

Unable to join Teams meetings (Stuck in lobby)

Known Issue

Learning Technology is aware of a known issue in Microsoft Teams where select students are stuck in the lobby and unable to join their meeting, even if their teacher has admitted them to the meeting.

Prerequisite

To follow this process, you will need a link to the Microsoft Teams **meeting link**

What a Teams meeting link looks like (acceptable)

<https://teams.microsoft.com/l/meetup-join/>



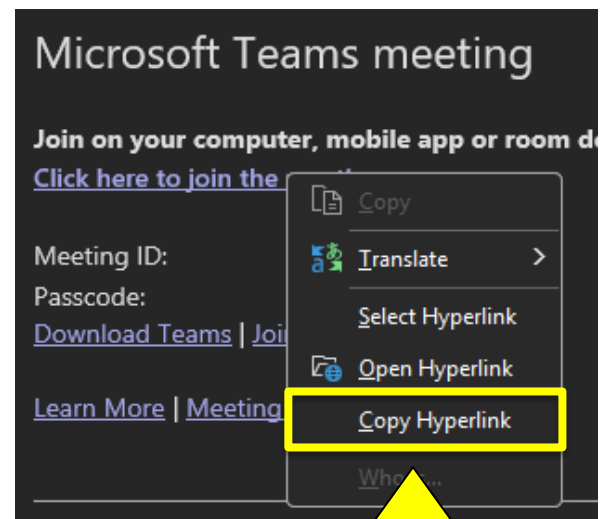
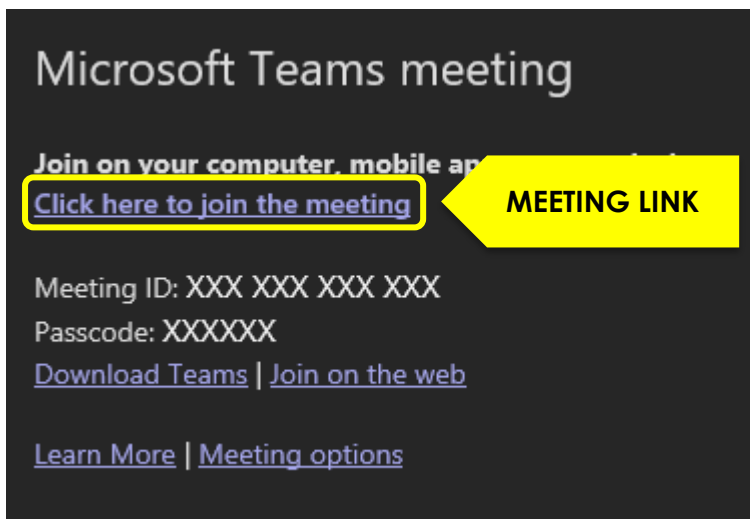
What a Teams team link looks like (not acceptable)

[https://teams.microsoft.com/l/team/...](https://teams.microsoft.com/l/team/)



If you **don't** have a meeting link, you may be able to find it in other places, such as:

- The lesson notes on Daymap for your class
- E-mails and welcome letters from your teacher
- In e-mails and messages with Microsoft Teams meeting metadata:



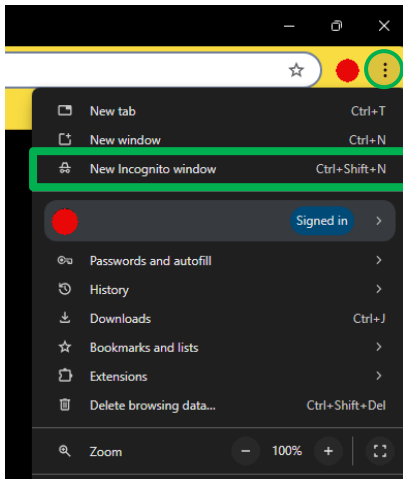
If you have this e-mail, you may be able to right-click on the meeting link and click on **Copy Hyperlink**

If you cannot find your meeting link, contact your teacher.

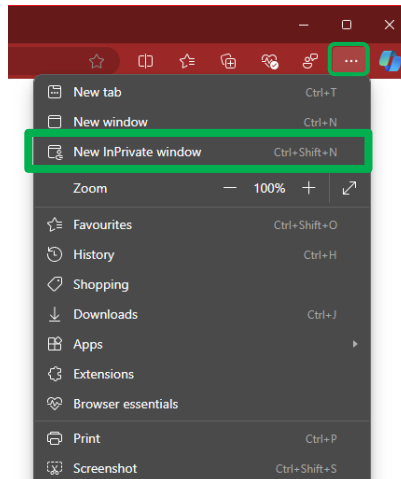
Once you have your meeting link...

Open up an incognito/private window in your preferred web browser.

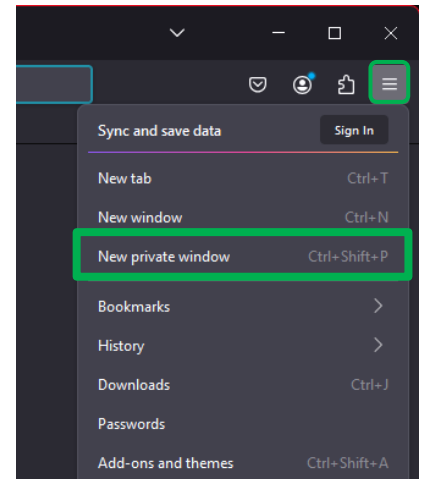
Google Chrome



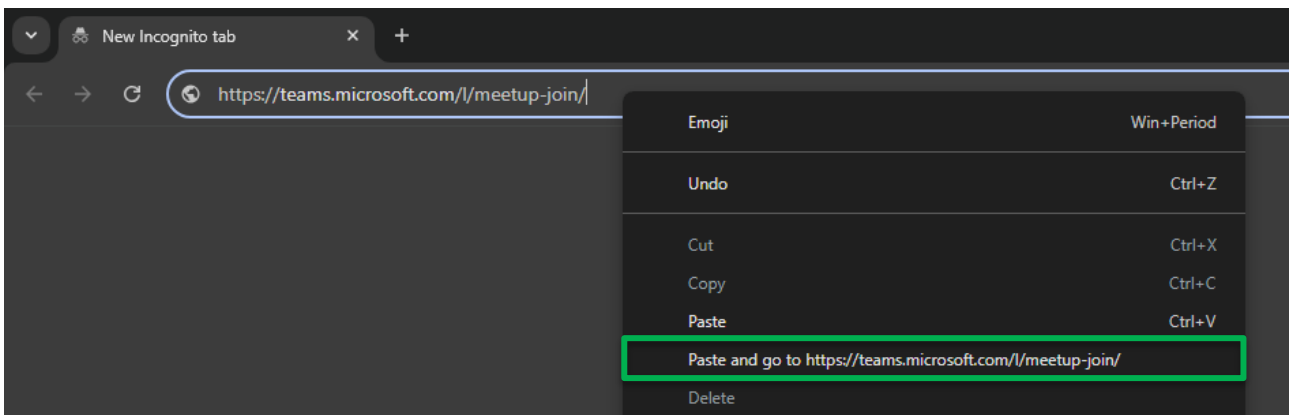
Microsoft Edge



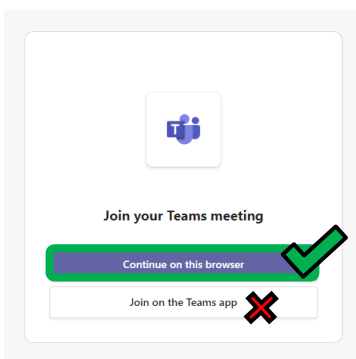
Mozilla Firefox



Right-click in the address bar and click on **Paste and go** to paste your meeting link



Click on **Continue on this browser**



Type in your name, check your camera/audio settings and click **Join now**

