

# Getting started with Microsoft Teams Live Event

## Virtual Events

With Virtual Events, you benefit from the service of a professional event producer who assists you before, during and after your event.

## Roles and responsibilities

### Requester/Booker

- Gathers the necessary information required to book the event and raises request with the Virtual Events team.

### Virtual Events producer

- Confirms requirements, schedules the event, sends out invites and hosts pre-event rehearsal.
- Conducts final checks before start of the event and delivers introductions.
- Supports speakers/presenters throughout and moderates Q&A.
- Provides reports post event that includes participants list, Q&A results, event recording link and transcription.

### Presenters

- Speakers who deliver content during the event.

### Participants

- Attendees joining the live event as audience or watching on demand.

## Features

Summary of key features and capabilities:

Feature	MS Teams live event
Maximum number of participants	10,000
Maximum event duration	4 hours
Maximum number of producers and presenters	100
Maximum number of concurrent events	15
Q&A	Available (written only)
Video content share	Available (speakers only)
Recording	Available
Live captions/subtitles	Available

### Full list of features

[View the full list of features](#) or alternatively speak to the Virtual Events team.

## Booking an event

Before you begin the scheduling process, please have the following information ready:

### BT account holder details

- Billing EB no. (if available)
- Company name
- First and last name
- Phone number
- Email address
- Time zone.

### Event details

- Topic
- Event date
- Event start time and time zone
- Duration of event
- Number of participants
- Presenter(s) details e.g., name(s) and email address(es).

To book an event complete the booking form and send via email to the Virtual Events team at: [virtualevents@bt.com](mailto:virtualevents@bt.com)

The Virtual Events team will schedule the event within 48 hours and send confirmed email invites with joining links.

**Note:** The joining links for presenters and participants will be different.



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## Best practice

- Make sure you're clear on the roles and responsibilities of event producers, presenters, and participants.
- Book your Virtual Event well in advance.
- Ensure your organisation's IT contact has checked network health and service configuration in advance of your event.
- Make sure your IT team have set up the live event policy for your organisation correctly.
- Let the Virtual Events producer know your recording policy for attendees.
- Inform your presenters that the recording is stored in MP4 file format and can be downloaded after the event is over.
- Let the Virtual Events producer know in advance if you'll be inviting guest speakers.
- Ensure your presenters are aware of and join the Virtual Events producer hosted rehearsal event.
- Advise your presenters to join the event at least 30 minutes before the start time to go over final arrangements with the Virtual Events producer.
- Remind your presenters not to forward their confirmation email to attendees.

## Frequently asked questions

### **Can I cancel the event/change the event date after it has been booked?**

Yes, simply contact the Virtual Events team at: [virtualevents@bt.com](mailto:virtualevents@bt.com).

### **How do I retrieve the confirmation email with event details? I have lost the email.**

Contact the Virtual Events team at: [virtualevents@bt.com](mailto:virtualevents@bt.com). Your confirmation email will be re-sent to you.

### **How do I request the recording to be sent to attendees after the event?**

Request the recording web link be made available to attendees at the time of booking the event. Make sure you tick the appropriate checkbox on the booking form.

### **Can participants ask questions to presenters?**

Yes, participants can ask their questions in the chat window. As the presenter mode will be on, they can't engage with speakers over audio.

### **How do I access Q&A and attendee list after the event?**

You can request a Q&A report and attendee list be made available to you after the event. Make sure you select the appropriate options in the booking form.

### **How do I request for the event summary report to be sent to additional recipient(s)?**

Contact the Virtual Events team at: [virtualevents@bt.com](mailto:virtualevents@bt.com) to request a summary report to be sent to additional recipients.

## Useful links

- **Share with your presenters:**  
[Present in a live event in Teams.](#)
- **Further guidance on presenter experience:**  
[Microsoft Virtual Event Playbook.](#)
- **Share with your attendees:**  
[Attend a live event in Teams.](#)
- **Further guidance on attendee experience:**  
[Microsoft Virtual Event Playbook.](#)
- **Share with your IT contact:**  
[Microsoft Virtual Event Playbook.](#)

Visit our support page [here](#) or scan the QR code below:



## Further help and support

Contact the Virtual Events team:  
[virtualevents@bt.com](mailto:virtualevents@bt.com)