

Family Guide to Microsoft Teams

Everything your student needs to know to get started with online learning.

Adapted from Microsoft Office 365 User Guide, September 2020

Dear families and guardians,

This guide will cover how to set up and get started using Microsoft Teams so that your child can continue learning and connecting with their teacher and class.



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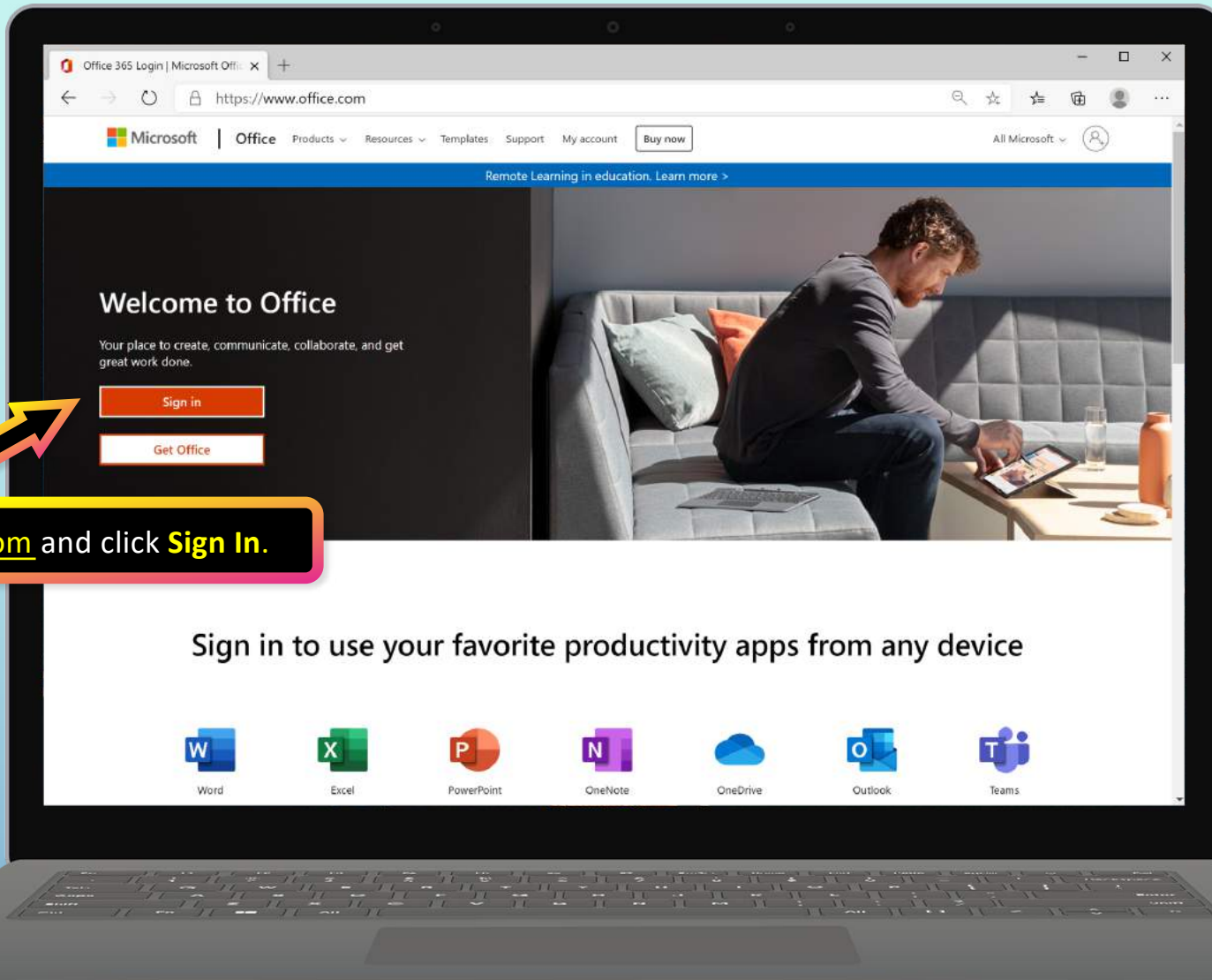


Chapter 1

Get started with Teams

1. **Sign into Teams online**
2. [Download Teams on desktop](#)
3. [Download Teams on mobile device](#)





Welcome to Office

Your place to create, communicate, collaborate, and get great work done.

Sign in

Get Office

Sign in to use your favorite productivity apps from any device



Word



Excel



PowerPoint



OneNote



OneDrive

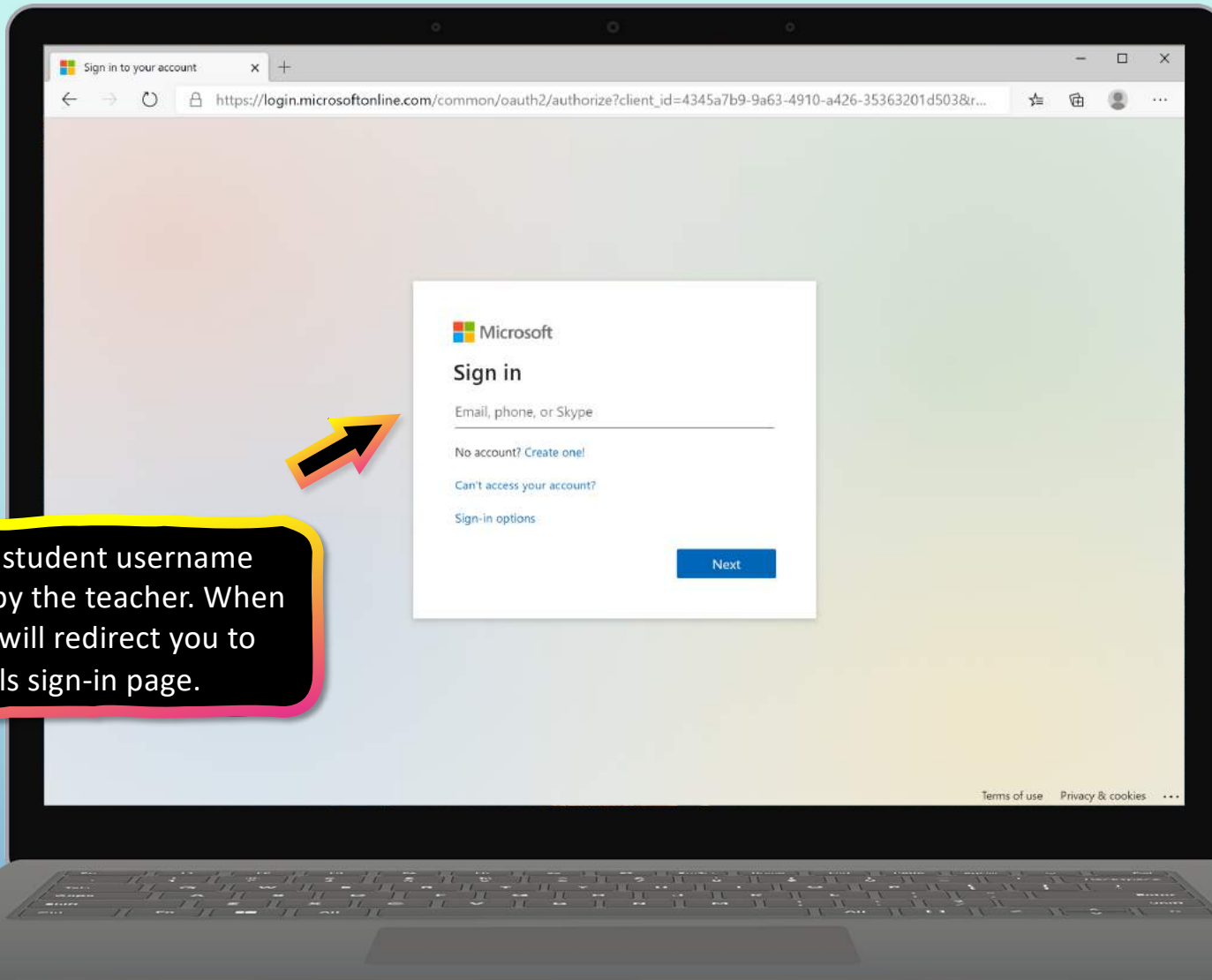


Outlook

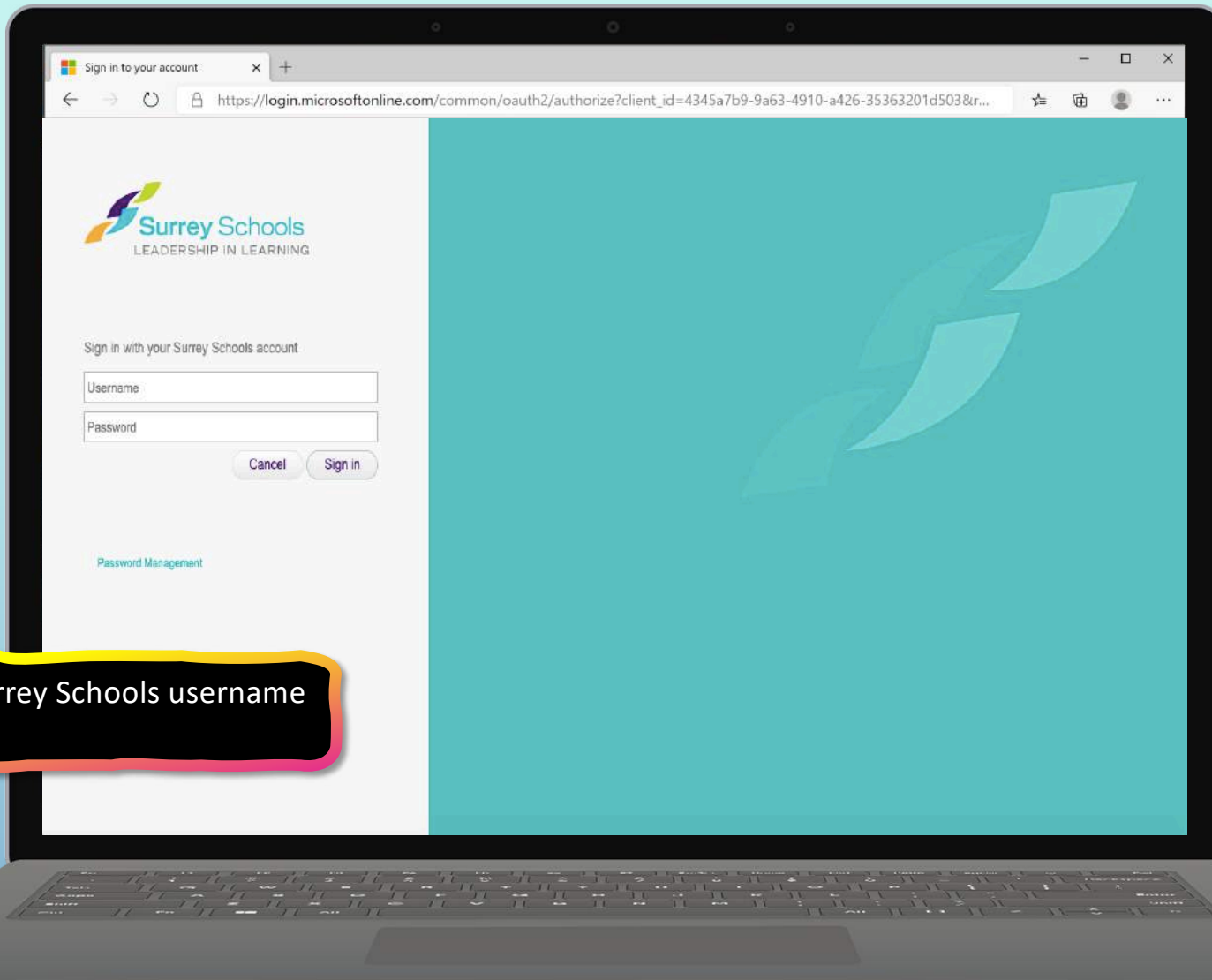


Teams

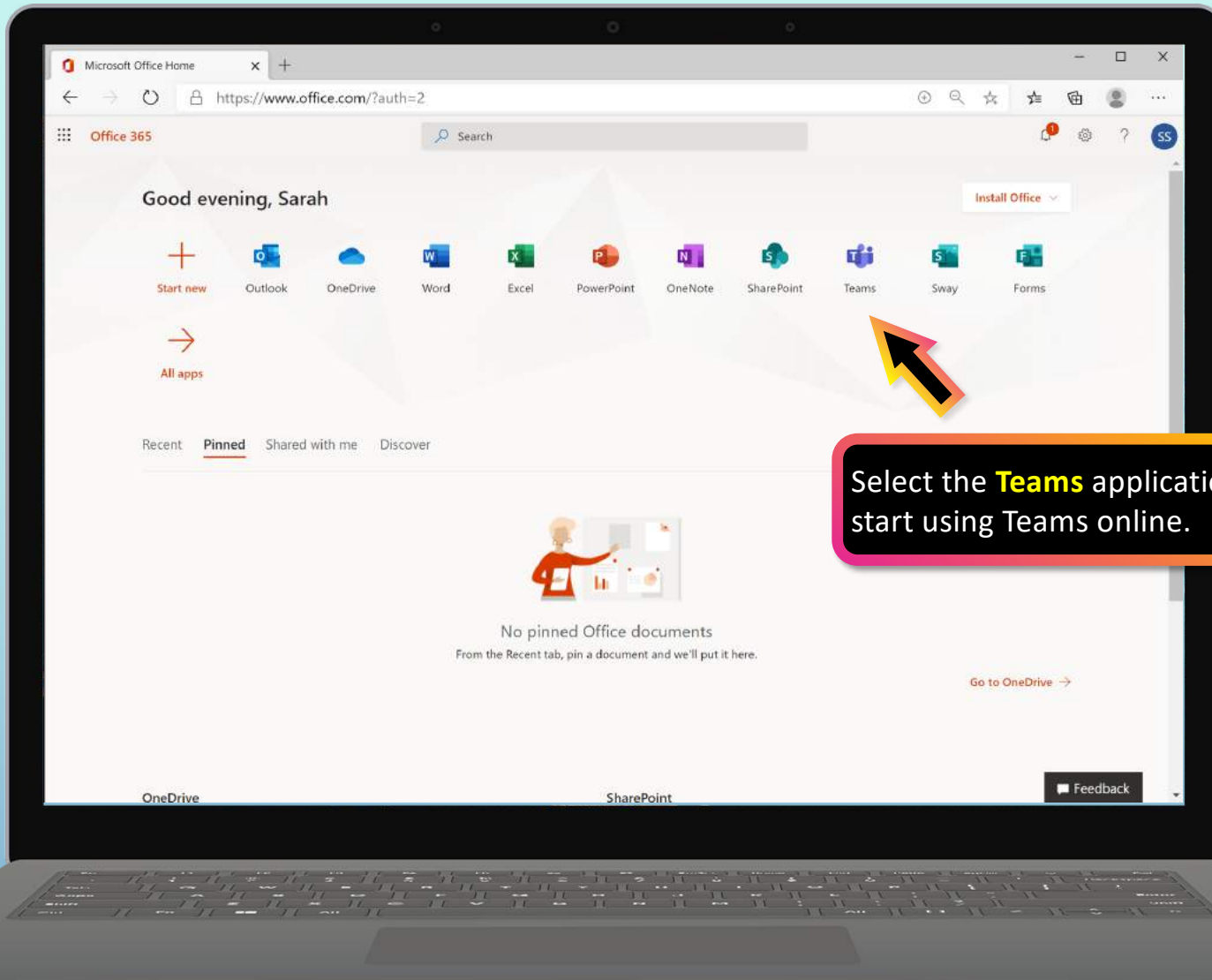
Go to [Office.com](https://www.office.com) and click **Sign In**.



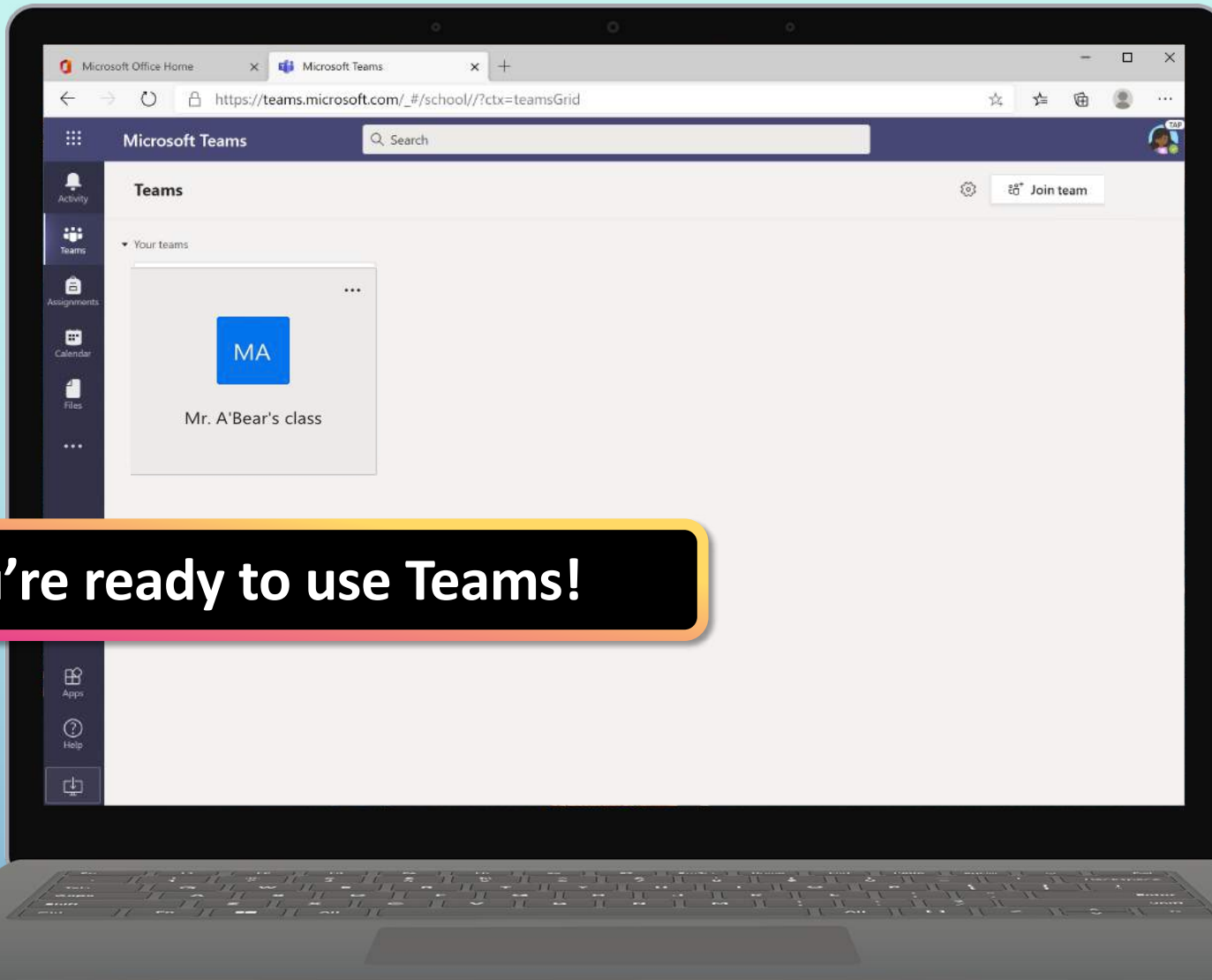
Sign in with your student username provided to you by the teacher. When you click Next, it will redirect you to the Surrey Schools sign-in page.



Type in your Surrey Schools username and password.



Select the **Teams** application to start using Teams online.



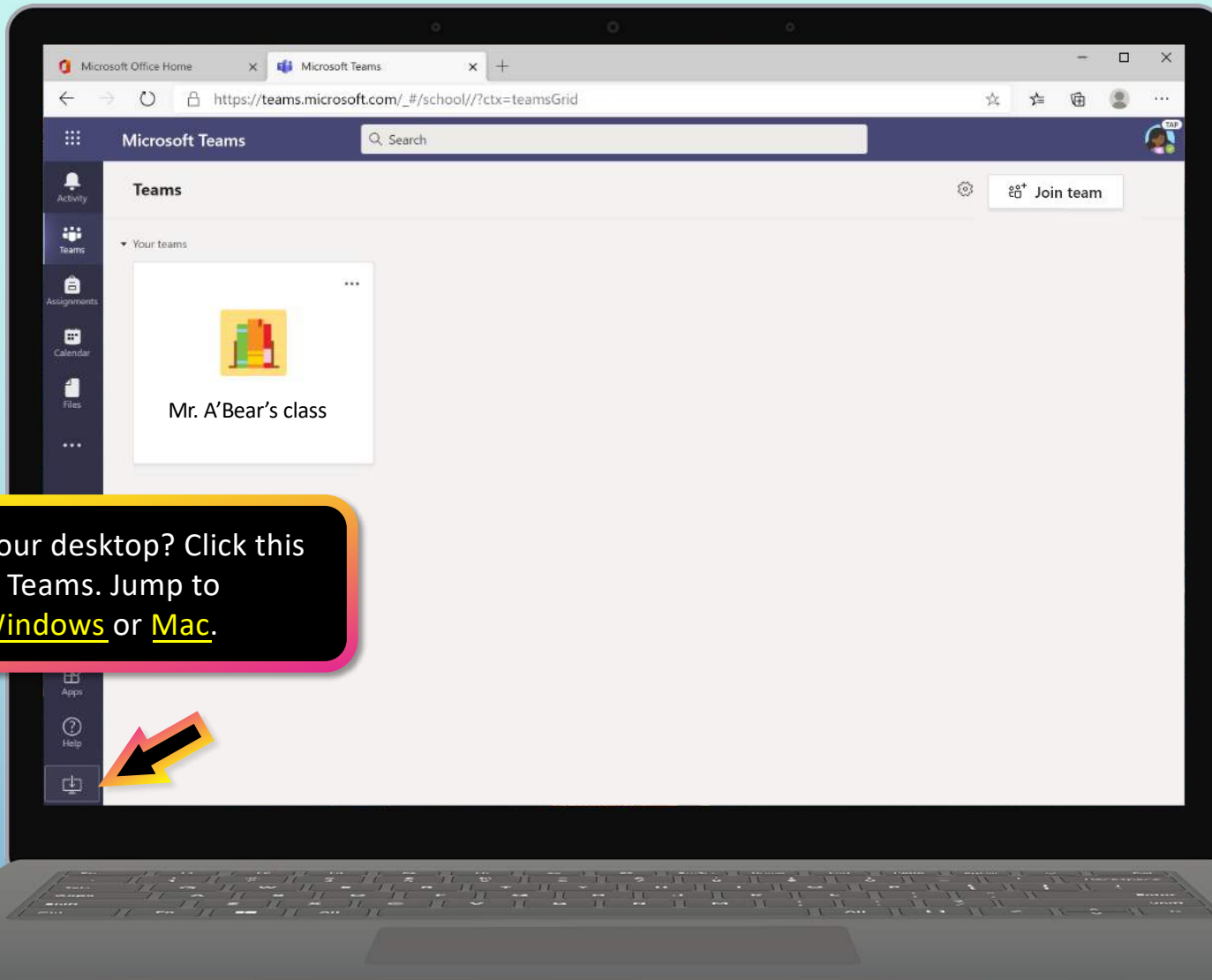
You're ready to use Teams!

Chapter 1

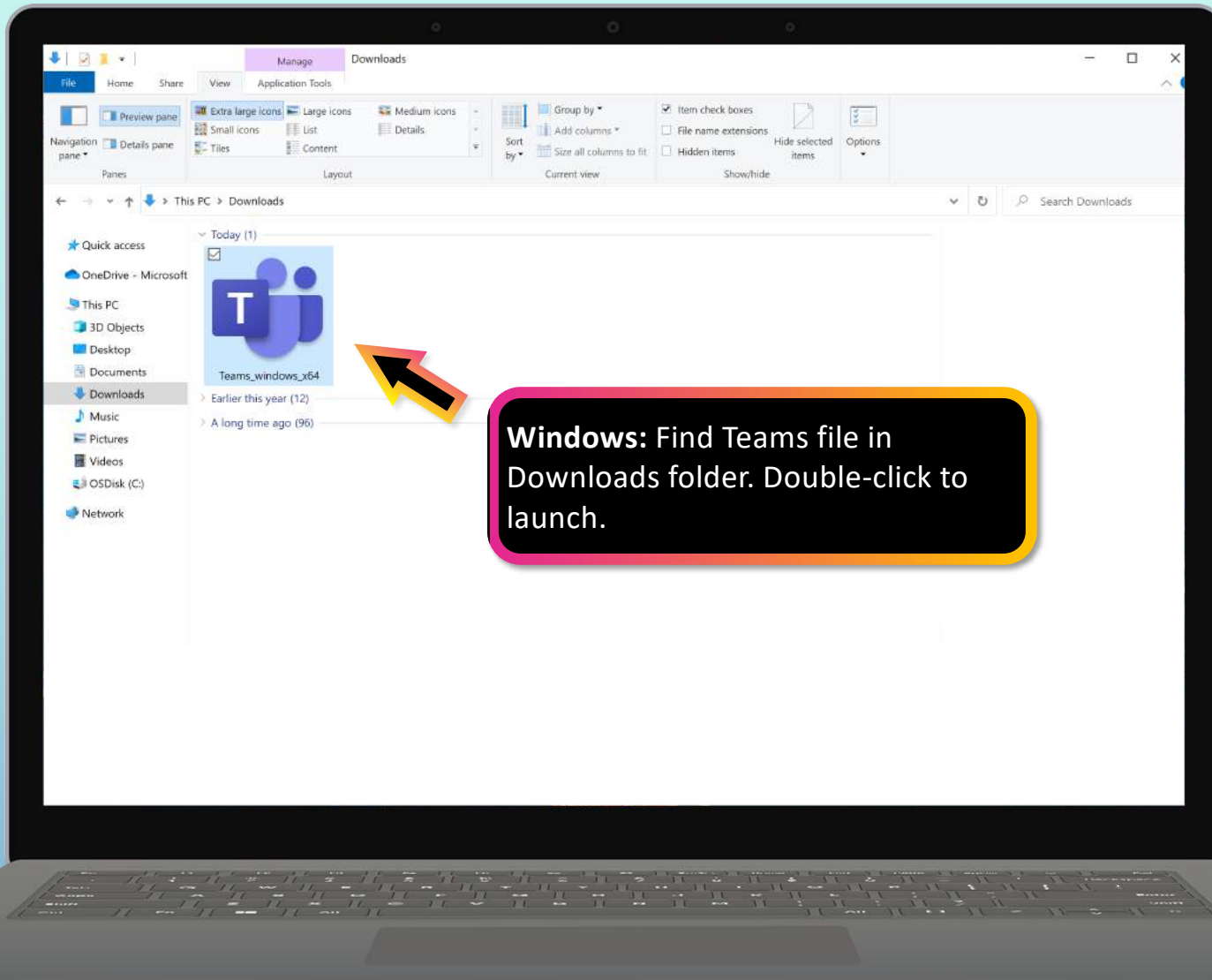
Get started with Teams

1. Sign into Teams online
2. **Download Teams on desktop**
3. Download Teams on mobile device

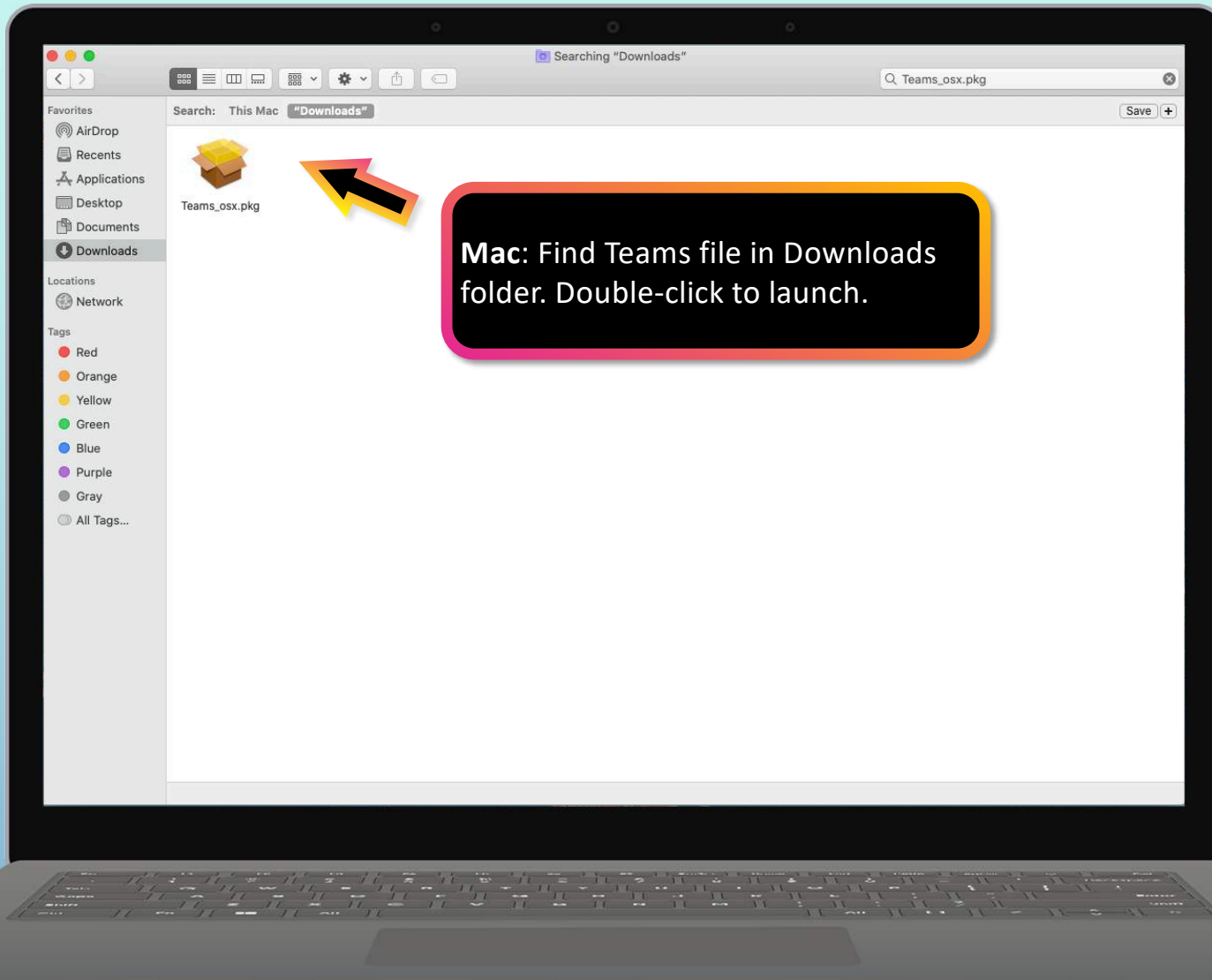




Rather work on your desktop? Click this icon to download Teams. Jump to instructions for [Windows](#) or [Mac](#).



Windows: Find Teams file in Downloads folder. Double-click to launch.



Mac: Find Teams file in Downloads folder. Double-click to launch.

Chapter 1

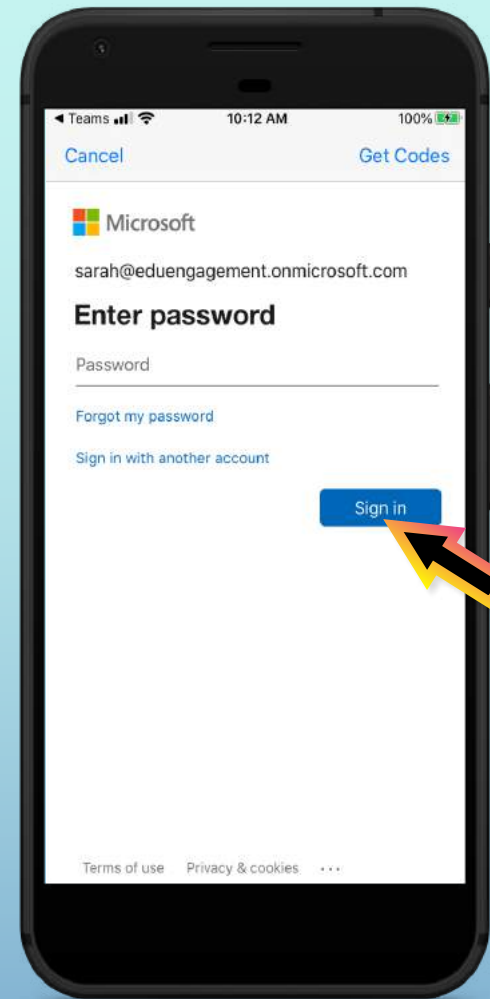
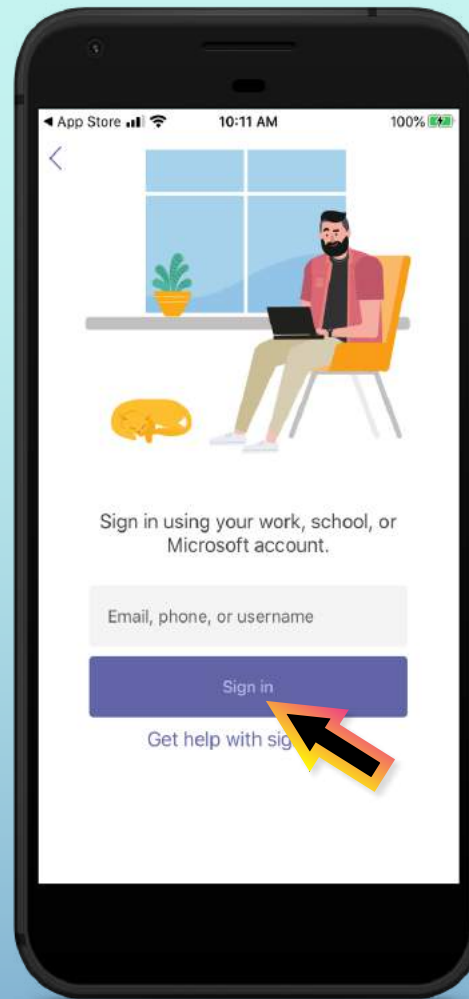
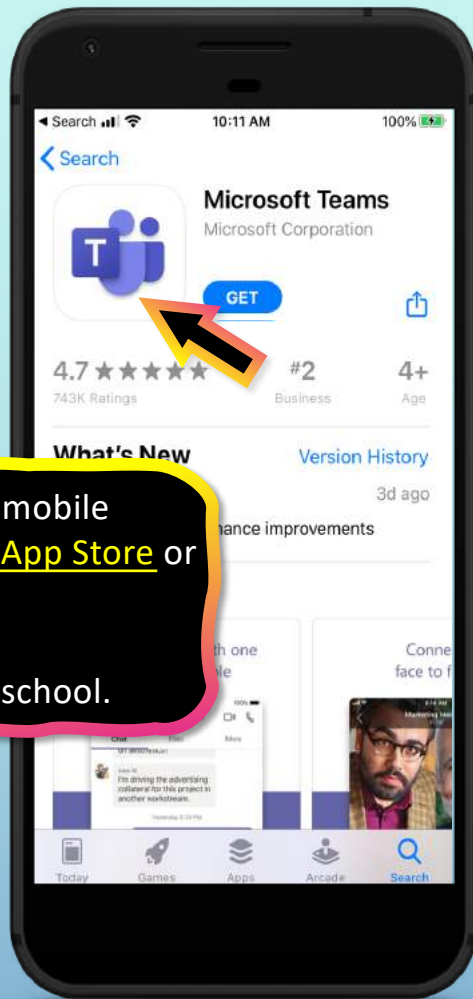
Get started with Teams

1. Sign into Teams online
2. Download Teams on desktop
3. **Download Teams on mobile device**



Download Teams on mobile device via the [Apple App Store](#) or [Google Play](#).

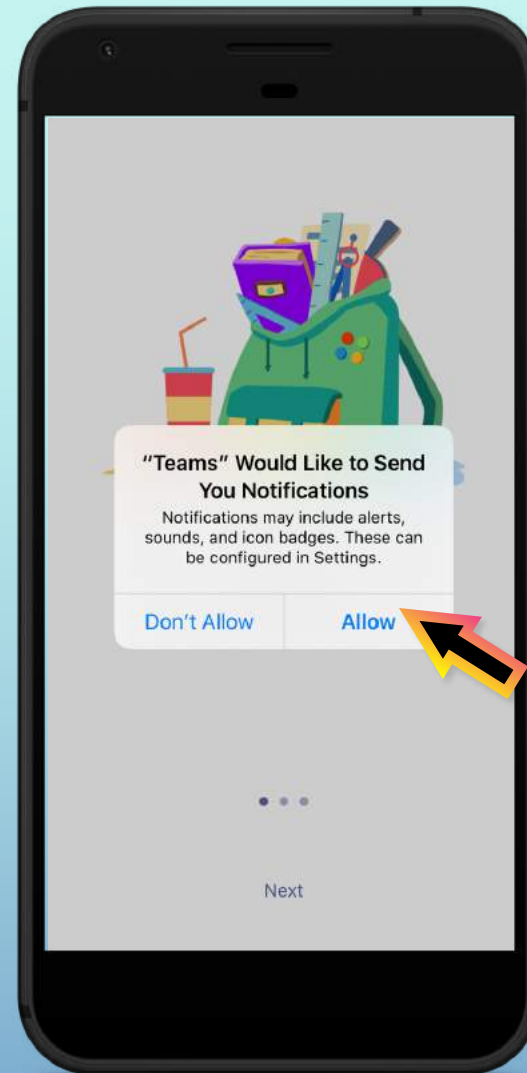
Enter your student's school.



The app will ask you to allow notifications. Click **Allow**.

Notifications will send an alert to your mobile device when something important is going on in your student's class, like a class meeting, new assignments, or important announcement.

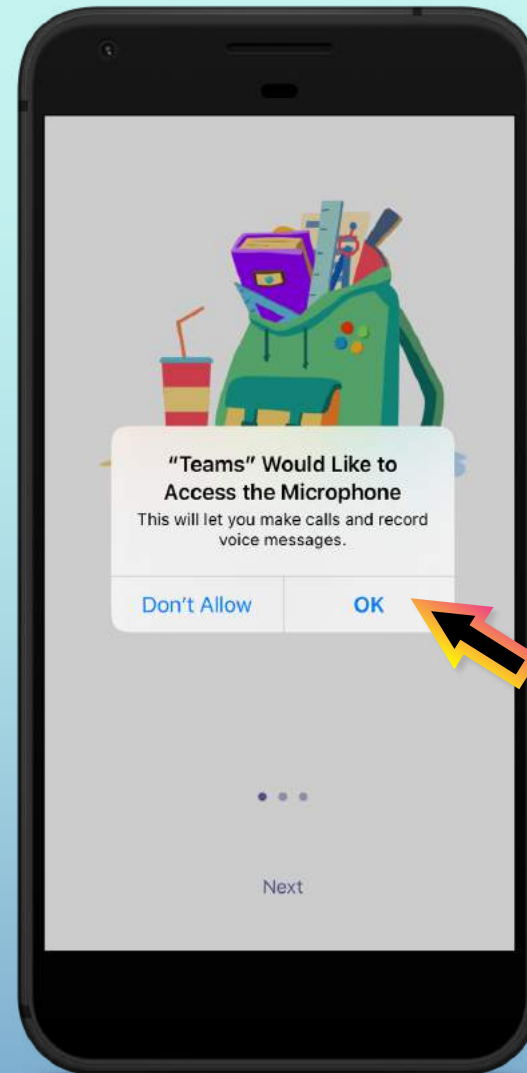
You can adjust this in **Settings**.

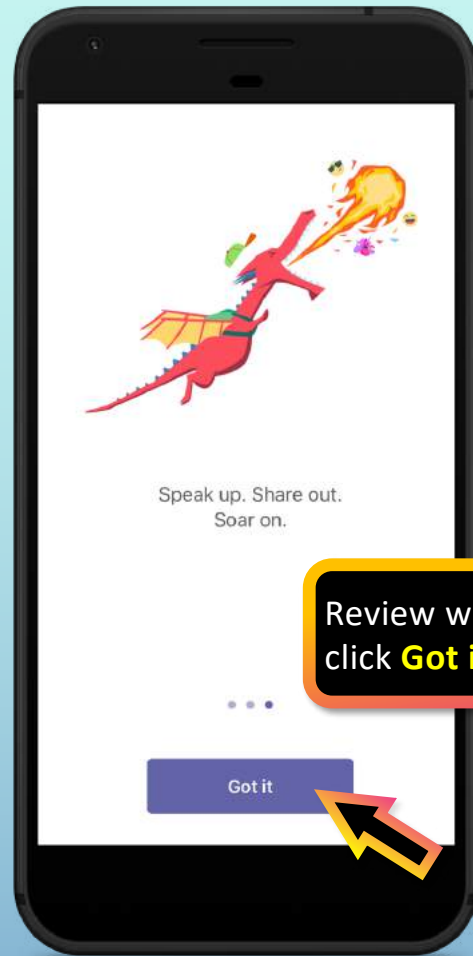
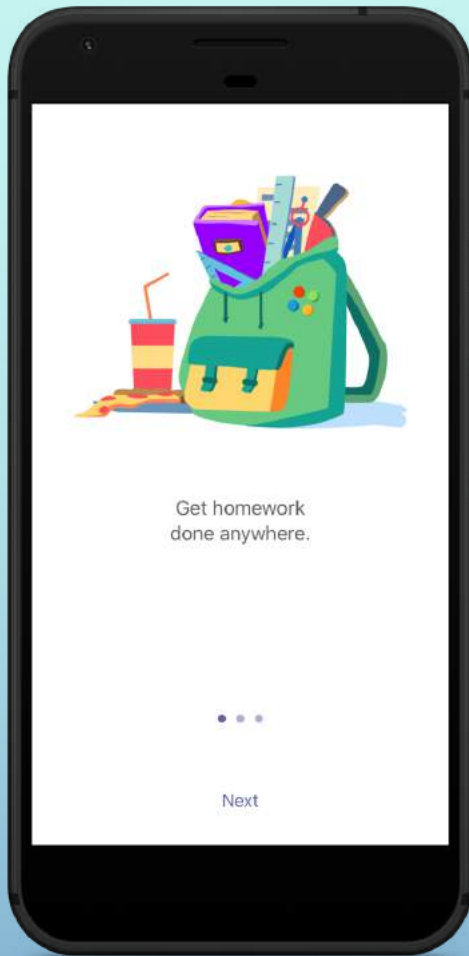
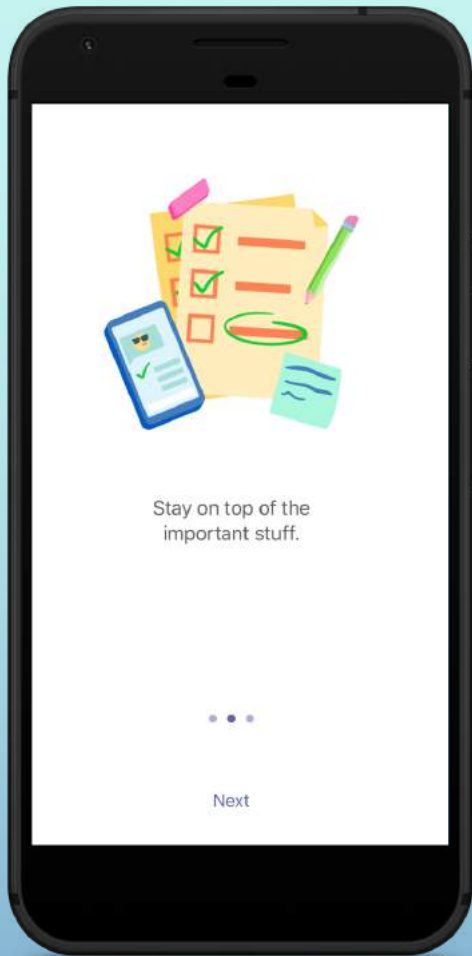


The app will also ask you to allow microphone access. Click **OK**.

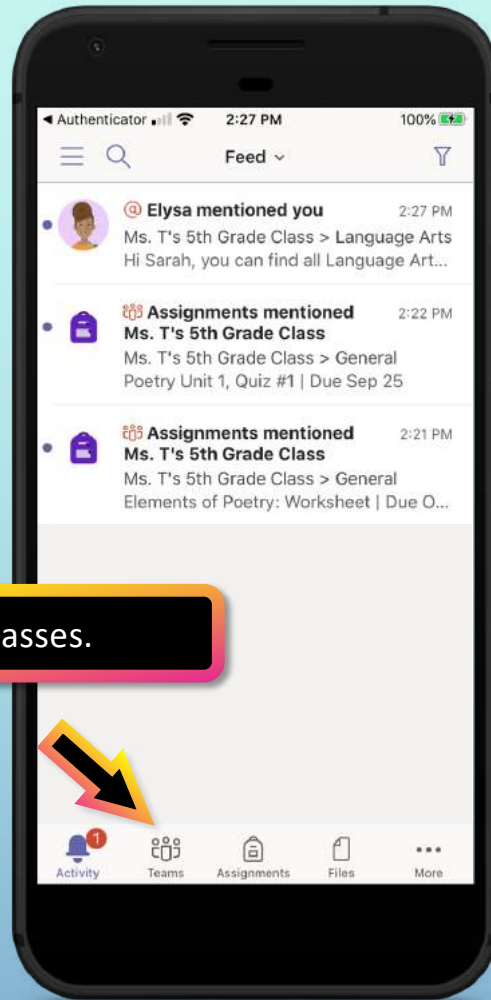
Microphone access may enable your student to participate in class discussions with the mobile device.

You can adjust this in **Settings**.

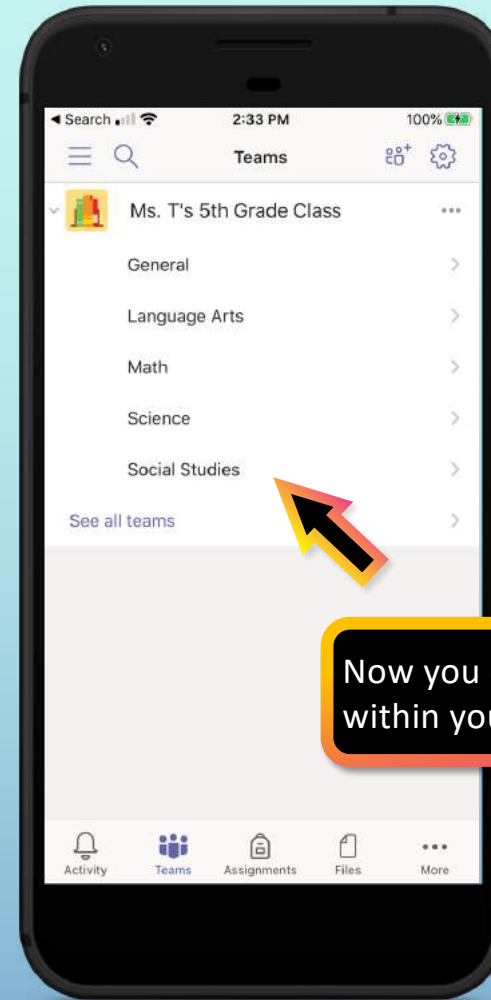




Review welcome screens and click **Got it**.



Click on **Teams** to see your classes.



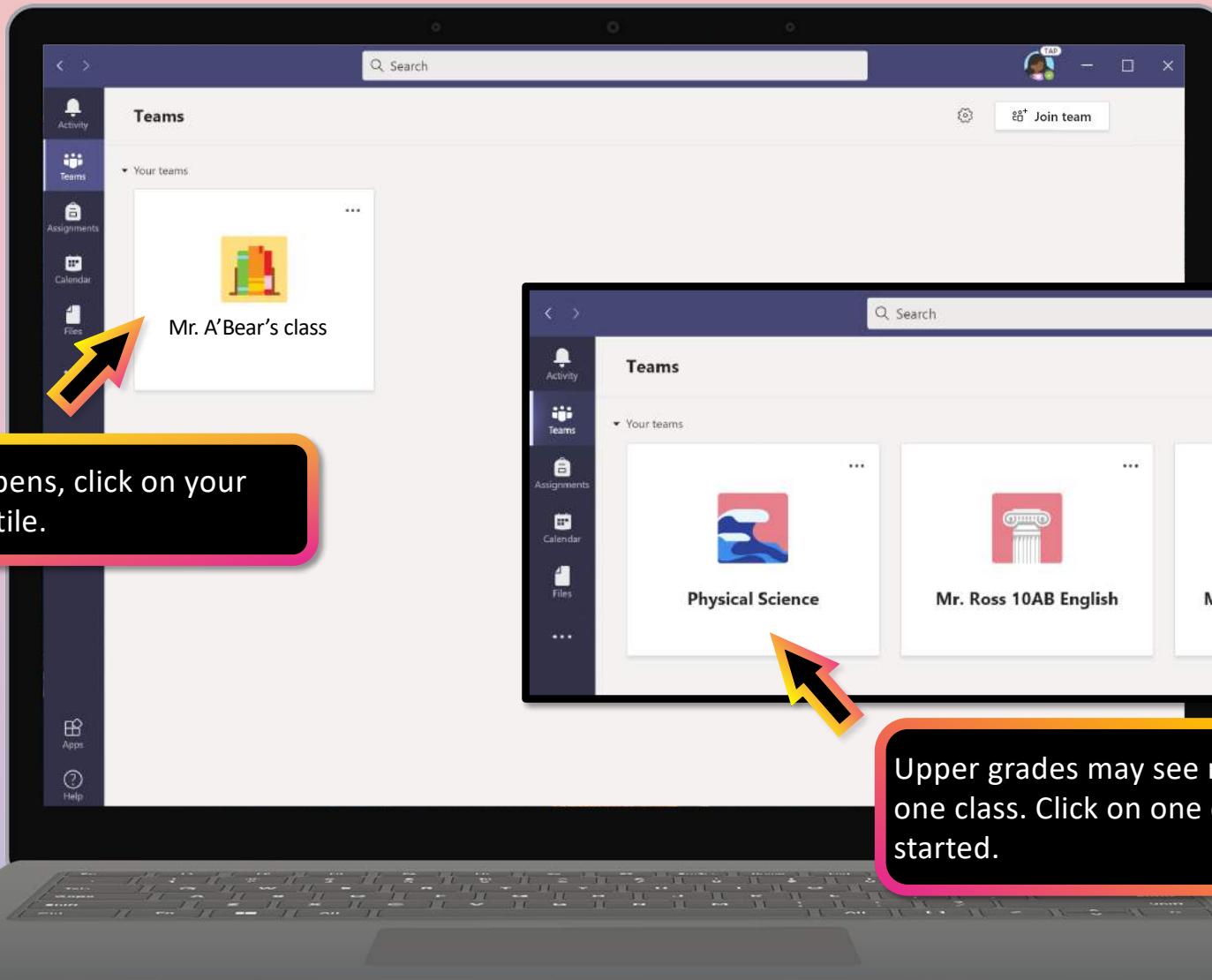
Now you can view the **channels** within your class.

Chapter 2

How to help your child use Teams

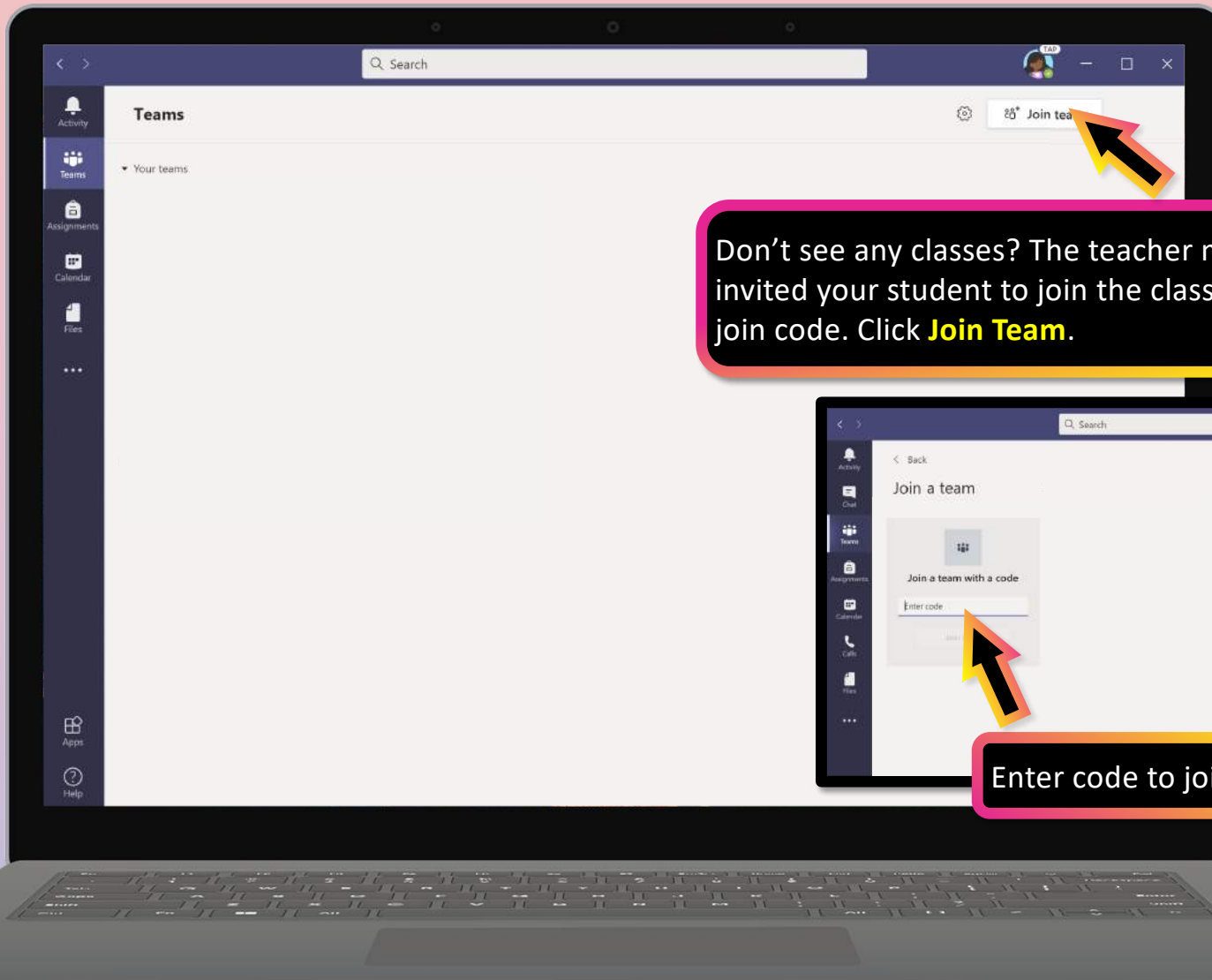
1. **Join a class team**
2. View and turn in assignments
3. Attend a virtual class
4. Find grades
5. Chat with teachers and classmates





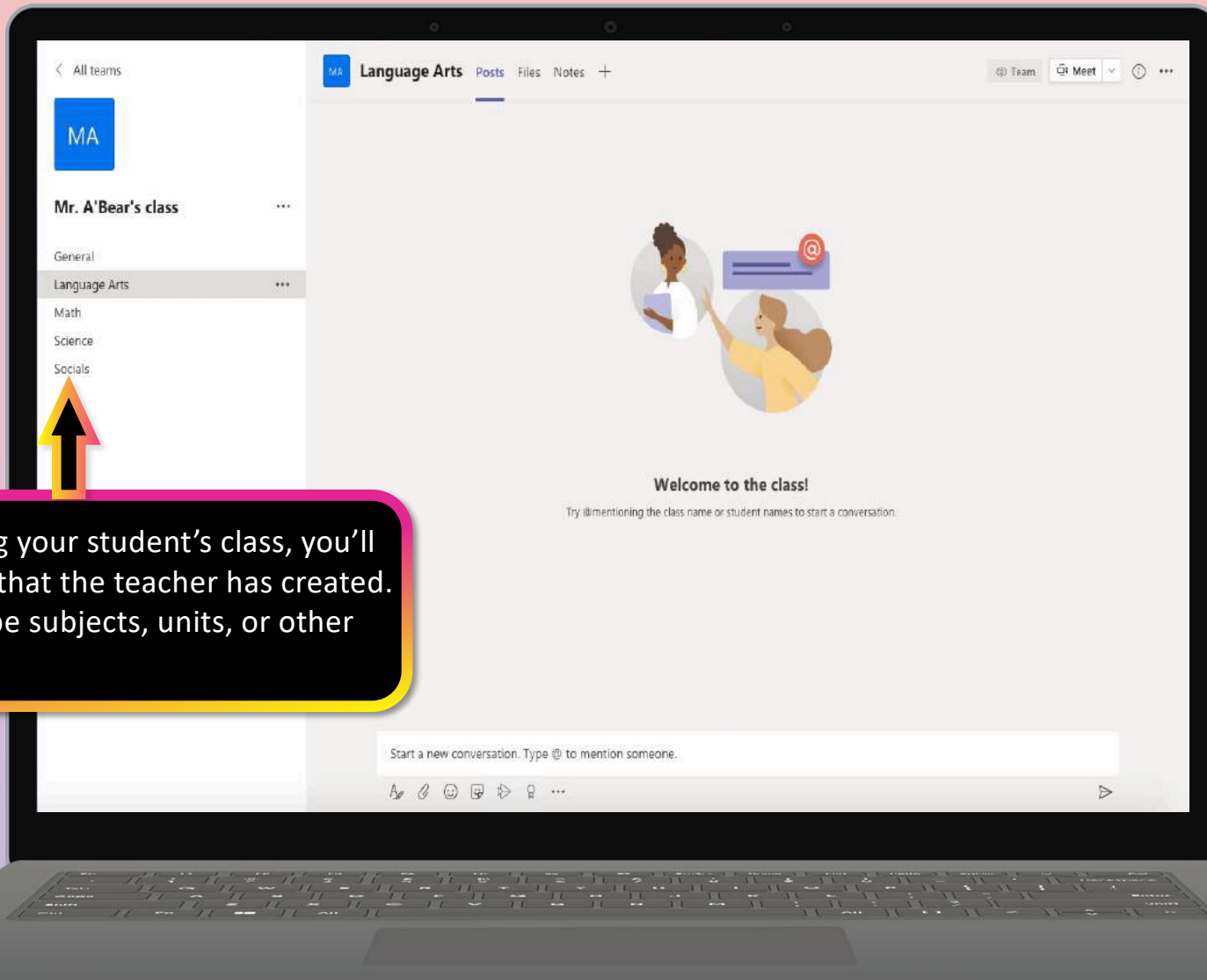
When Teams opens, click on your student's class tile.

Upper grades may see more than one class. Click on one class to get started.



Don't see any classes? The teacher may have invited your student to join the class team with a join code. Click **Join Team**.

Enter code to join your team.



After selecting your student's class, you'll see **channels** that the teacher has created. These might be subjects, units, or other labels.

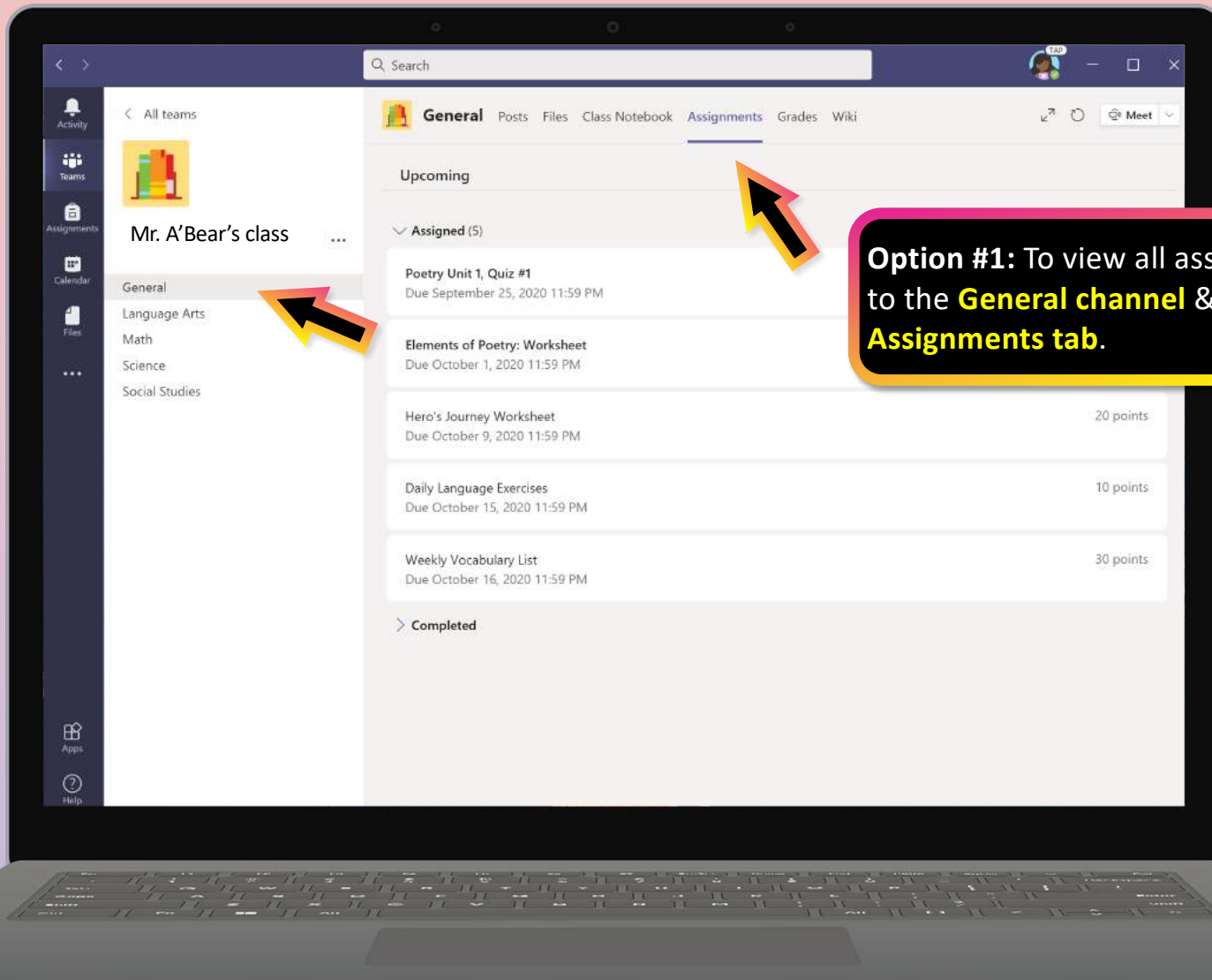
Chapter 2

How to help your child use Teams

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Assignments can be viewed and submitted many ways on Teams. Here are some common options.



Option #1: To view all assignments, go to the **General channel** & select the **Assignments tab**.

Search

All teams



Mr. A' Bear's class

- General
- Language Arts
- Math
- Science
- Social Studies

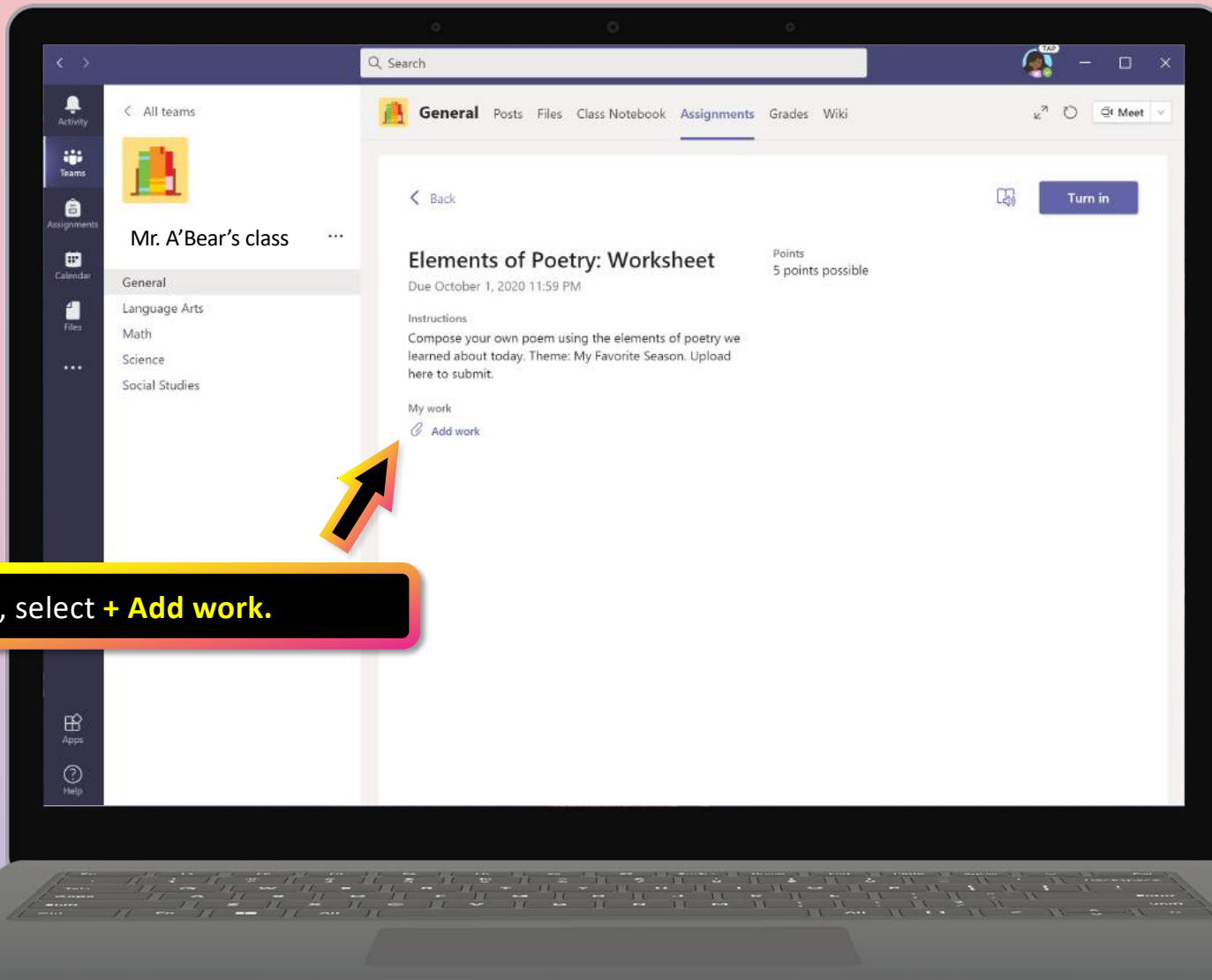
General Posts Files Class Notebook Assignments Grades Wiki

Upcoming

Assigned (5)

- Poetry Unit 1, Quiz #1**
Due September 25, 2020 11:59 PM
- Elements of Poetry: Worksheet**
Due October 1, 2020 11:59 PM
- Hero's Journey Worksheet** 20 points
Due October 9, 2020 11:59 PM
- Daily Language Exercises** 10 points
Due October 15, 2020 11:59 PM
- Weekly Vocabulary List** 30 points
Due October 16, 2020 11:59 PM

Completed



To upload work, select + Add work.

Upload file from your device, OneDrive, Teams, or a link. Let's **upload from device** for this example.

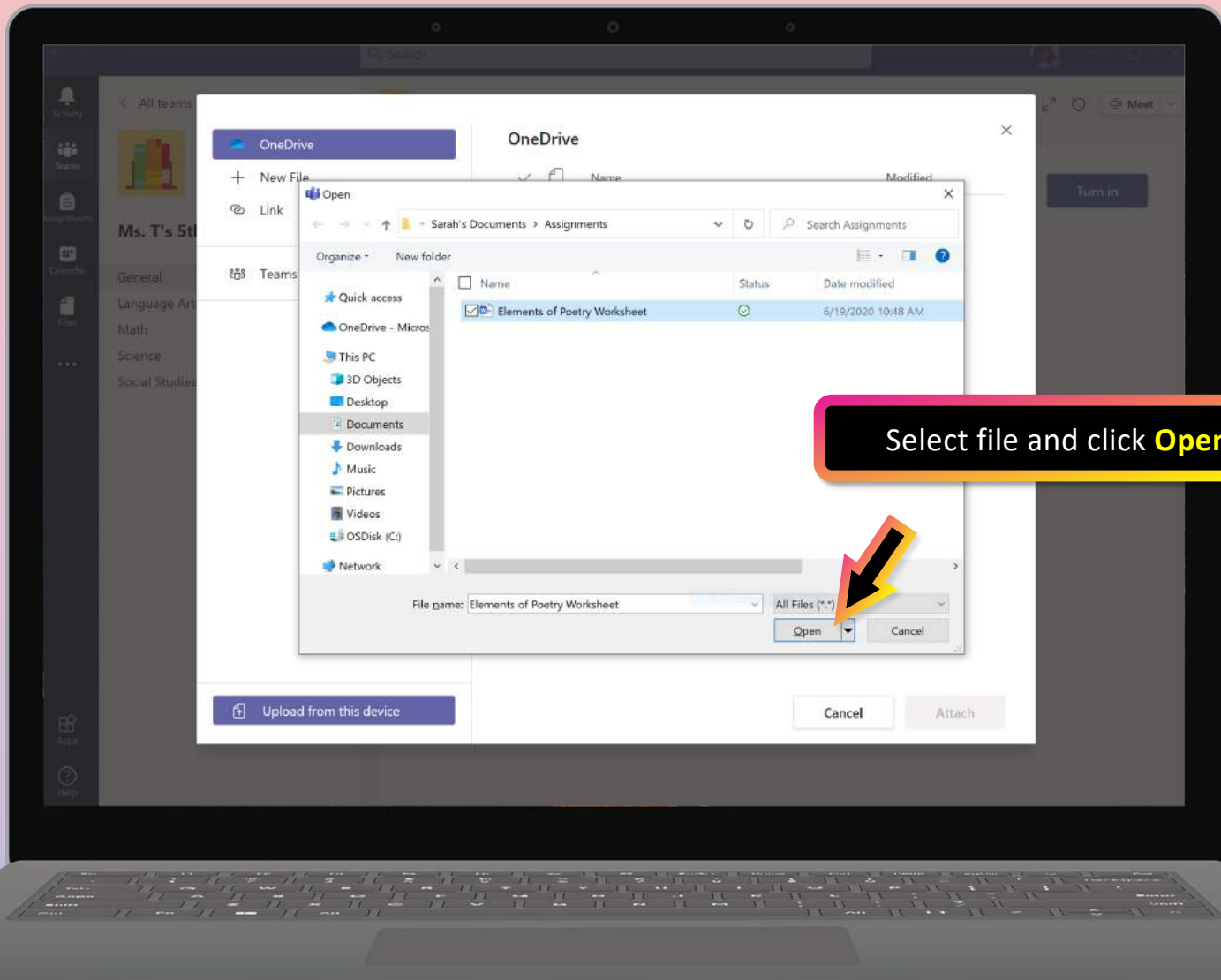


OneDrive

- OneDrive
- + New File
- Link
- Teams

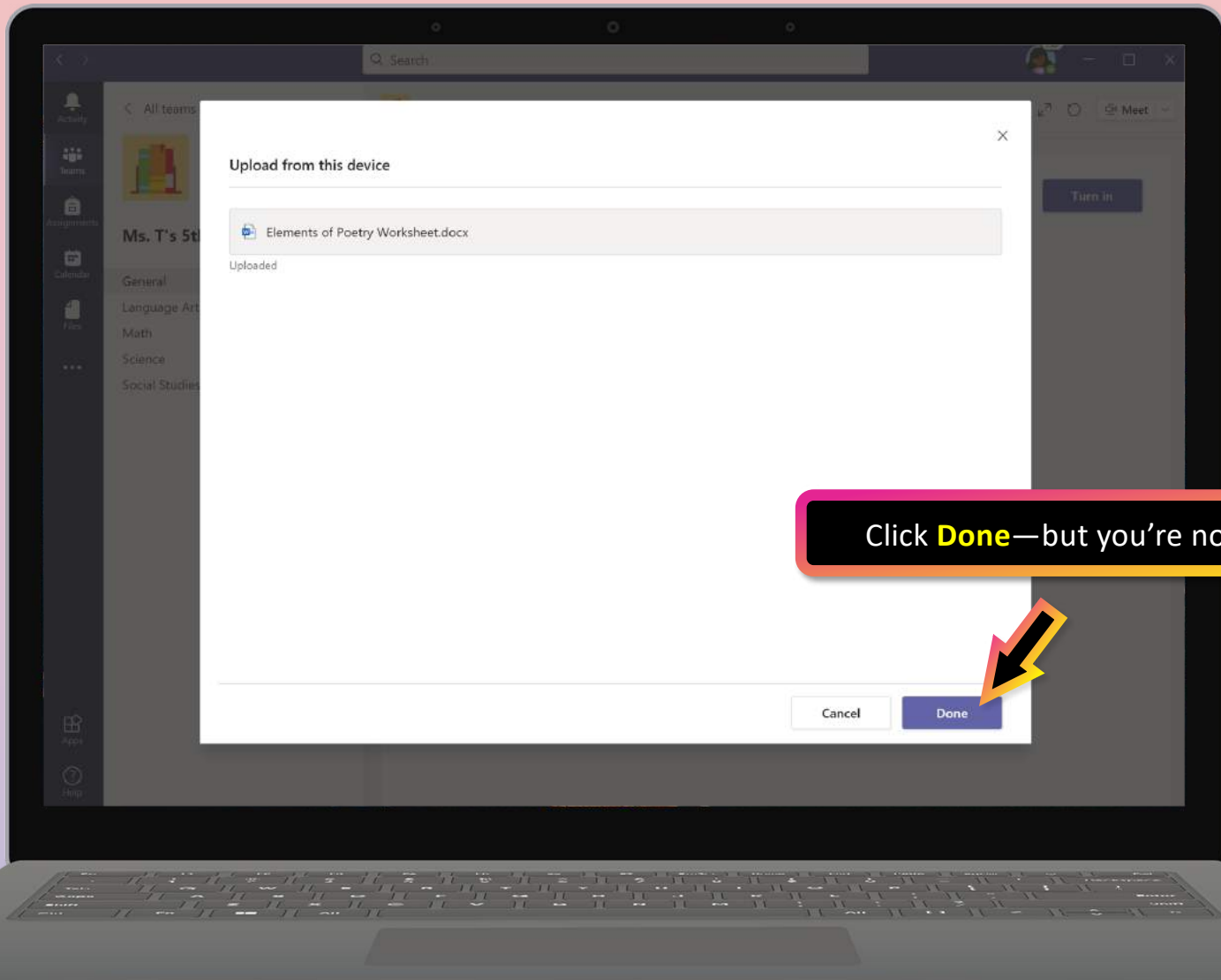
Upload from this device

Cancel Attach



Select file and click **Open**.





Upload from this device

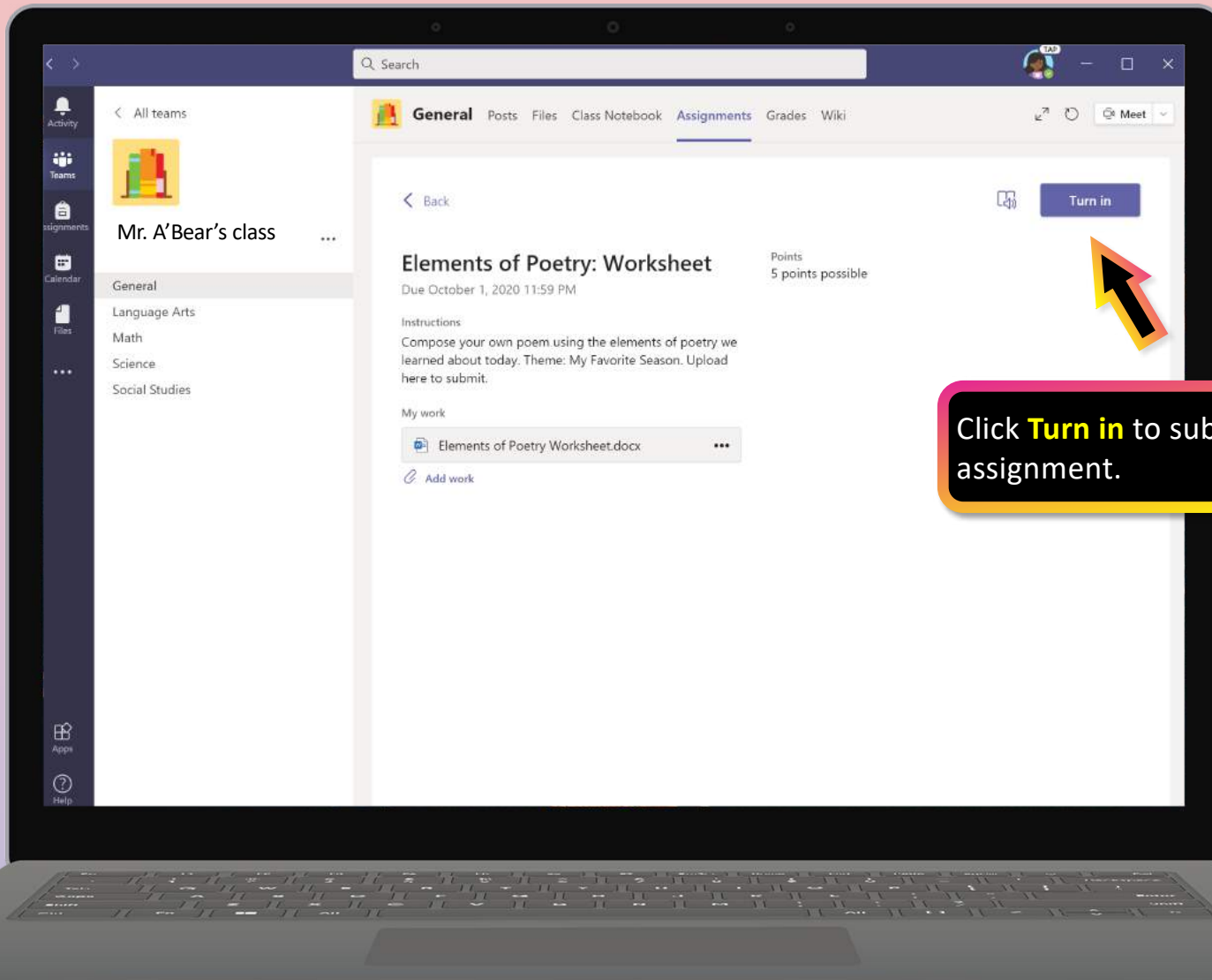
Elements of Poetry Worksheet.docx

Uploaded

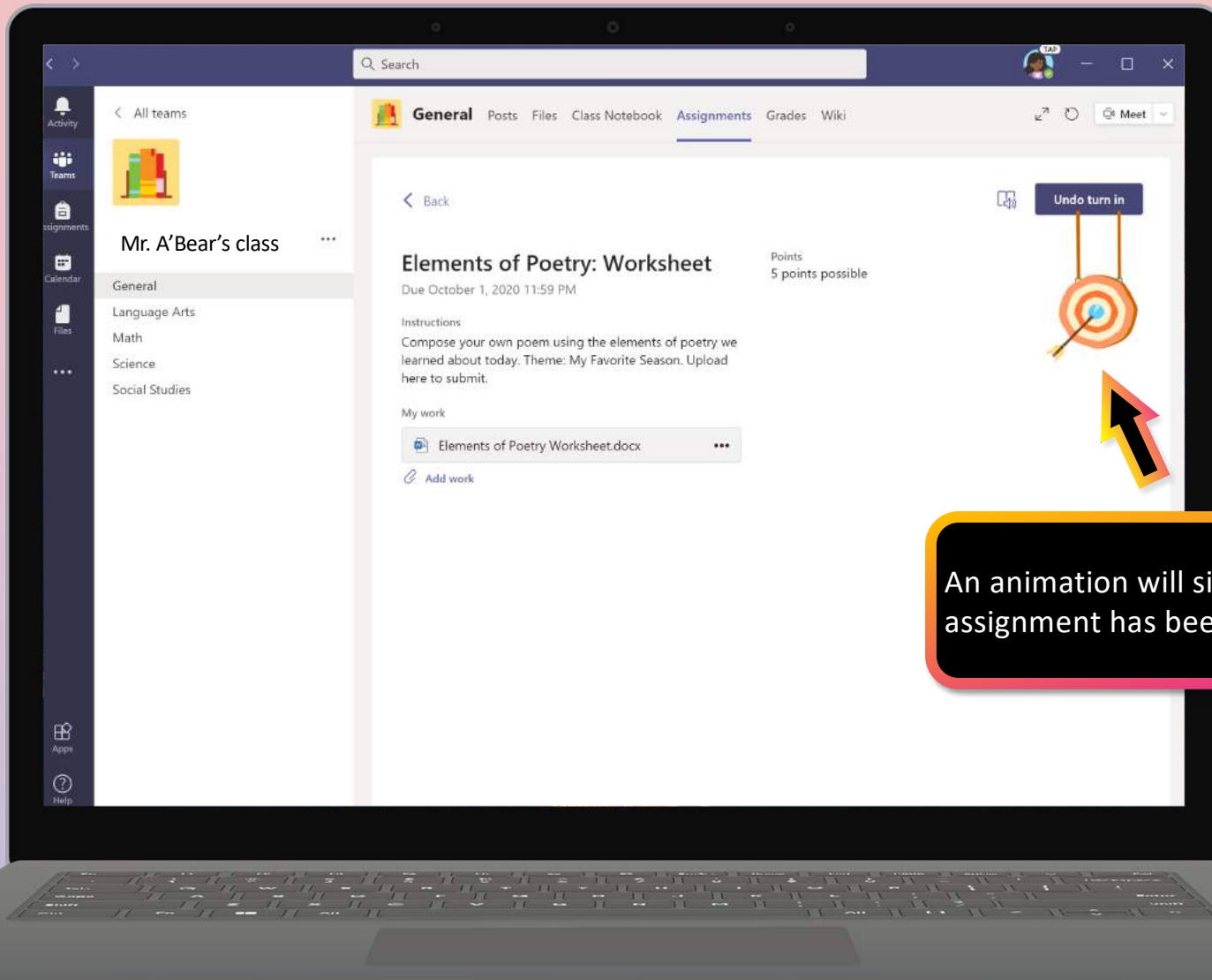
Cancel

Done

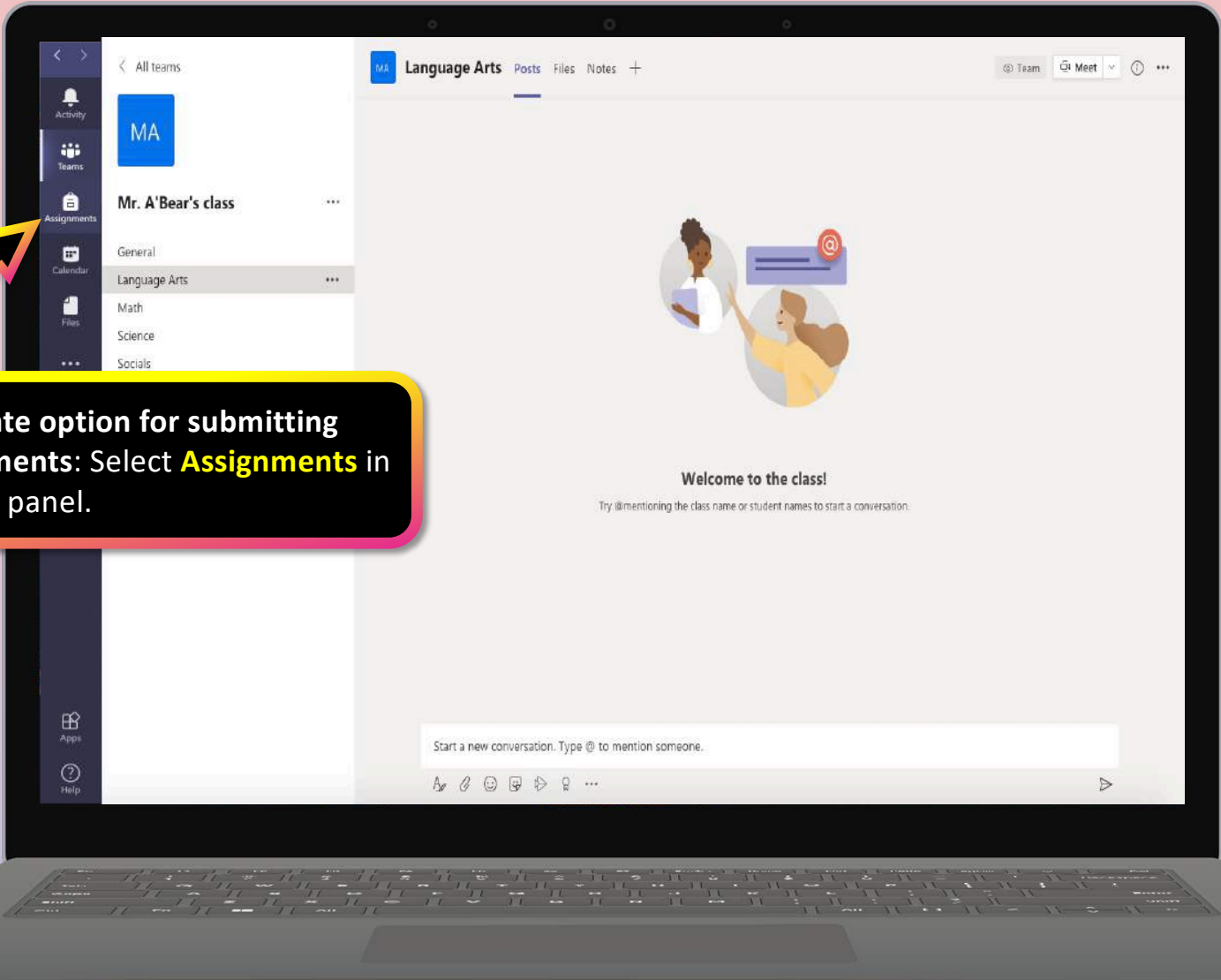
Click **Done**—but you're not done yet.



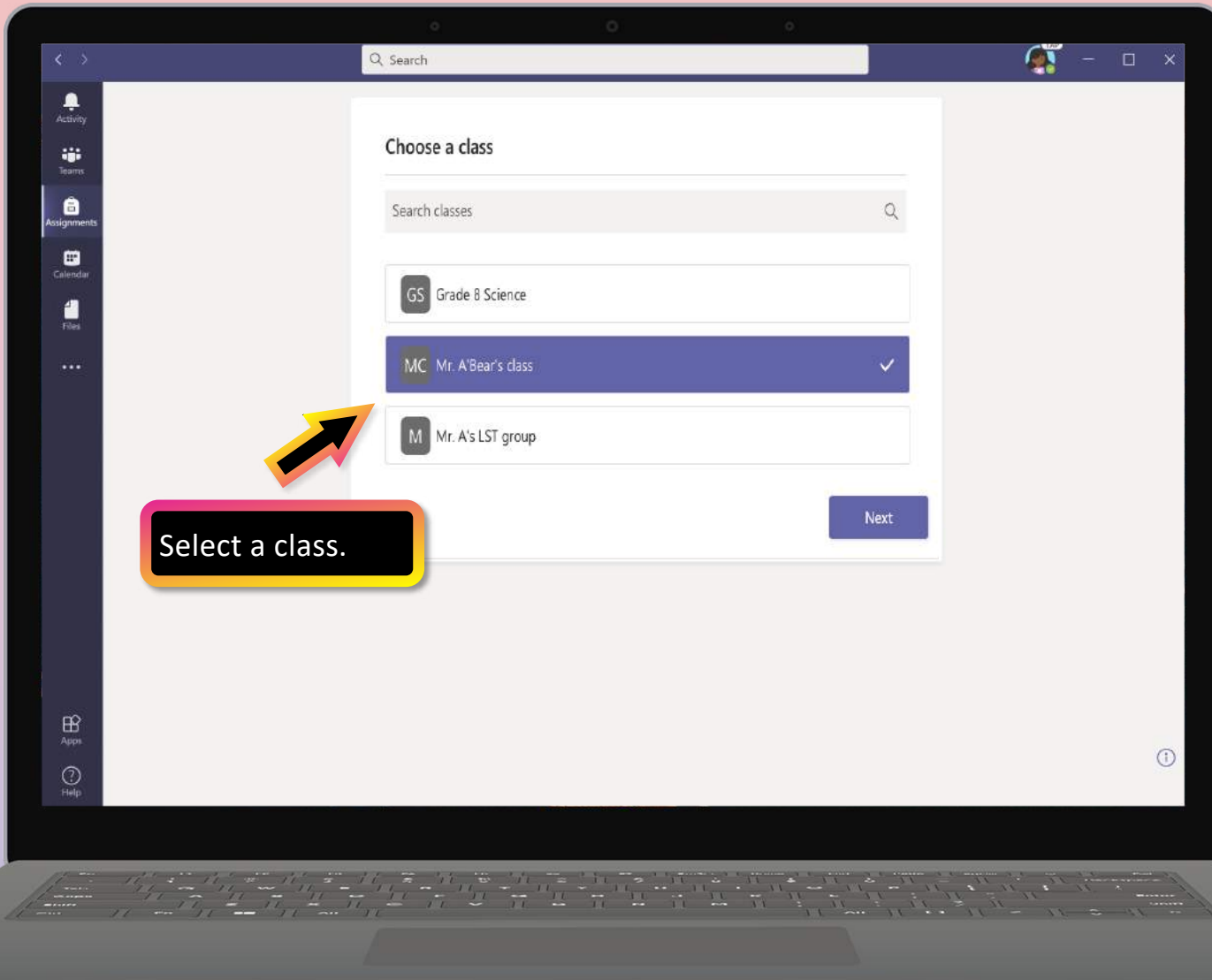
Click **Turn in** to submit assignment.



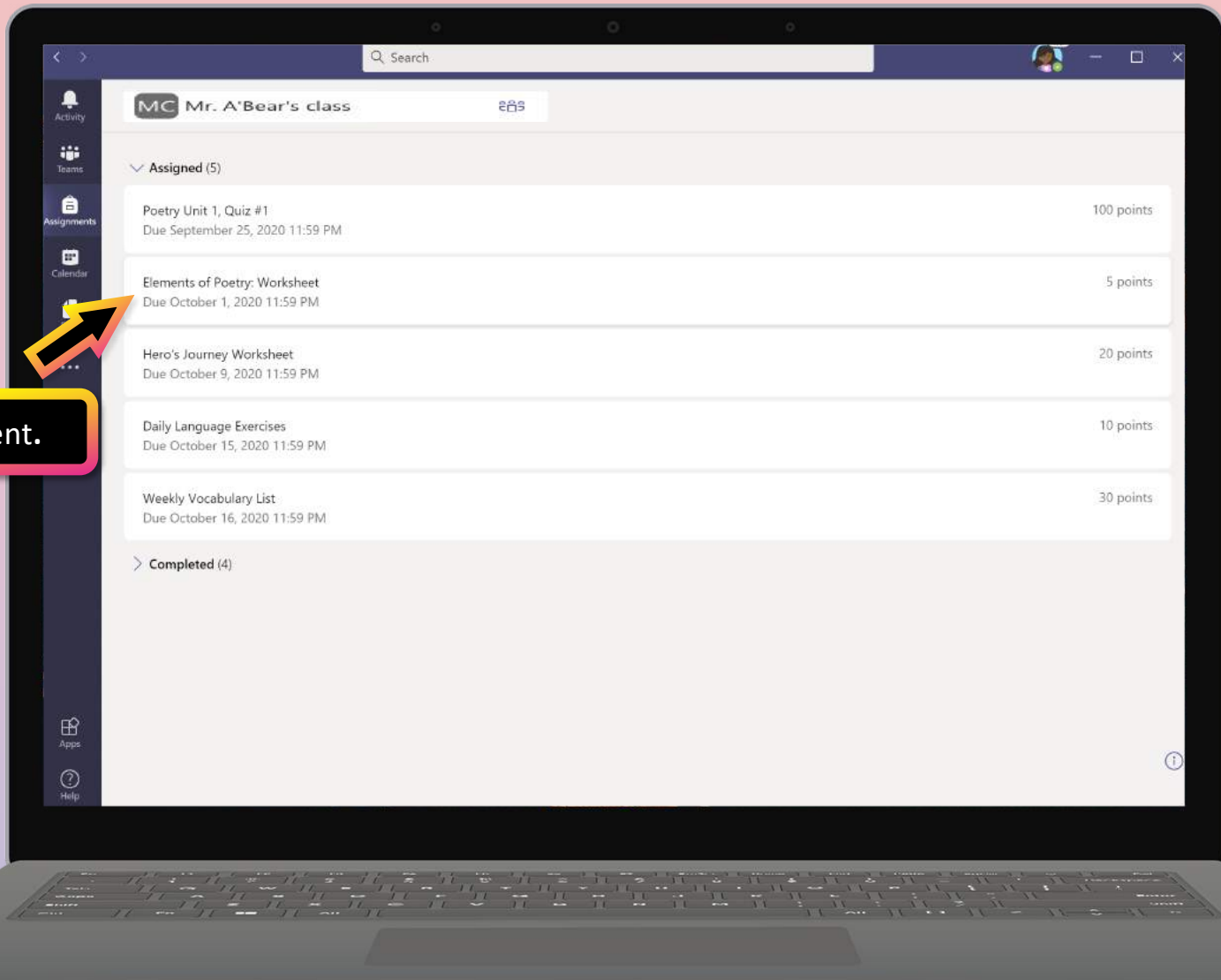
An animation will signal that the assignment has been submitted.



Alternate option for submitting assignments: Select **Assignments** in the left panel.



Select a class.



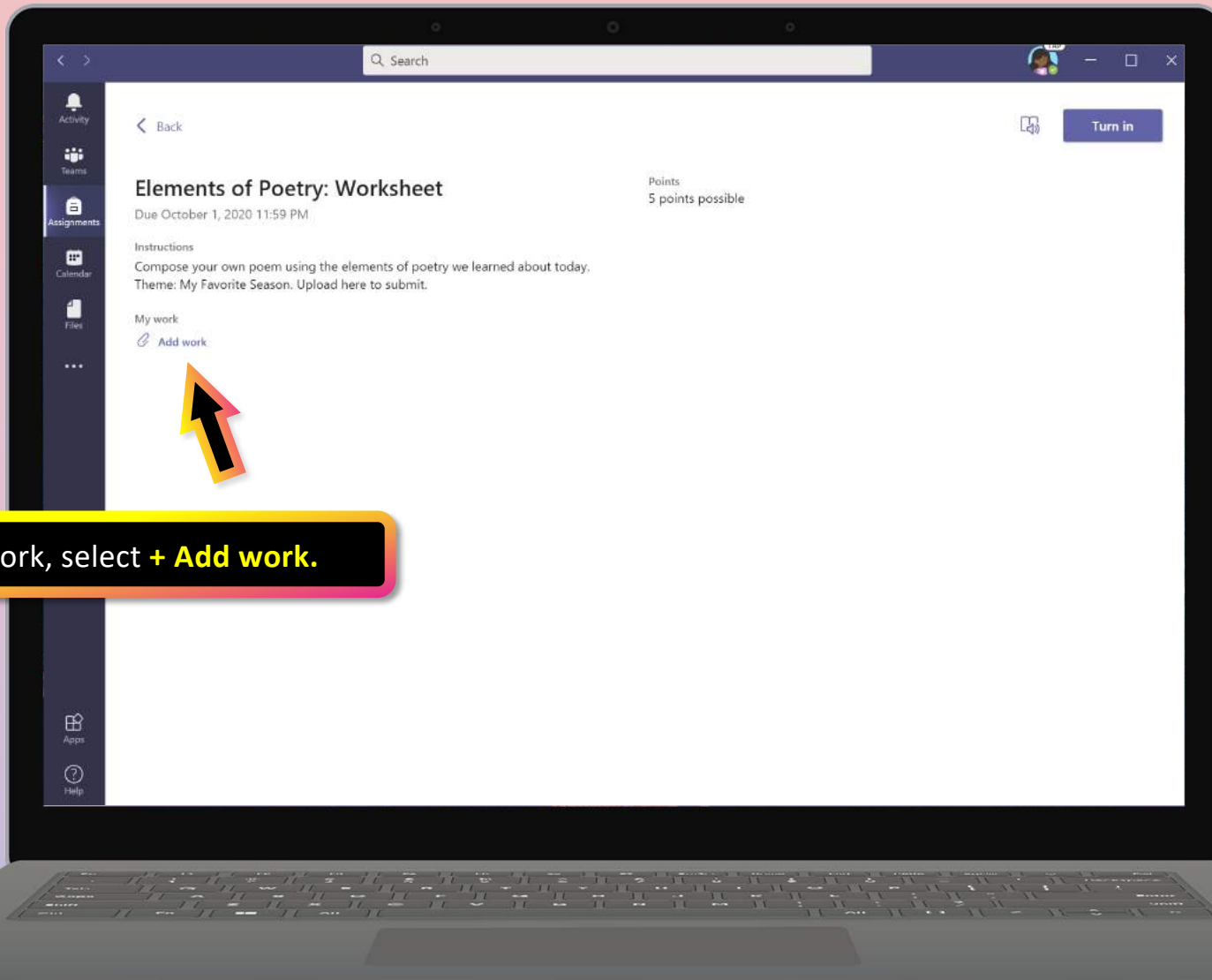
Select assignment.

MC Mr. A'Bear's class

Assigned (5)

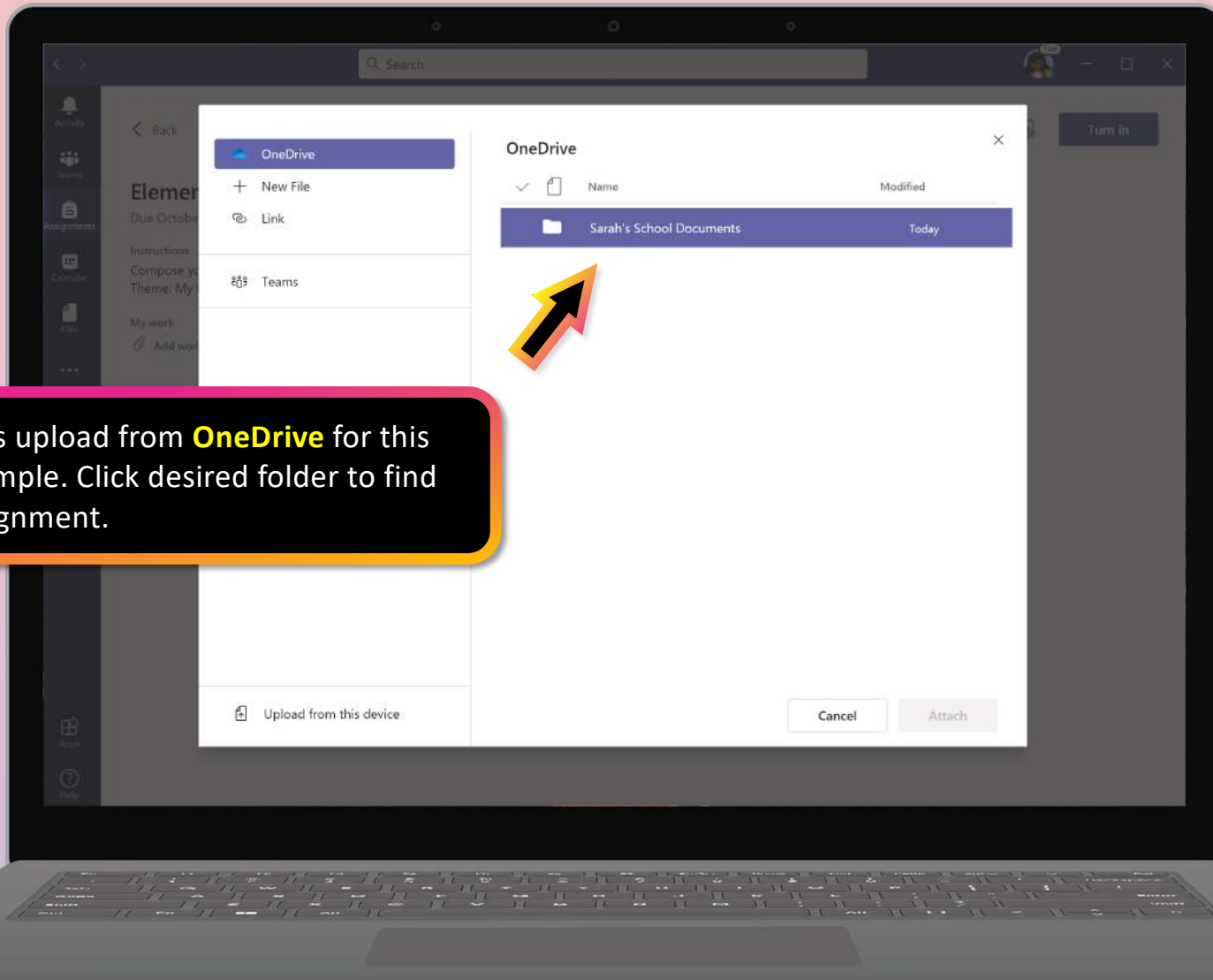
- Poetry Unit 1, Quiz #1
Due September 25, 2020 11:59 PM 100 points
- Elements of Poetry: Worksheet
Due October 1, 2020 11:59 PM 5 points
- Hero's Journey Worksheet
Due October 9, 2020 11:59 PM 20 points
- Daily Language Exercises
Due October 15, 2020 11:59 PM 10 points
- Weekly Vocabulary List
Due October 16, 2020 11:59 PM 30 points

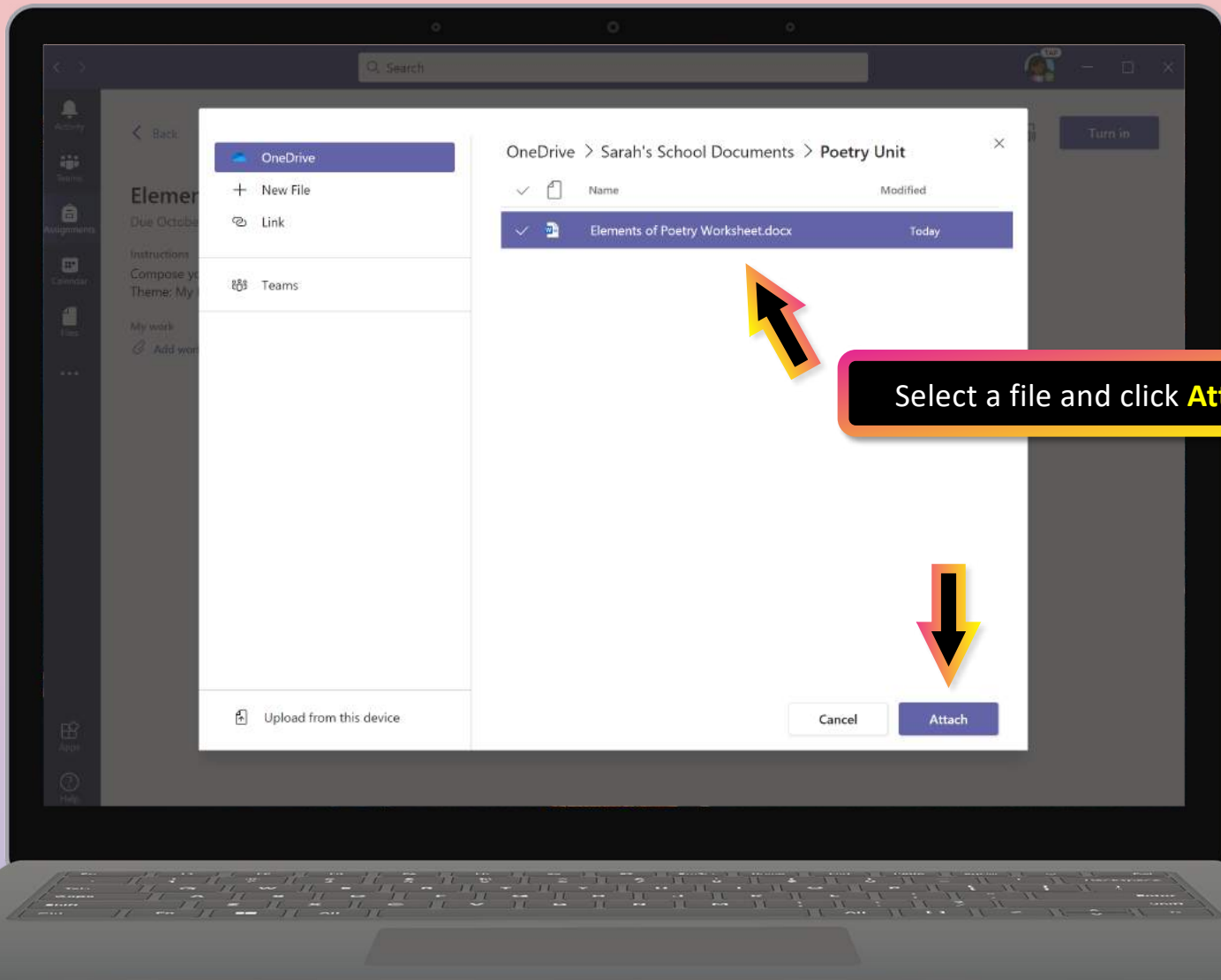
Completed (4)



To upload work, select **+ Add work**.

Let's upload from **OneDrive** for this example. Click desired folder to find assignment.





< Back

Search

Turn in

Elemer

Due Octob

Instructions

Compose y

Theme: My

My work

Add wo

OneDrive

+ New File

Link

Teams

Upload from this device

OneDrive > Sarah's School Documents > Poetry Unit

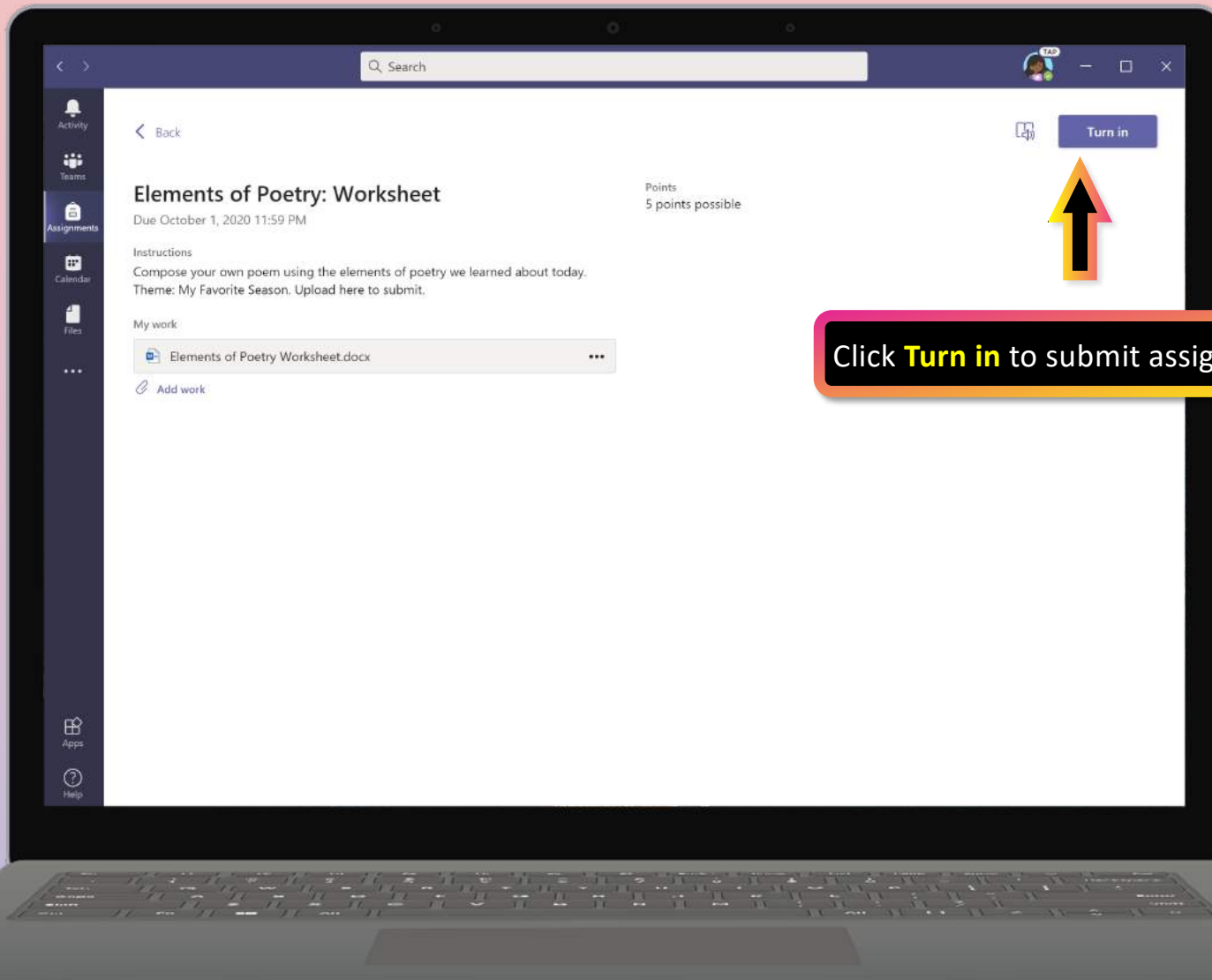
Name	Modified
------	----------

Elements of Poetry Worksheet.docx	Today
-----------------------------------	-------

Cancel

Attach

Select a file and click **Attach**.



< Back

Elements of Poetry: Worksheet

Points
5 points possible

Due October 1, 2020 11:59 PM

Instructions

Compose your own poem using the elements of poetry we learned about today.
Theme: My Favorite Season. Upload here to submit.

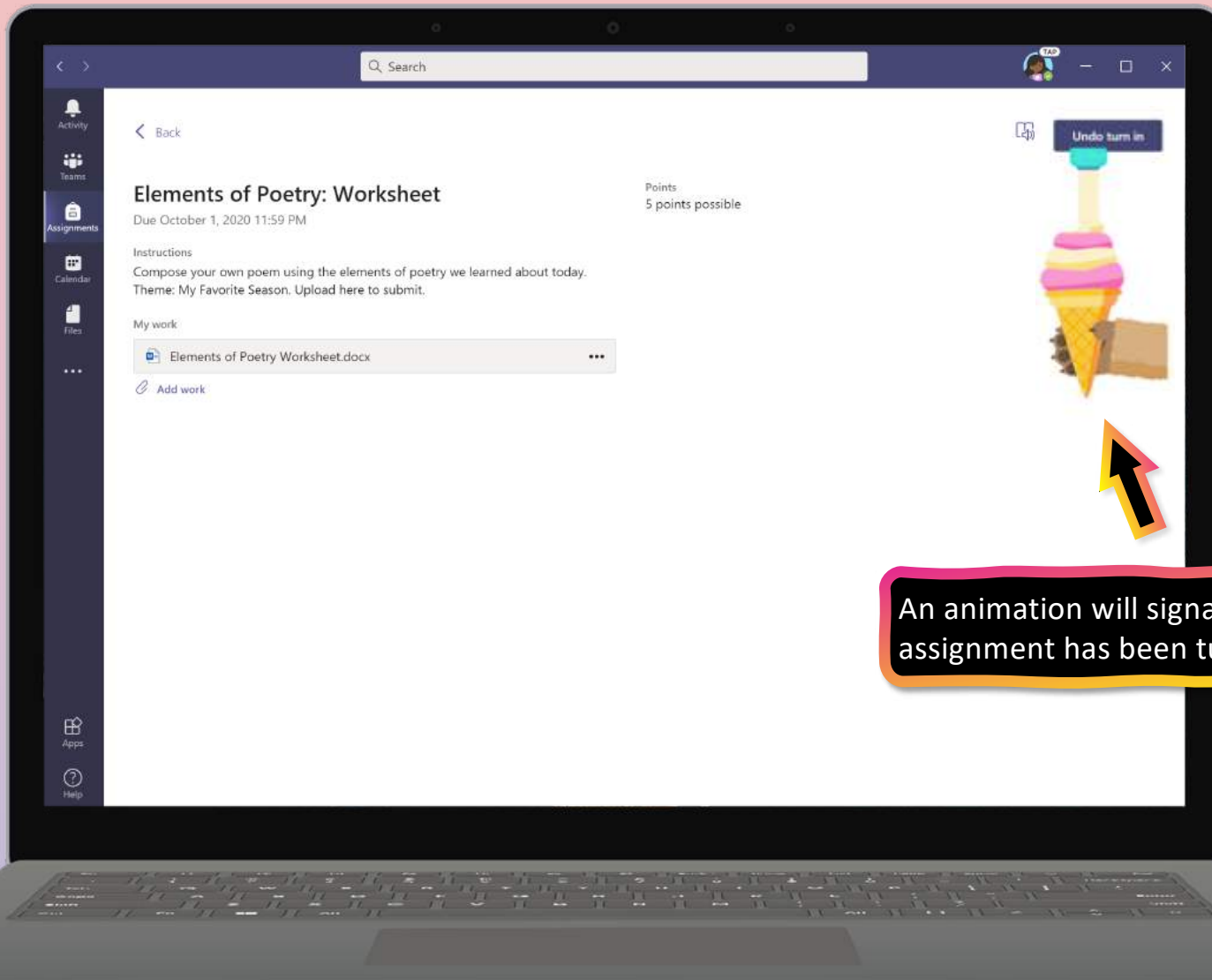
My work

Elements of Poetry Worksheet.docx

Add work

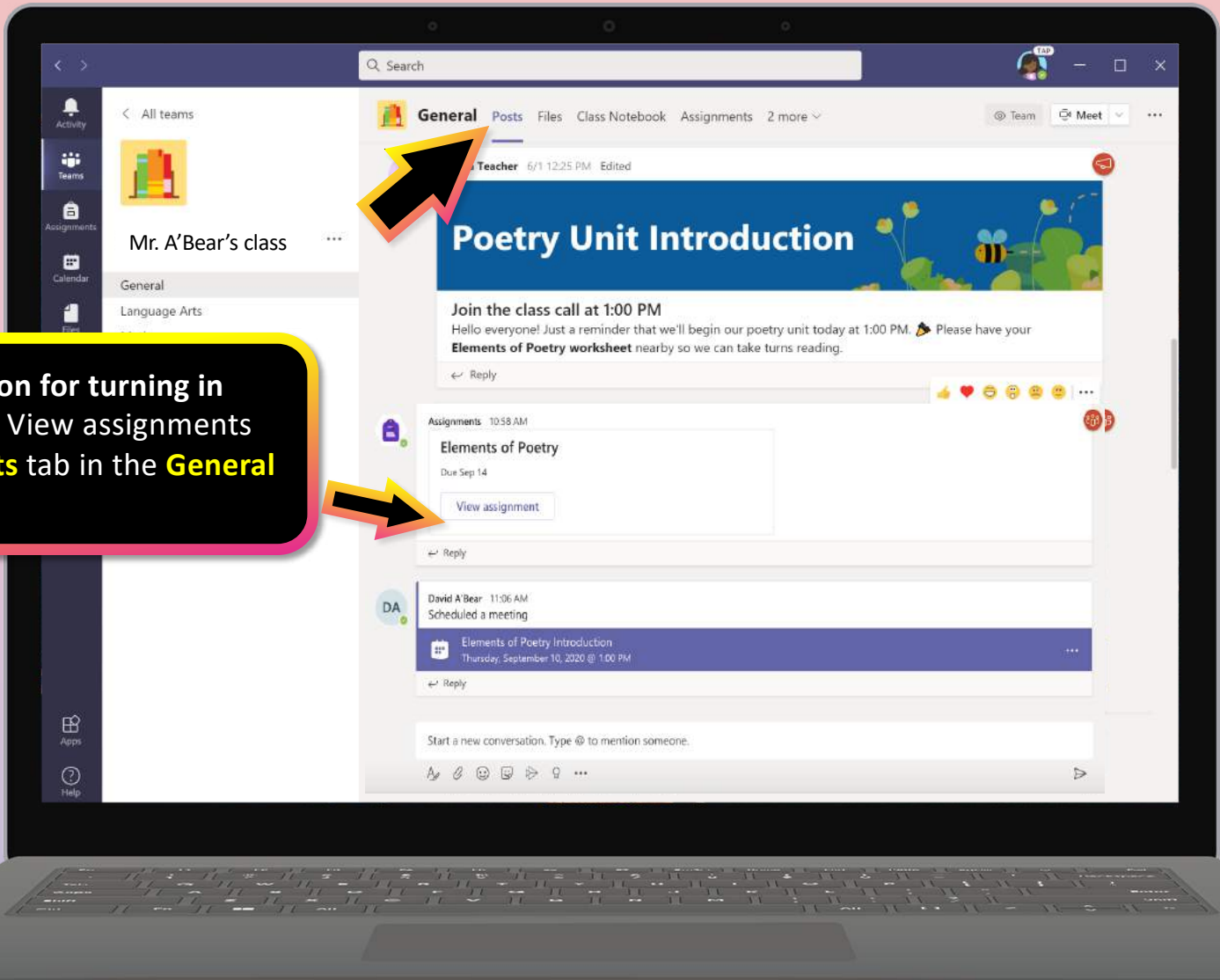
Turn in

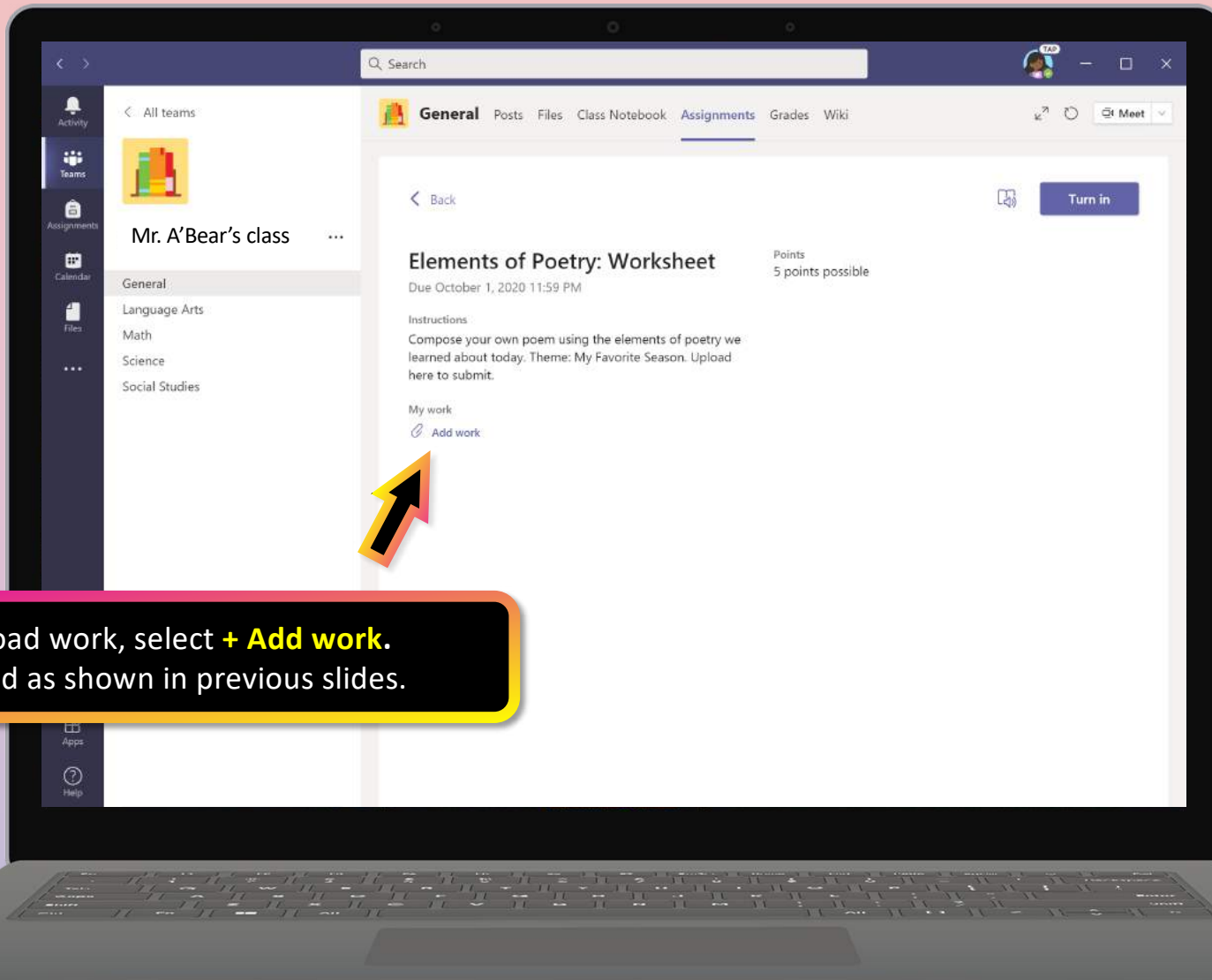
Click **Turn in** to submit assignment.



An animation will signal that the assignment has been turned in.

Another option for turning in assignments: View assignments from the **Posts** tab in the **General** channel.





To upload work, select **+ Add work**. Proceed as shown in previous slides.

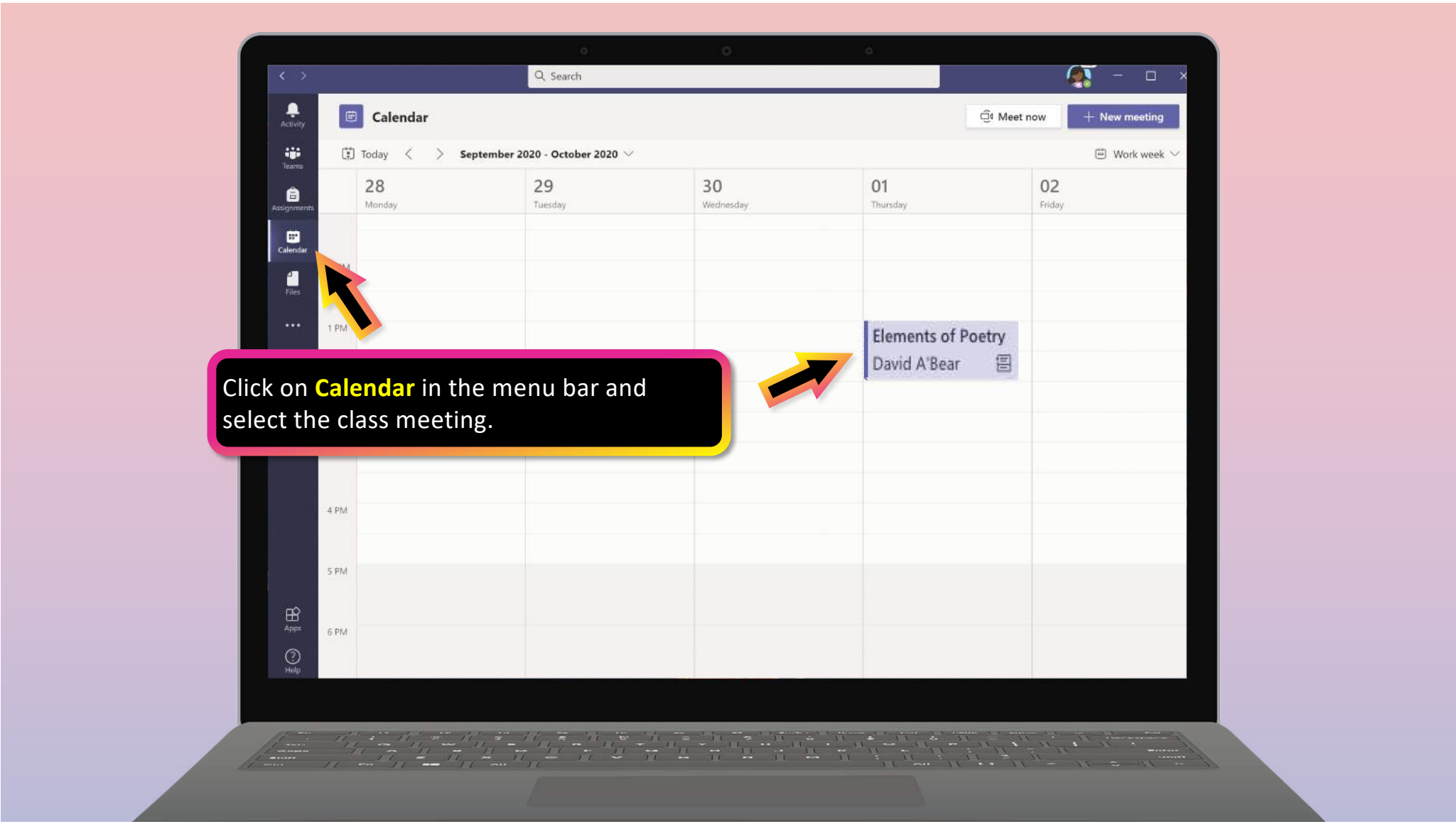
Chapter 2

How to help your student use Teams

1. Join a class team
2. View and turn in assignments
3. **Attend a virtual class**
4. Find grades
5. Chat with teachers and classmates



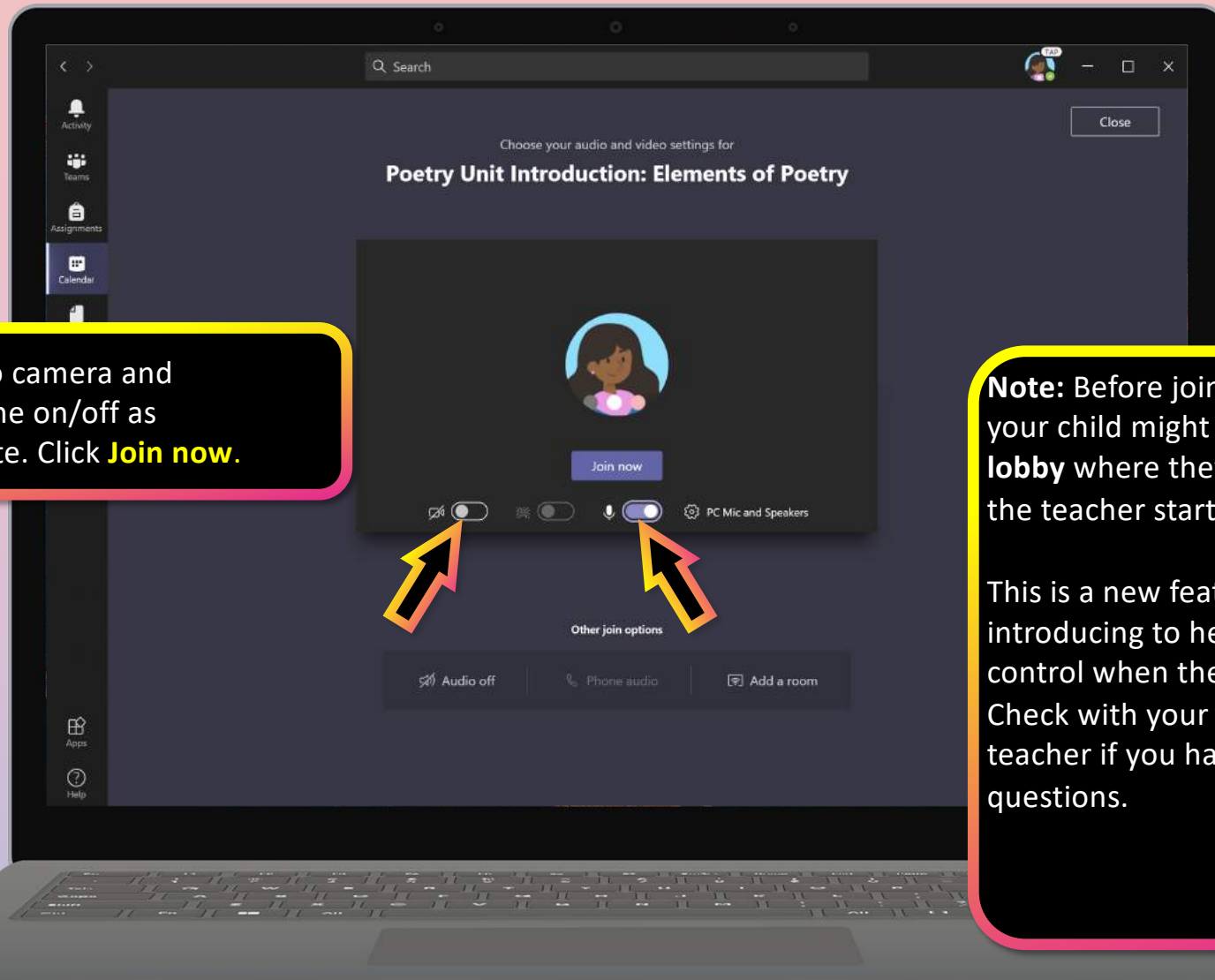
**Your student can attend class and customize
their virtual experience with **video &
microphone** settings.**



Click on **Calendar** in the menu bar and select the class meeting.

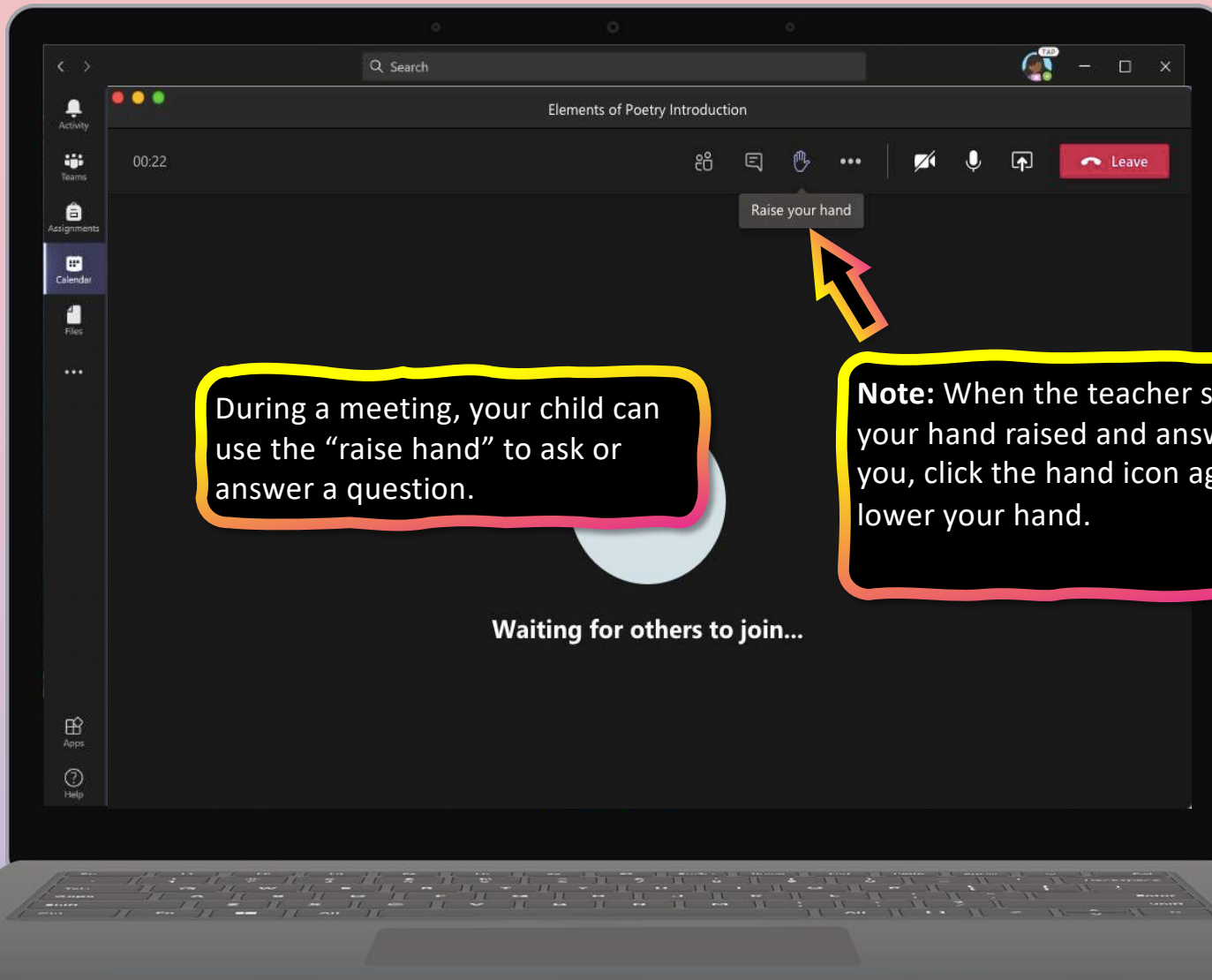
Elements of Poetry
David A'Bear

Turn video camera and microphone on/off as appropriate. Click **Join now**.



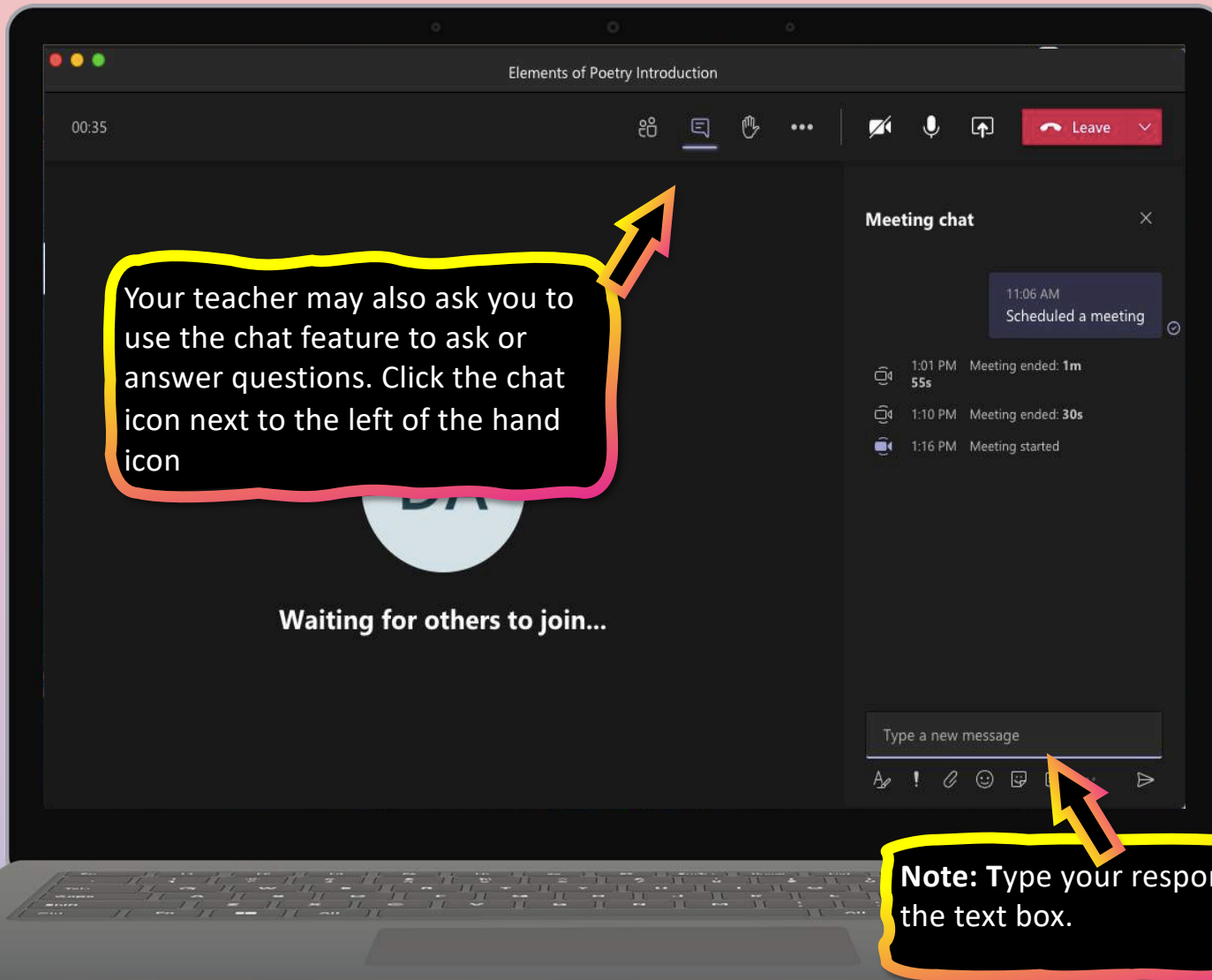
Note: Before joining the meeting, your child might enter a **virtual lobby** where they will wait until the teacher starts the meeting.

This is a new feature we're introducing to help teachers control when the meeting starts. Check with your student's teacher if you have any questions.



During a meeting, your child can use the "raise hand" to ask or answer a question.

Note: When the teacher sees your hand raised and answers you, click the hand icon again to lower your hand.

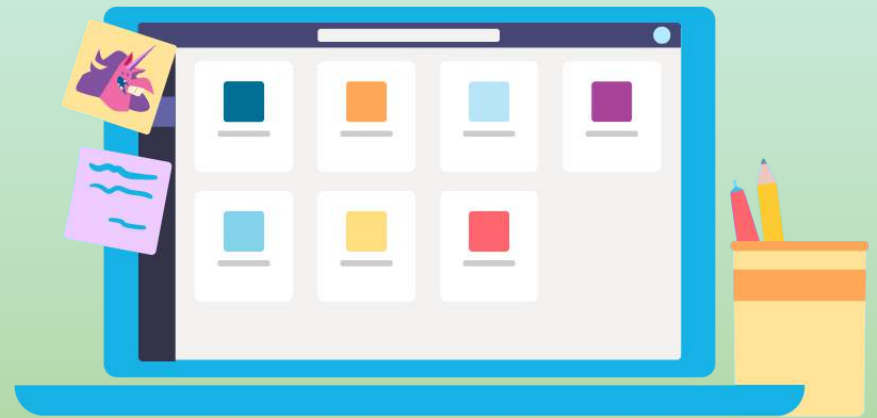


Your teacher may also ask you to use the chat feature to ask or answer questions. Click the chat icon next to the left of the hand icon

Note: Type your response in the text box.

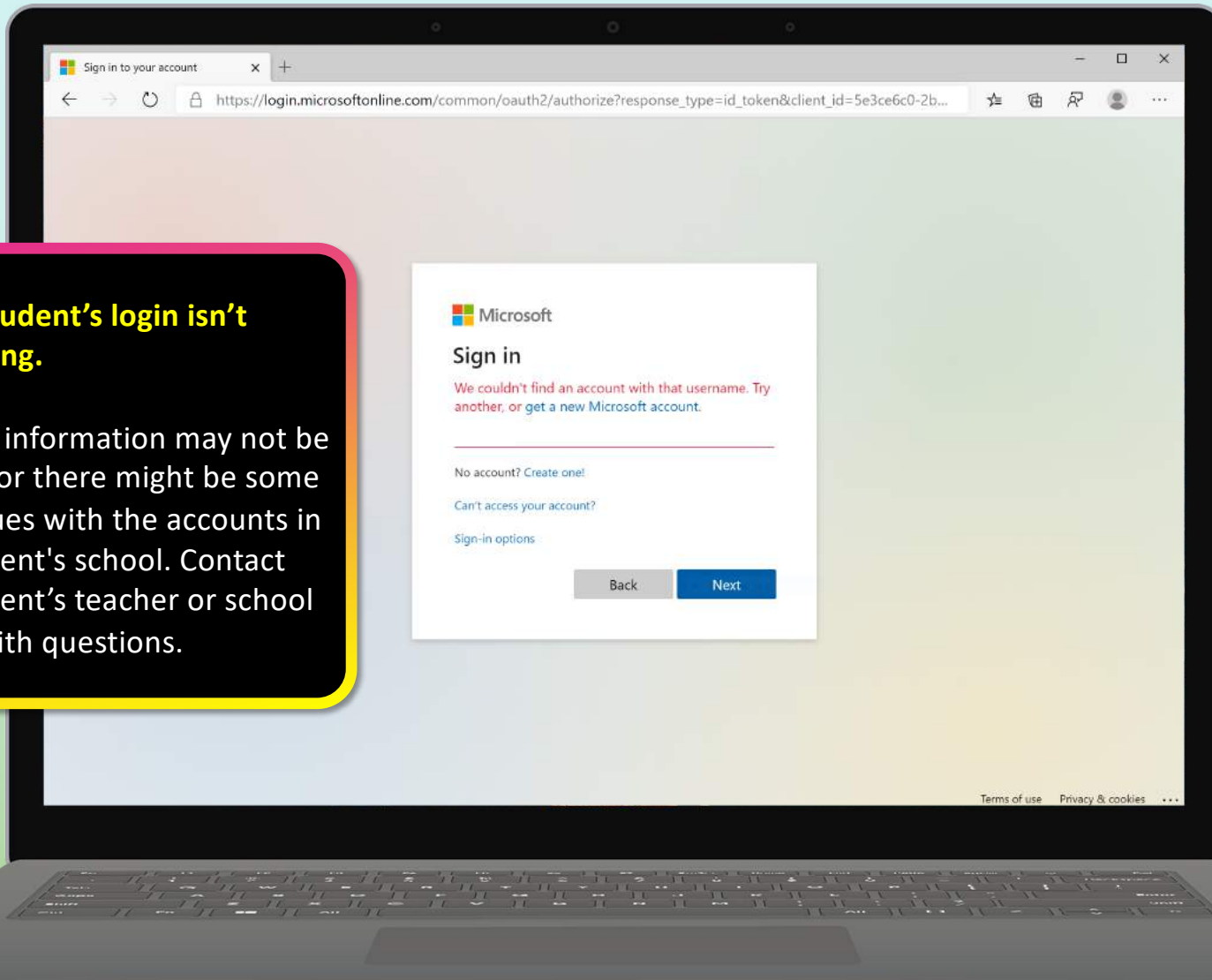
FAQ & Troubleshooting

1. My student's login isn't working.
2. I can't find my student's class during set-up.
3. My student's assignments are missing.
4. My student missed a class—what now?
5. What if I have more than one student using Teams on one device?
6. What do I do if we have low internet bandwidth?
7. Audio troubleshooting
8. Additional resources



1. My student's login isn't working.

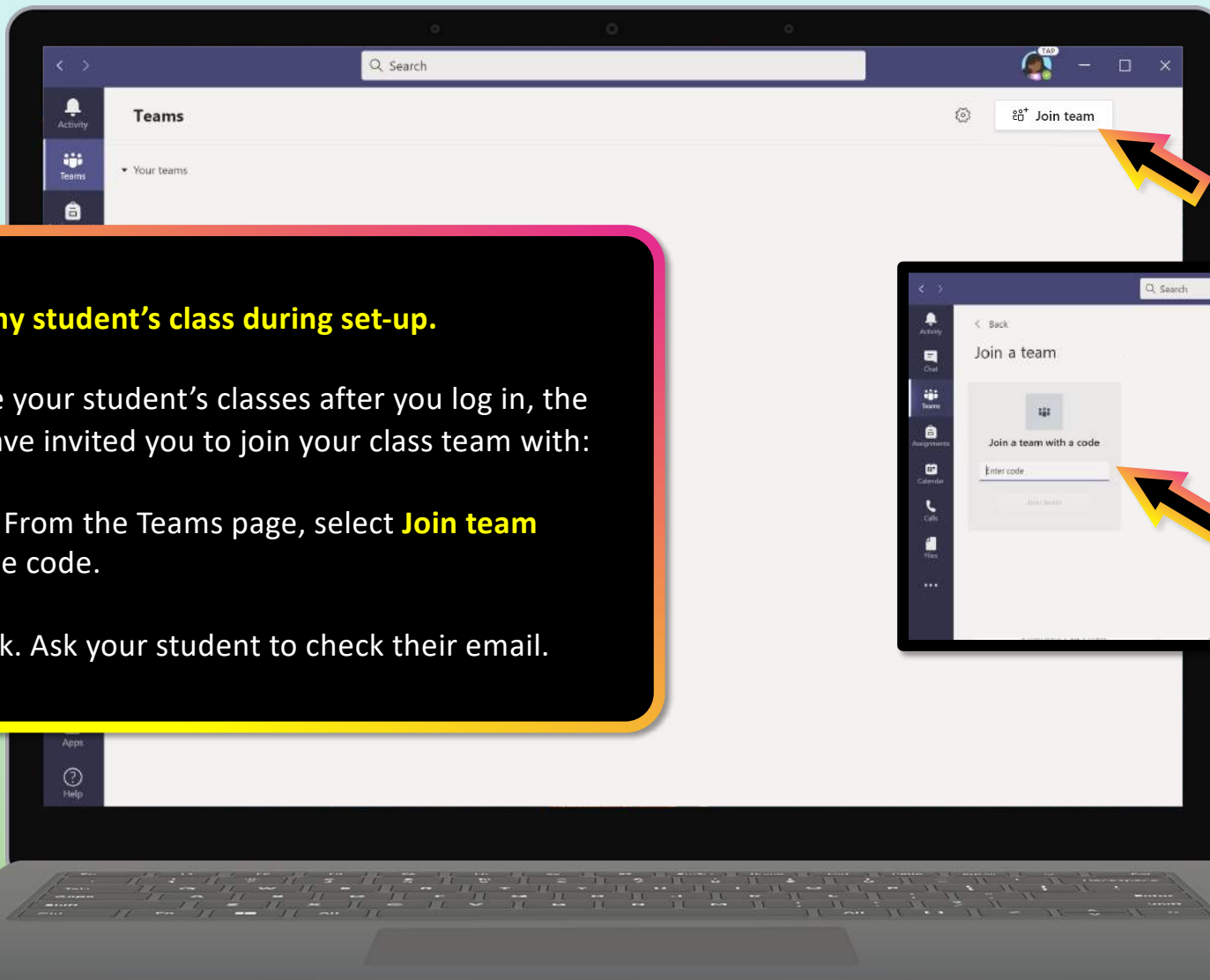
The login information may not be accurate or there might be some other issues with the accounts in your student's school. Contact your student's teacher or school district with questions.

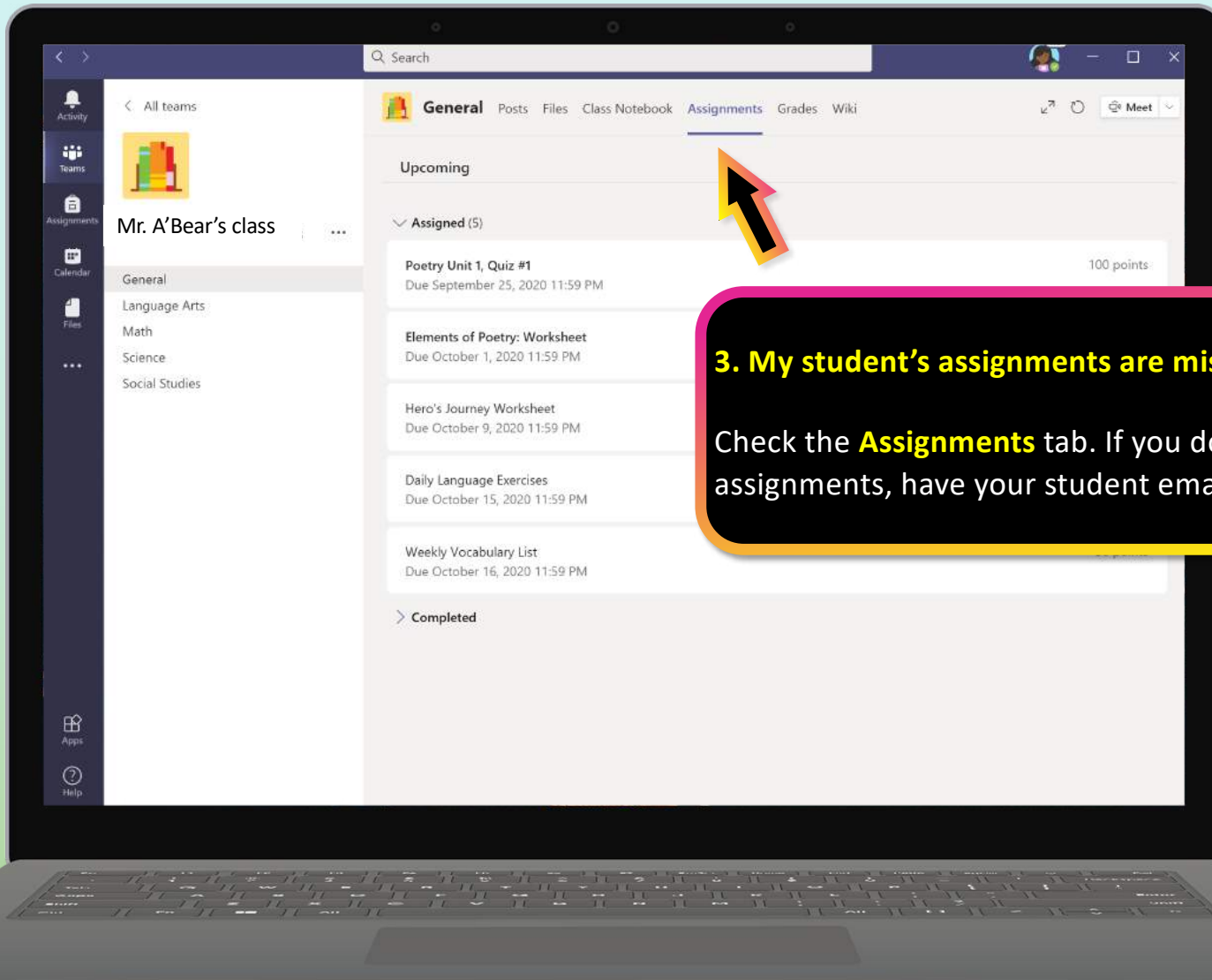


2. I can't find my student's class during set-up.

If you don't see your student's classes after you log in, the teacher may have invited you to join your class team with:

- A join code. From the Teams page, select **Join team** and enter the code.
- A unique link. Ask your student to check their email.



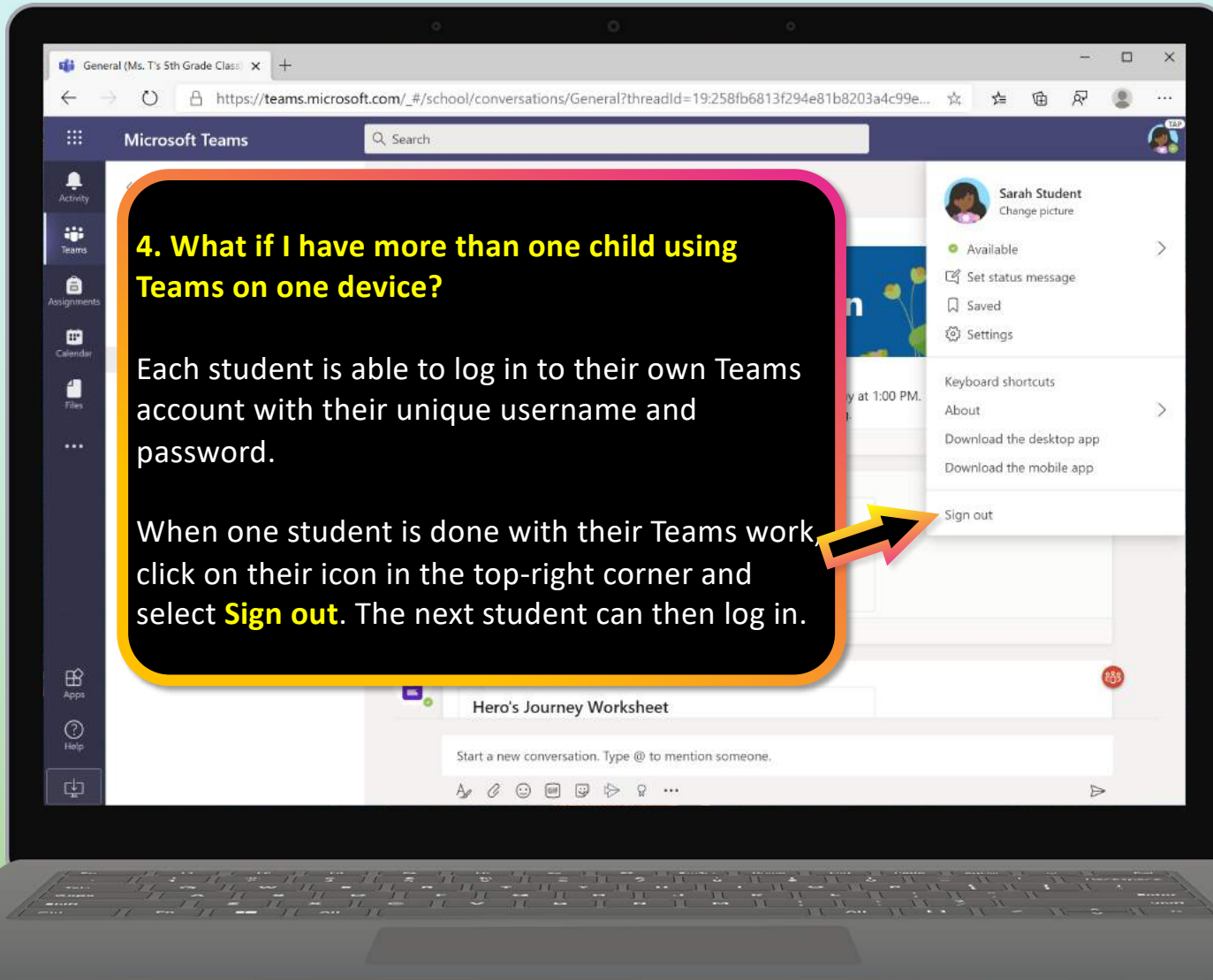


3. My student's assignments are missing.
Check the **Assignments** tab. If you don't see any assignments, have your student email the teacher.

4. What if I have more than one child using Teams on one device?

Each student is able to log in to their own Teams account with their unique username and password.

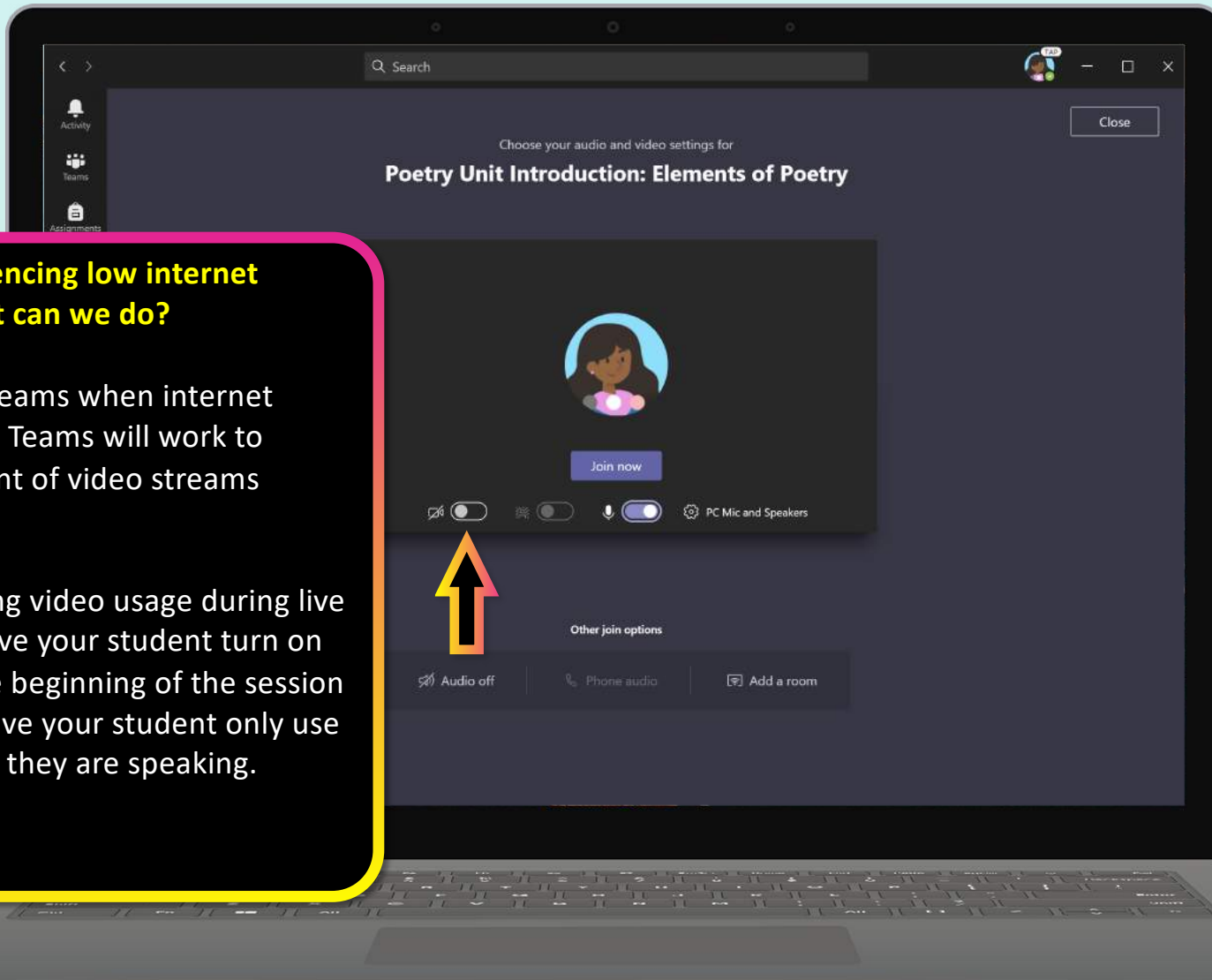
When one student is done with their Teams work click on their icon in the top-right corner and select **Sign out**. The next student can then log in.



5. We are experiencing low internet bandwidth. What can we do?

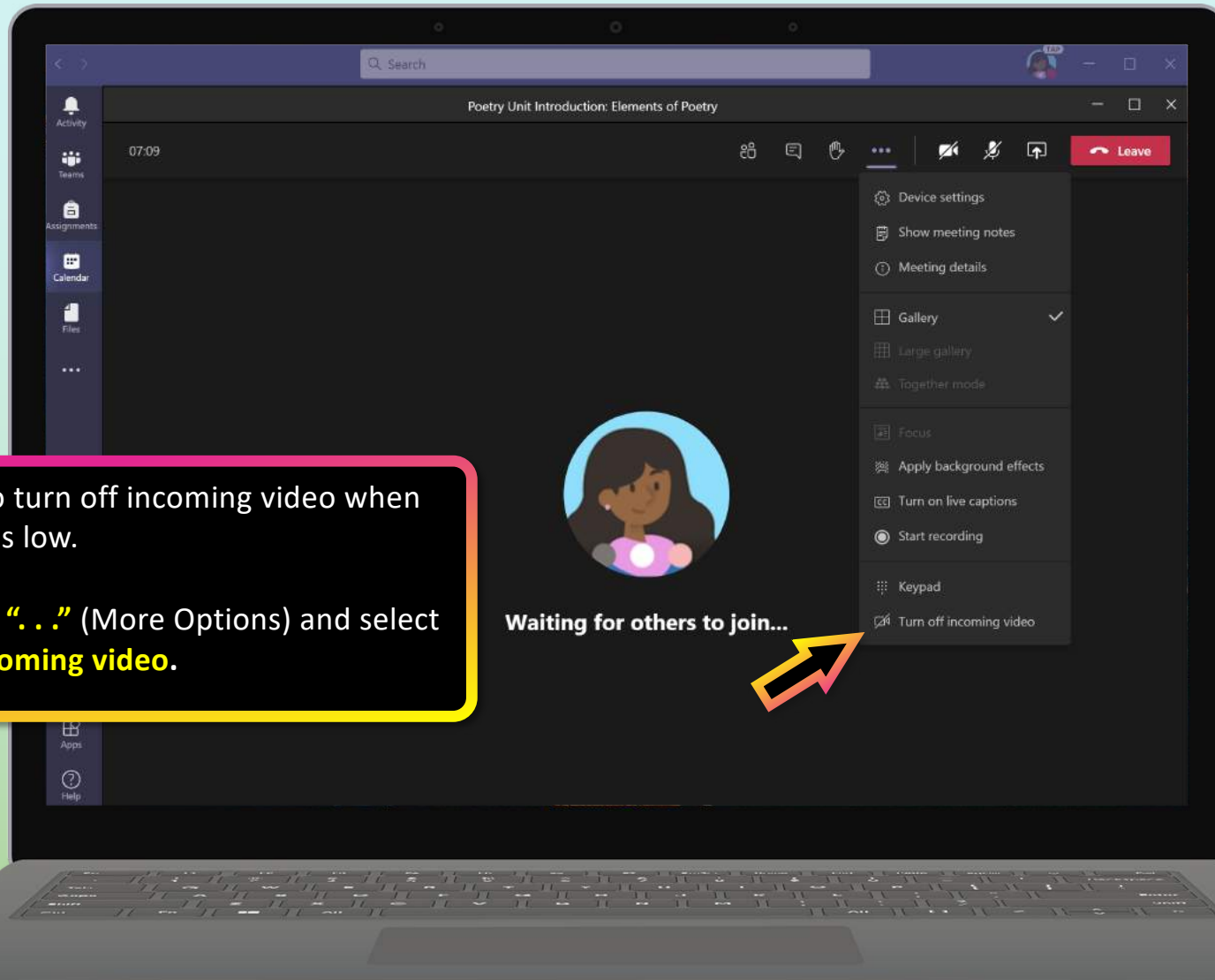
You can still use Teams when internet bandwidth is low. Teams will work to reduce the amount of video streams automatically.

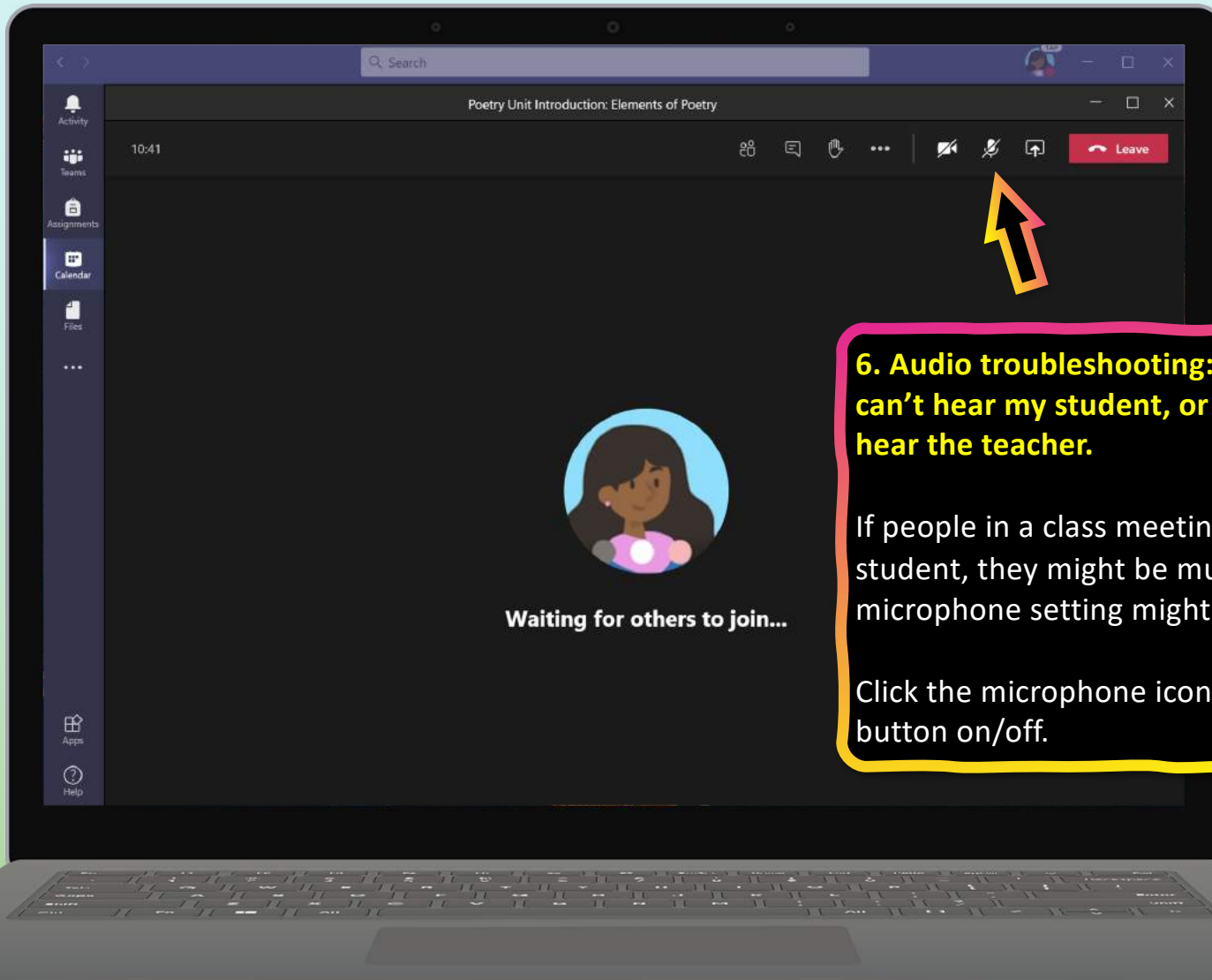
You can try limiting video usage during live class sessions. Have your student turn on the camera at the beginning of the session to say hello, or have your student only use the camera when they are speaking.



You can also turn off incoming video when bandwidth is low.

Click on the “...” (More Options) and select **Turn off incoming video.**

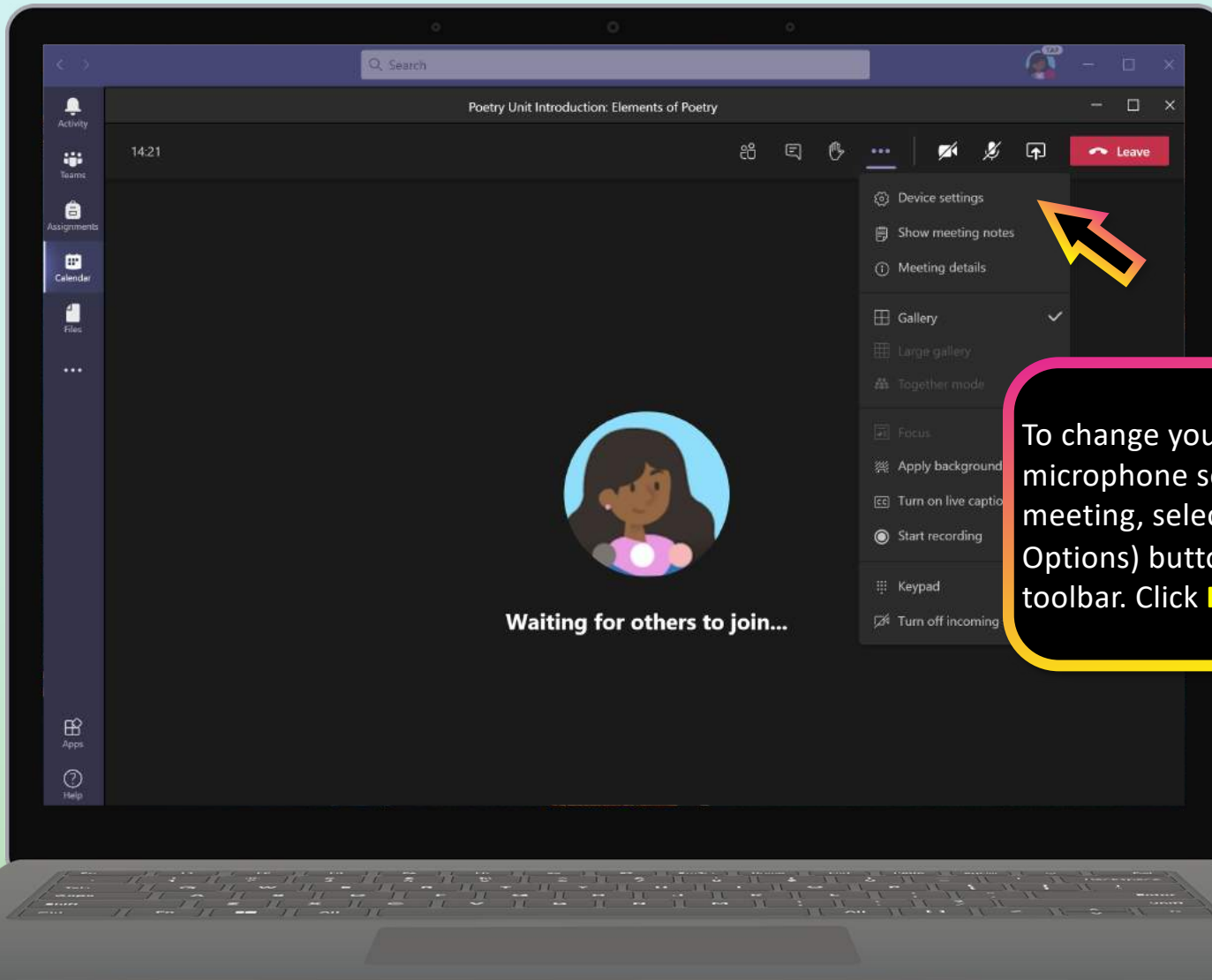




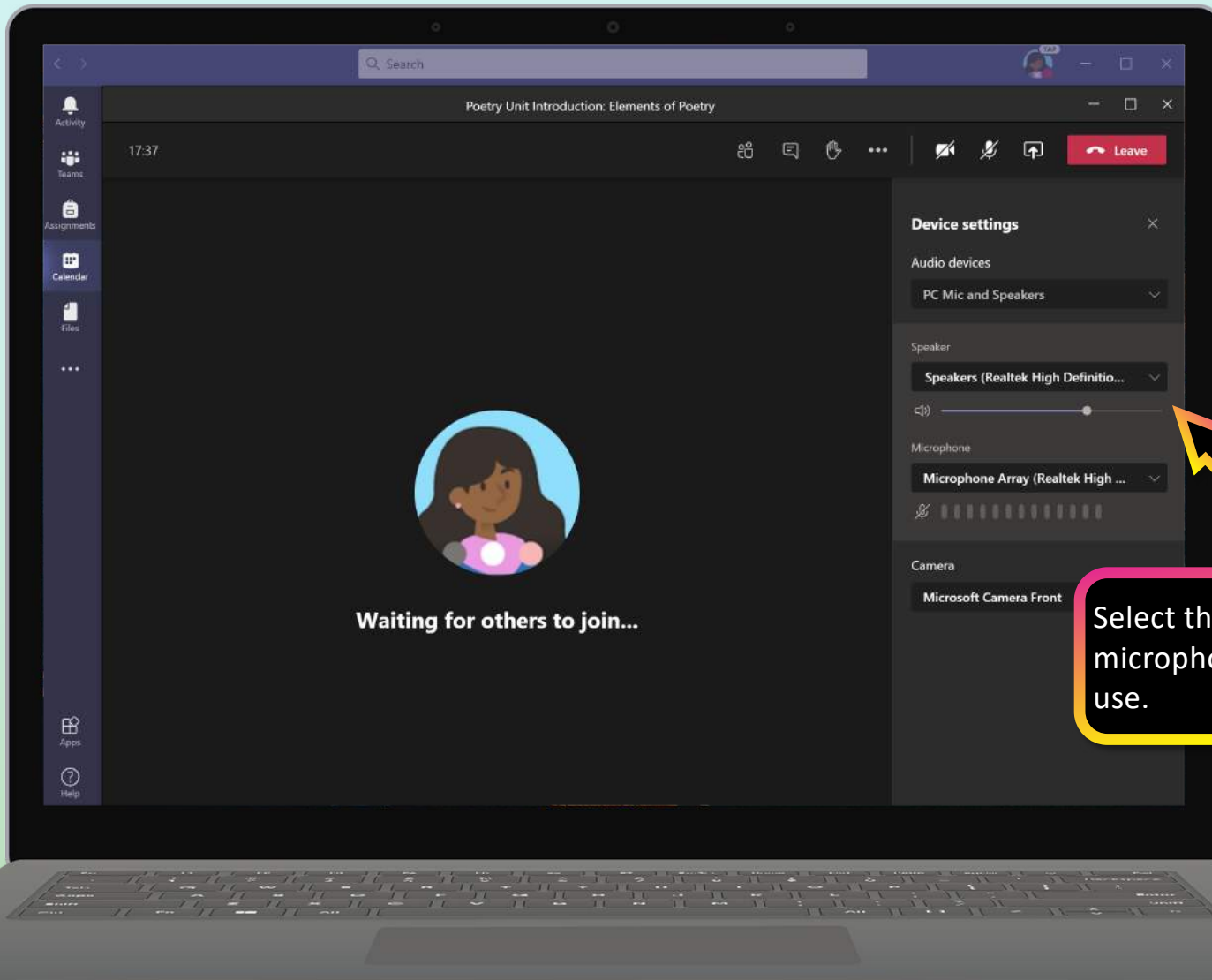
6. Audio troubleshooting: The teacher can't hear my student, or my student can't hear the teacher.

If people in a class meeting can't hear your student, they might be muted or the microphone setting might be incorrect.

Click the microphone icon to turn the mute button on/off.



To change your speaker or microphone settings in a meeting, select the “...” (More Options) button from the toolbar. Click **Device settings**.



Waiting for others to join...

Device settings

Audio devices

PC Mic and Speakers

Speaker

Speakers (Realtek High Definitio...)

Microphone

Microphone Array (Realtek High ...)

Camera

Microsoft Camera Front

Select the speakers and microphone you wish to use.