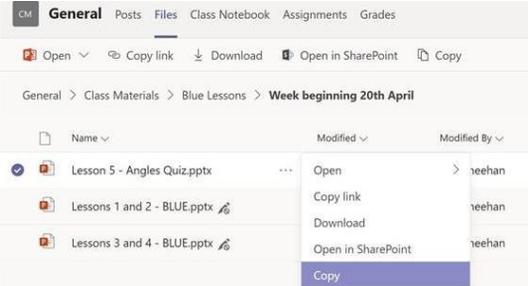




Frequently Asked Questions

We have had some questions from students and parents regarding Microsoft Teams. Here are some frequently asked questions we hope will help support you further in completing distance learning and accessing Microsoft Office.

Question	Solution
<p>I haven't received my log on information in the post, what should I do?</p>	<p>We are aware that Royal Mail is having to cope with reduced staffing levels so some of our communication has not been received yet. Please email MicrosoftHelp@chorltonhigh.manchester.sch.uk and we can send you this information.</p>
<p>I have forgotten my username/password, how can I get this?</p>	<p>Please email MicrosoftHelp@chorltonhigh.manchester.sch.uk and we can send you this information.</p>
<p>When I log into Microsoft office I can't see any Teams in the Teams App. Where are they?</p>	<p>We have been working to fix this issue, a small number of students were not seeing their class teams. We have now fixed this issue and students teams should start to appear gradually in the next 24 hours.</p>
<p>Video links or hyperlinks are not working in Microsoft Teams, how can I get these to work?</p>	<p>Share the document to your Microsoft Office one drive. This can be done by clicking the three dots to the right of your lesson PowerPoint and clicking copy at the bottom of the list. This will make your PowerPoint editable. You can then copy and paste from this document.</p> 



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Question	Solution
<p>I am struggling to save my class notebook, how do I save this work?</p>	<p>Remember you can also complete work in your school exercise book. Class Notebook work should save automatically. There have been issues for some students but these should be resolved.</p> <p><i>Office online saves work automatically, especially in your class notebook. If you get an error message related to saving your class notebook it is likely that there is a higher volume of traffic on the platform. Please be patient and allow this save to take place when the connection is made again.</i></p>
<p>How do I submit my work to my teacher?</p>	<p>Don't worry about this at the moment, we want to make sure you are focusing on your lessons but in time we will look at using the assignments feature in Teams to allow you to share your work with your teachers.</p>
<p>I am a MAC user, I am having difficulties with access</p>	<p>Access office.com from Chrome- it works much better there. You can also download the TEAMS app from the App Store</p>
<p>Can I access TEAMS on my mobile device?</p>	<p>Yes. The best way to view and use TEAMS on a mobile device is by downloading the TEAMS app and logging in using your normal login details.</p>
<p>I am having trouble loading teams when I am on office 365 online.</p>	<p>Try changing the web browser you are using. For some users they can connect better using chrome or firefox when accessing Microsoft Office online. This might be a quicker way of gaining access to your lessons online.</p>