

Microsoft Teams meetings: Recording and Transcription

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Glossary

Device: whatever you are using to access your work on – desktop PC, laptop or smartphone.

Online: you are connected to the internet. An ‘online’ app means you access it in an internet web browser (e.g. Chrome) rather than using your desktop icon. Also called ‘on the Web’.

Cloud: in simple terms, the cloud is the internet. It's all of the things you can access remotely over the Internet, such as data and programmes. When something is in the cloud, it means it's stored on special internet computers (‘servers’) instead of just on your device.

OneDrive: your secure personal storage area in Office 365.

Application: the different programs within O365 are called applications, e.g. Outlook, Word, Teams. Also known as Apps.

Icon: the ‘logos’ of the different applications (e.g. Teams is blue people, OneDrive is a blue cloud) or web browsers (e.g. Chrome is a coloured circle)

Desktop app: the Teams application that is available on your computer by clicking onto the icon. It may be on your bottom taskbar, on your desktop as a shortcut or in your Start menu. You don't have to be online to see it.

File Explorer: the ‘folder’ icon that displays along your bottom taskbar; the one you have been using to find your documents, downloads, pictures and desktop.

Ellipsis: the 3 dots you will find next to various names and commands. An ellipsis is used for ‘more options’ when there is not enough room to display all options.

Downloading: means your computer receives data **from** the Internet. For example, if you want an application on your device, you will download it to your computer. In this area, the Cloud counts as the internet too.

Uploading: means data is being sent from your computer **to** the Internet. For example, when you move a document from your desktop into your OneDrive, that is uploading because you are moving it to the Cloud.

Chat: the space attached to every Teams meeting where those invited to the meeting can instant message each other and access files posted for the meeting.

Channel: in Teams, communication and tasks happen in channels. A channel is a single place for a team to share messages, tools, and files. They can be organised by group, project or whatever else is relevant. For now, channels are not enabled for most of Barnardo's.

Internal and External: for Teams purposes, an internal person is one with a Barnardo's email address; an external is someone attending a meeting who has no Barnardo's email.

Microsoft 365 and Office 365: this is essentially the same thing and both names are used for the applications in this guide.

SharePoint: the platform for storing and saving files in Office 365. You do not have to do anything currently as SharePoint is not ‘active’ at Barnardo's other than in the background.

Please note that, as very few Barnardo's colleagues are using Teams channels, this guide concentrates on Teams meetings that **do not** take place within a Teams channel, e.g. meetings arranged in your Outlook calendar and ad-hoc 'meet now' meetings.

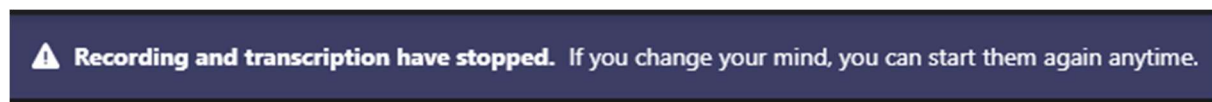
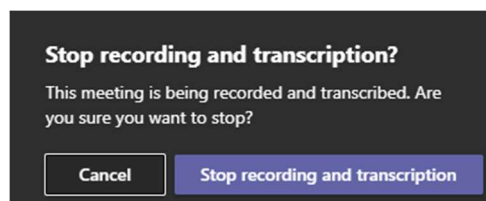
What are Recording and Transcription?

Recording is the ability to have an audio-video copy of your meeting. A recording happens in the Cloud and is saved to Microsoft OneDrive so users can share it securely across their organisation.

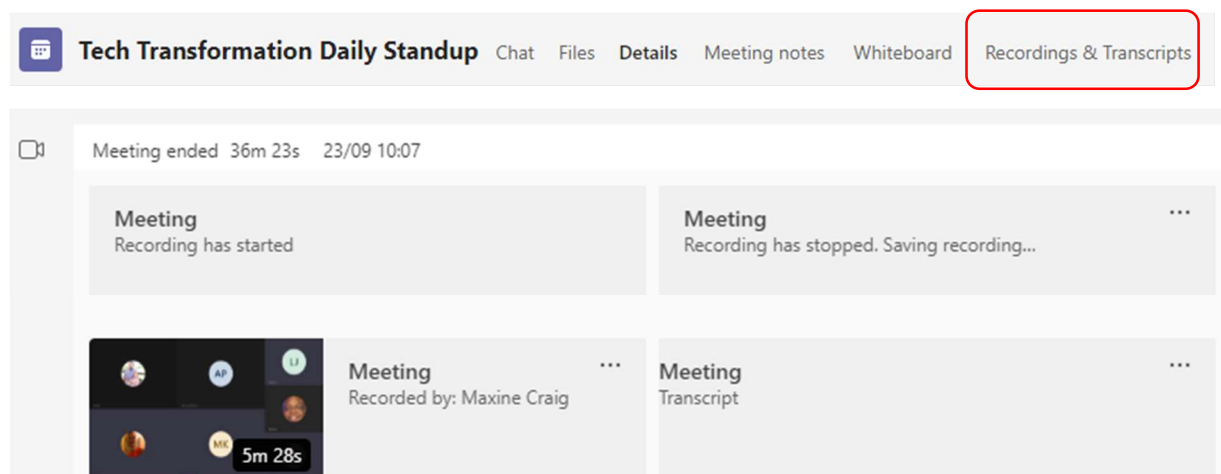
Transcription is the ability to have the conversation auto-typed during the meeting and available to read after the meeting ends.

Recording and transcript functions can work alongside each other but not all meetings have a transcription function (see page 16).

When you press 'Start recording' in a scheduled meeting, the transcription automatically starts too, but after this **you can start and stop recording and transcription independently** of each other. For example, there may be times when everyone relevant is in the meeting and on time so you don't need a transcription.



As explained later, both the recording and transcript for a meeting are found in the Recording and Transcript tab of the Meeting Details area but can also be found within the chat itself.



Recording of Teams Meetings

When a meeting is recorded, it is automatically:

- Uploaded to OneDrive
- Permissioned to the Barnardo's people invited to the meeting (whether attended or not)
- Linked in the meeting's chat space
- Displayed in the Recordings and Transcripts tab for the meeting
- Added to various file lists across the attendees' Office 365: Shared with me, Recommended, Recent, office.com, etc.

Important points to remember about recording meetings

Pre-meeting – Organiser of the meeting

- ✓ If you know in advance that your meeting will be recorded, you should mention this in the invitation to give people the option of not attending or entering the meeting off-camera.
- ✓ If you intend to share the recording with anyone outside of that meeting, you must let the attendees know in advance.
- ✓ Consider the reason for recording. What is the purpose? Is there a lawful basis for recording the meeting?

During the meeting – all participants

- ✓ Anyone internal can start recording, although it is often best for the Organiser to decide this, or the Chair if relevant.
- ✓ If you decide to press 'record' during the meeting, you must inform everyone you are doing so.
- ✓ Staff who are uncomfortable being recorded should be granted permission to keep their camera off.

Post-meeting - Organiser

- ✓ External attendees (those without a Barnardo's email) will not have access to the recording – do they need it? If so, you need to share it manually with them via your OneDrive permissions.
- ✓ Do you need to set a time limit for the recording to be available? If so, advise the attendees of how long this will be, then it is up to you to delete it after the deadline.

Post-meeting – all attendees

- ✓ Everyone at Barnardo's who is invited will be able to access the recording in the chat space, regardless of whether they attended.

Data Protection guidelines on the recording of meetings with Service Users

Technically we cannot stop service users from recording sessions. Where we have an indication that this may be happening, we should acknowledge it and set some clear ground rules.

If you are in a session you believe is being recorded and think this could present a risk, stop the session at an appropriate moment and seek guidance from your line manager. We could be considered a third party, in which case they would need our consent to share further and, in doing so, they would obviously need to consider the risks to any children involved.

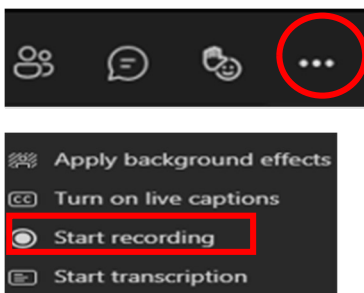
On this basis, the Service User must demonstrate the purpose for the recording and then we should establish a written agreement with clear boundaries around limiting the purpose for the recording, agreeing the scope within which it will be shared/used, which we hope would negate the use for any possible other purposes.

If agreeable to all, it may be sensible for Barnardo's to undertake the recording of the session and share with the Service User instead.

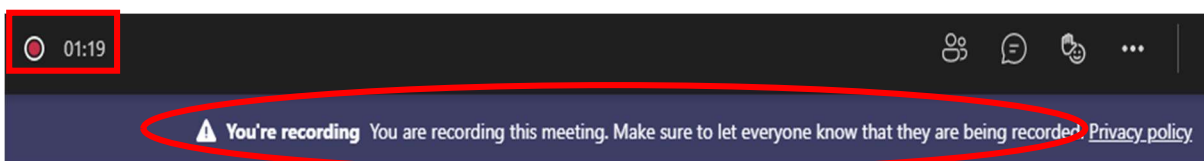
Start a recording

For a Teams meeting to be recorded, the meeting organiser and the person who is starting the recording **must not be a Guest** (external to Barnardos) and/or must not have joined the meeting anonymously.

Within the ellipsis in your meeting controls, you can find the prompt to start recording the meeting.

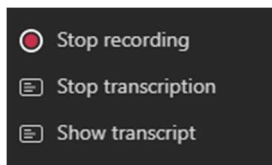


When you select 'start recording', the red button comes on and a message appears along the top of the meeting screen to warn everyone they are being recorded. **It is also good practice to tell participants in case they miss the message.**

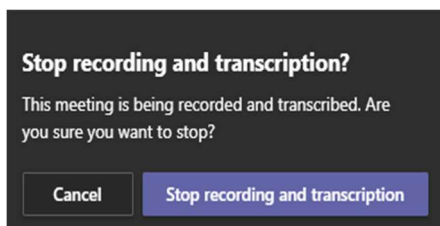


Stop a recording

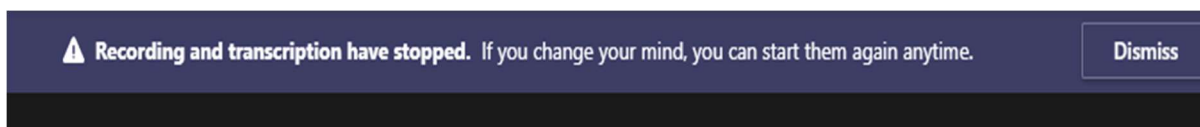
Go back into the ellipsis and choose 'stop recording'.



You will get a message asking if you are sure.



If you choose 'stop', the message tells you this has stopped but that you can re-start recording if needed.



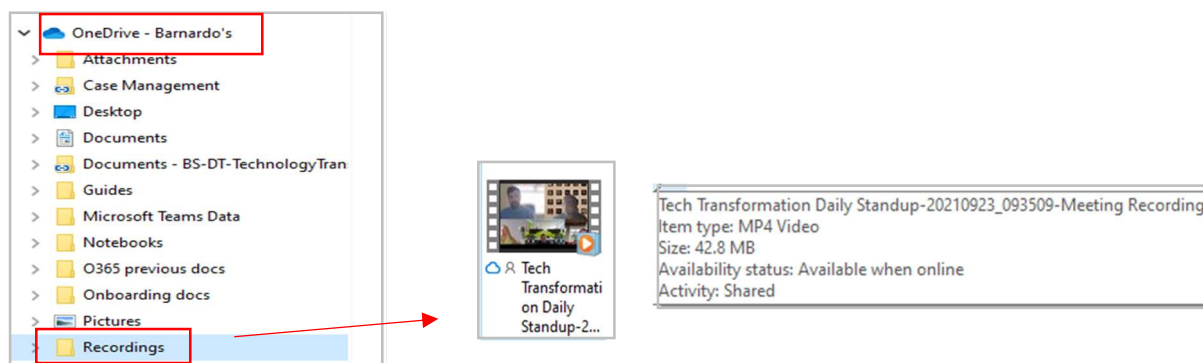
Storage of the recording in OneDrive

Since September 2021, recordings from Teams meetings go into OneDrive for storage in a folder named Recordings. If you go into this folder, you can find your recordings if you have ever pressed Record in any meeting you attended.

For more information about using and navigating the OneDrive desktop and online apps, please download the user guides on Inside Barnardo's.

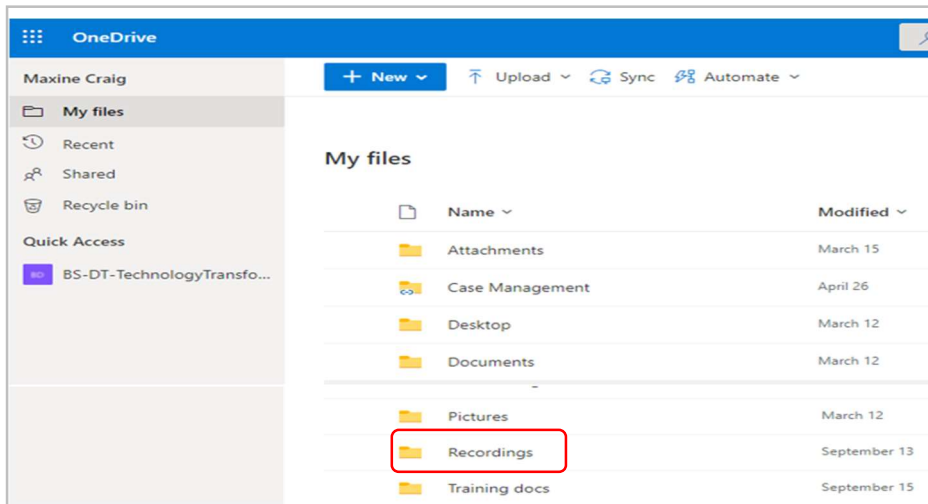
<https://inside.barnardos.org.uk/onedrive-training-and-guidance>

The **desktop version of OneDrive** displays your recordings in File Explorer like this:

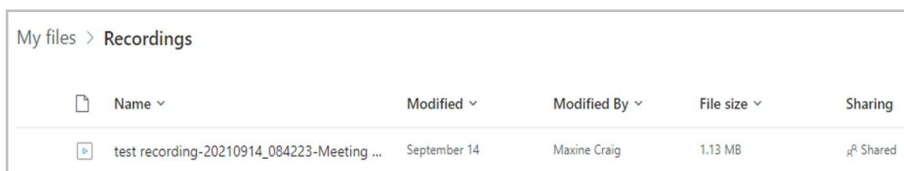


If you hover over the recording you can see some details such as the file size, that it is shared, and its availability online.

OneDrive Online displays on **office.com** like this:



Go into the Recordings folder and click onto the recording you wish to watch – it will play.



Whilst watching a recording, you can switch closed captions on by clicking onto the CC icon in bottom right.



Whose OneDrive does the recording go into?

In basic terms, the recording goes into the OneDrive of the person who pressed 'record' - they are the Owner who can share it or delete it.

For a more detailed check, please look at this table for who can view the recording and who can share it with others.

| Meeting type | Who pressed Record? | Where does recording go? | Who is the owner? | Who can share it with others? | Who has view-only access? |
|---------------------------------------|------------------------------------|--|---|-------------------------------|---|
| 1-1 INTERNAL call | Caller | Caller's OneDrive | Caller is owner with full rights | Only the Caller | Callee |
| 1-1 INTERNAL call | Callee (person receiving the call) | Callee's OneDrive | Callee is owner with full rights | Only the Callee | Caller |
| 1-1 call with EXTERNAL parties | Caller | Caller's OneDrive | Caller is owner with full rights | Only the Caller | Nobody. An external Callee has no access and the Caller must share it. |
| 1-1 call with EXTERNAL parties | Callee | Callee's OneDrive | Callee is owner with full rights | Only the Callee | Nobody. An external Callee has no access and the Caller must share it. |
| Group call | Any member of the call | OneDrive of the person who clicked on Record | Person who clicked on record has full rights. | Person who pressed record | Other people in the call within same organisation. |

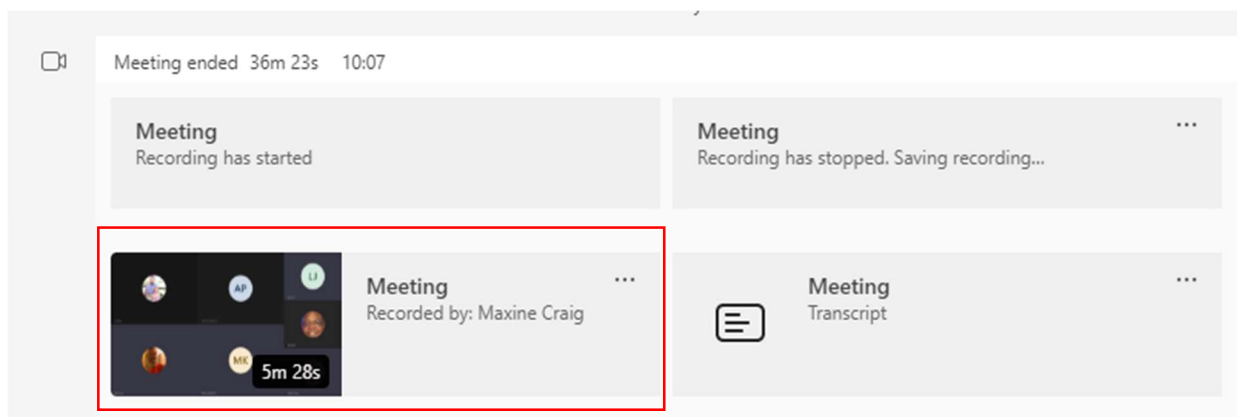
| Meeting type | Who pressed Record? | Where does recording go? | Who is the owner? | Who can share it with others? | Who has view-only access? |
|---|---------------------------------------|--|--|--|---|
| Scheduled or ad-hoc INTERNAL meeting | Organiser | Organiser's OneDrive | Organiser has full rights | Organiser | Other meeting members within same organisation (even if they did not attend) |
| Scheduled or ad-hoc INTERNAL meeting | Any attendee who is not the Organiser | OneDrive of the person who pressed record | Person who clicked on Record has full rights. | Person who pressed Record AND the meeting Organiser | Other meeting members within same organisation (even if they did not attend) |
| Scheduled or ad-hoc meeting including EXTERNAL users | Organiser | Organiser's OneDrive | Organiser has full rights | Organiser | Other people in the call within same organisation as Organiser. External attendees have NO access and Organiser must share with them. |
| Scheduled or ad-hoc meeting including EXTERNAL users | Attendees who are not the Organiser | OneDrive of the person who pressed Record | Person who clicked on Record has full rights. Organiser has edit rights and can share | Organiser and person who clicked Record. | Other people in the call within same organisation as Organiser. External attendees have NO access and Organiser must share with them. |
| <i>Channel Meeting</i> | <i>Channel member</i> | <i>Teams SharePoint location for that channel.</i> | <i>Member who clicked on Record has edit rights to the recording.</i> | <i>Every other member's permissions are based on the Channel SharePoint permissions.</i> | <i>Every other member's permissions are based on the Channel SharePoint permissions.</i> |

Accessing the recording

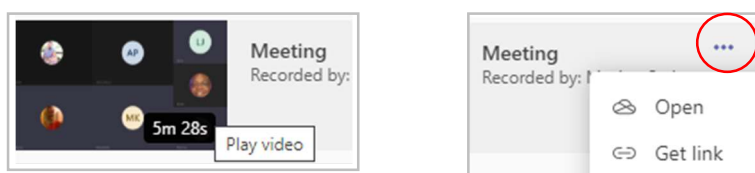
The recording will automatically be available to the internal attendees of your meeting. Any people in Barnardo's who were invited but did not attend can also view the recording because they have access to the chat.

It can be accessed a few different ways.

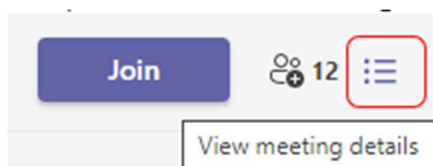
- 1) In the meeting's chat space.



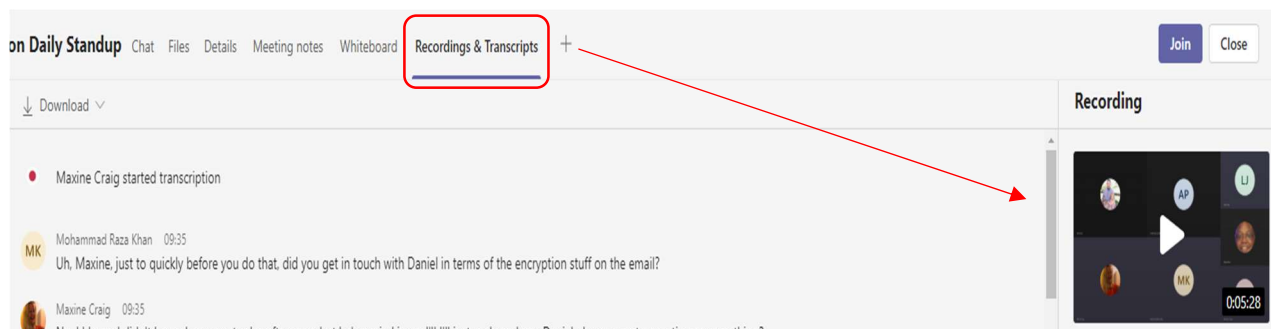
Either click onto the picture of the video or select Open from the ellipsis.



- 2) Click onto the Meeting Details area of your chat space in top right of Teams screen.

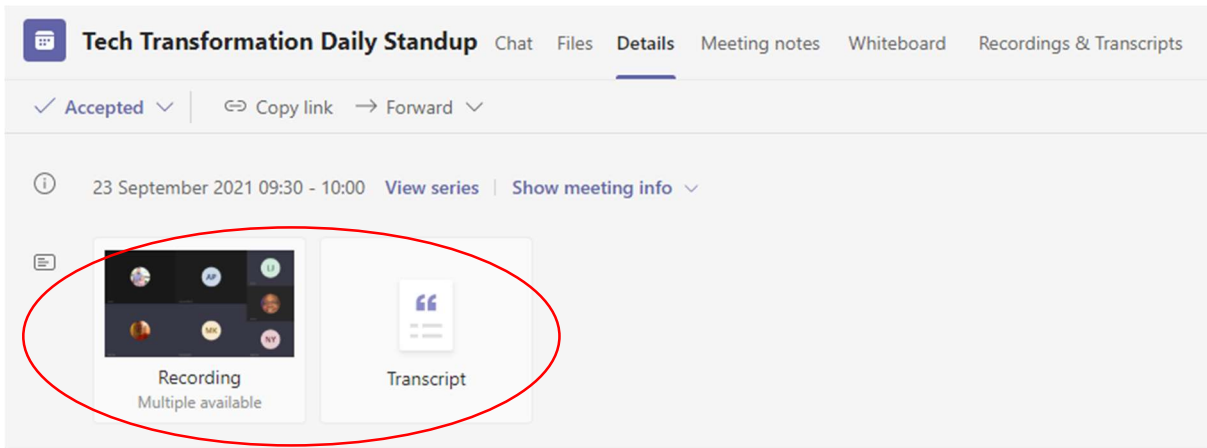


You will find the Recording and Transcripts tab which holds any transcriptions and recordings for that meeting. The recording will be on the right of the screen.



- 3) Click onto the meeting in your Teams calendar. It will open and display both recording and transcript tiles.

Click onto either tile and you will reach the Recordings and Transcript page as per the two previous methods of access.

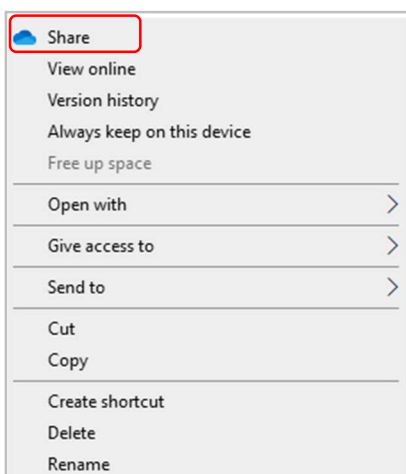


Sharing a recording

Sharing a recording is the same as sharing a document, with the similar permissions.

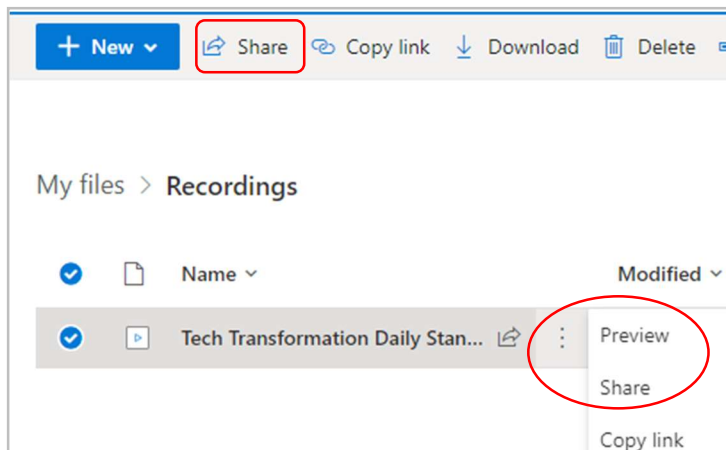
Note: It is important to respect your fellow attendees' identity and confidentiality and not assume that everyone is comfortable with a recording being shared outside of the meeting group. **You should tell attendees in advance if you intend to share the recording with others.**

From OneDrive desktop in Recordings folder
Right click on the recording and choose Share.

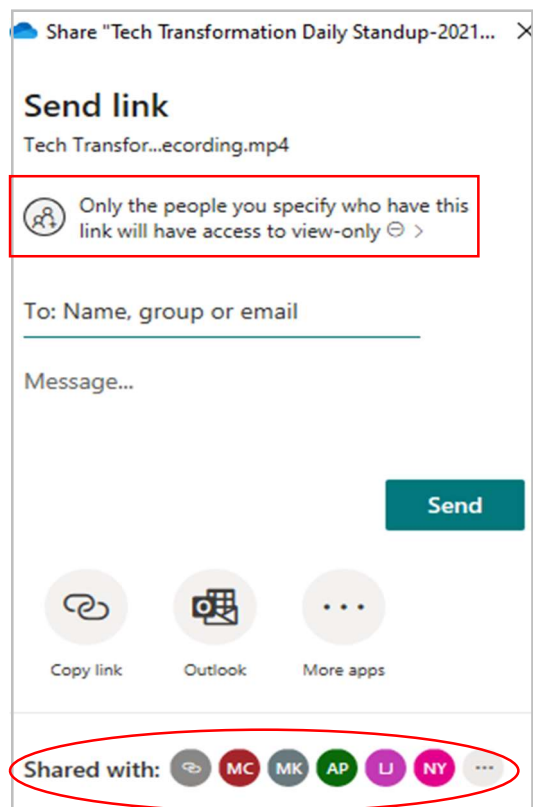


From OneDrive online in Recordings folder

Choose Share from either the top command line or from the ellipsis area.

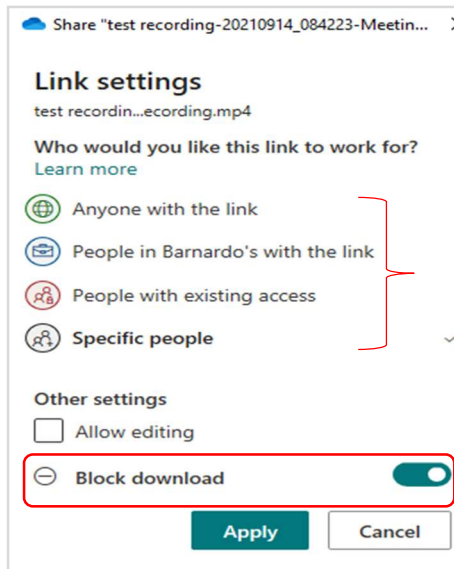


A Send Link box will appear for you to choose your preferred sharing permission. The default is as below **'only people you specify who have this link will have access to view only'**.



Note – in 'shared with' at the bottom, you can see the initials of the people the recording is already shared with – these will be the Barnardo's colleagues invited to your meeting who automatically have viewing access as invitees.

However, you can change the default permission setting by clicking onto the small arrow and choosing one of the Link Settings options.



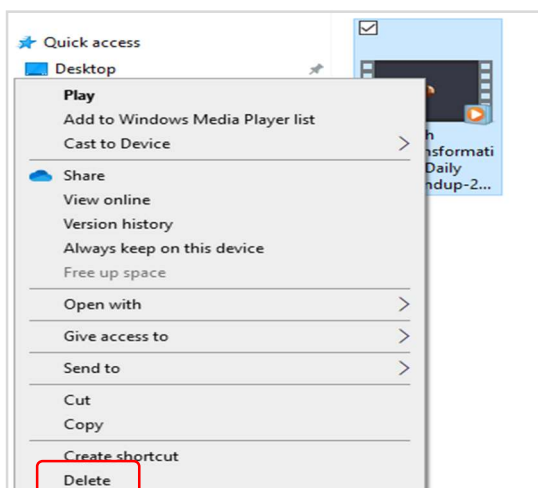
For security reasons, the **'block download' defaults to On**, thus not allowing anyone to download the recording. Please make sure you only change this if you and your attendees have agreed the recording is not confidential.

Deleting recordings

As Owner, your recordings can be deleted as easily as any other file in your OneDrive. **However, remember that if you delete the recording from your OneDrive, you and others will lose all access to it from the chat and Recording and Transcripts tab.**

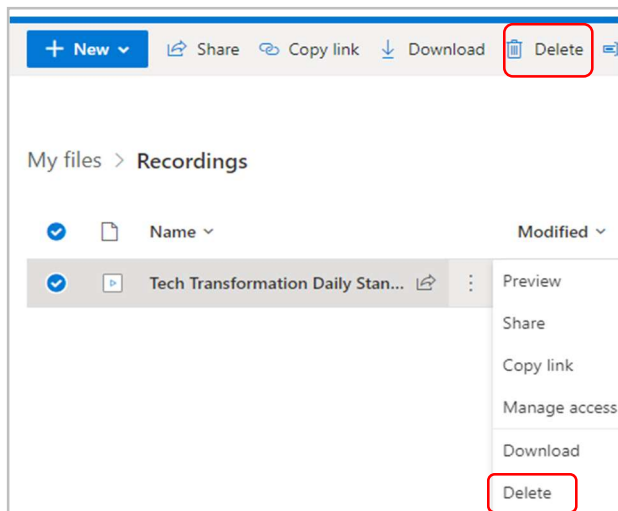
OneDrive desktop:

Just find the recording again and right click on it. Press Delete.



OneDrive Online

Find the recording and click on Delete either along the top or in the ellipsis area.



Permissions and storage

The location and permissions depend on the type of meeting and the role of the user in the meeting. The recording is stored in a folder named Recordings in the OneDrive of the user who clicked 'record'.

- People invited to the meeting, **except non-Barnardos attendees**, will automatically be granted permission to the recording file with **view** access but without ability to download.
- The meeting Organiser and the person who clicked 'record' (if different) will get full edit access with ability to change permissions and share with other people.

Frequently Asked Questions on Recordings

Where will the meeting recording be stored?

- For non-Channel meetings, the recording is stored in a folder named **Recordings** on the OneDrive that belongs to the person who started the meeting recording.
- *For Channel meetings, the recording is stored in that channel's Teams documentation library in a folder named **Recordings**.*

How is it decided where they go? Does anyone have the ability to change the destination?

By default, all recording files will go to the OneDrive account of the user who selected '**Record**'. You can't change where the recording is stored initially but you can move it once it appears in your OneDrive.

How do I handle recordings from former employees?

Since videos are just like any other file in OneDrive, handling ownership and retention after an employee leaves will follow the normal process of not being available once their OneDrive is inactivated.

Who has the permissions to view the meeting recording?

- For non-Channel meetings, all meeting invitees, except for external users, will automatically get a personally shared link.
- External users will need to be explicitly added to the shared list by the meeting Organiser or the person who started the meeting recording.

How will I know when my recording is ready?

You won't get a notification when a recording finishes saving, but the recording will appear in the meeting chat once it's ready.

How can I manage captions?

Closed captions for Teams meeting recordings will be available during playback only if the user had transcription turned on at the time of recording. As a meeting owner, you can hide captions on the recording, although the meeting transcript will still be available on Teams unless you delete it there.

Closed captions are supported for Teams meeting recordings for 60 days from when the meeting is recorded. Closed captions aren't fully supported if the Teams recording is moved or copied from its original location on OneDrive.

How can I play a Teams meeting recording?

Your video will play on the video player of OneDrive. Or you can go into Chat and press the 'play' arrow.

Will my recordings expire?

Currently there is no expiration on recordings in your OneDrive, although this is something that might be implemented in the future. For this reason, you need to be mindful of how long to keep recordings accessible.

Transcription of Teams meetings

What is transcription?

Live transcription is a written record of the conversation that occurs during a meeting. It identifies each speaker, is captured automatically in almost real-time, and is available during and after the meeting. Live transcription is different from Closed Captions, which are not recorded as they are set by individuals on their own devices.

Live transcription in Teams uses a meeting's invitation, participant names, attachments, etc. to improve the accuracy and recognise any meeting-specific jargon. This is done without any human involvement, meaning that nobody at Microsoft ever sees the meeting's content.

Live transcription is currently available:

- For scheduled meetings
- When the spoken language is English
- On the desktop version of Teams (not the online Teams app)

It is not available:

- In Channel meetings (those attached to a 'Team' with members using Channels)
- For meetings where the 'Meet Now' button has created an ad-hoc meeting
- When using the Online/Web version of Teams

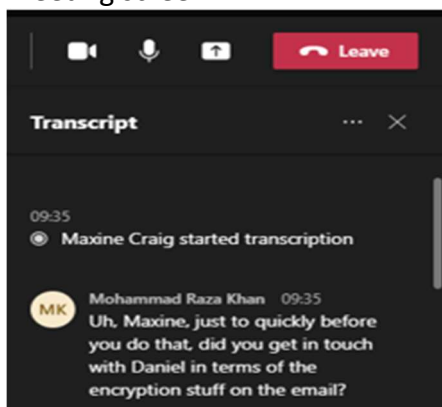
How is transcription useful?

You could use live transcription if you joined a meeting late and you need to catch up on what is happening quickly, or if you are the Organiser and know people are joining late.

You could use it if you are double-booked and would like a transcript to scan through afterwards rather than view a recording, which takes longer.

Or, for accessibility reasons or in ambient noise situations, you may need help following the conversation and understanding who is speaking.

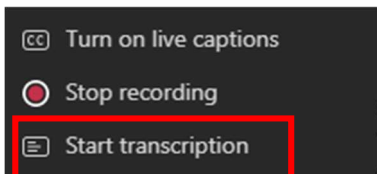
You can press 'show transcript' any time to catch up on a meeting to display it in your meeting screen.



Start a transcription

Select 'More options' - the three dots in your meeting controls

Select **Start transcription**.

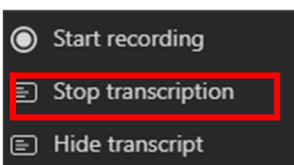


⚠ Transcription has started Let everyone know they're being transcribed. [Privacy policy](#)

Stop a transcription

The meeting organiser and presenters can stop and then restart transcription during the meeting.

Go into the ellipsis in your meeting controls and select 'stop transcription'

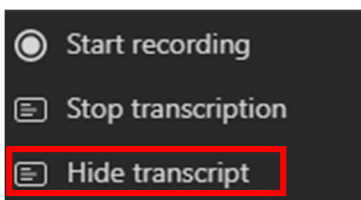


⚠ Transcription has stopped If you change your mind, you can start it again anytime.

Hide the transcription

You can hide transcription if you don't want to see it in a meeting with it switched on.

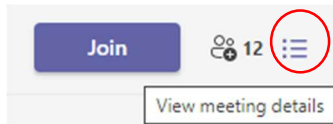
Go into the ellipsis area and select 'hide transcript'. Once you have done this, you can always do the same and choose 'show transcript' to get it back on display.



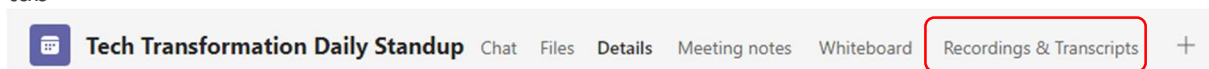
Accessing the transcription

After the meeting, the saved transcript is available for viewing and/or download in Teams. There are a few ways to access it.

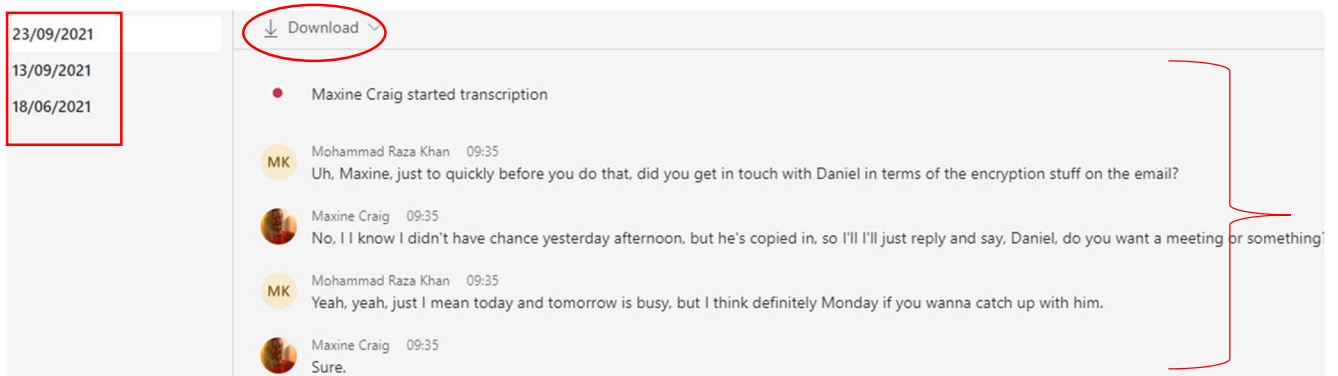
- 1) Click onto the Meeting Detail area in top right of your meeting chat space.



This will open some more detail of your meeting, including the Recordings and Transcripts tab

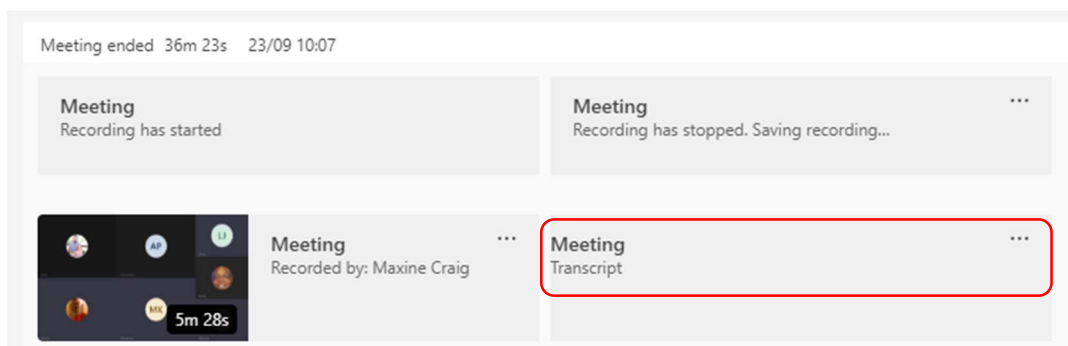


Click onto Recording and Transcripts and you will see your meeting transcript. There is also a download button here.

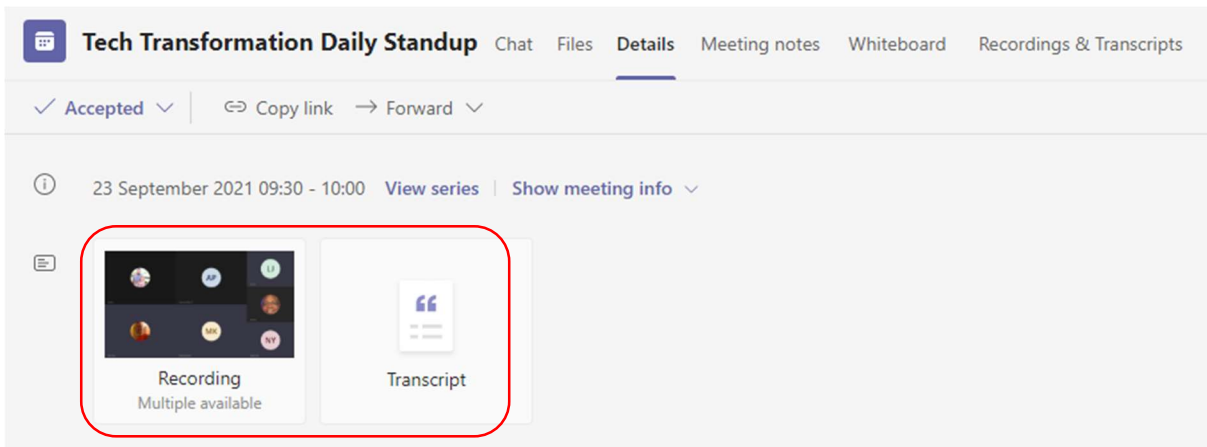


If your meeting is a recurring one with the same joining link and chat space each time, on the left it will list the dates you have requested a transcript for those meetings. You can click on any to get the transcript for that date.

- 2) The transcript is also immediately available through the transcript tile in the Chat. If you click where it says 'Meeting Transcript' it will take you into the same screen as the first method above.



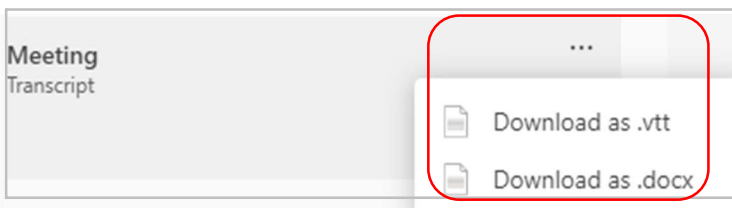
- 3) Click onto the meeting in your Teams calendar. It will open and display both recording and transcript tiles. Click onto either and you will reach the Recordings and Transcript page as per the two previous methods of access.



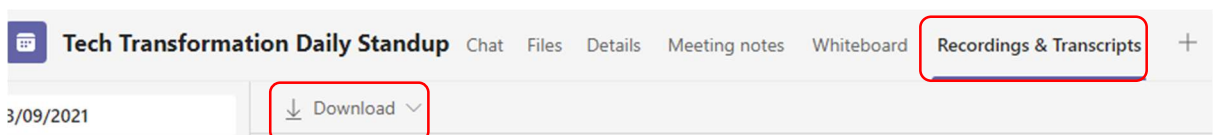
Downloading a transcript

You can download the transcript a couple of ways.

- 1) Find the transcript tile in the meeting chat and click onto the ellipsis.

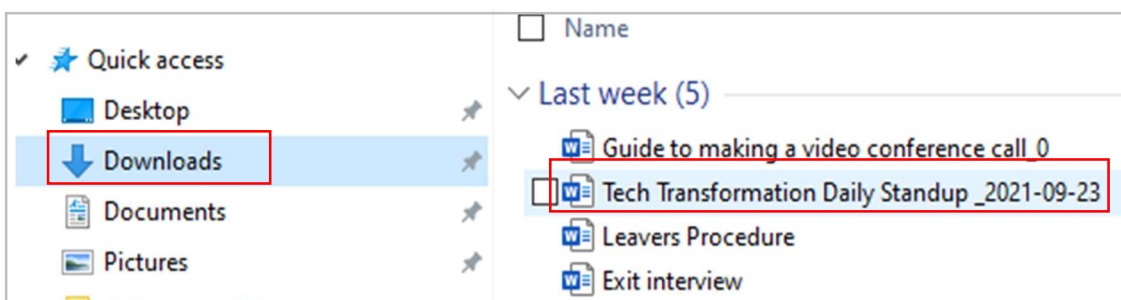


- 2) Find the transcript in the Recordings and Transcript tab and click download



You can choose to download as a Word document or a .vtt file.

It then appears in your Download folder in your File Explorer space

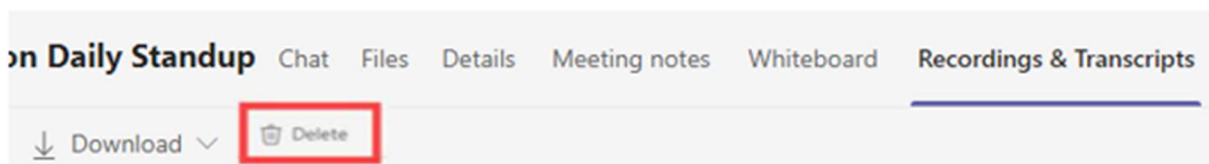


Deleting a transcript

The meeting Organiser is allowed to delete the transcript.

Go to the Recordings and Transcripts tab.

Click on Delete along the top; you will be prompted to click 'delete' again for a double-check.



Who can start, stop, view and download a transcription?

| Type of attendee | Start and stop transcription? | View transcription during meeting? | View transcript after meeting? | Download after meeting? |
|---------------------------------|-------------------------------|------------------------------------|--------------------------------|-------------------------|
| Organiser | Yes | Yes | Yes | Yes |
| Attendee from same organisation | Yes | Yes | Yes | Yes |
| External attendee | No | Yes | No | No |
| Person who joined anonymously | No | No | No | No |

Privacy

In terms of privacy, live transcription is similar to recording a meeting. Participants are notified that live transcription is on. If they choose not to be identified, attendees can also turn off speaker identification in their account settings on Teams (the ellipsis next to your picture).

However, bear in mind that if everyone did this, the transcription would be hard to follow as you couldn't see who was saying what!

