

Family & Guardian Guide to Microsoft Teams

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

Dear families and guardians,

We hear you. Your involvement in your student's education is more important than ever. On top of juggling work and personal responsibilities and ensuring that your family stays safe and healthy, you're now assisting with remote learning. You have a lot on your plate.

We're here to help. This guide will cover how to set up and get started using Microsoft Teams so that your student can continue learning and connecting with their teacher and class. You'll learn why **75 million people** around the world choose Microsoft Teams every day.

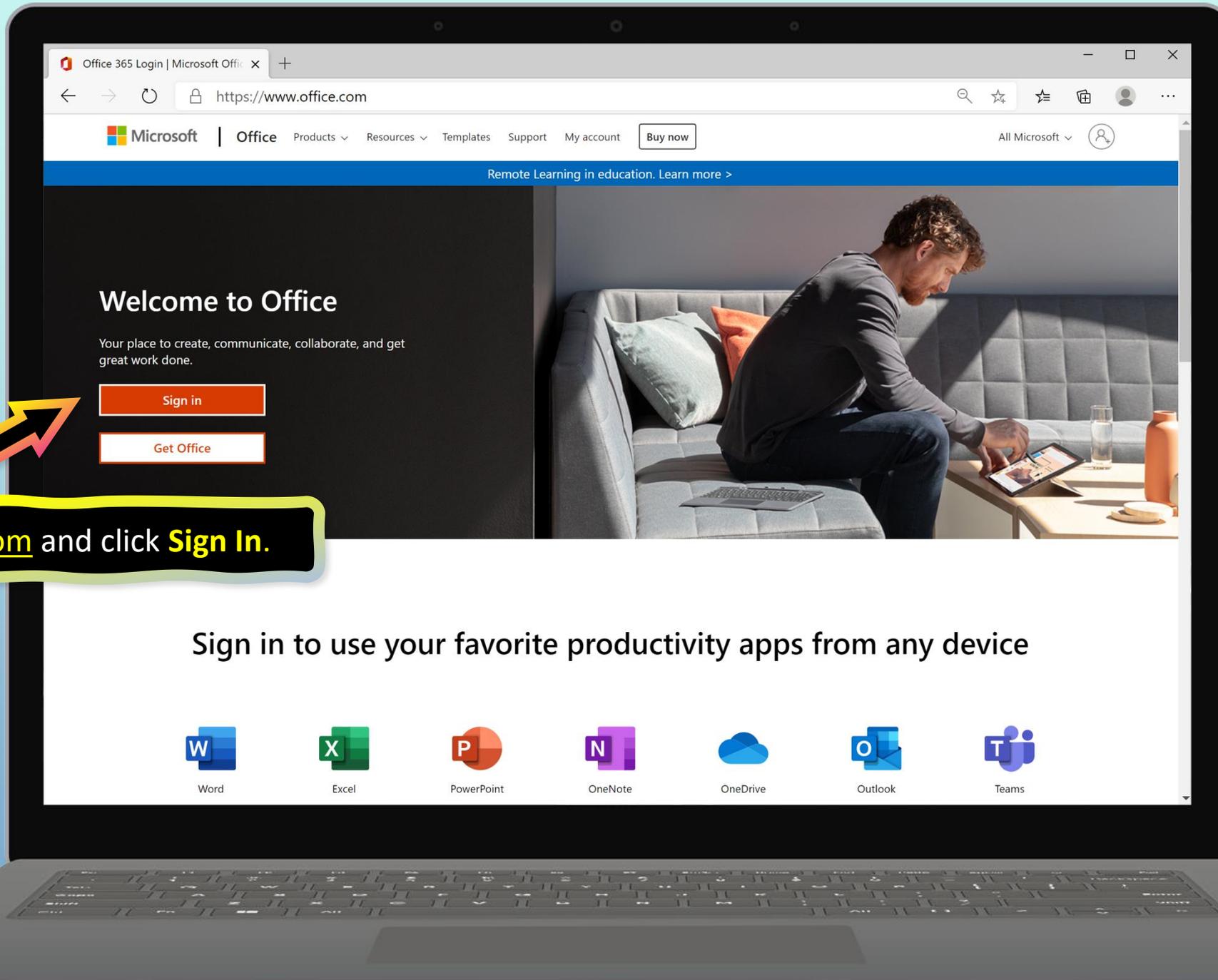


Chapter 1

Get started with Teams

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





Remote Learning in education. Learn more >

Welcome to Office

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

Sign in

Get Office

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

Sign in to use your favorite productivity apps from any device



Word



Excel



PowerPoint



OneNote



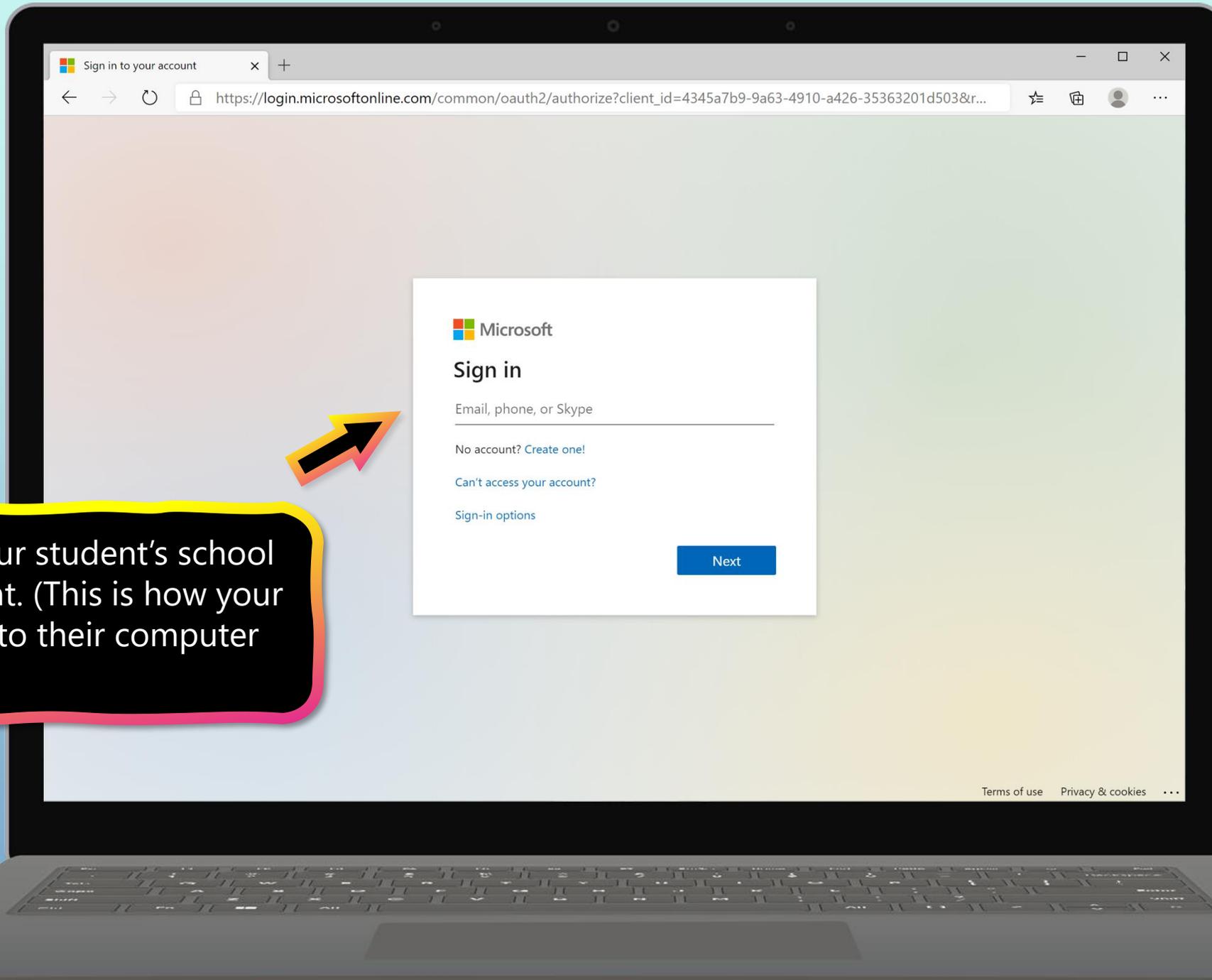
OneDrive



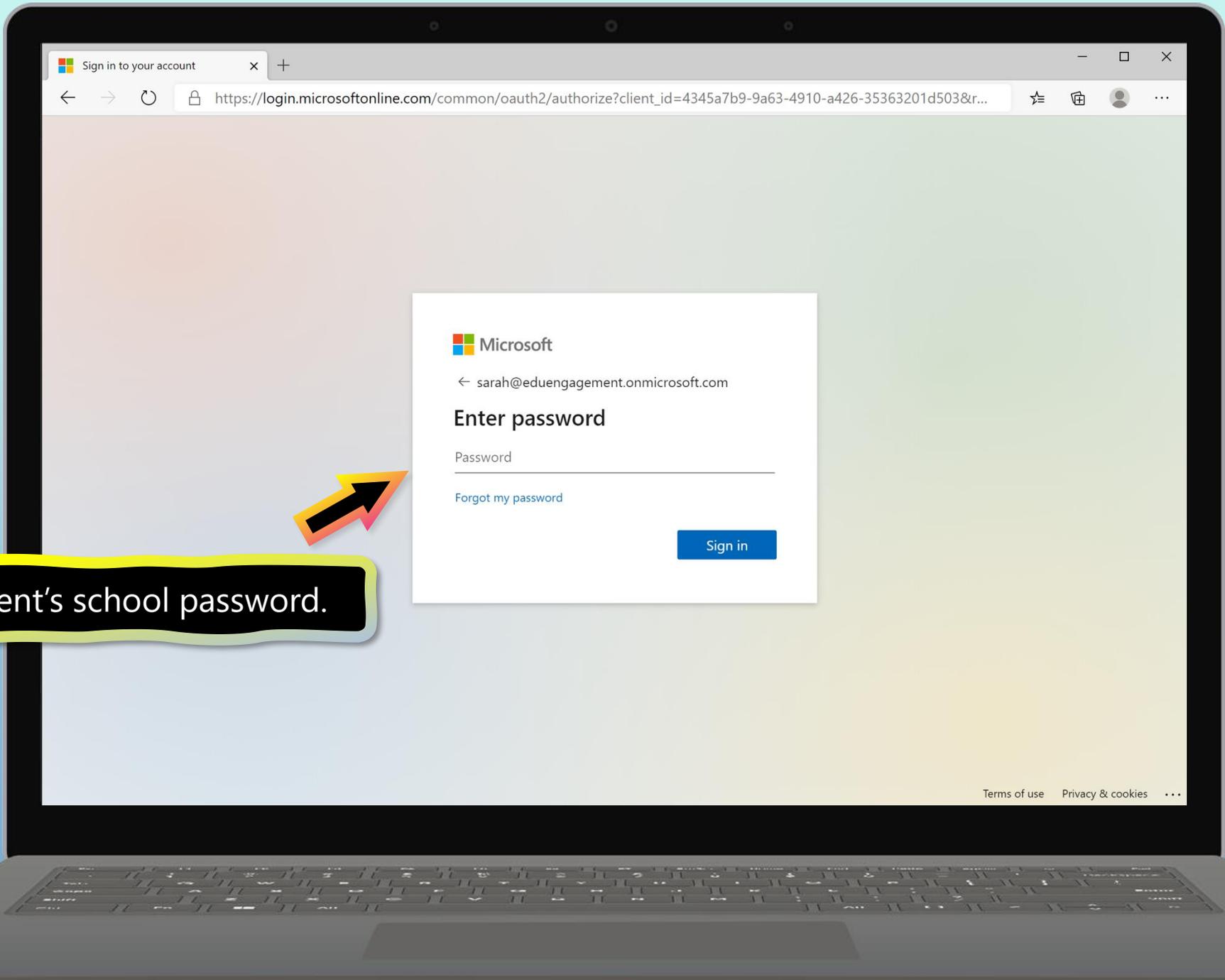
Outlook



Teams



Sign in with your student's school or work account. (This is how your student logs into their computer at school.)



Sign in to your account

https://login.microsoftonline.com/common/oauth2/authorize?client_id=4345a7b9-9a63-4910-a426-35363201d503&r...

Microsoft

← sarah@eduengagement.onmicrosoft.com

Enter password

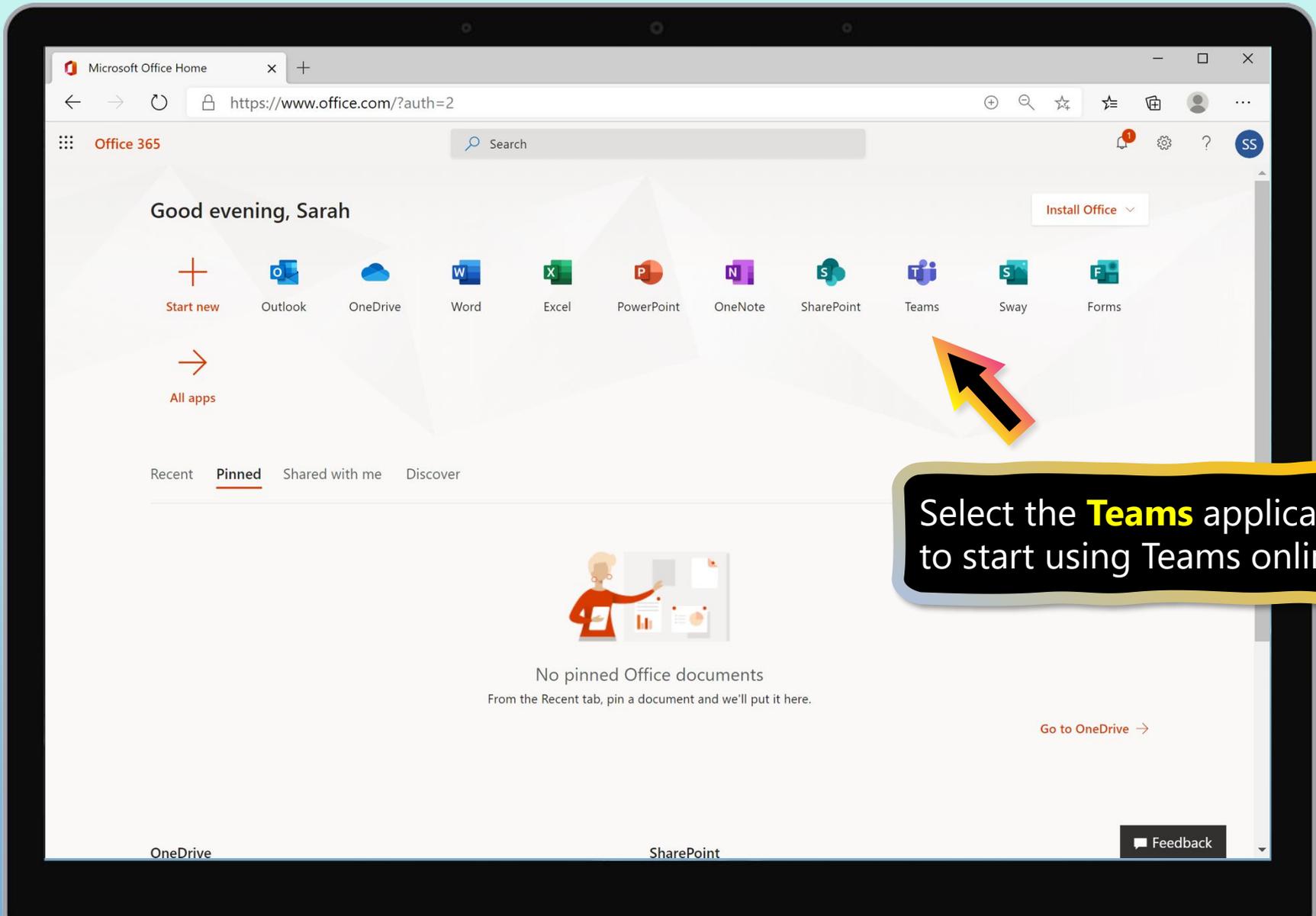
Password

[Forgot my password](#)

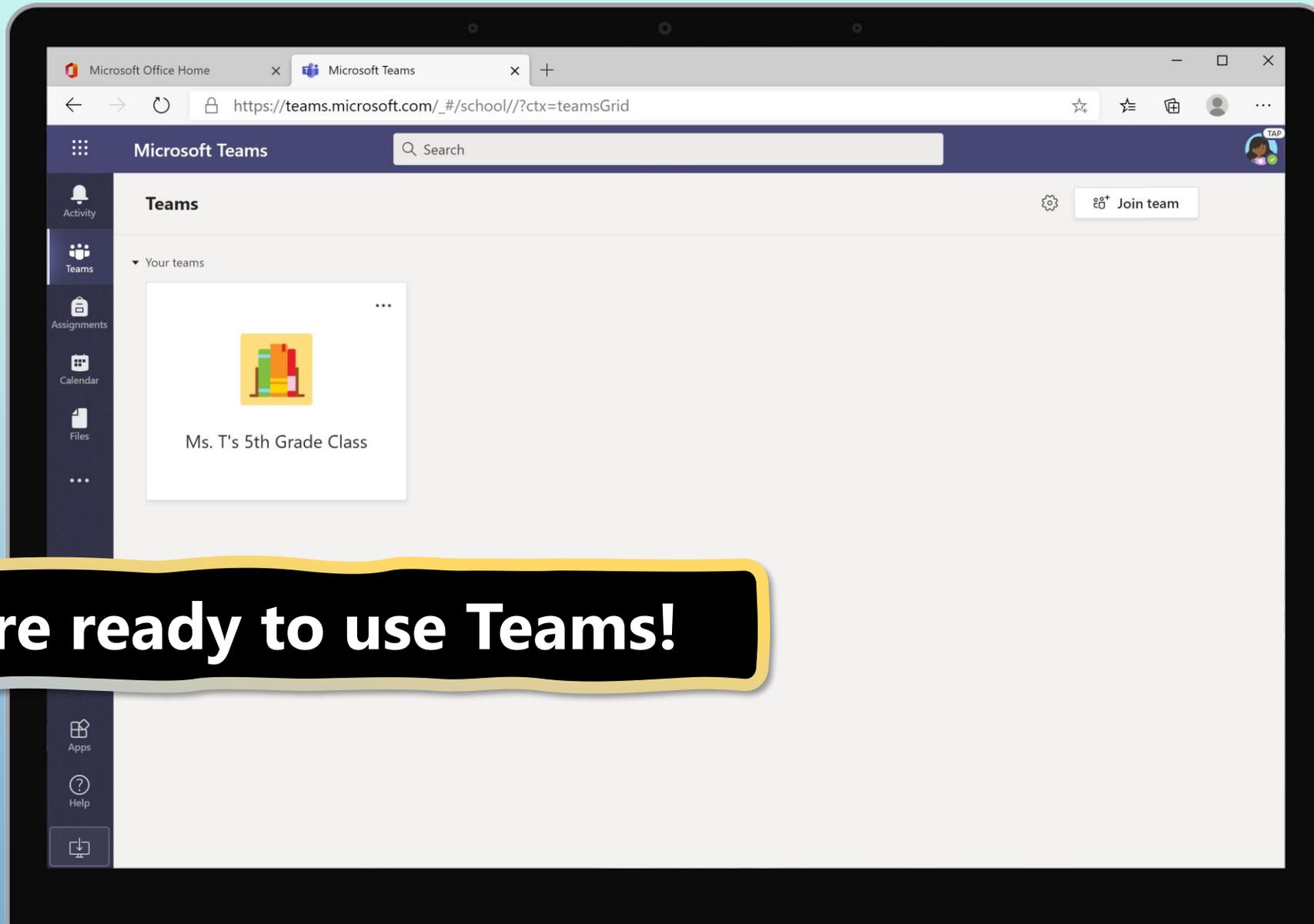
Sign in

Enter your student's school password.

[Terms of use](#) [Privacy & cookies](#) ...



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



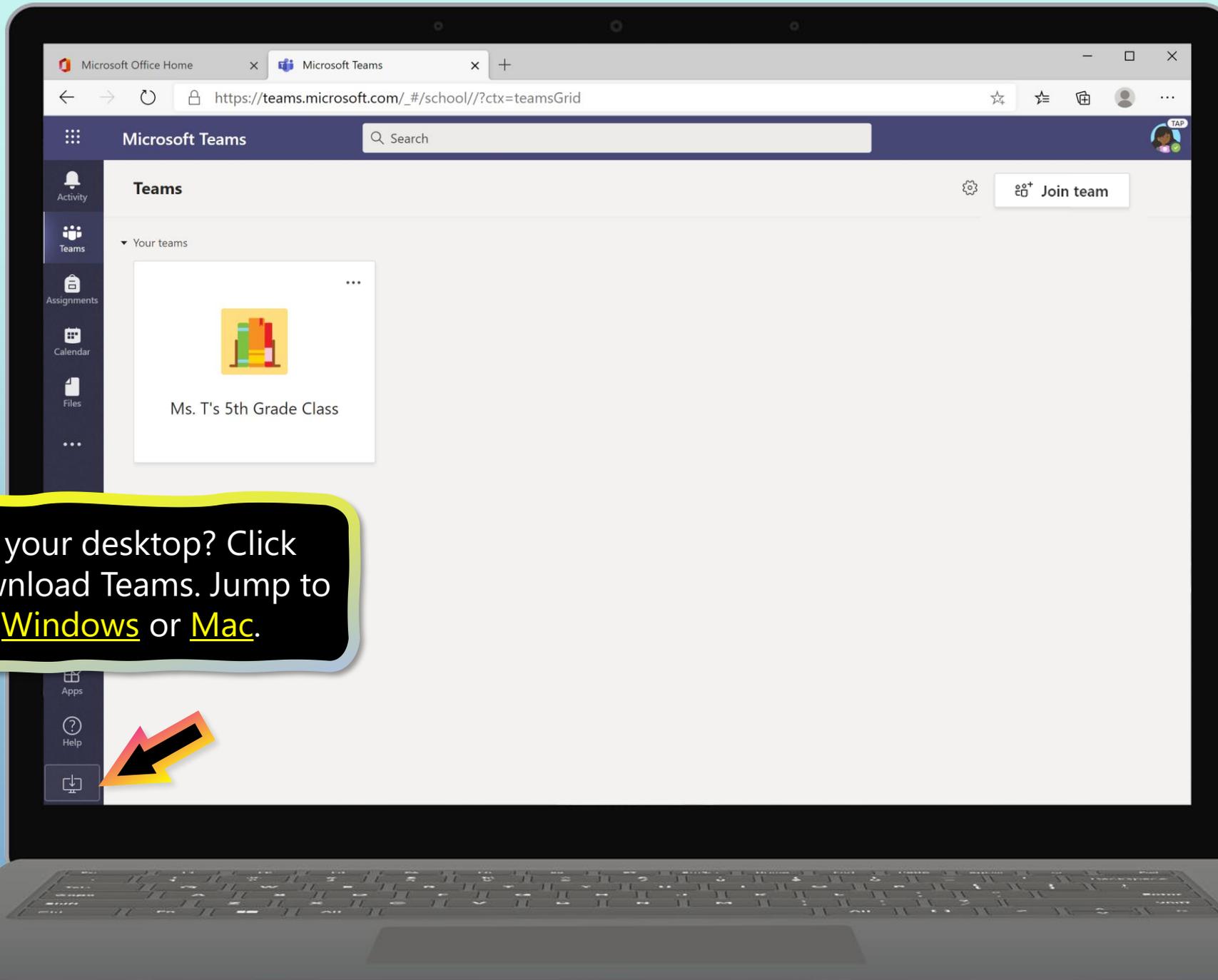
You're ready to use Teams!

Chapter 1

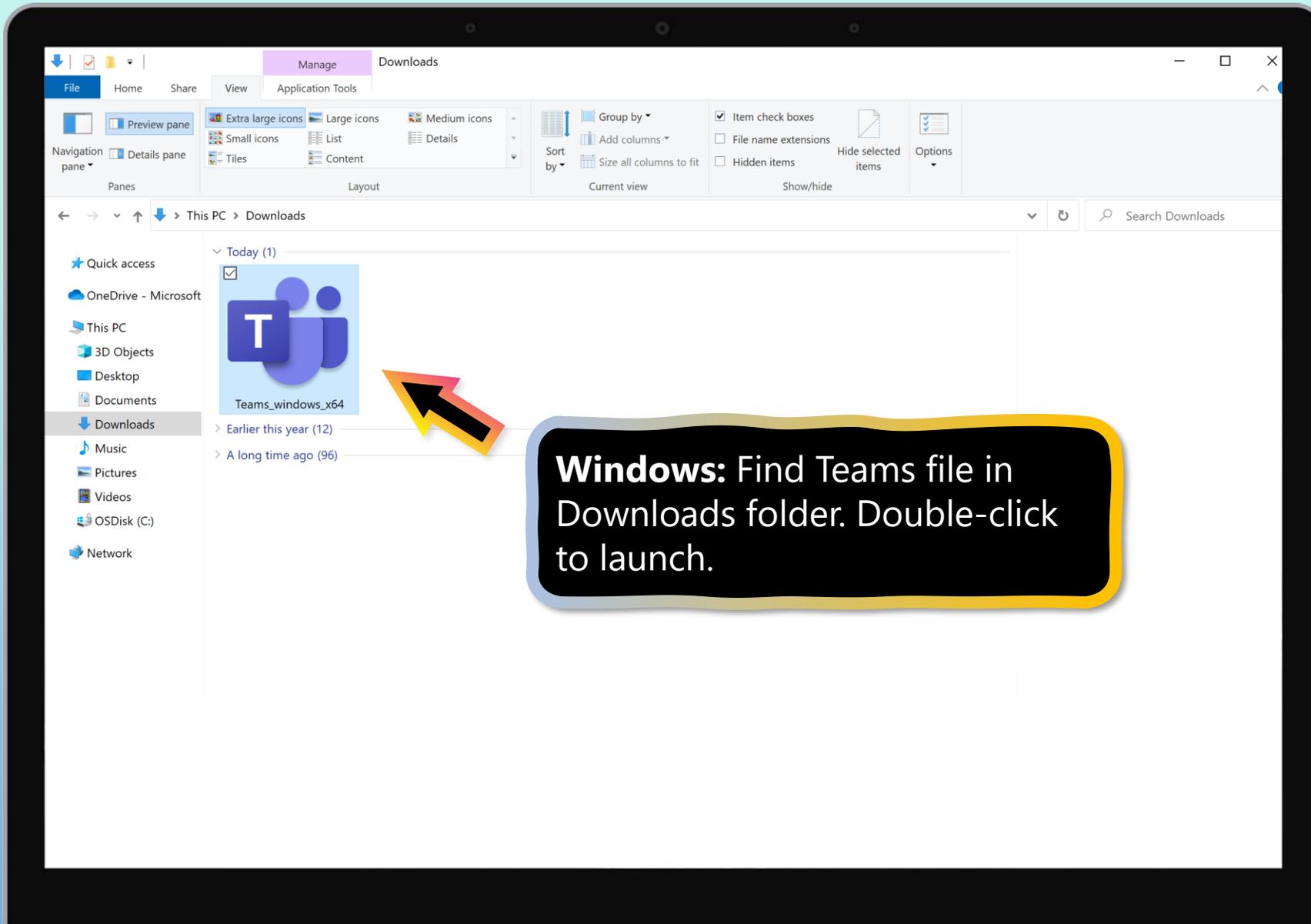
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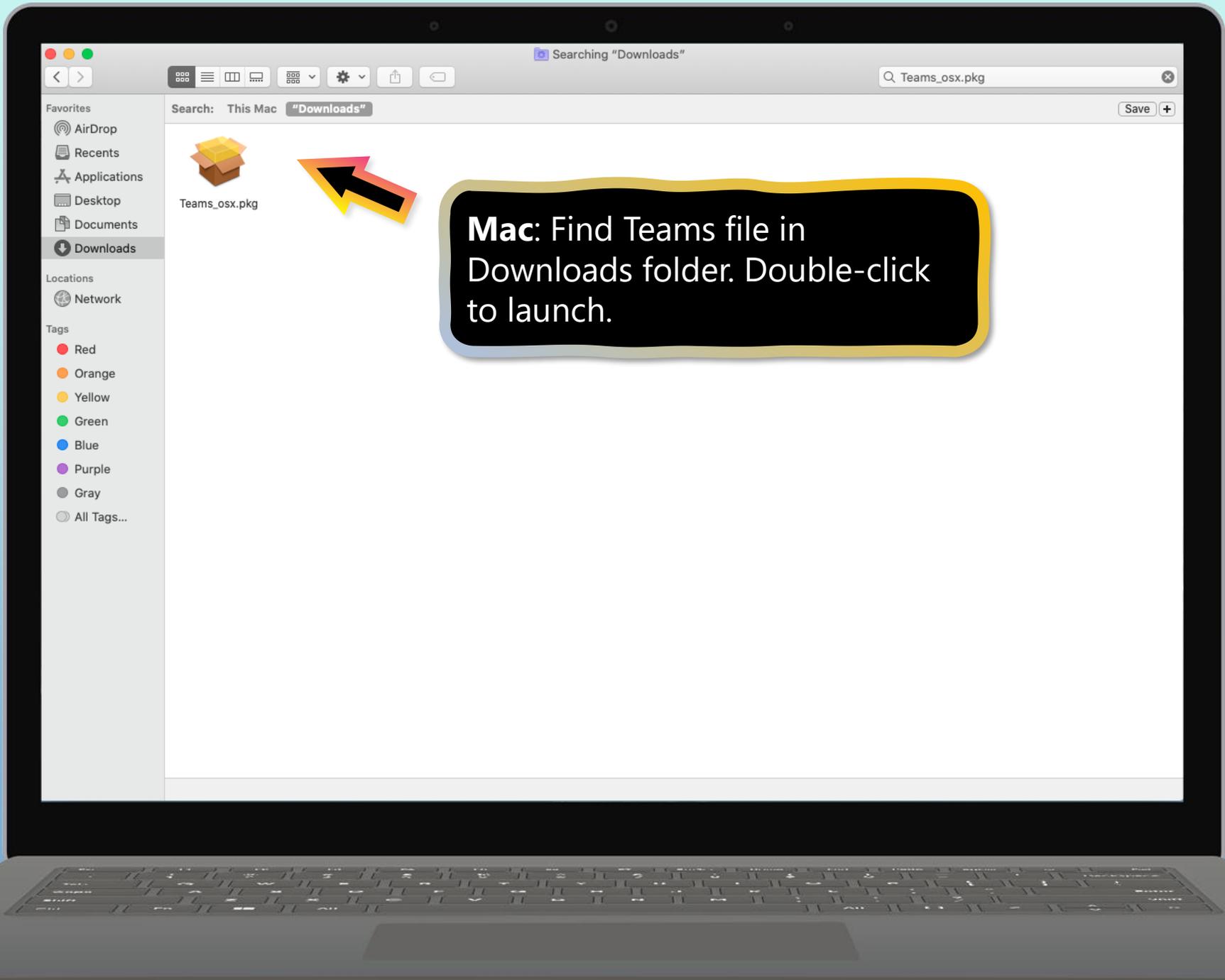




Rather work on your desktop? Click this icon to download Teams. Jump to instructions for [Windows](#) or [Mac](#).



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



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

Chapter 1

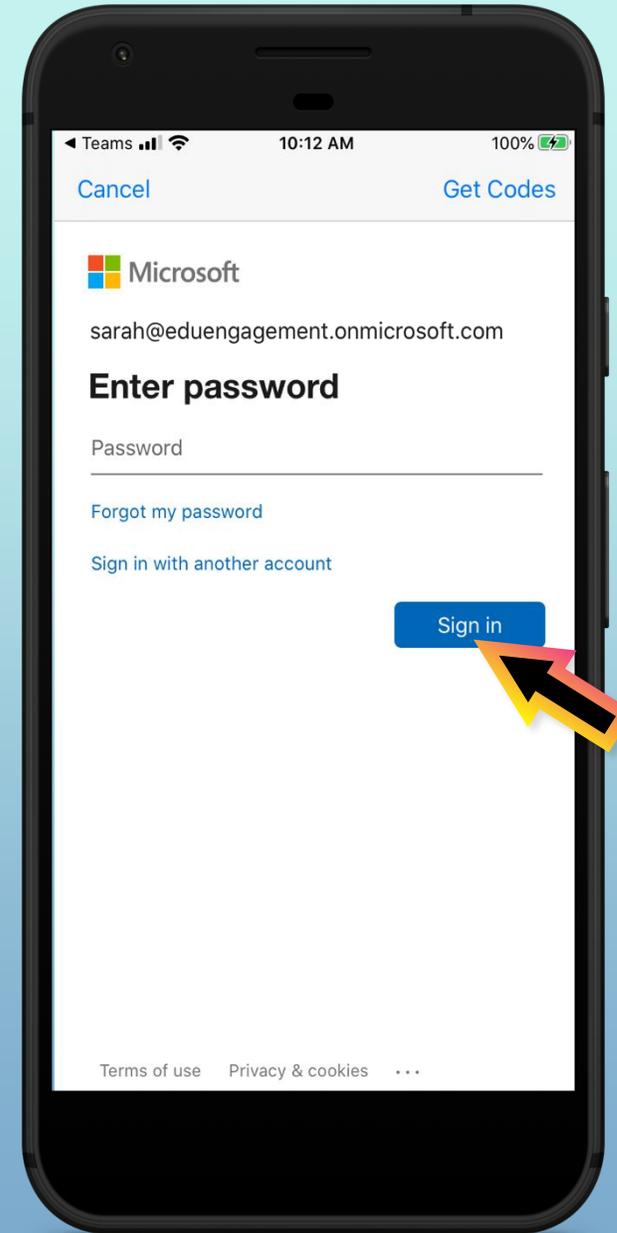
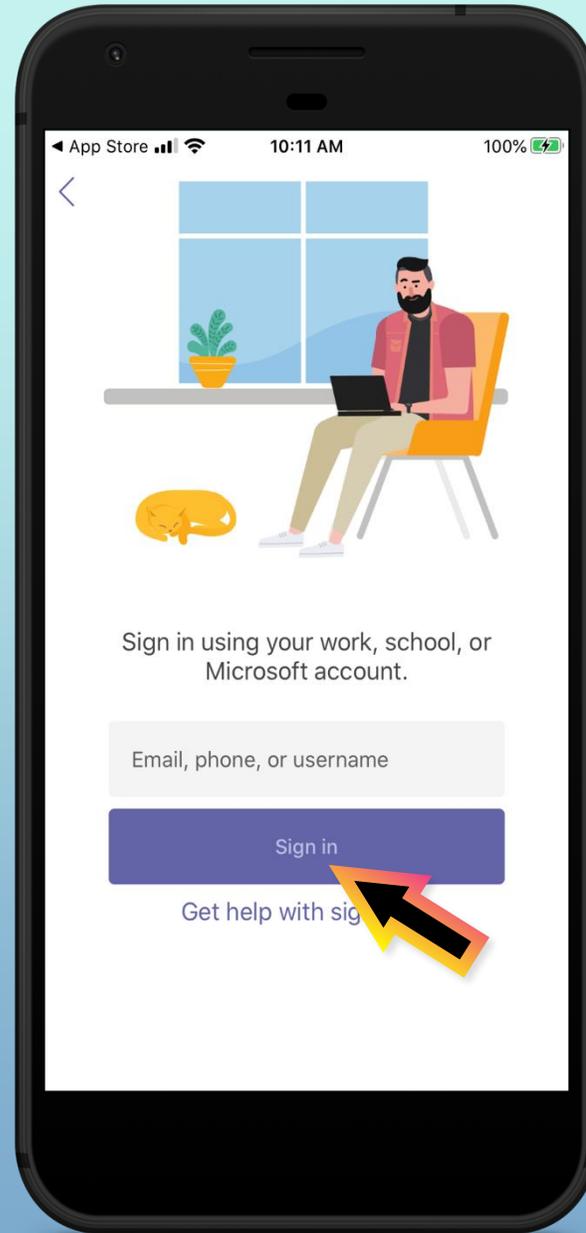
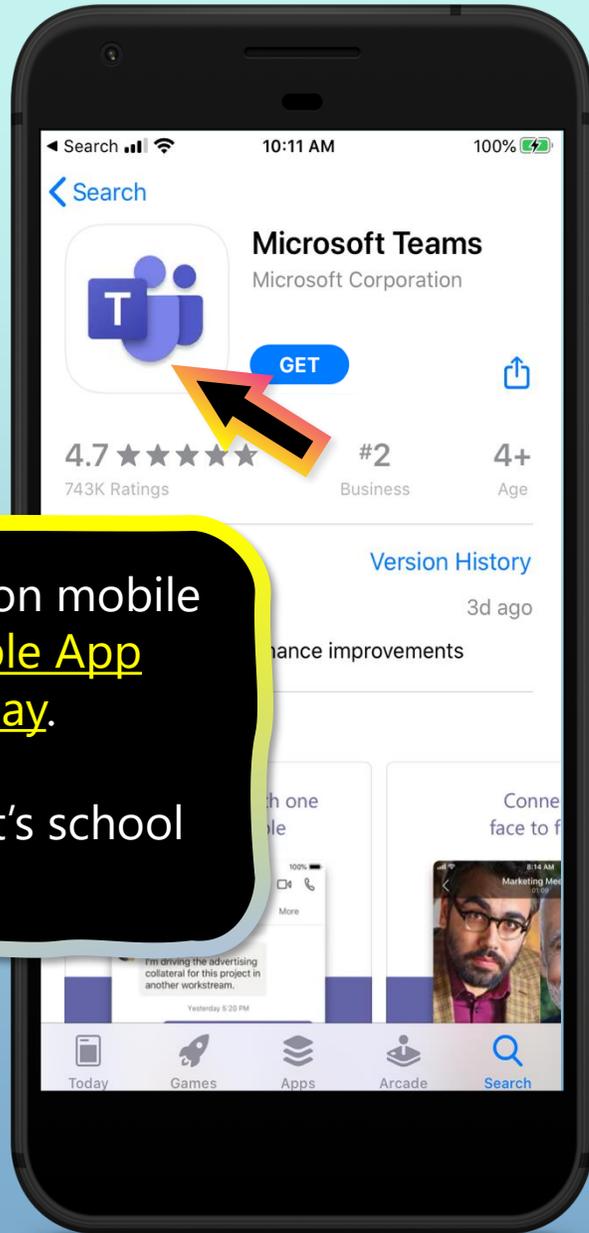
Get started with Teams

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2. Download Teams on desktop
3. **Download Teams on mobile device**



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

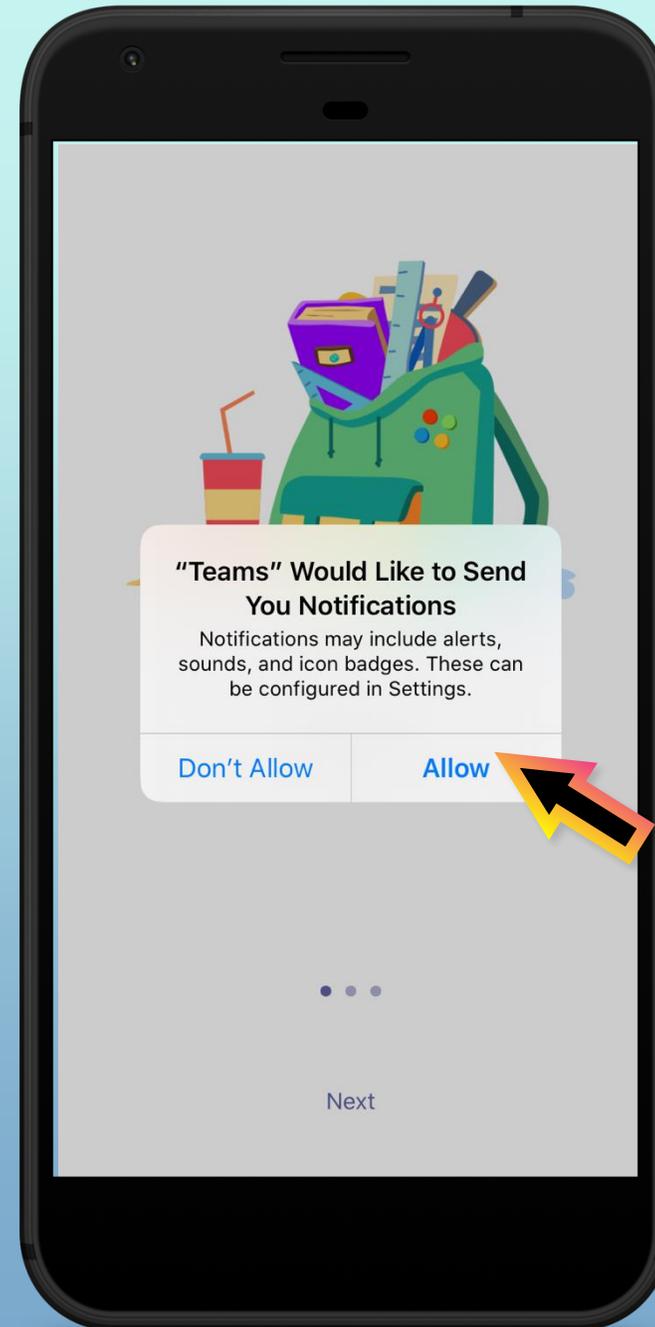
Enter your student's school or work account.



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.

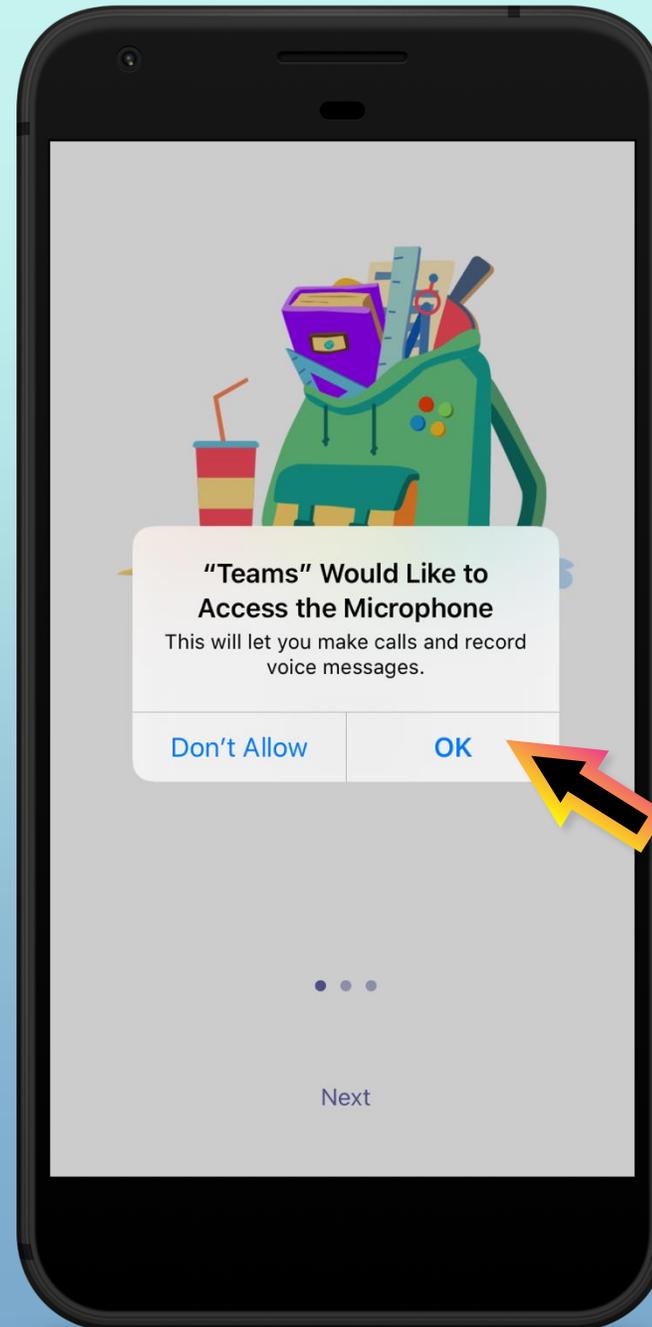
You can adjust this in **Settings**.



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**.





Stay on top of the important stuff.



Next



Get homework done anywhere.



Next



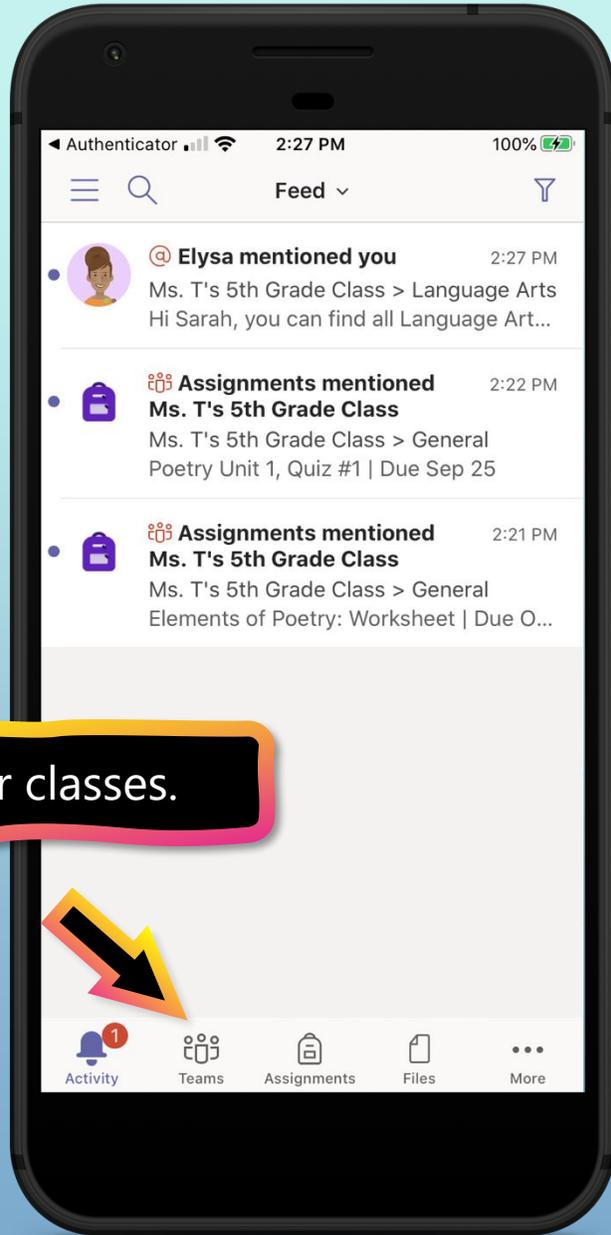
Speak up. Share out.
Soar on.



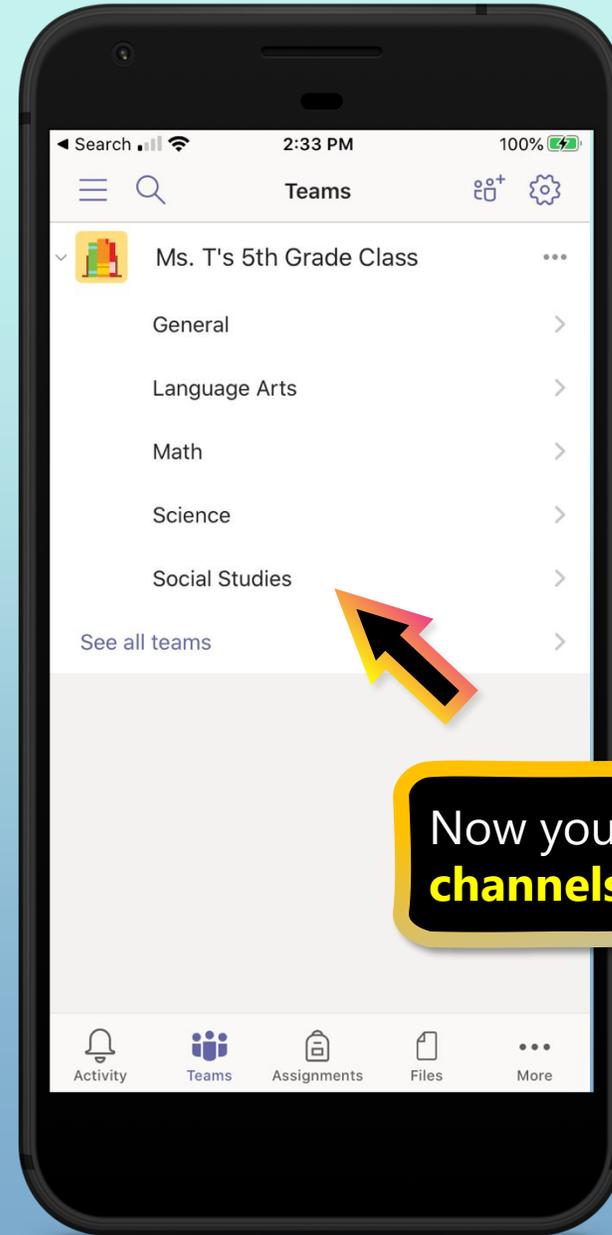
Got it

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





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



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

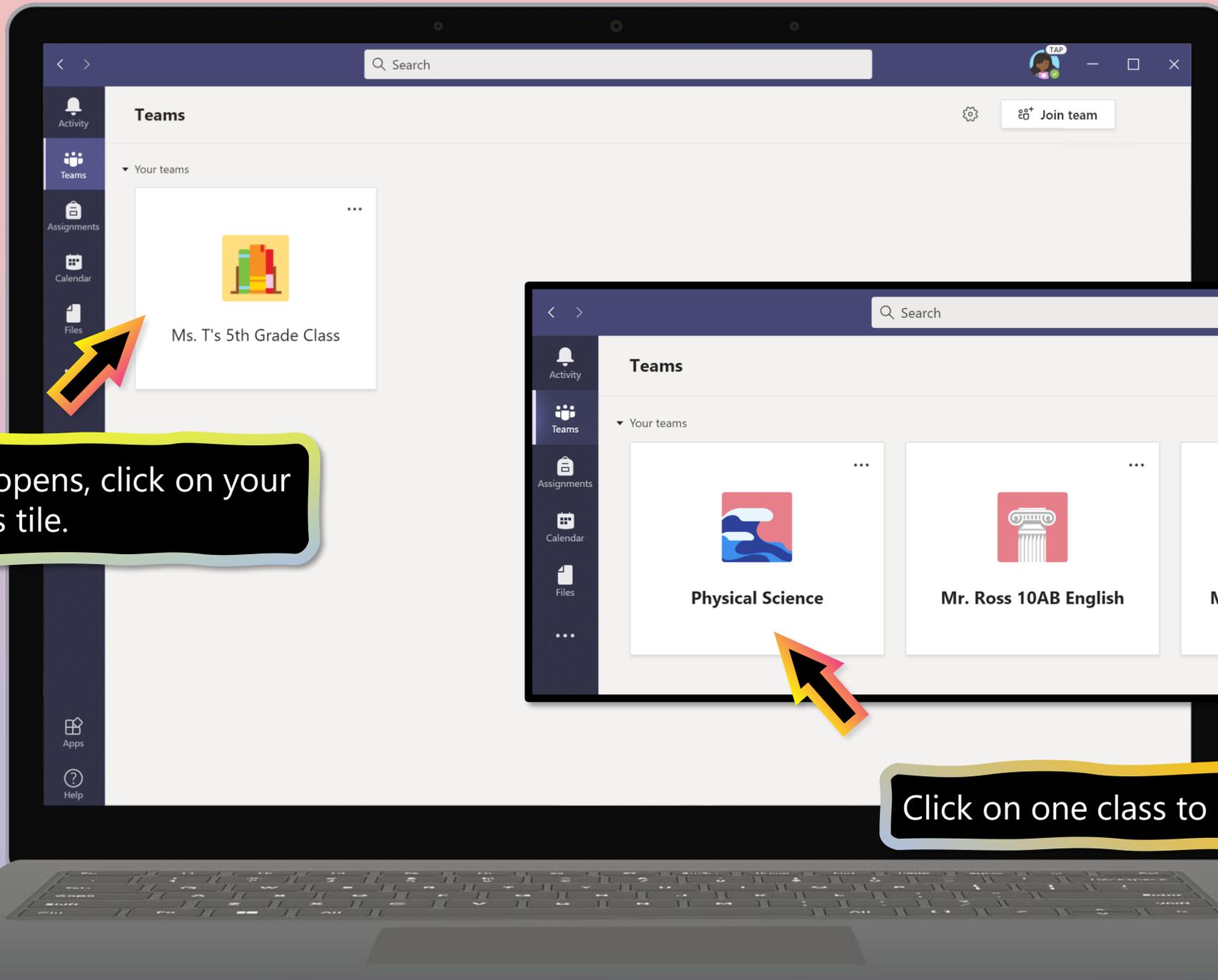


Chapter 2

How to help your student use Teams

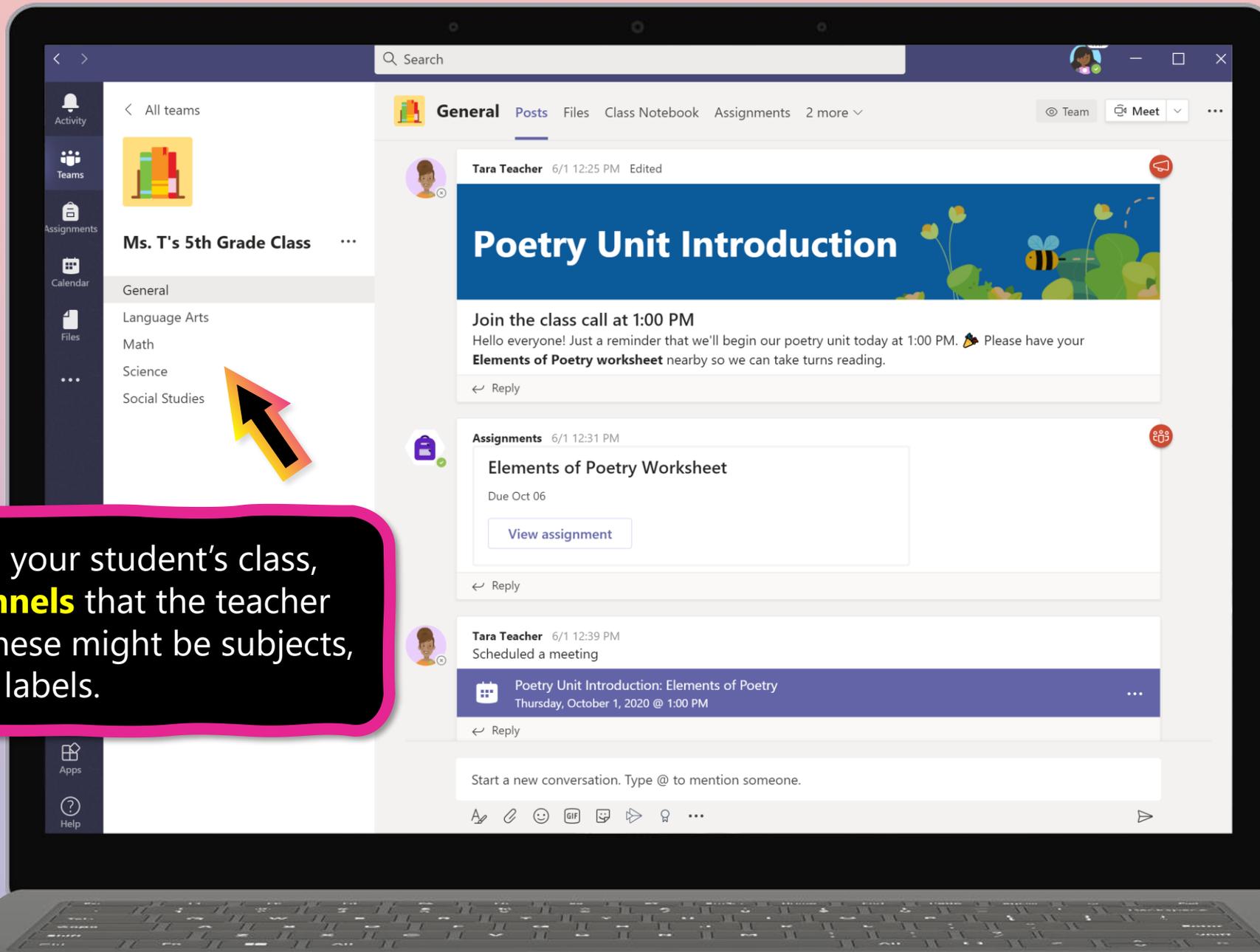
1. **Join a class team**
2. View and turn in assignments
3. Attend a virtual class
4. Find grades
5. Chat with teachers and classmates





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

Click on one class to get started.



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

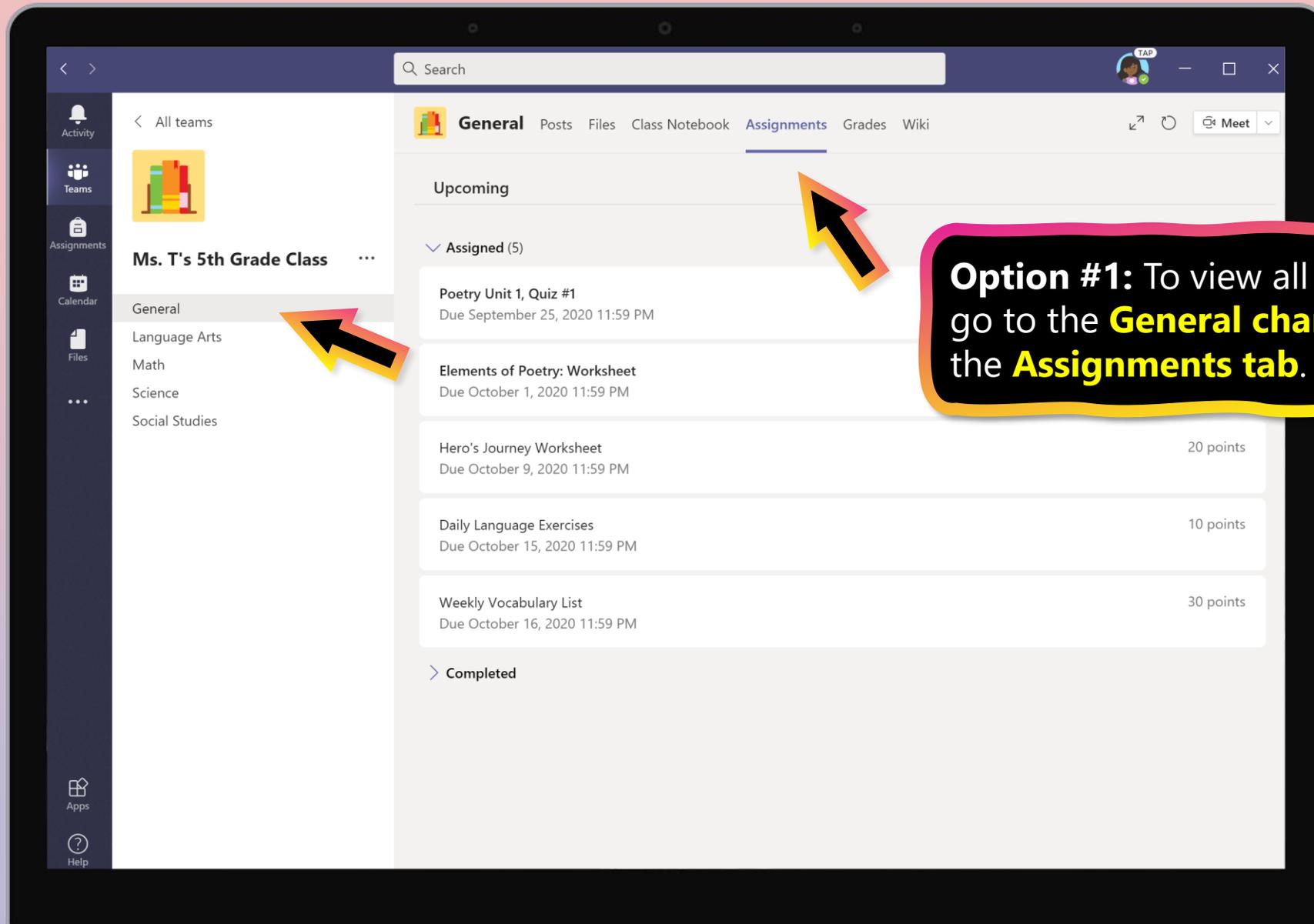
Chapter 2

How to help your student use Teams

1. Join a class team
2. **View and turn in assignments**
3. Attend a virtual class



Assignments /Homework can be viewed on Teams. Here are some common options.



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

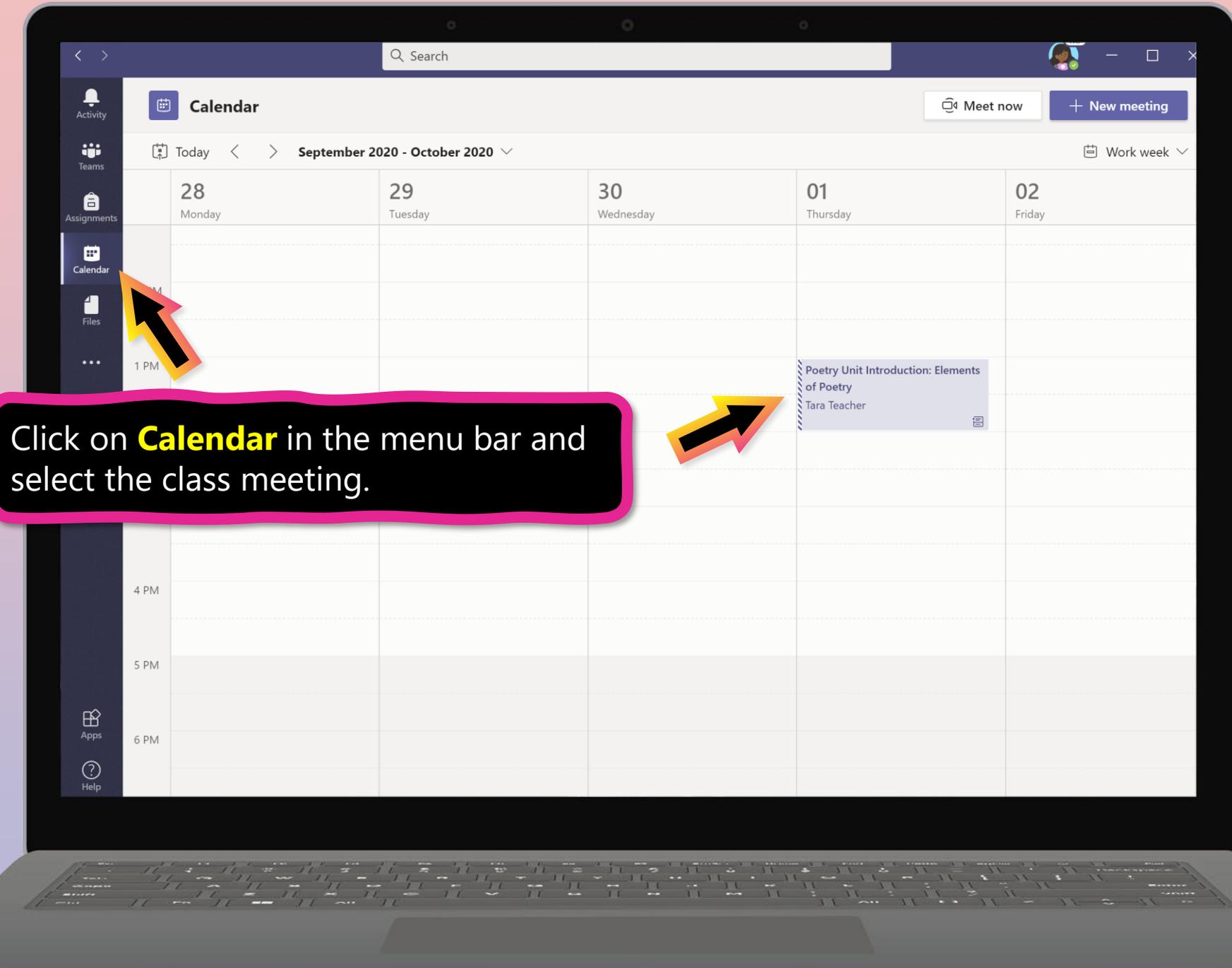
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How to help your student use Teams

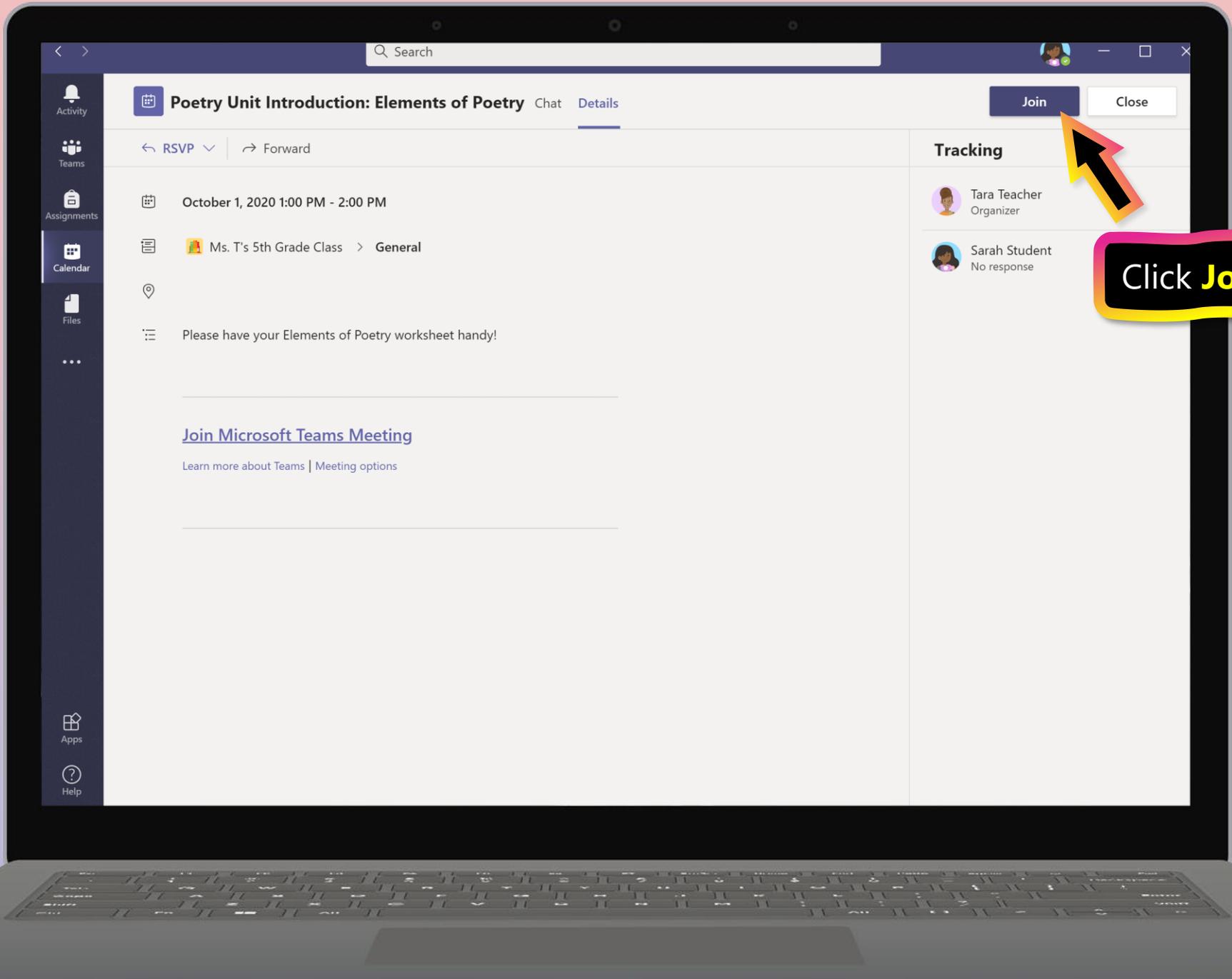
1. Join a class team
2. View and turn in assignments
3. **Attend a virtual class**



**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.



Poetry Unit Introduction: Elements of Poetry Chat Details

Join

Close

← RSVP | → Forward

October 1, 2020 1:00 PM - 2:00 PM

Ms. T's 5th Grade Class > General

Please have your Elements of Poetry worksheet handy!

[Join Microsoft Teams Meeting](#)

[Learn more about Teams](#) | [Meeting options](#)

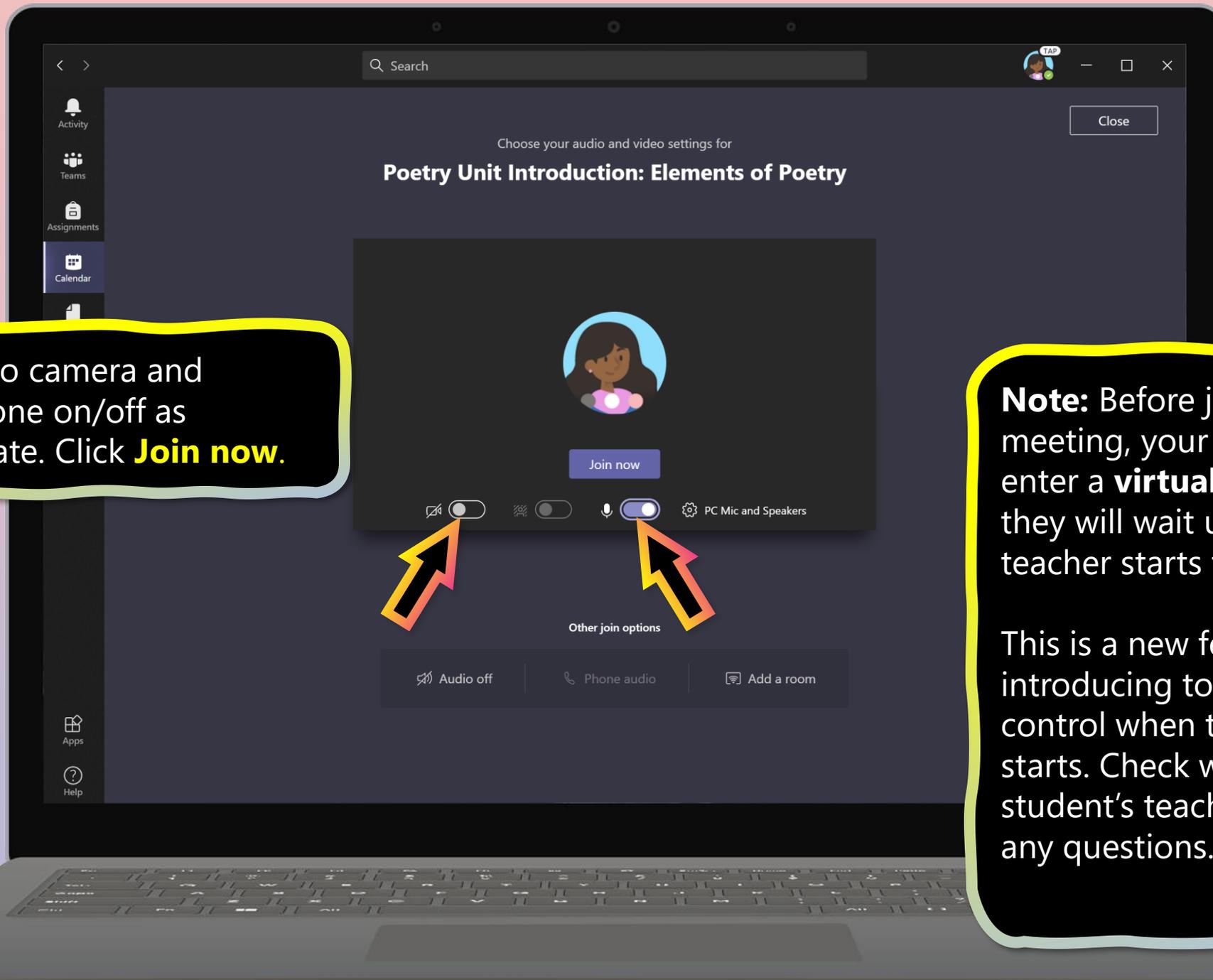
Tracking

Tara Teacher
Organizer

Sarah Student
No response

Click **Join.**

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



Note: Before joining the meeting, your student 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.

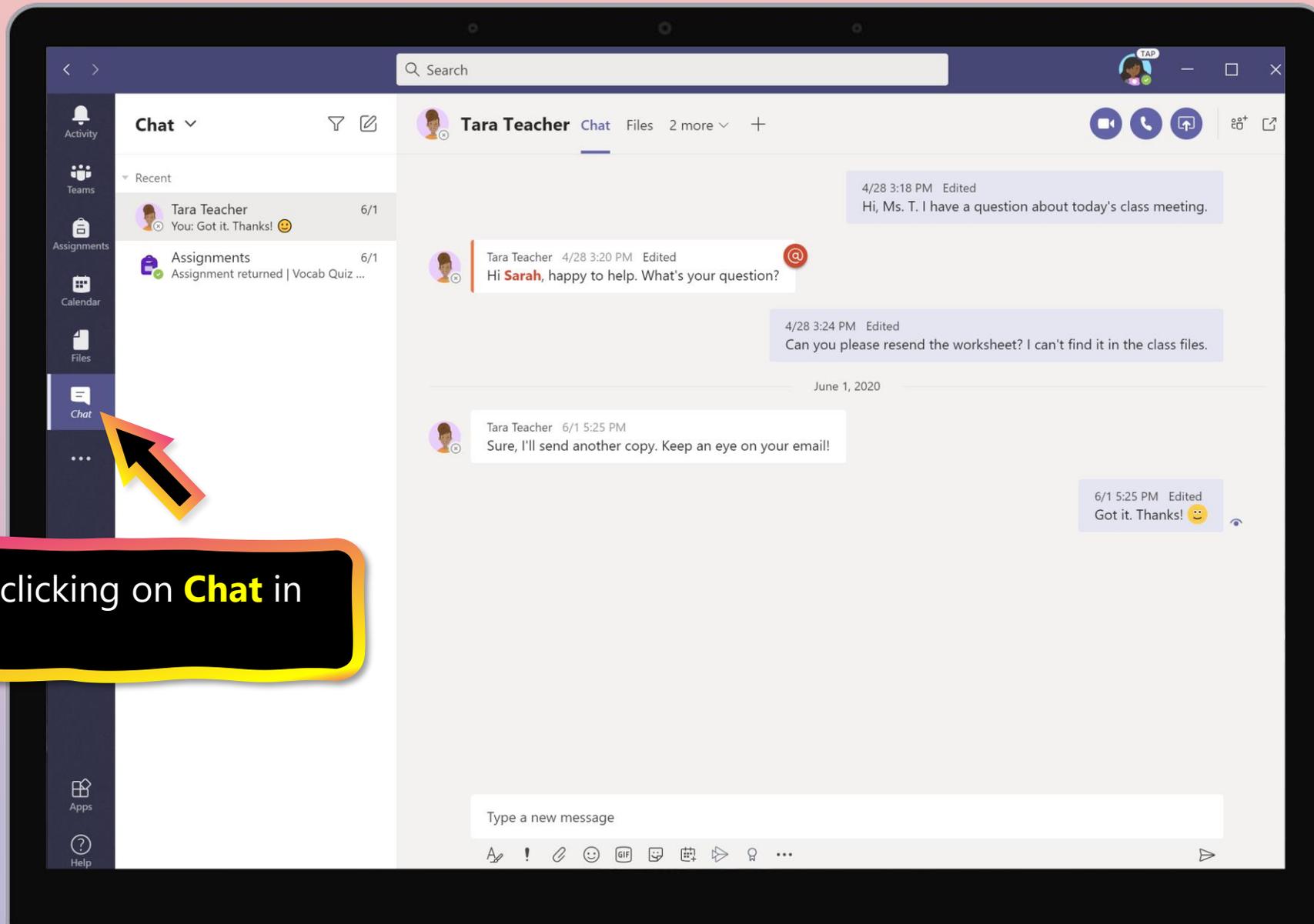
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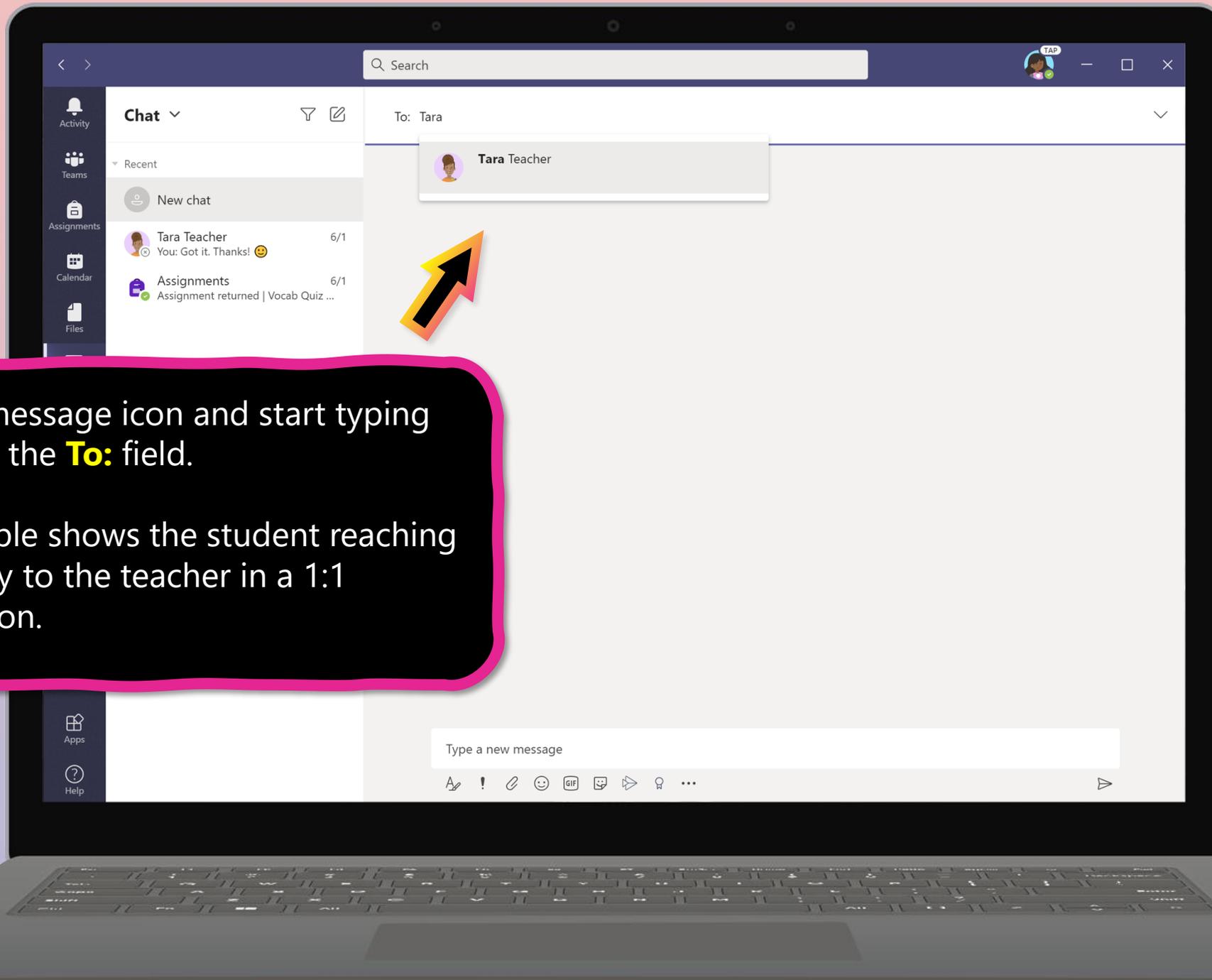
1. Join a class team
2. View and turn in assignments
3. Attend a virtual class



If your school implements [Chat](#), your student can chat 1-on-1 or collaborate with a small group.

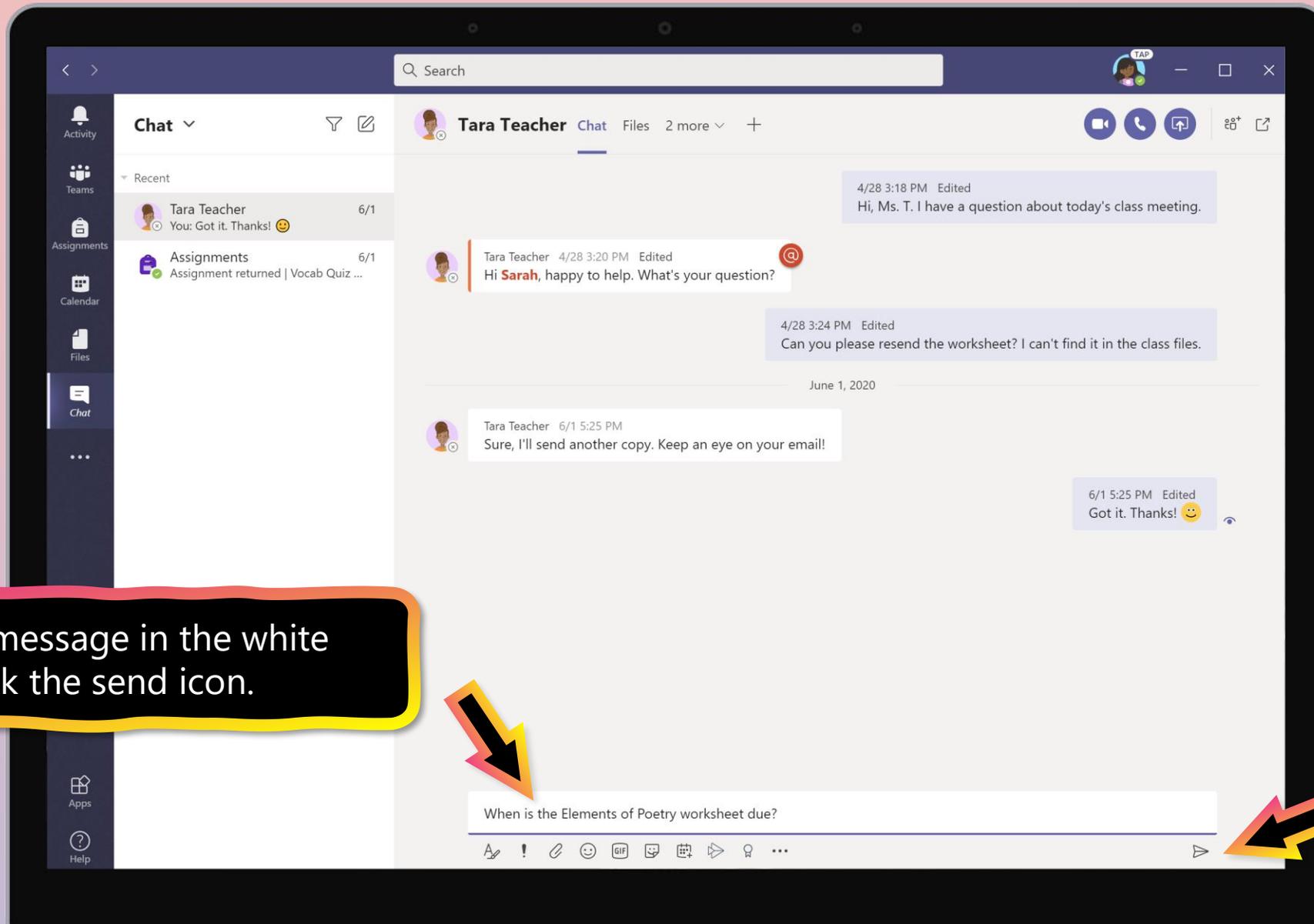


Start a chat by clicking on **Chat** in the left panel.



Click the message icon and start typing name(s) in the **To:** field.

This example shows the student reaching out directly to the teacher in a 1:1 conversation.

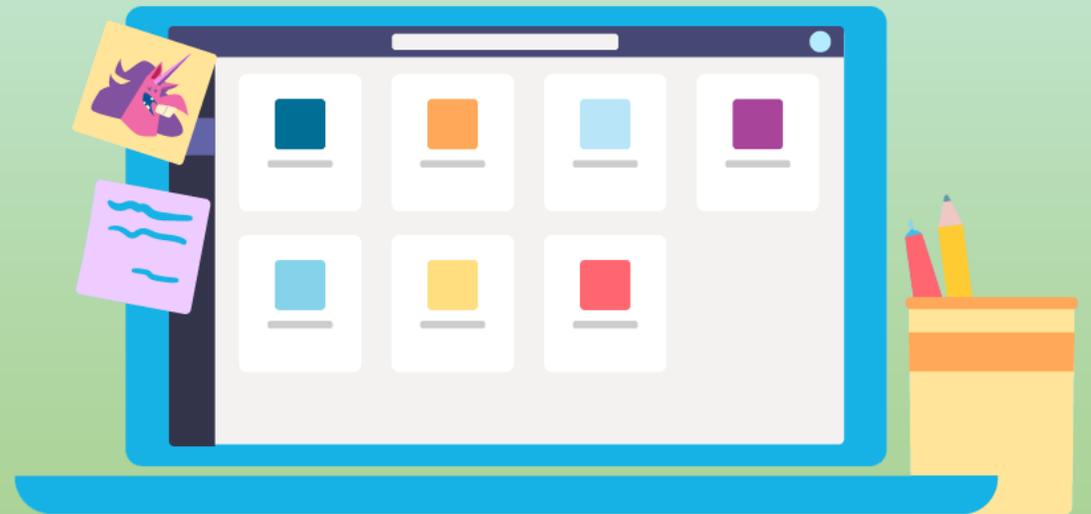


Write your message in the white box and click the send icon.



FAQ & Troubleshooting

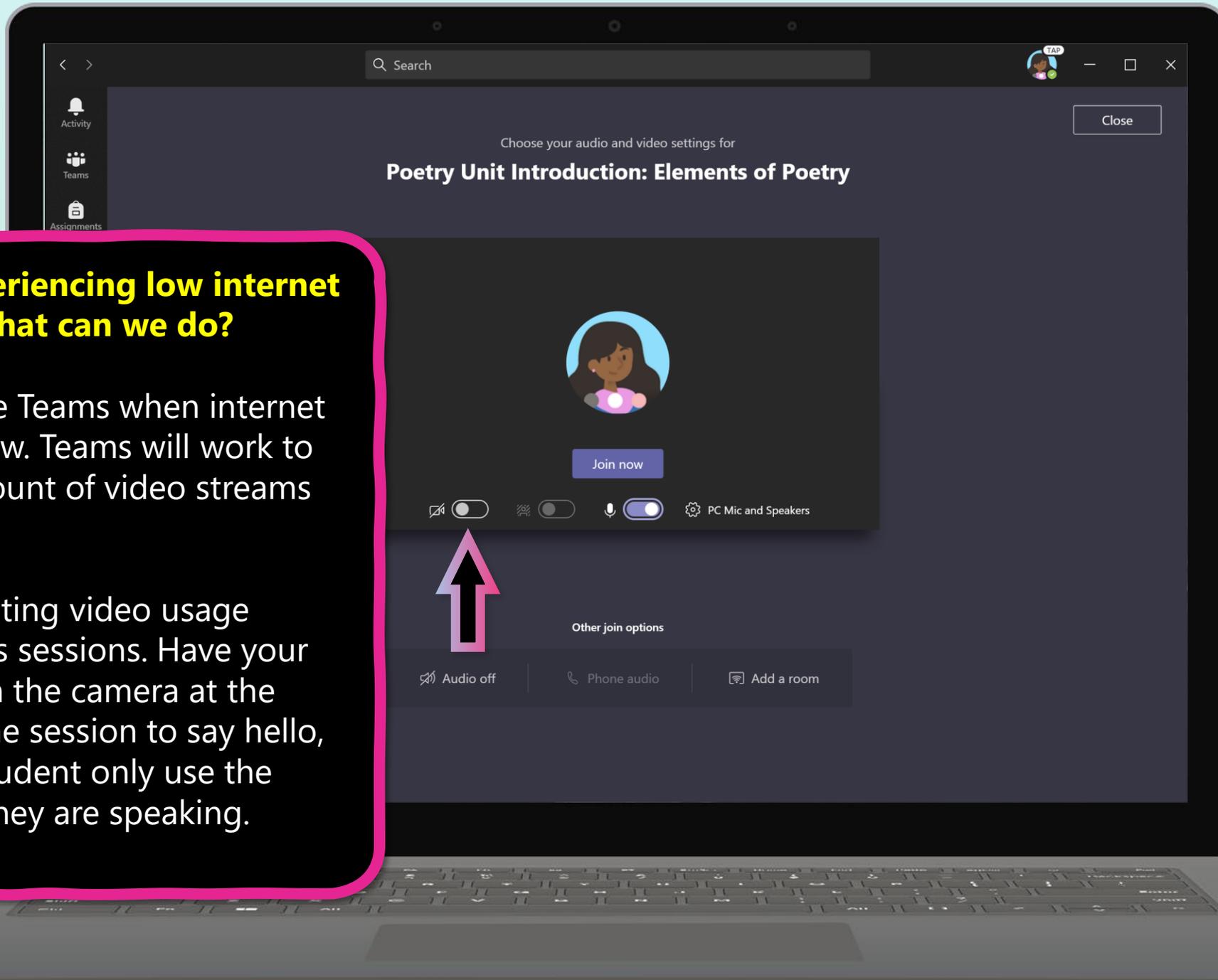
1. What do I do if we have low internet bandwidth?
2. Audio troubleshooting



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

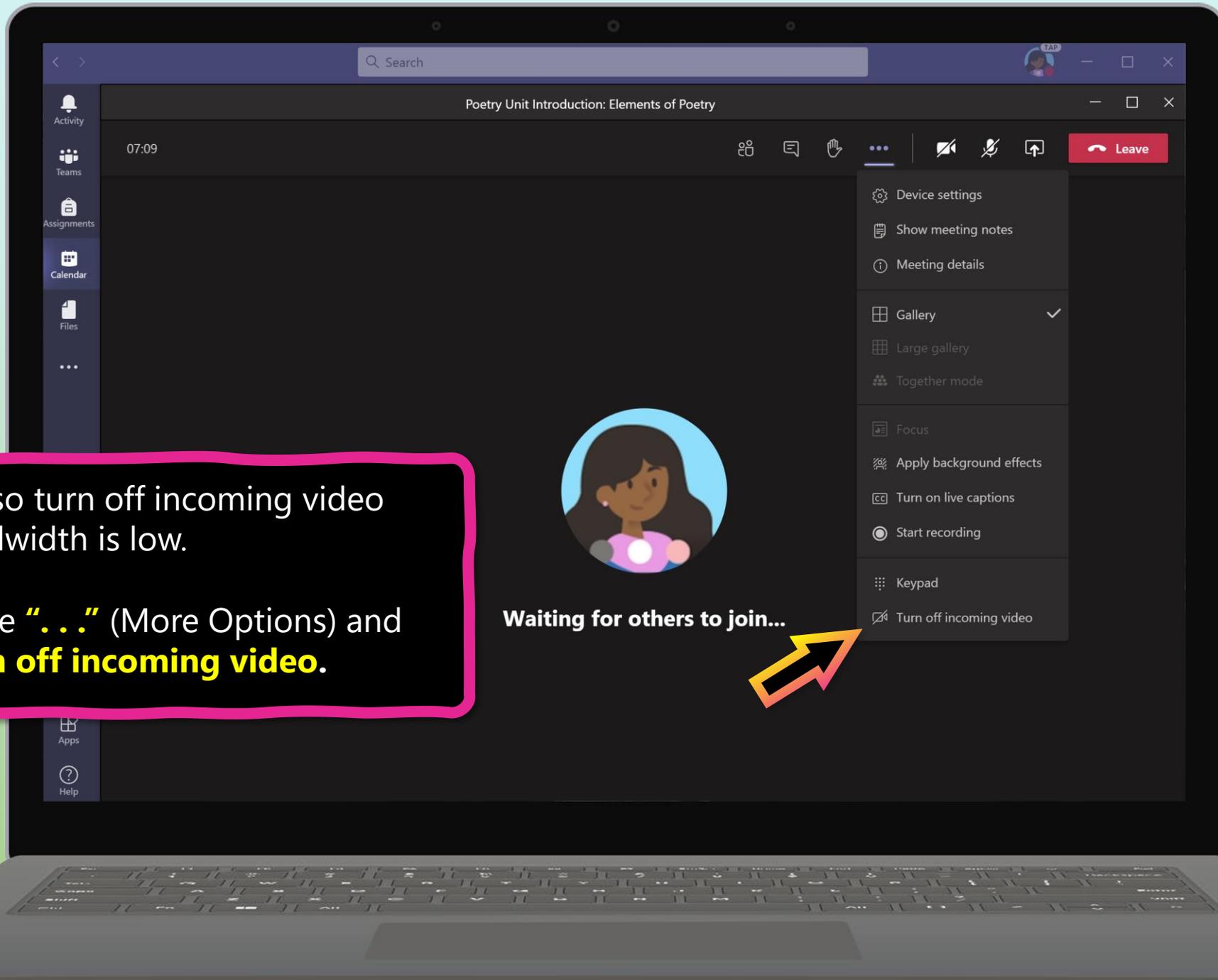
You can still use Teams when internet bandwidth is low. Teams will work to reduce the amount of video streams automatically.

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.



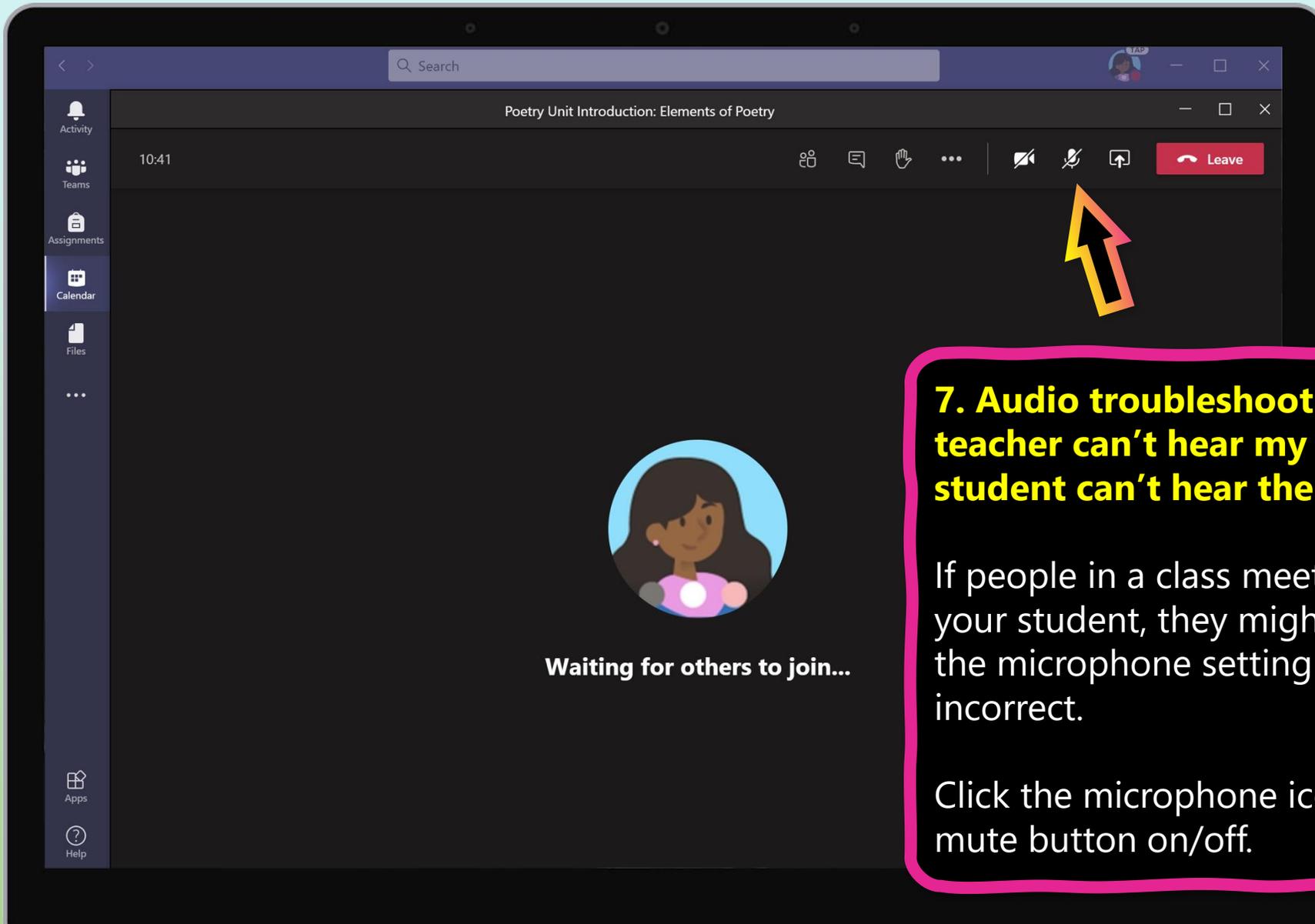
You can also turn off incoming video when bandwidth is low.

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



Waiting for others to join...

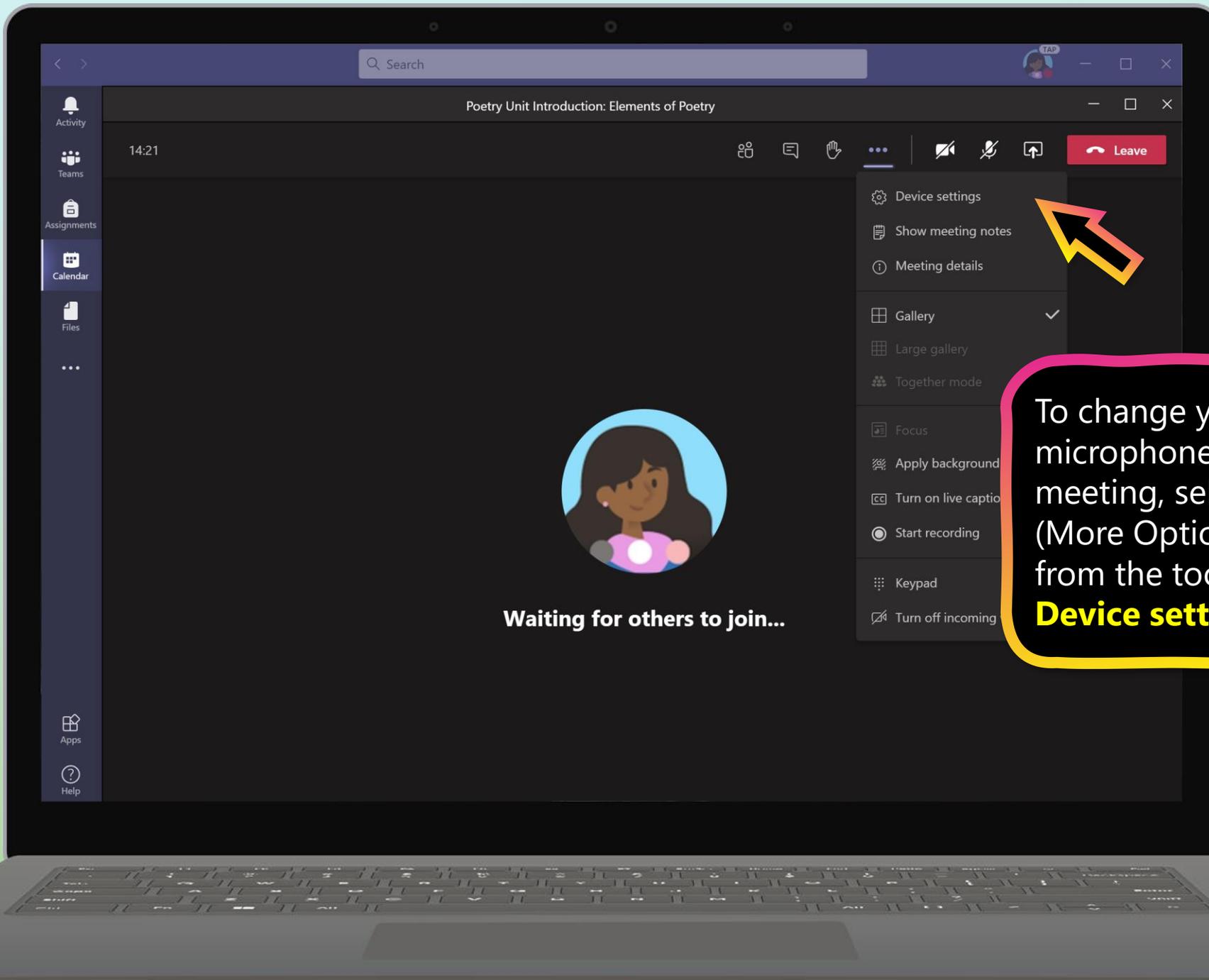
Turn off incoming video



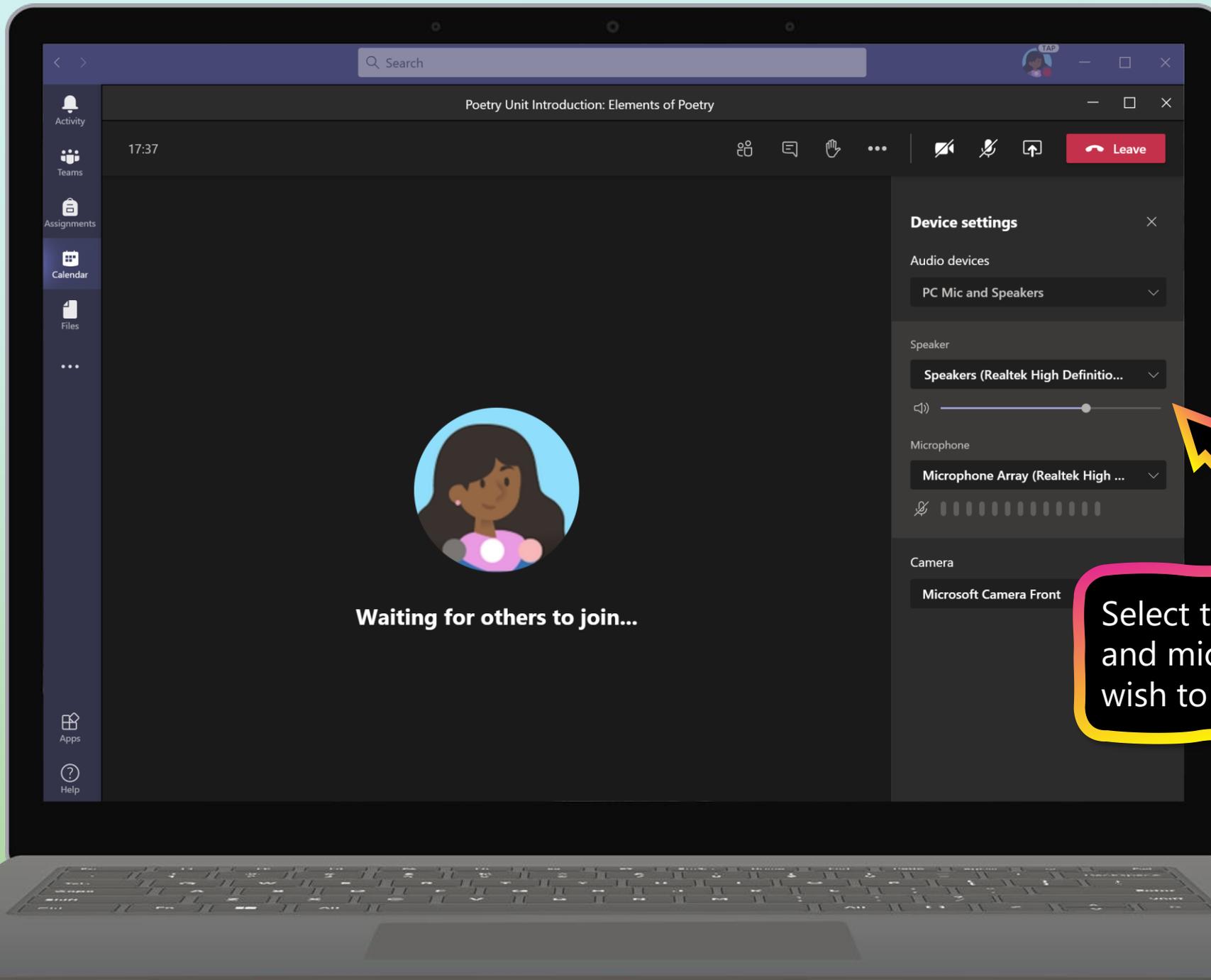
7. Audio troubleshooting: The teacher can't hear my student, or my student can't hear the teacher.

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.