind whatsoever whether negligent or otherwise for any loss, damage, injury or other consequences that may arise from reliance on this publication.

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