

# 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.



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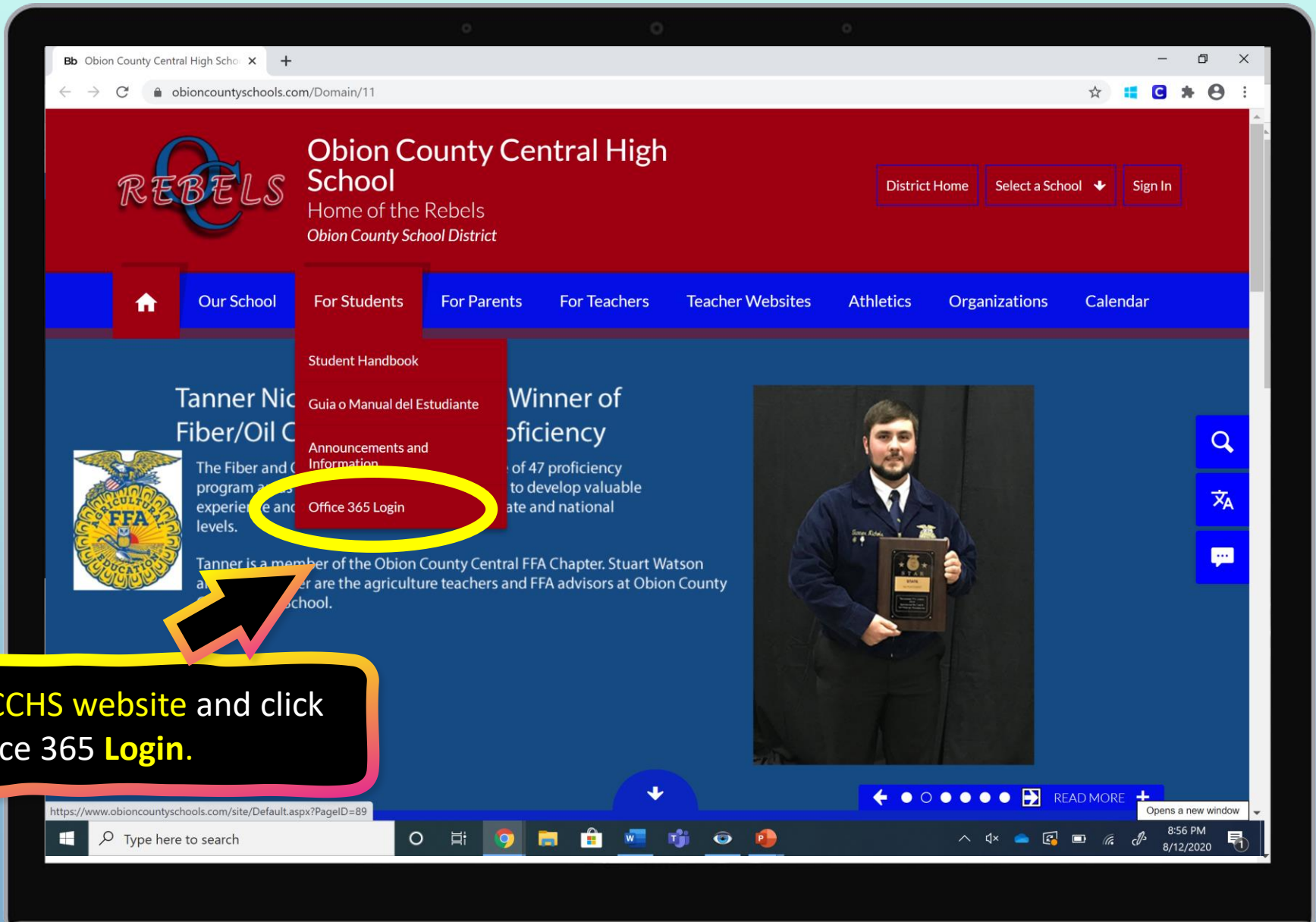


## Chapter 1

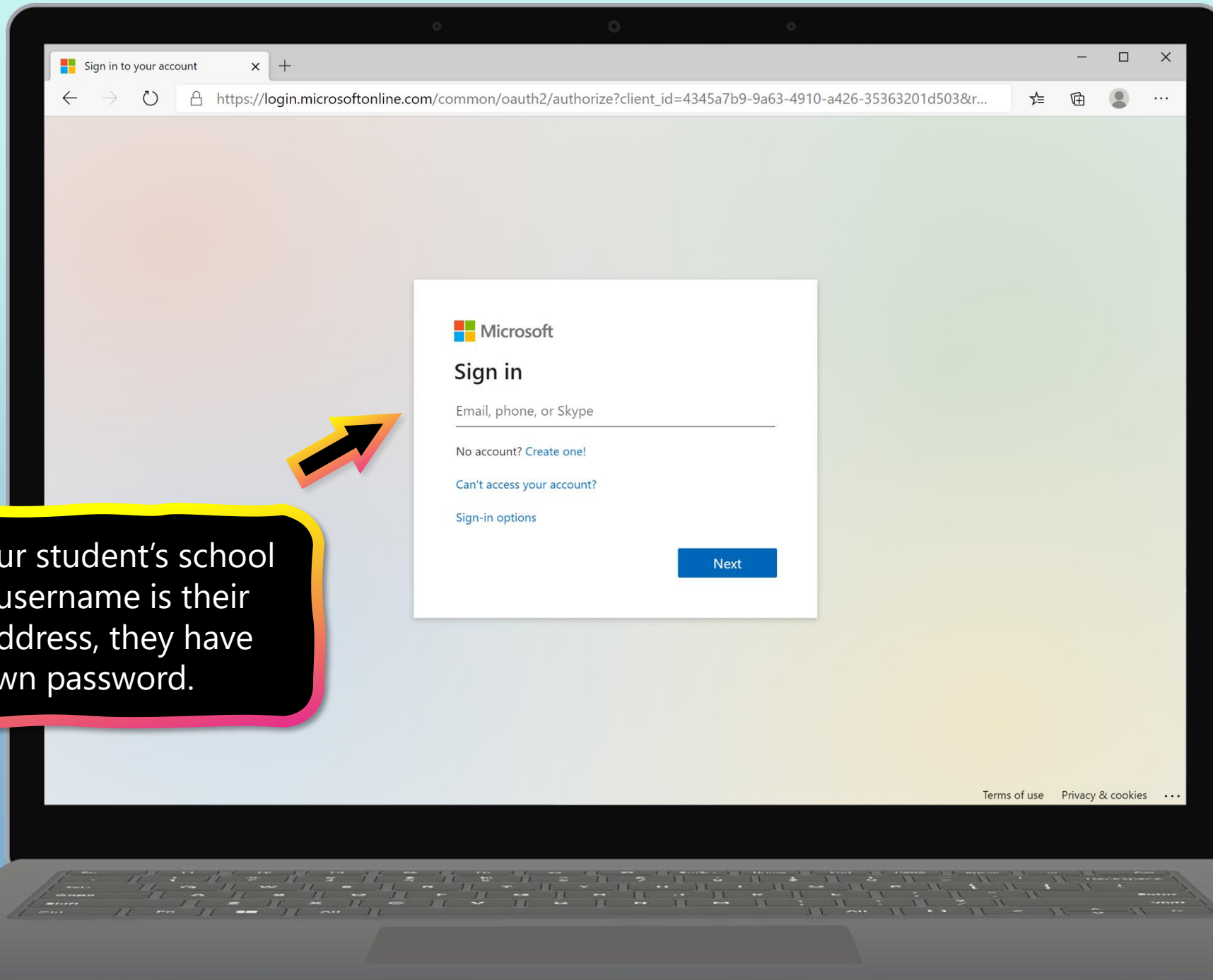
# Get started with Teams

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

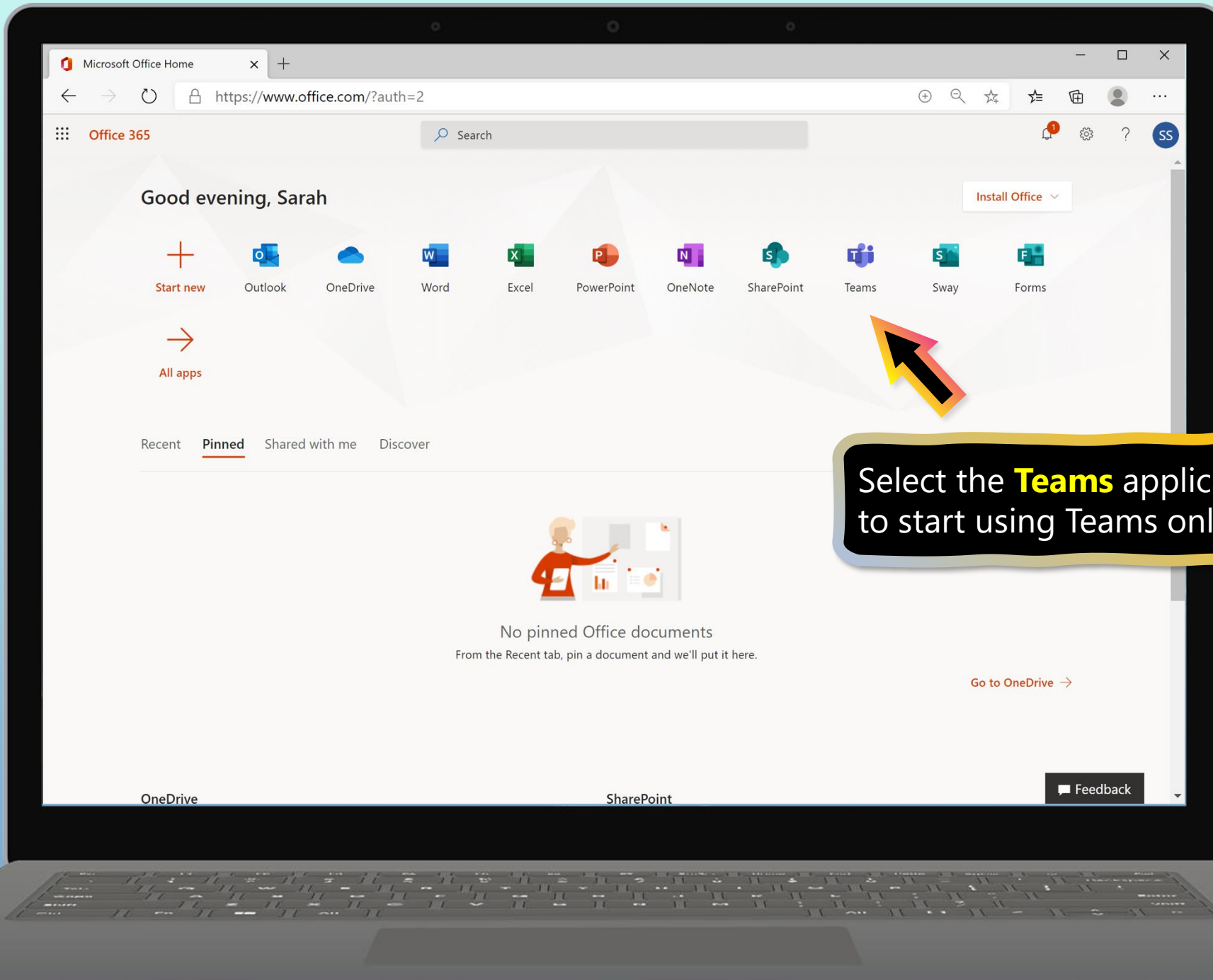




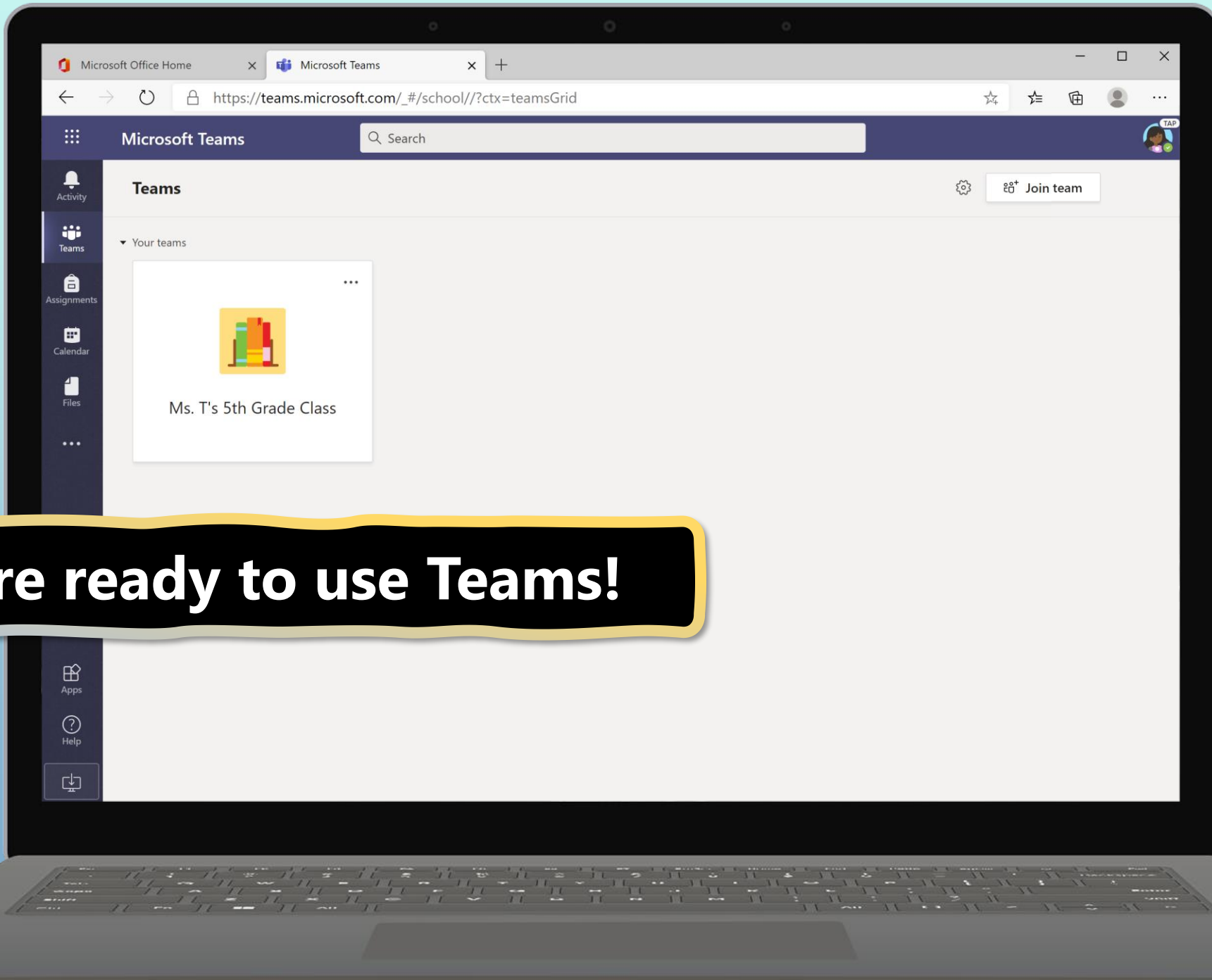
Go to the **OCCHS** website and click Office 365 **Login**.



Sign in with your student's school account. Their username is their unique email address, they have created their own password.



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



**You're ready to use Teams!**

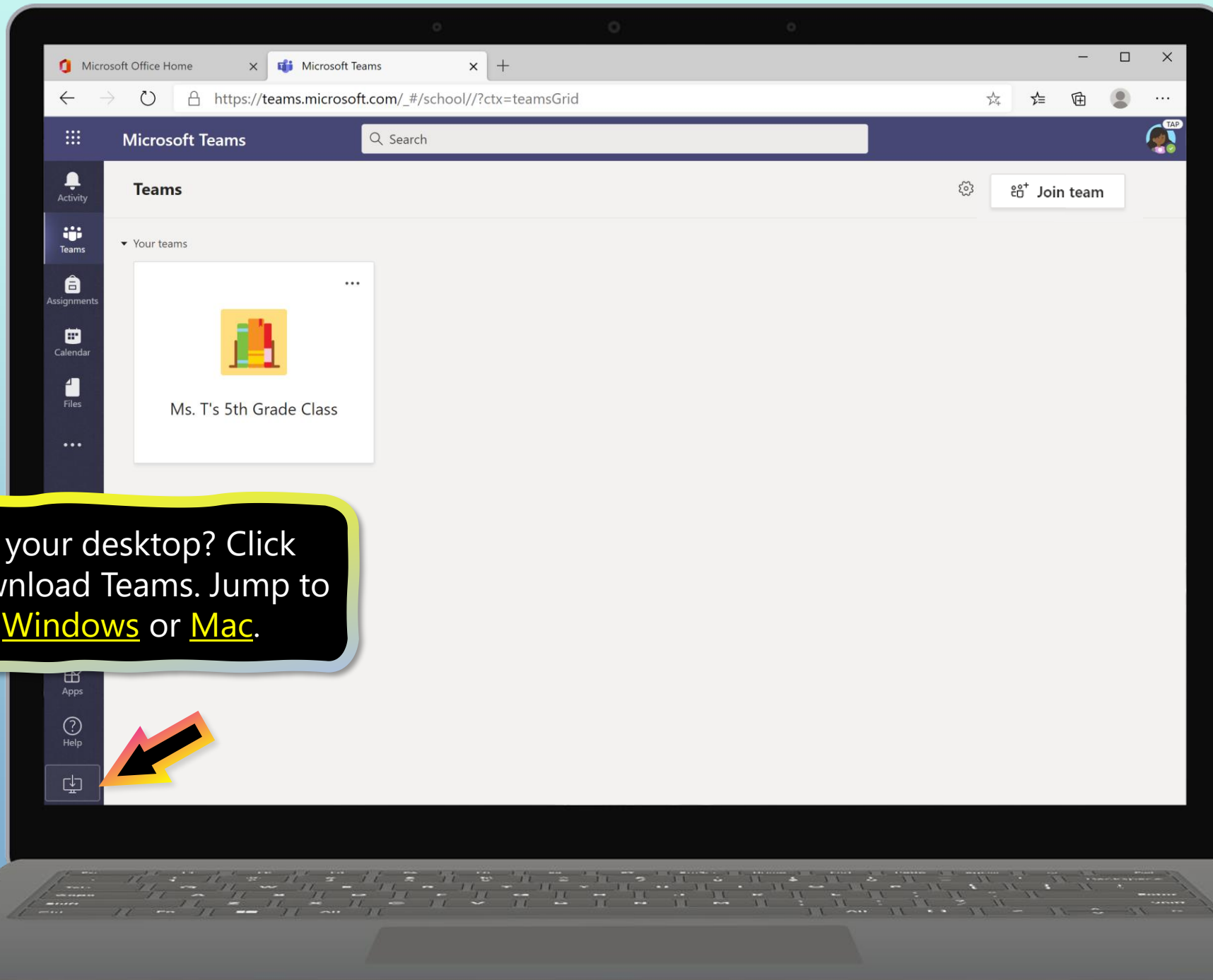


## Chapter 1

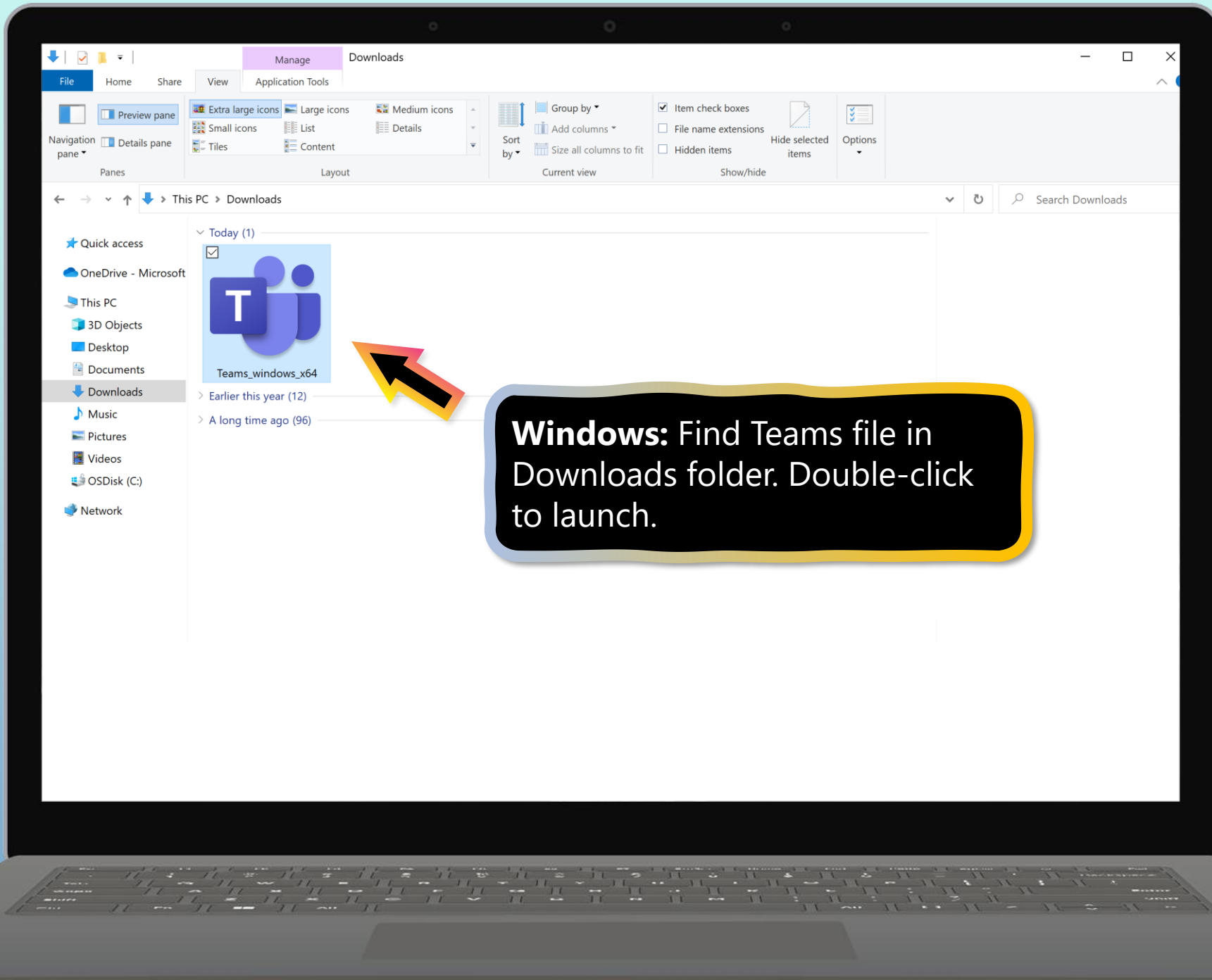
# Get started with Teams

1. Sign into Teams online
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3. Download Teams on mobile device

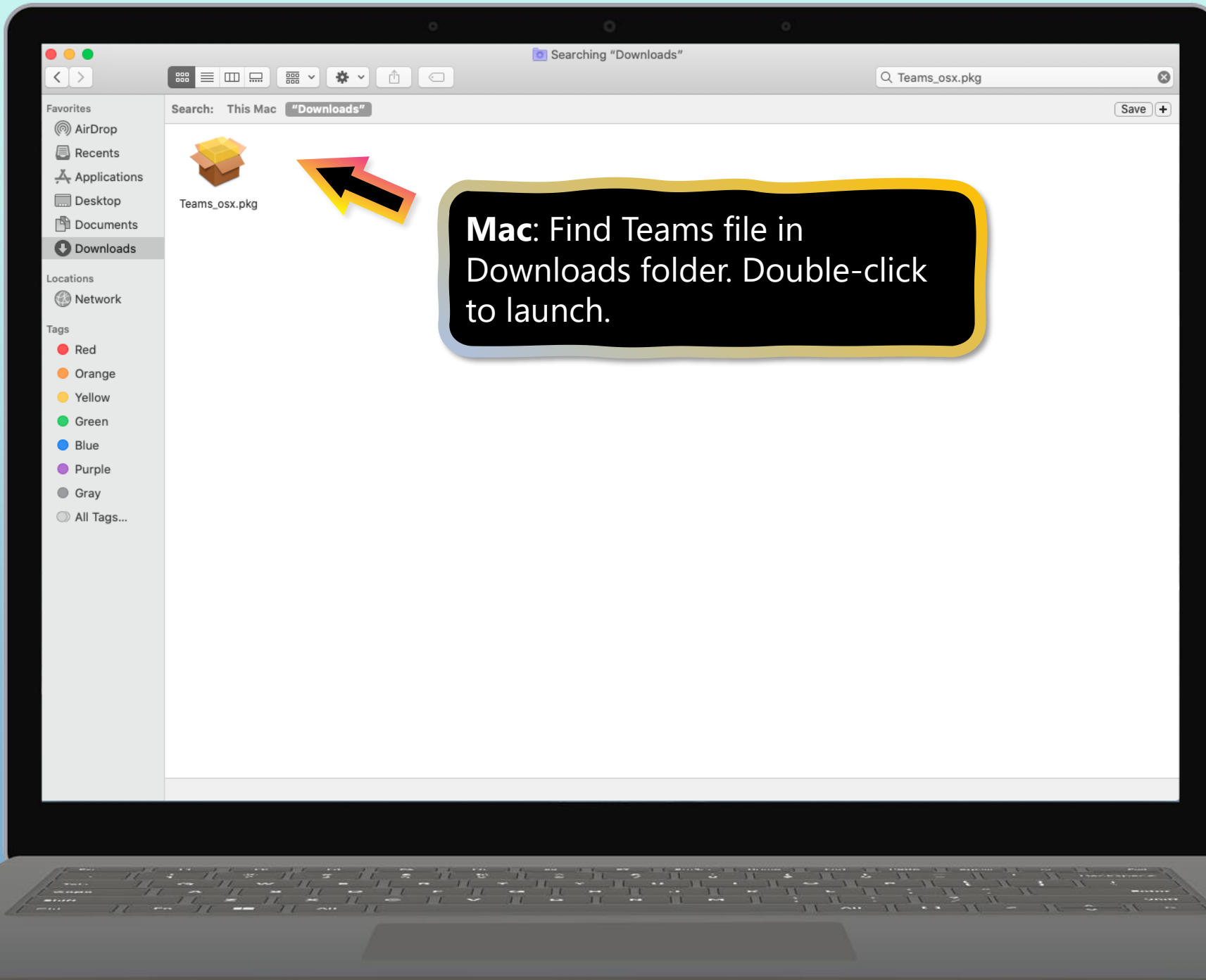




Rather work on your desktop? Click this icon to download Teams. Jump to instructions for [Windows](#) or [Mac](#).



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



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

## Chapter 1

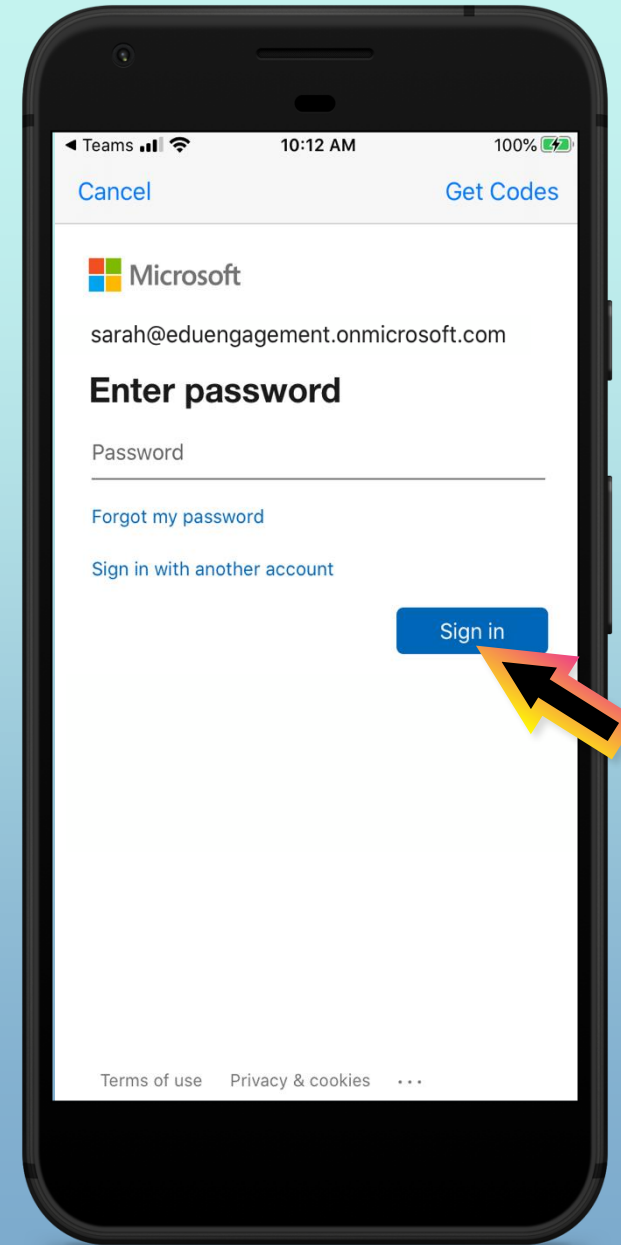
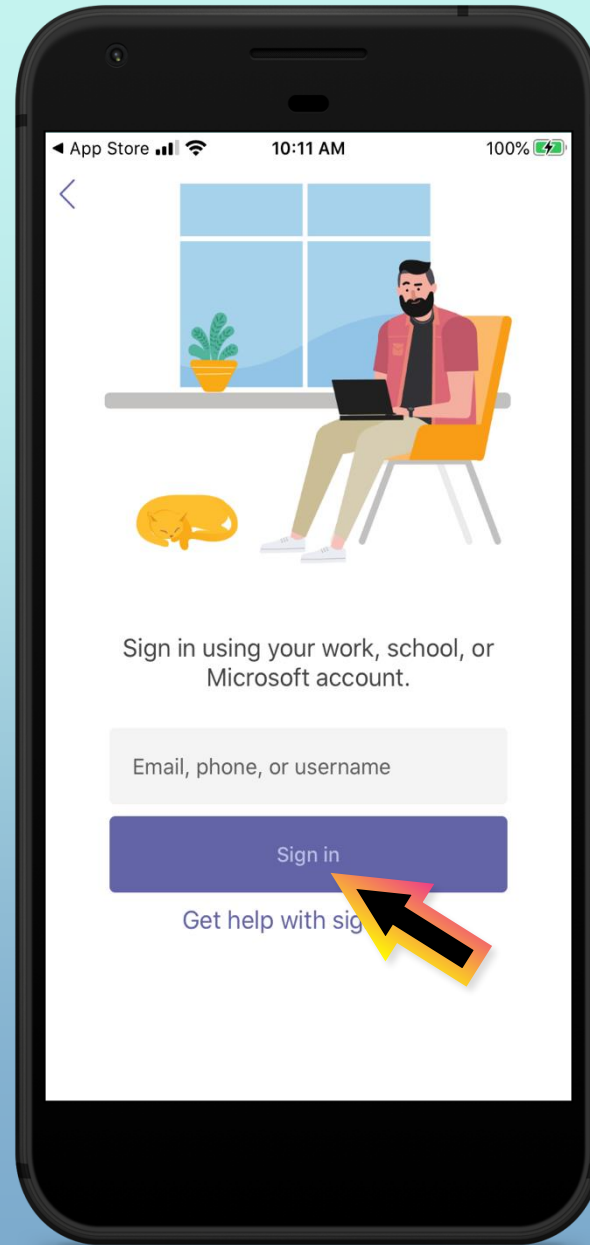
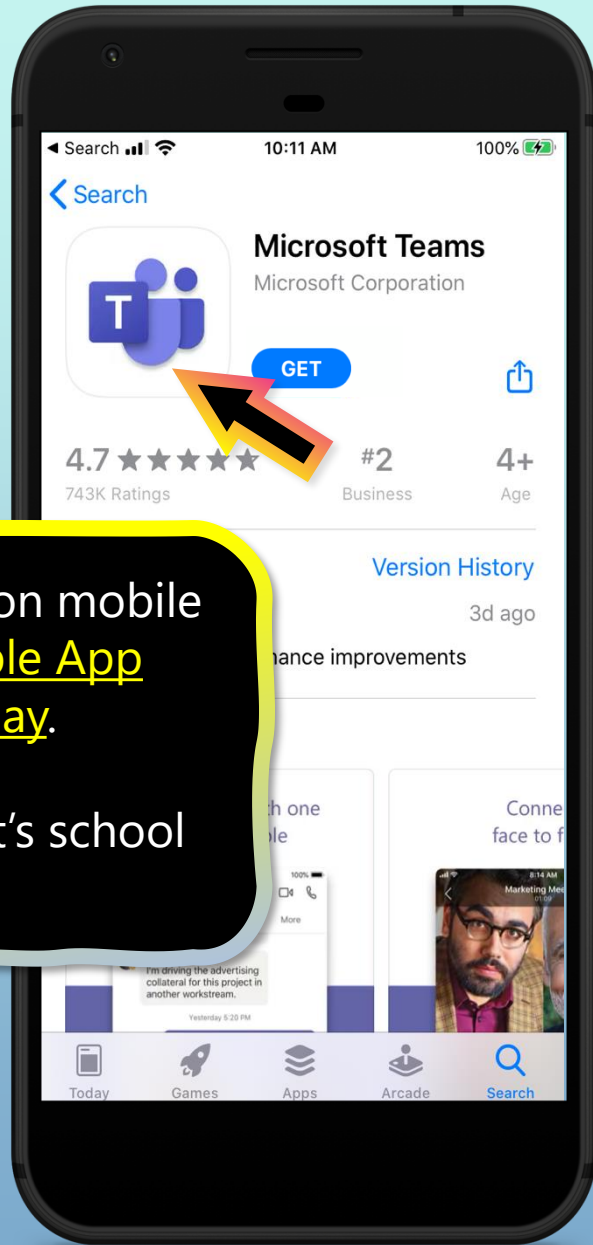
# Get started with Teams

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](#).

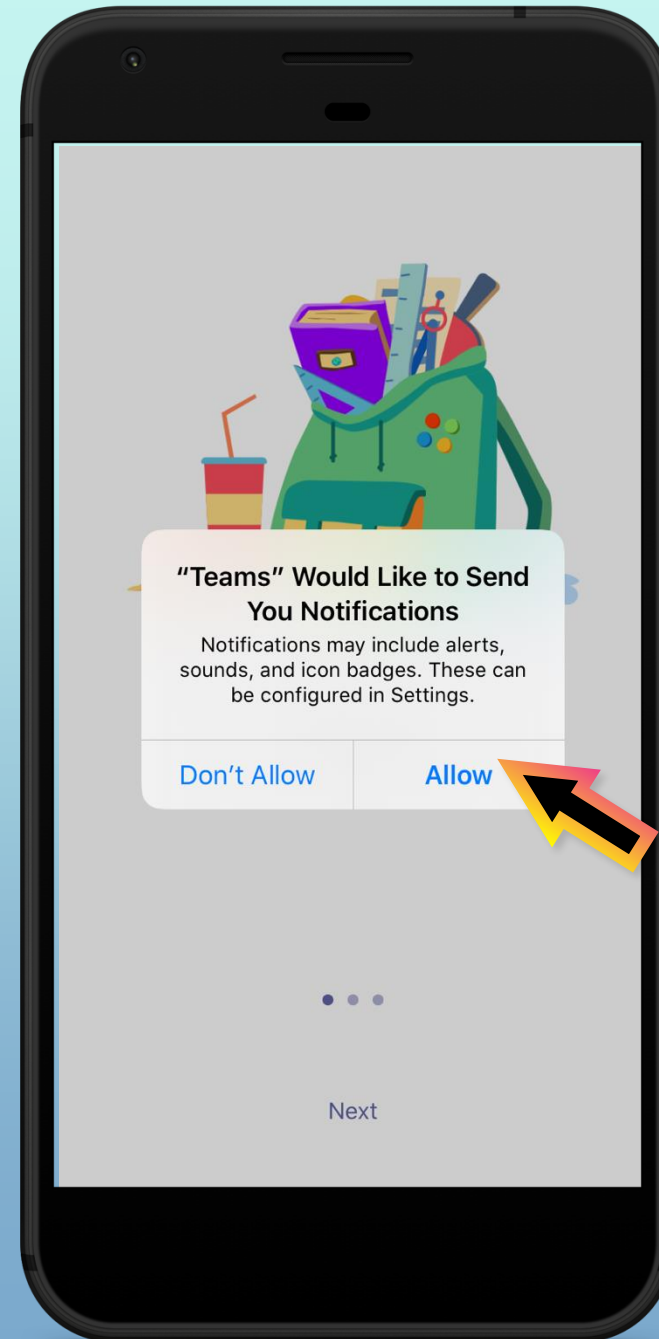
Enter your student's school account.



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

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

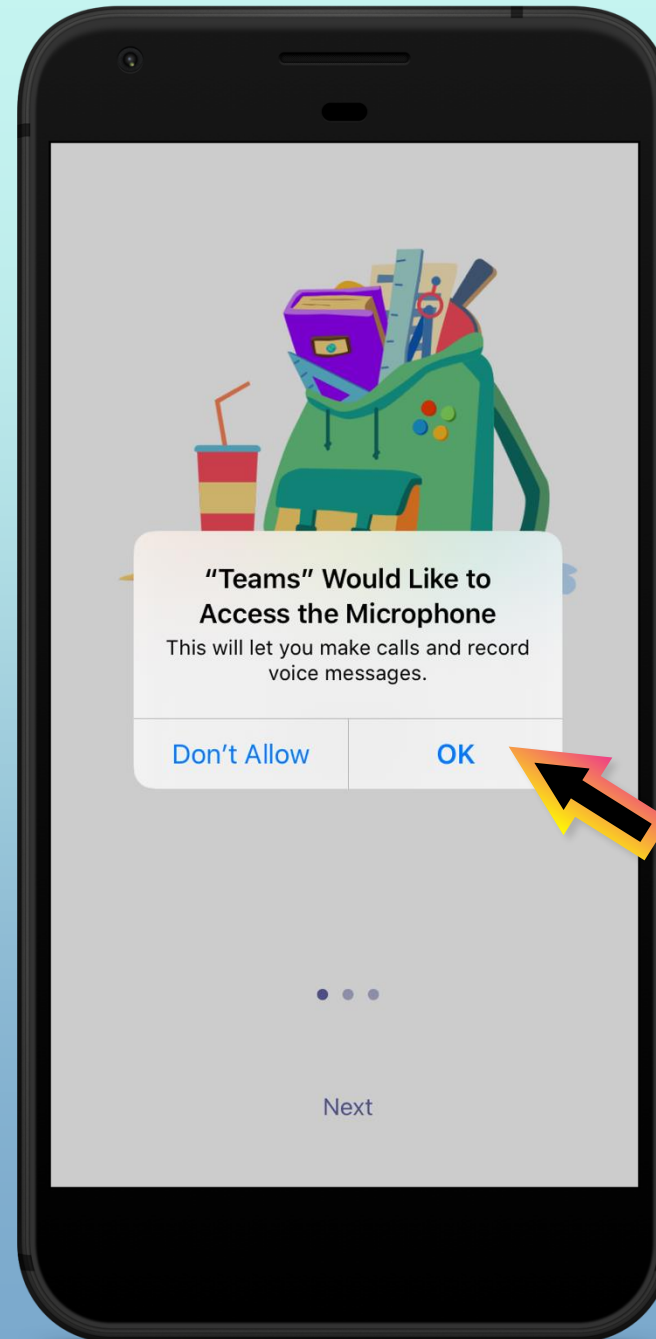
You can adjust this in **Settings**.



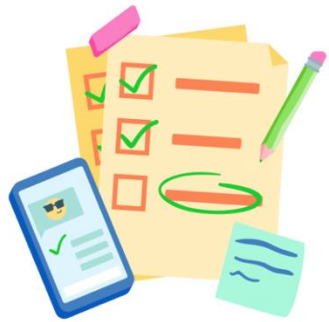
The app will also ask you to allow microphone access. Click **OK**.

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



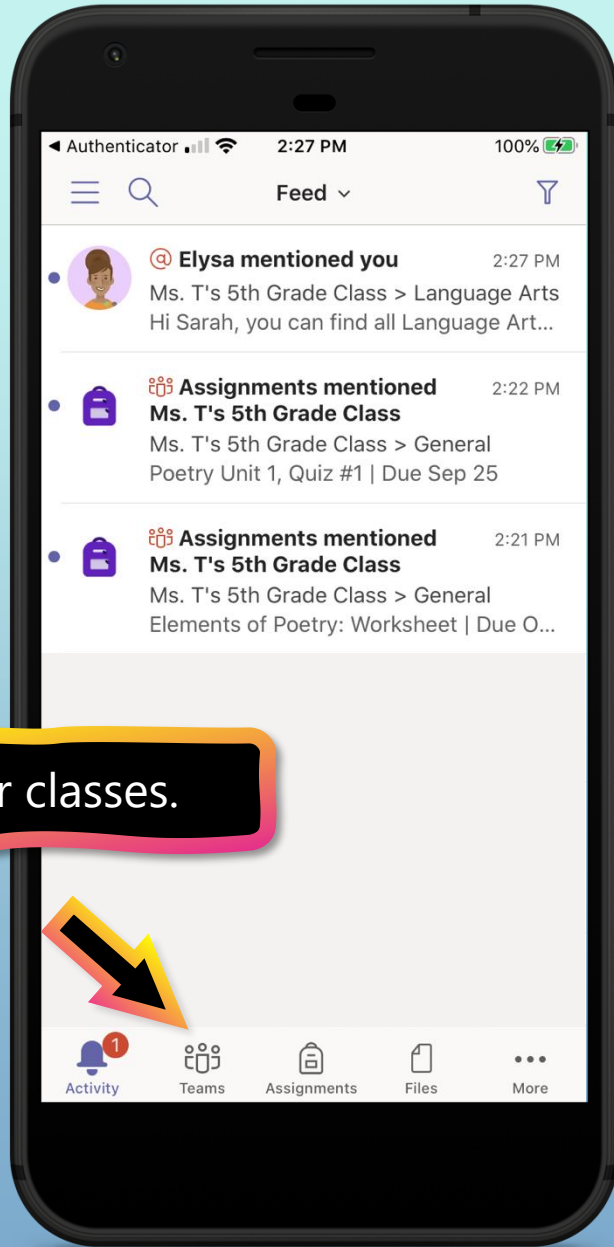
Speak up. Share out.  
Soar on.



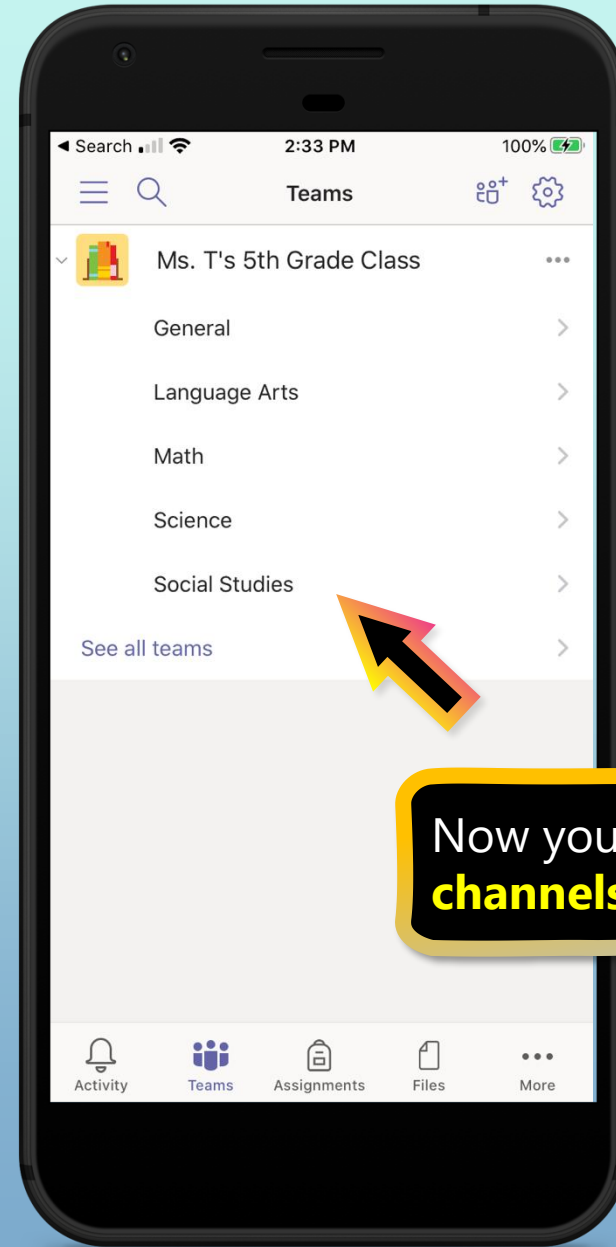
Got it

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





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



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

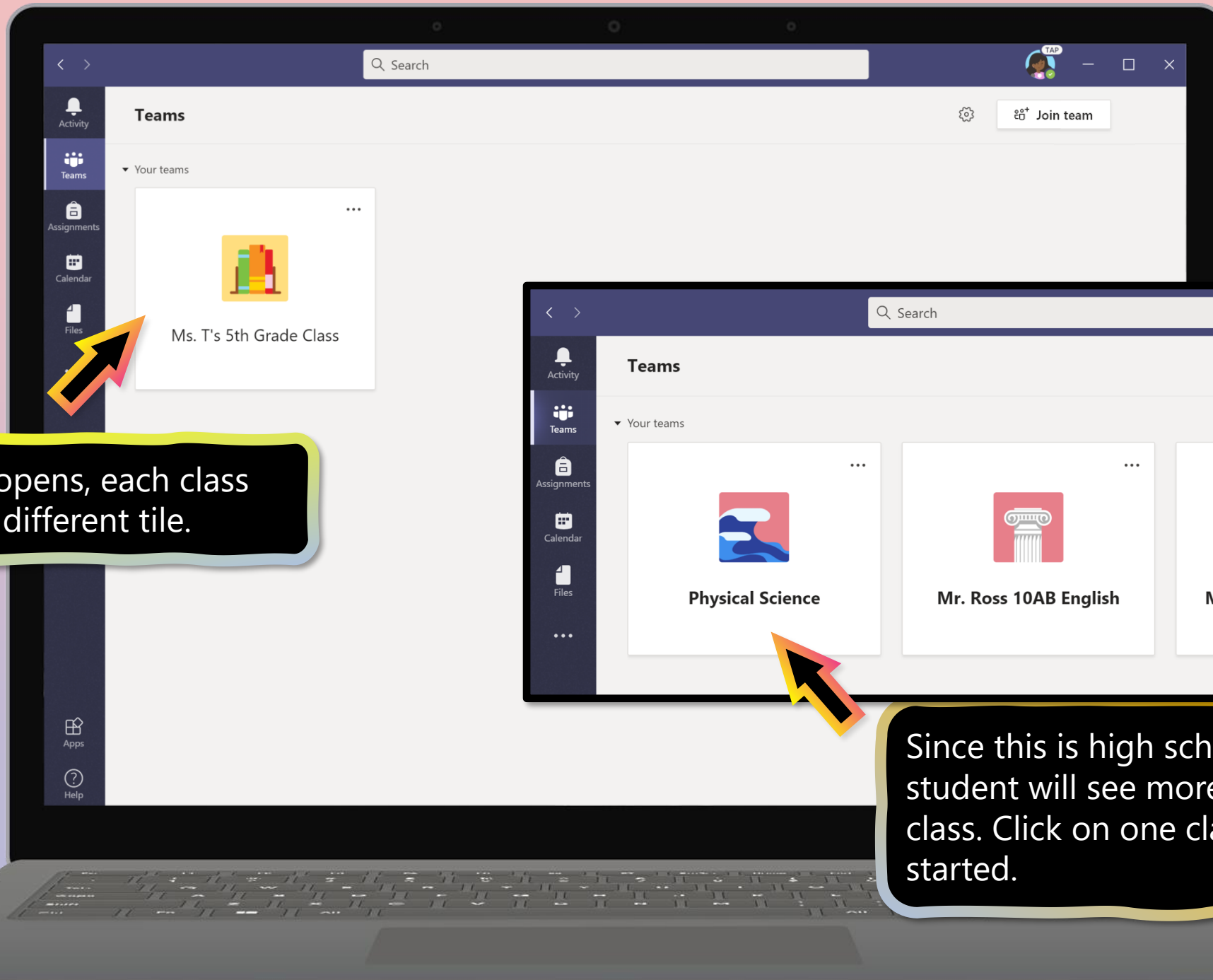


## Chapter 2

# How to help your student use Teams

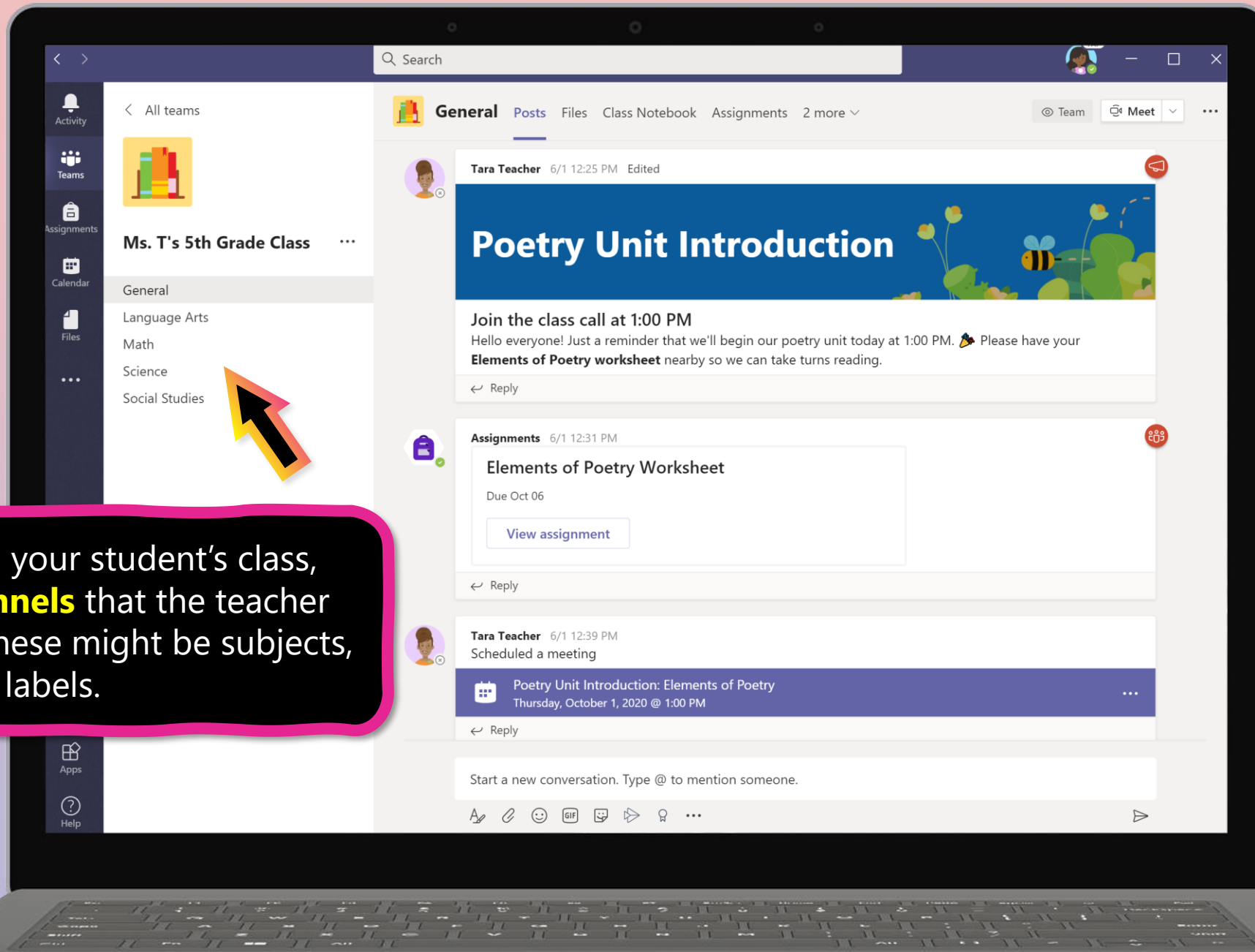
1. **Join a class team**
2. View and turn in assignments
3. Attend a virtual class
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When Teams opens, each class will show in a different tile.

Since this is high school, your student will see more than one class. 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.

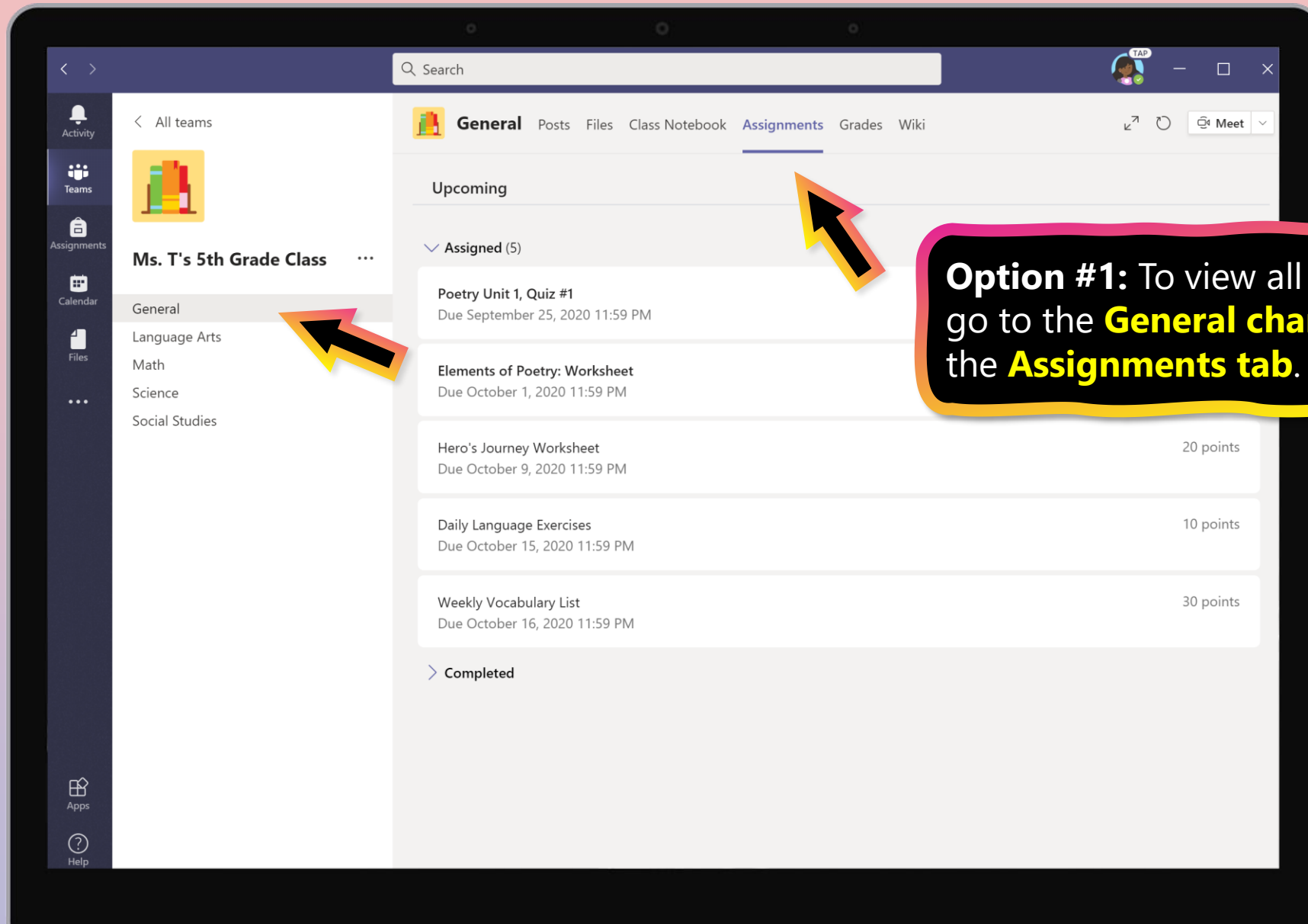
## Chapter 2

# How to help your student use Teams

1. Join a class team
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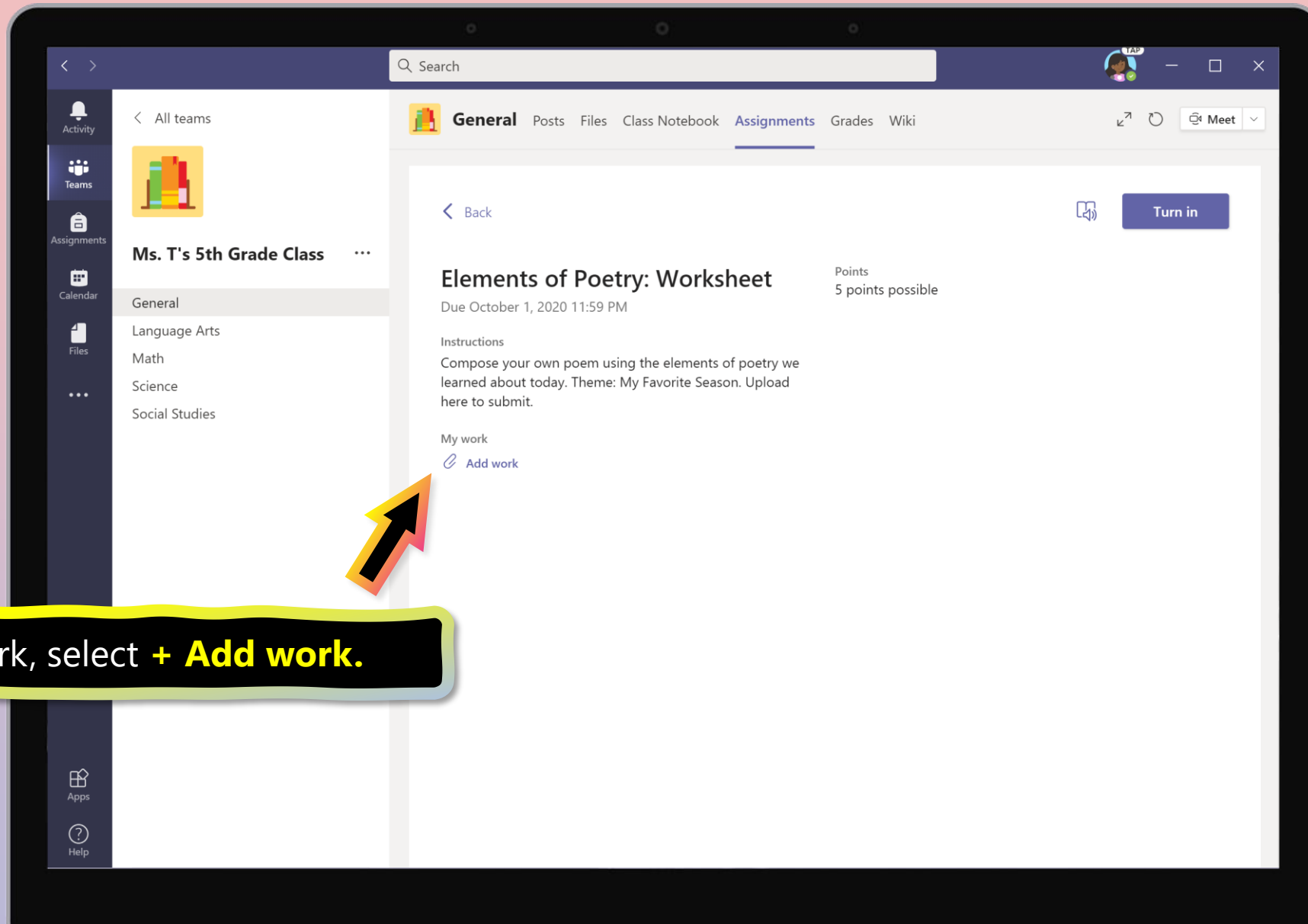


**Assignments** can be viewed and submitted many ways on Teams. Here are some common options.



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










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

✓  Name Modified

No files available

Cancel Attach

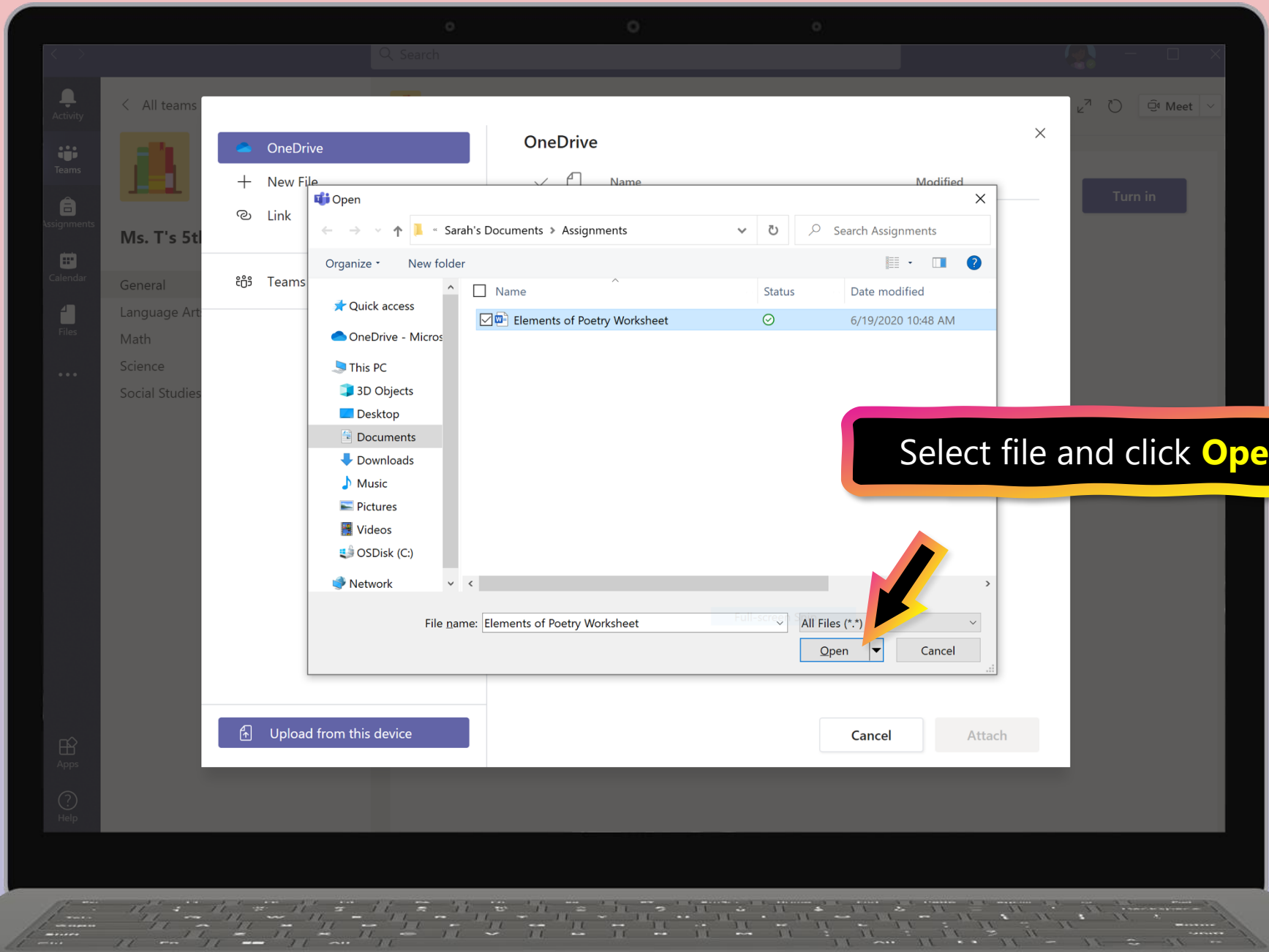
Upload from this device

OneDrive

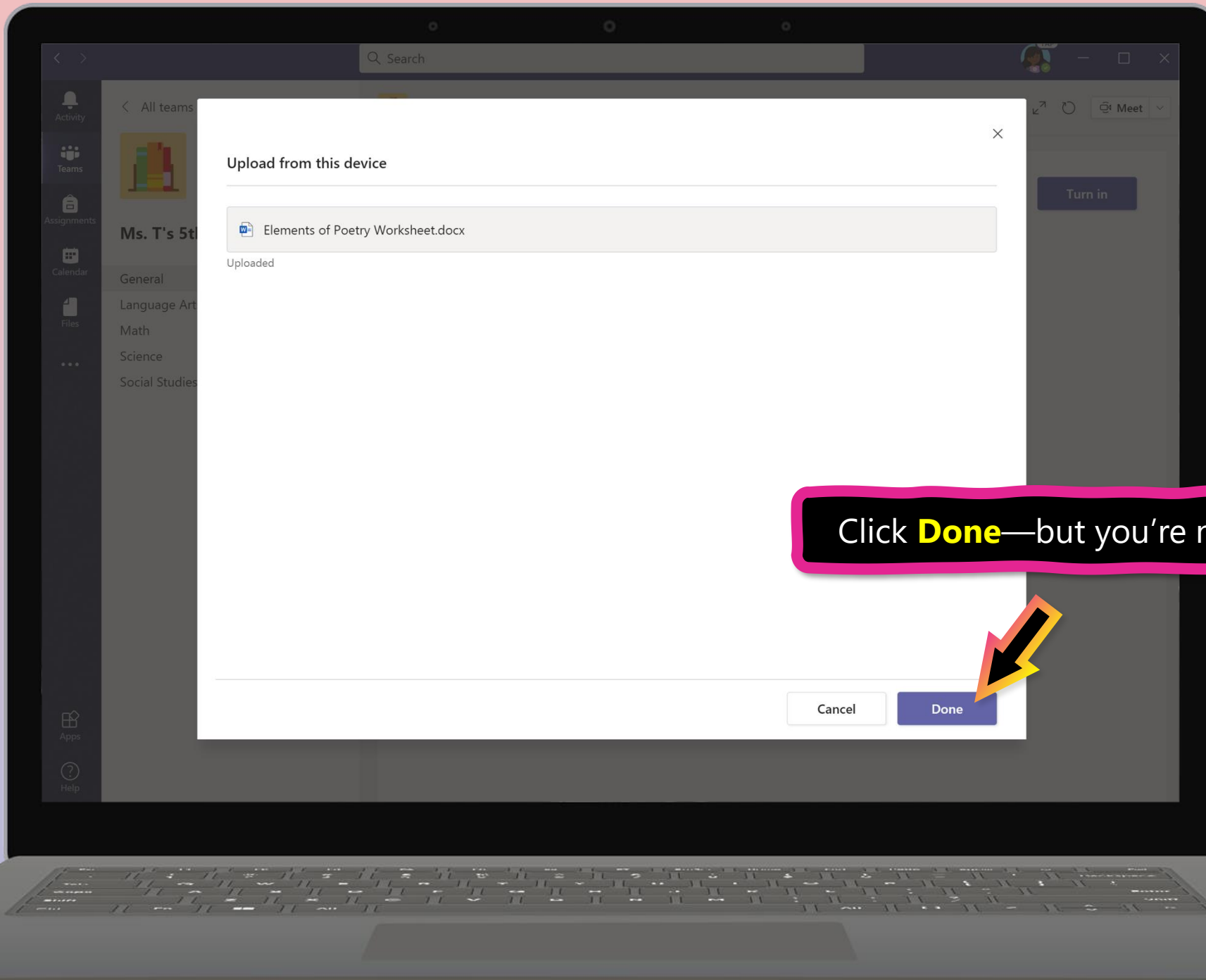
+ New File

Link

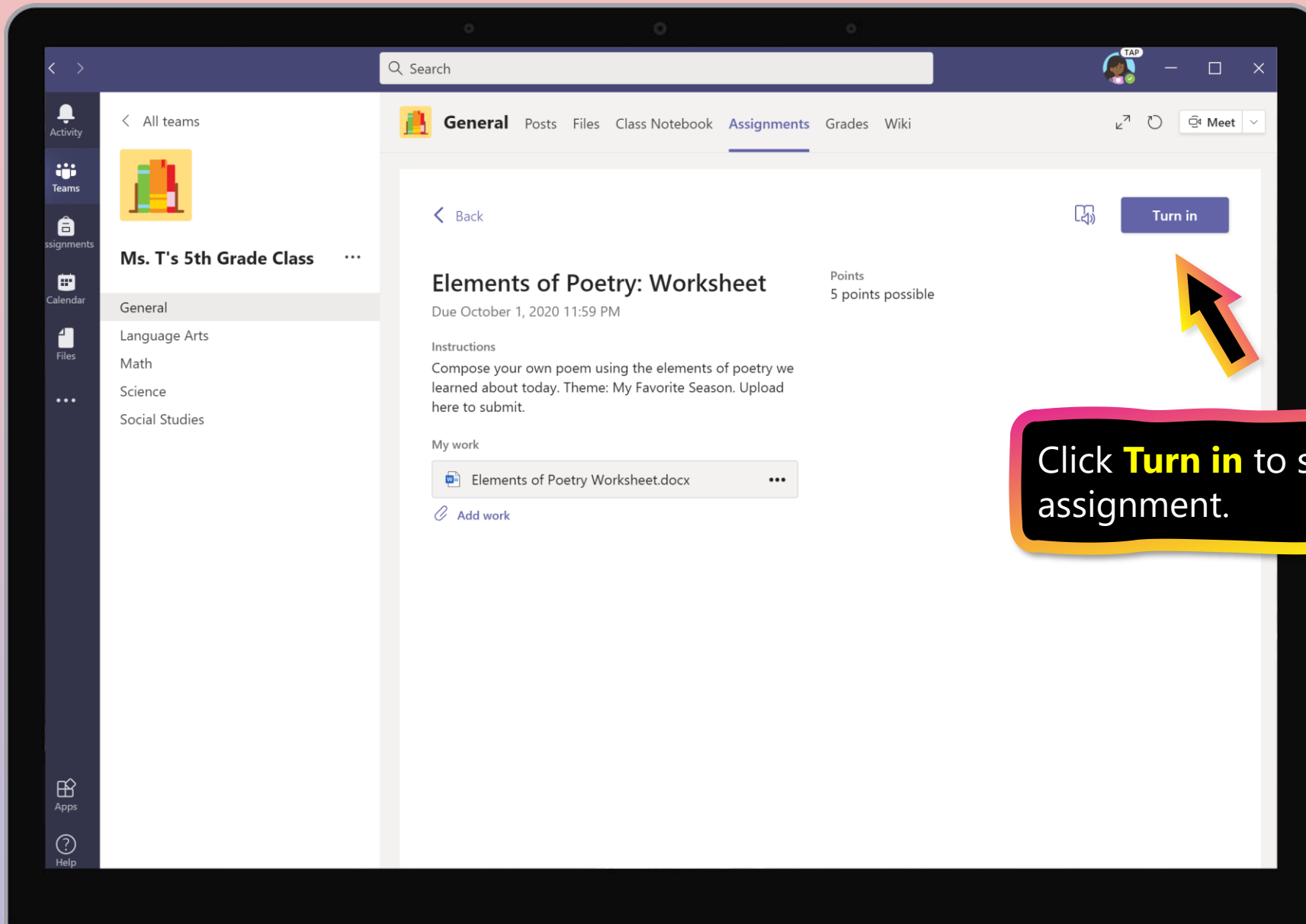
Teams



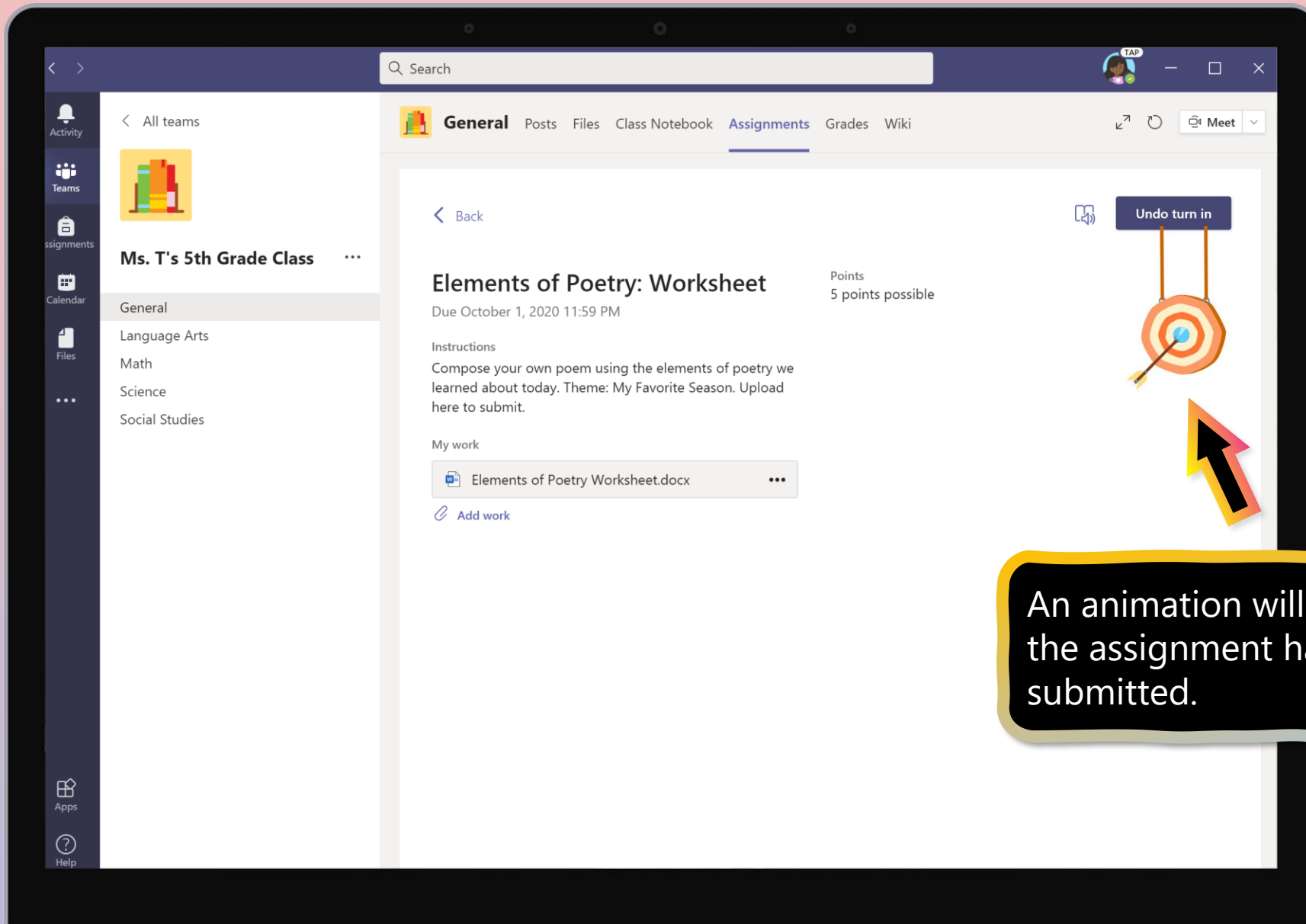
Select file and click **Open**.



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



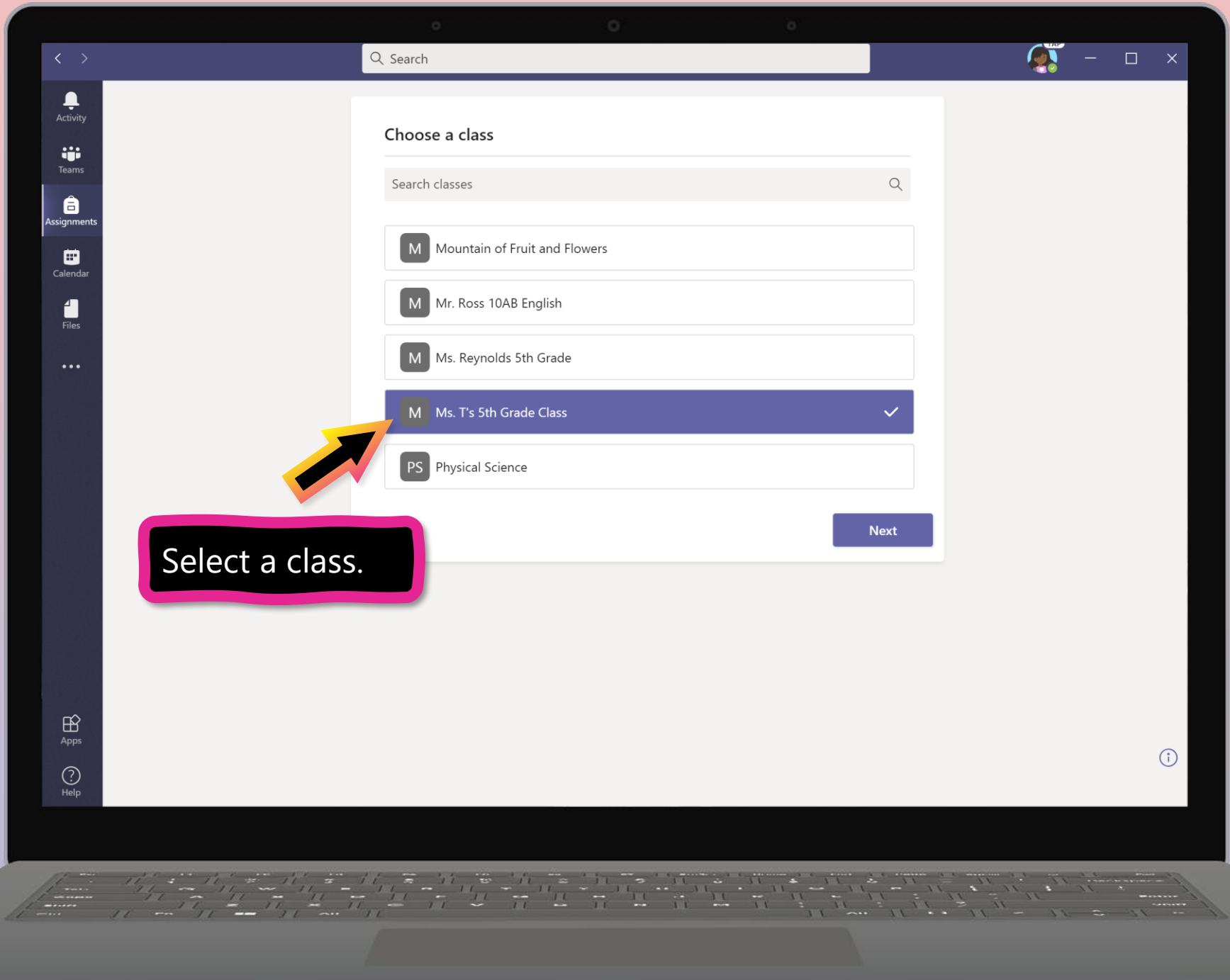
Click **Turn in** to submit assignment.



An animation will signal that the assignment has been submitted.

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

The screenshot displays the Microsoft Teams interface for a class named "Ms. T's 5th Grade Class". The left-hand navigation pane includes icons for Activity, Teams, Assignments, Calendar, Files, and Apps. A yellow arrow points to the "Assignments" icon. The main chat area shows a post from "Tara Teacher" at 12:25 PM with a blue banner titled "Poetry Unit Introduction". Below the banner, the text reads: "Join the class call at 1:00 PM. Hello everyone! Just a reminder that we'll begin our poetry unit today at 1:00 PM. 🐝 Please have your **Elements of Poetry worksheet** nearby so we can take turns reading." Below this is a "View assignment" card for "Elements of Poetry Worksheet" due on Oct 06. At the bottom, a meeting announcement is shown: "Poetry Unit Introduction: Elements of Poetry" on Thursday, October 1, 2020 at 1:00 PM. The bottom of the screen shows a text input field and a toolbar with icons for attachments, emojis, GIFs, and other features.



### Choose a class

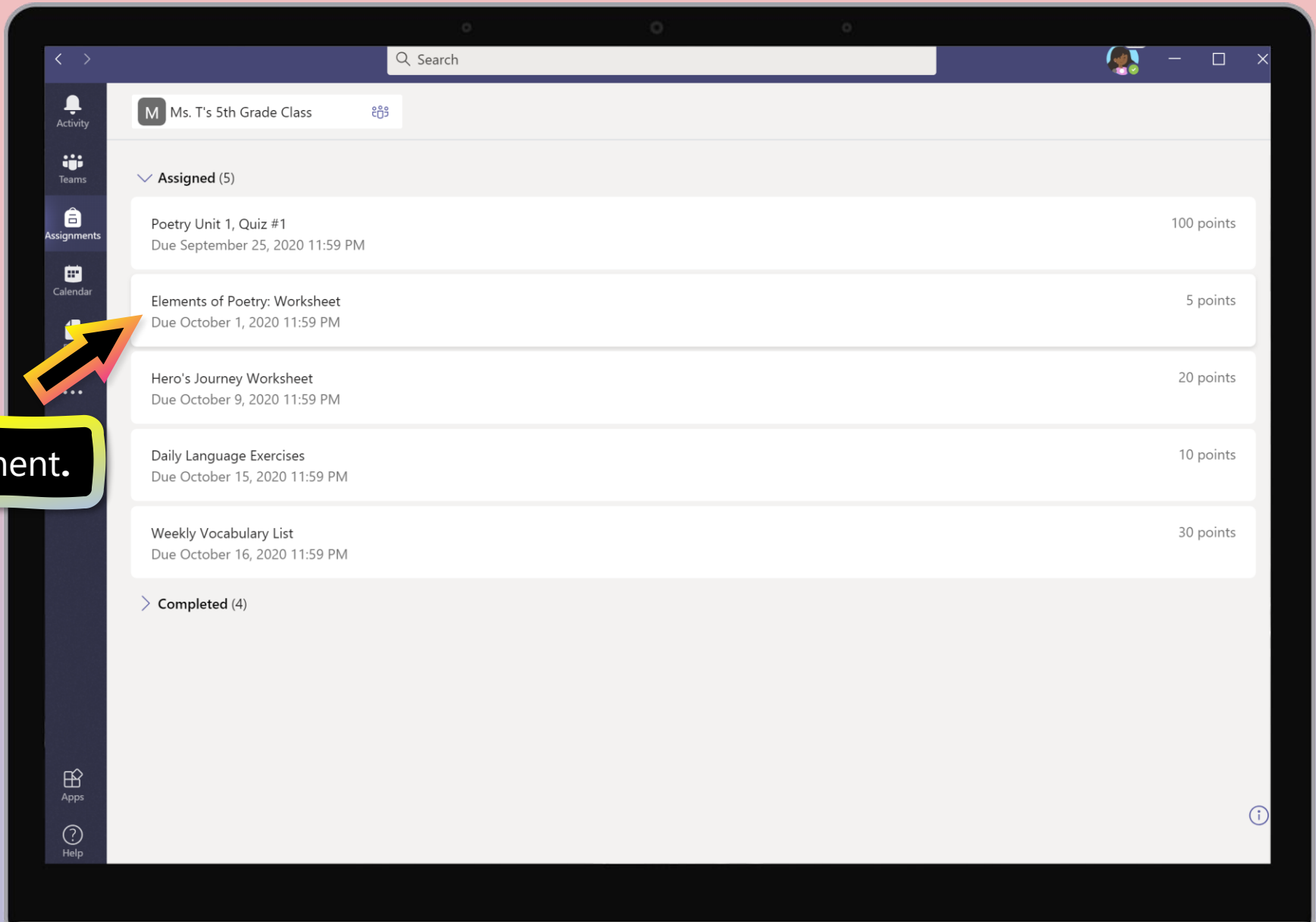
Search classes

- M Mountain of Fruit and Flowers
- M Mr. Ross 10AB English
- M Ms. Reynolds 5th Grade
- M Ms. T's 5th Grade Class** ✓
- PS Physical Science

Next

Select a class.





Select assignment.

M Ms. T's 5th Grade Class

Assigned (5)

Poetry Unit 1, Quiz #1 100 points  
Due September 25, 2020 11:59 PM

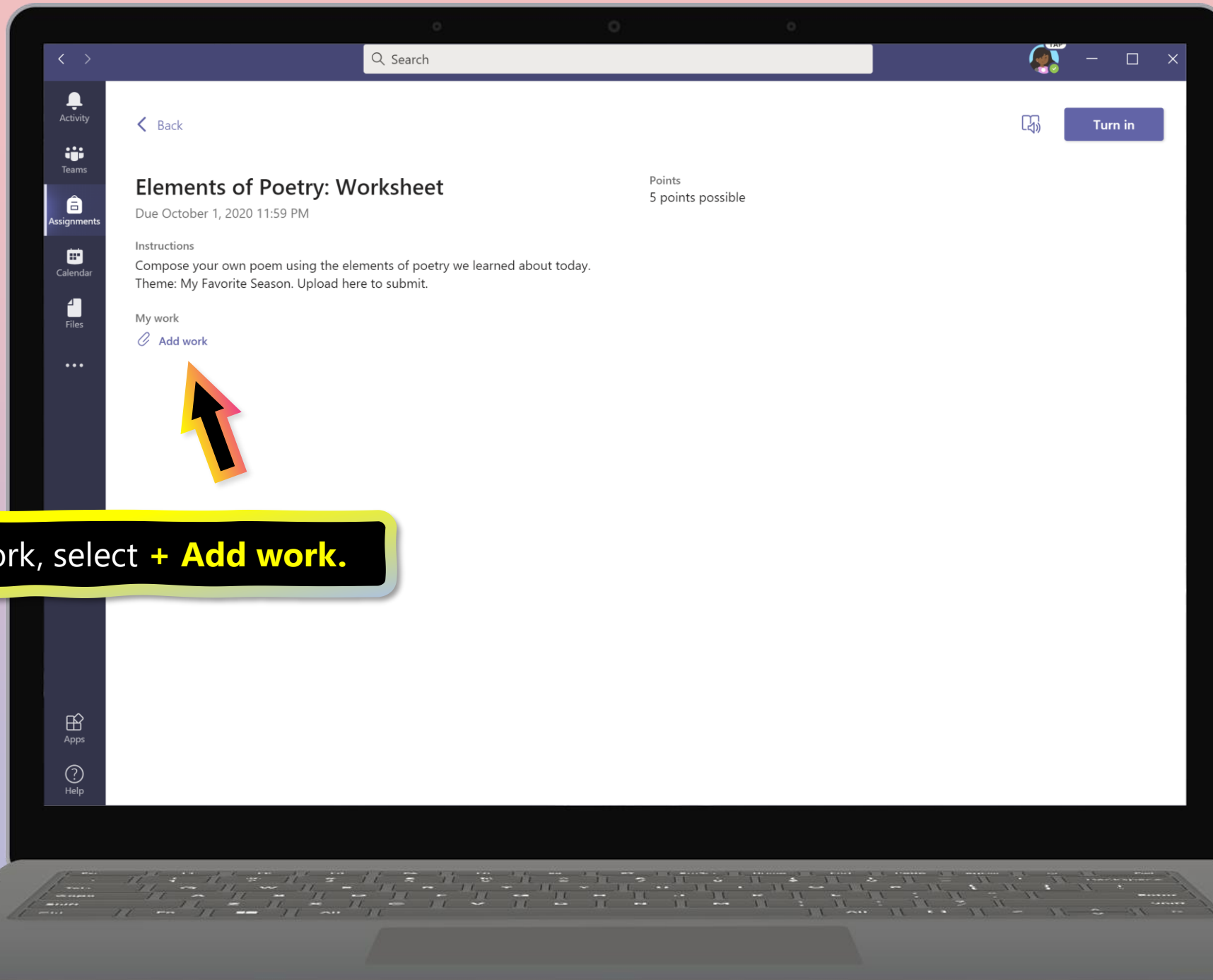
Elements of Poetry: Worksheet 5 points  
Due October 1, 2020 11:59 PM

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

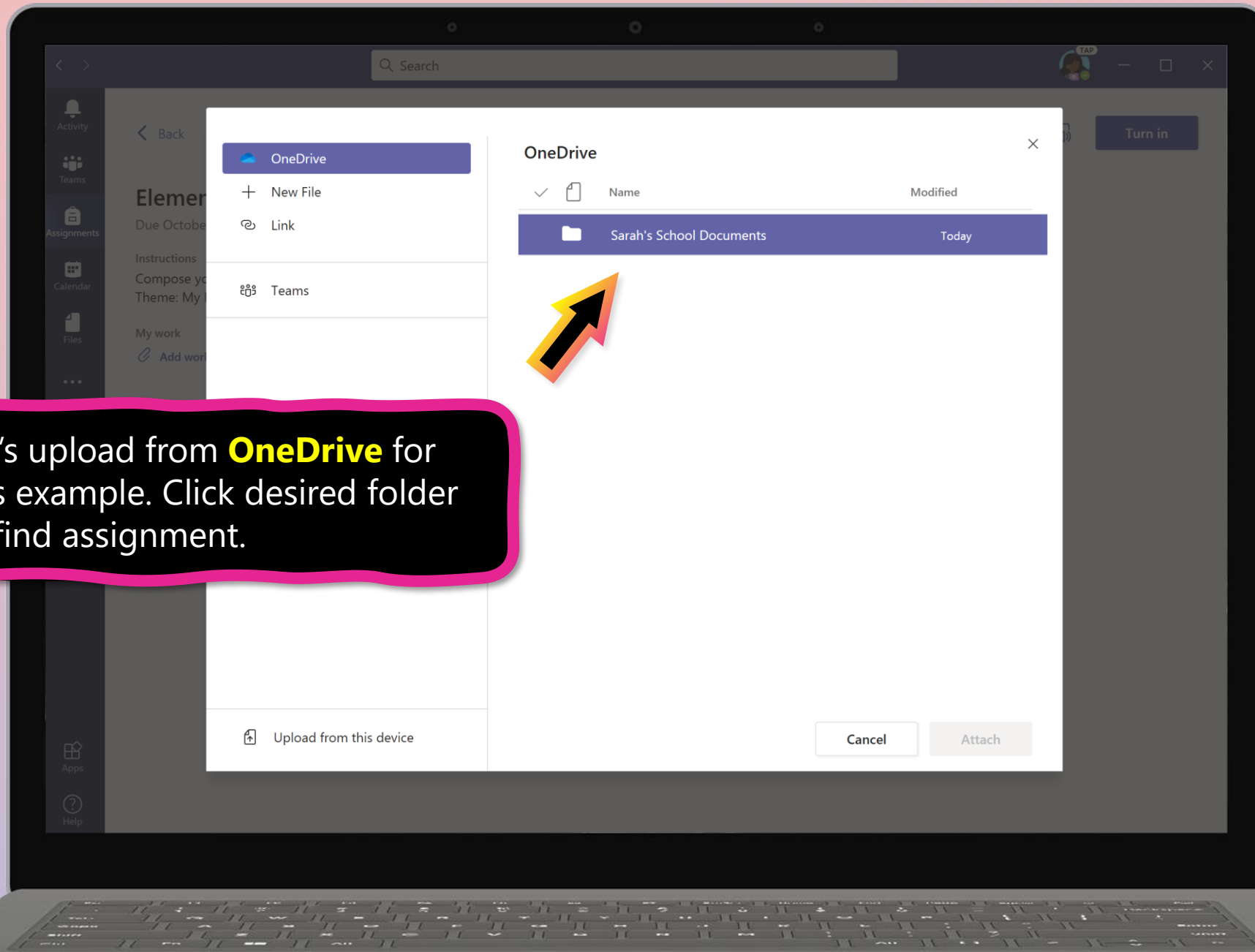
Weekly Vocabulary List 30 points  
Due October 16, 2020 11:59 PM

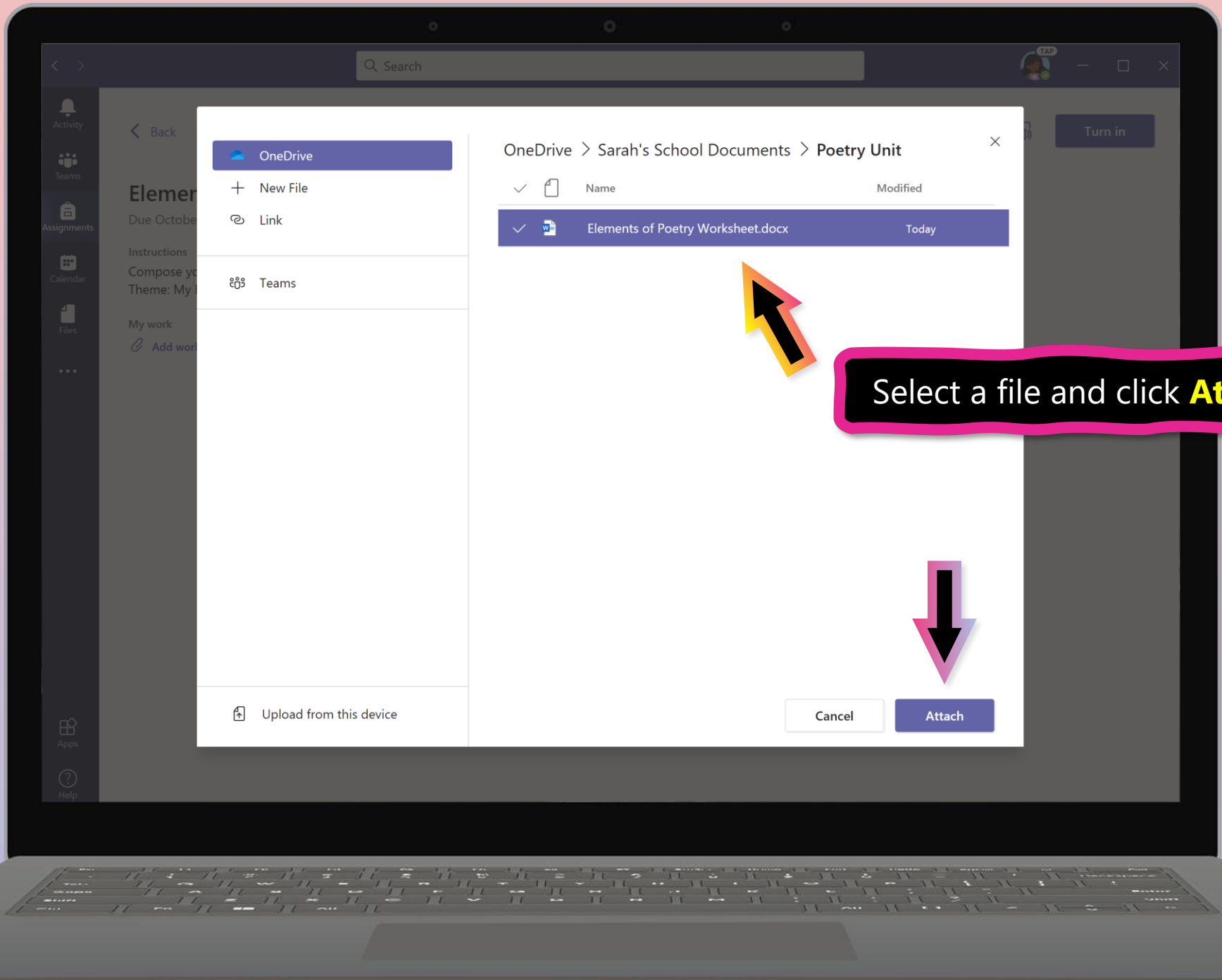
Completed (4)



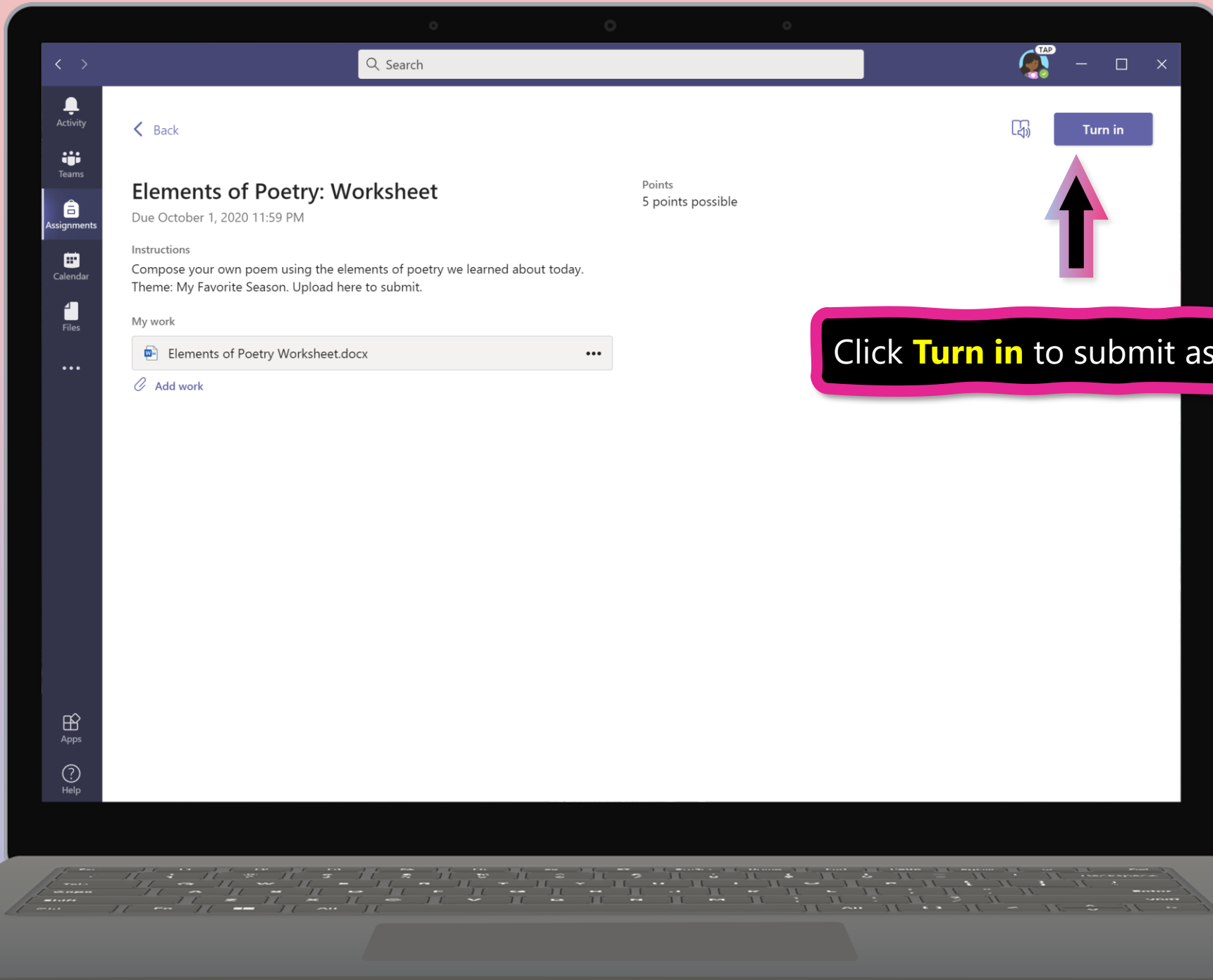
To upload work, select **+ Add work.**

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

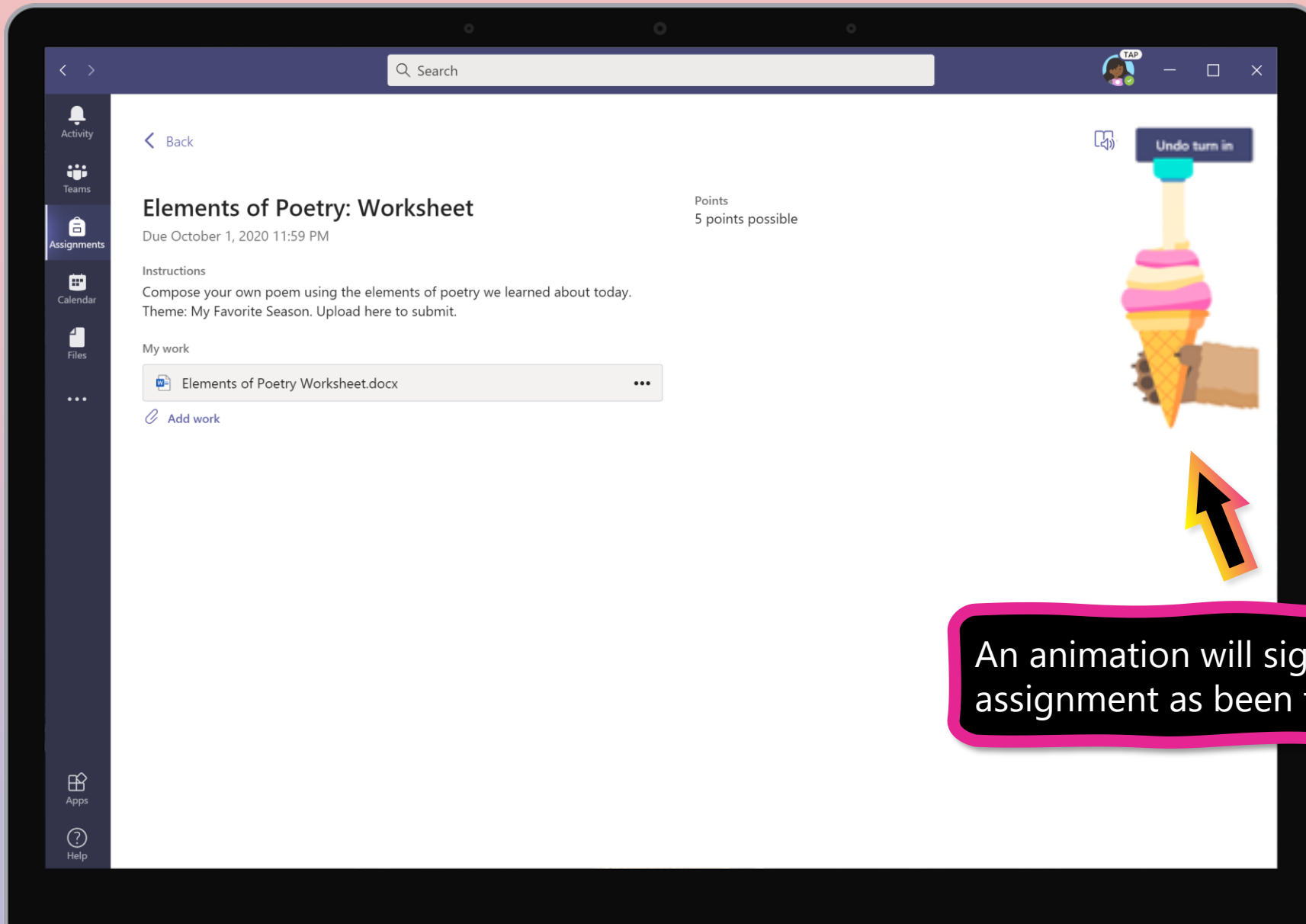




Select a file and click **Attach**.

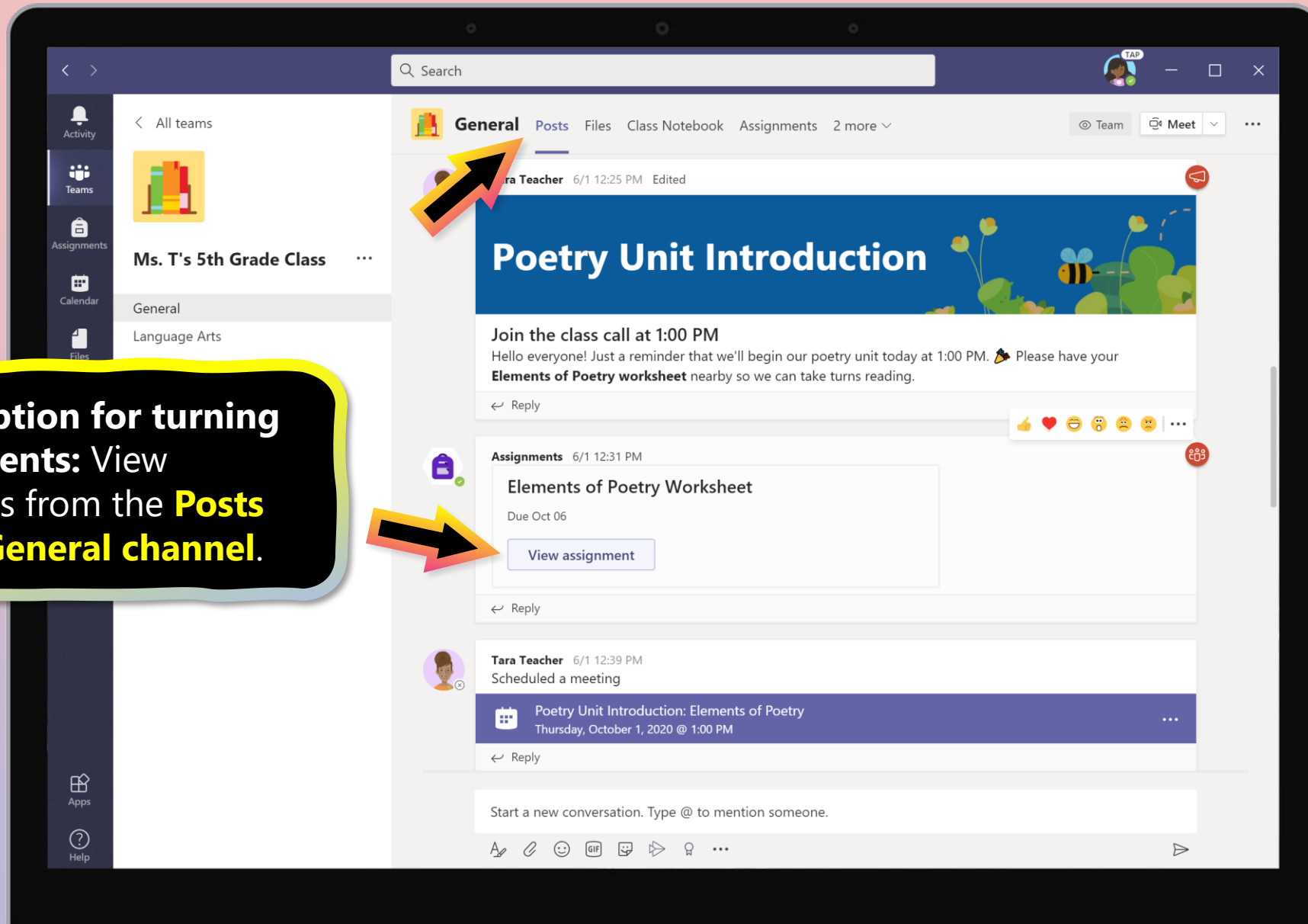


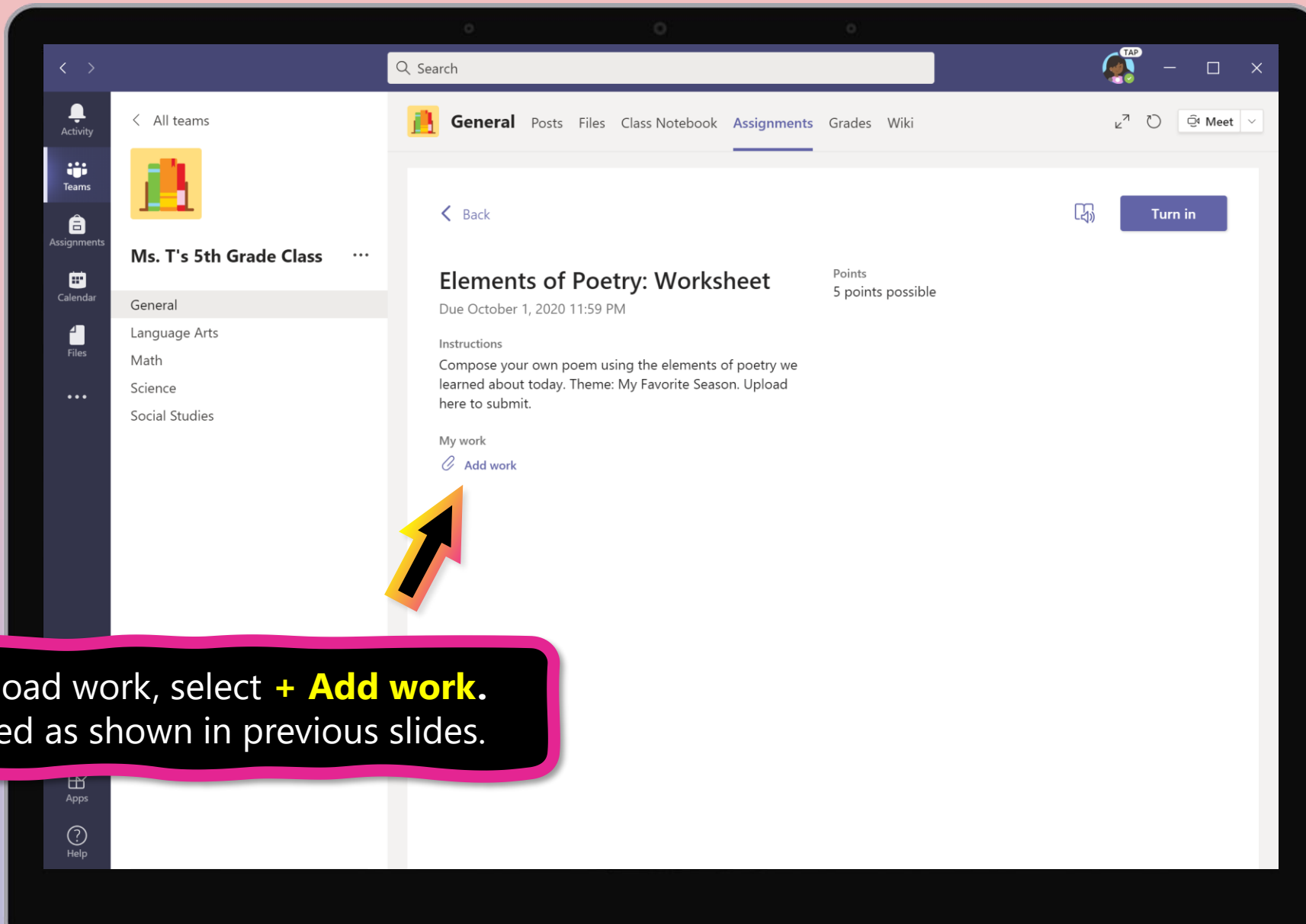
Click **Turn in** to submit assignment.



An animation will signal that the assignment as 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.



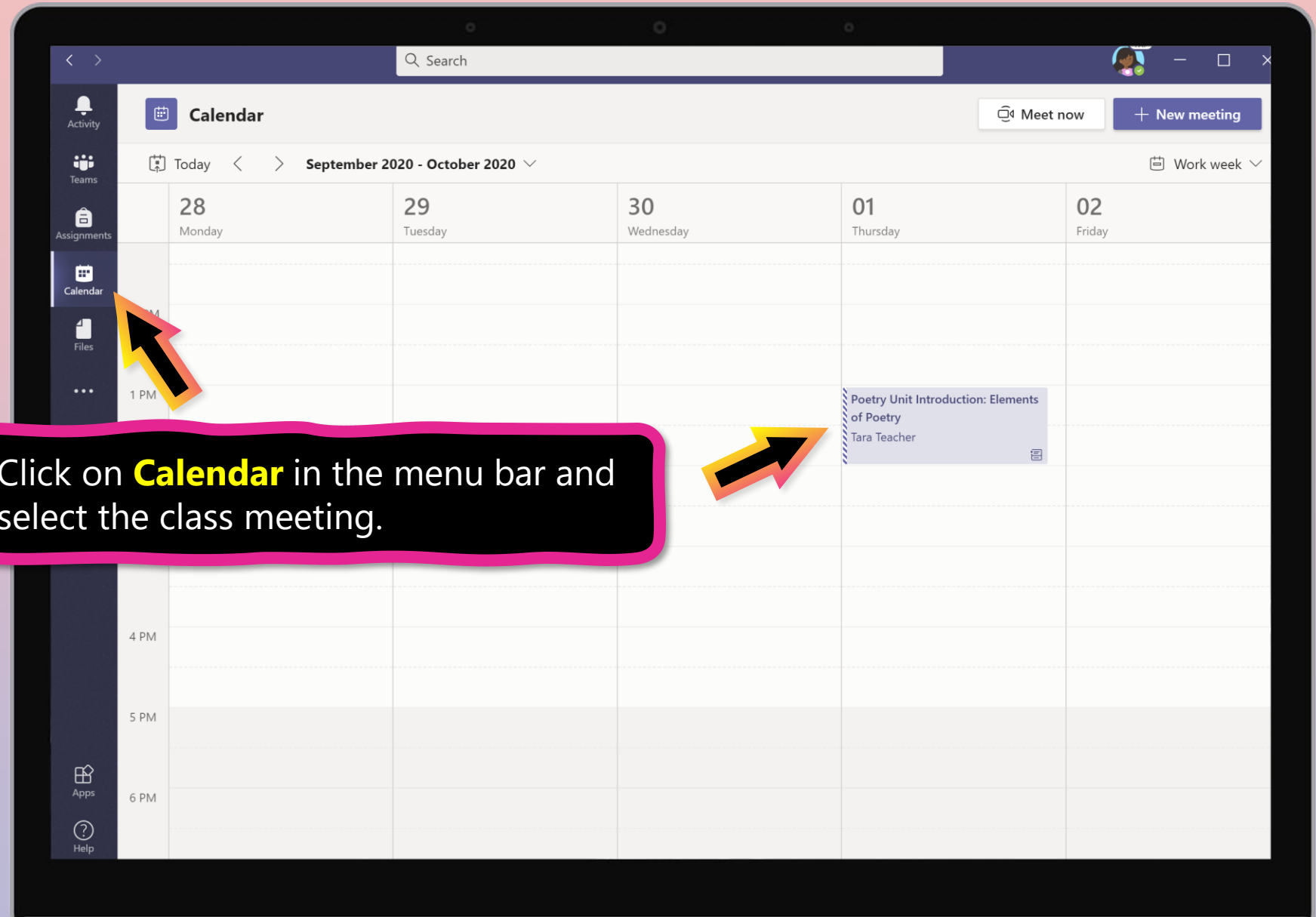
## Chapter 2

# How to help your student use Teams

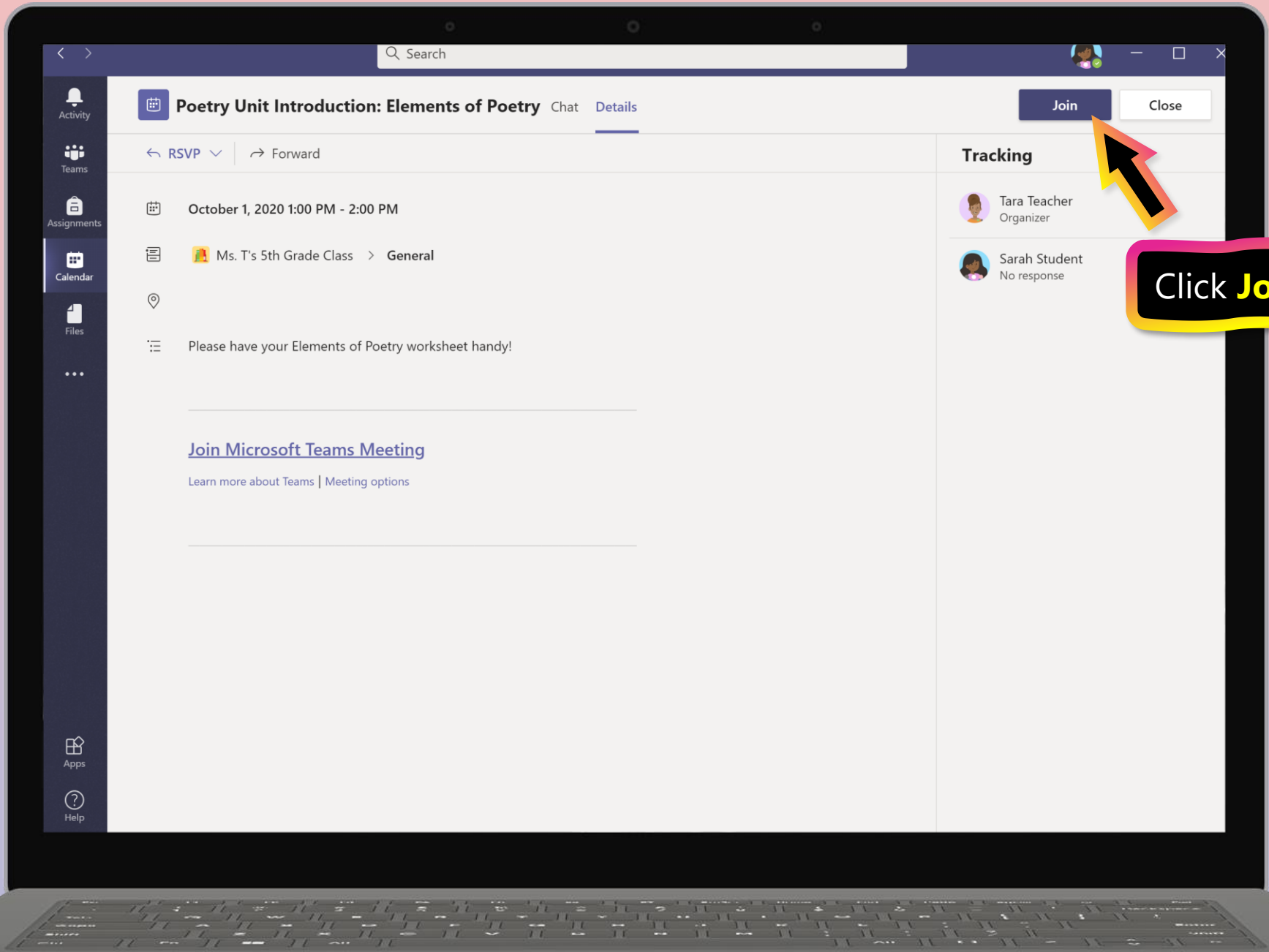
1. Join a class team
2. View and turn in assignments
3. **Attend a virtual class**
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**Your student can attend class and  
customize their virtual experience with  
video & microphone settings.**



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](#)

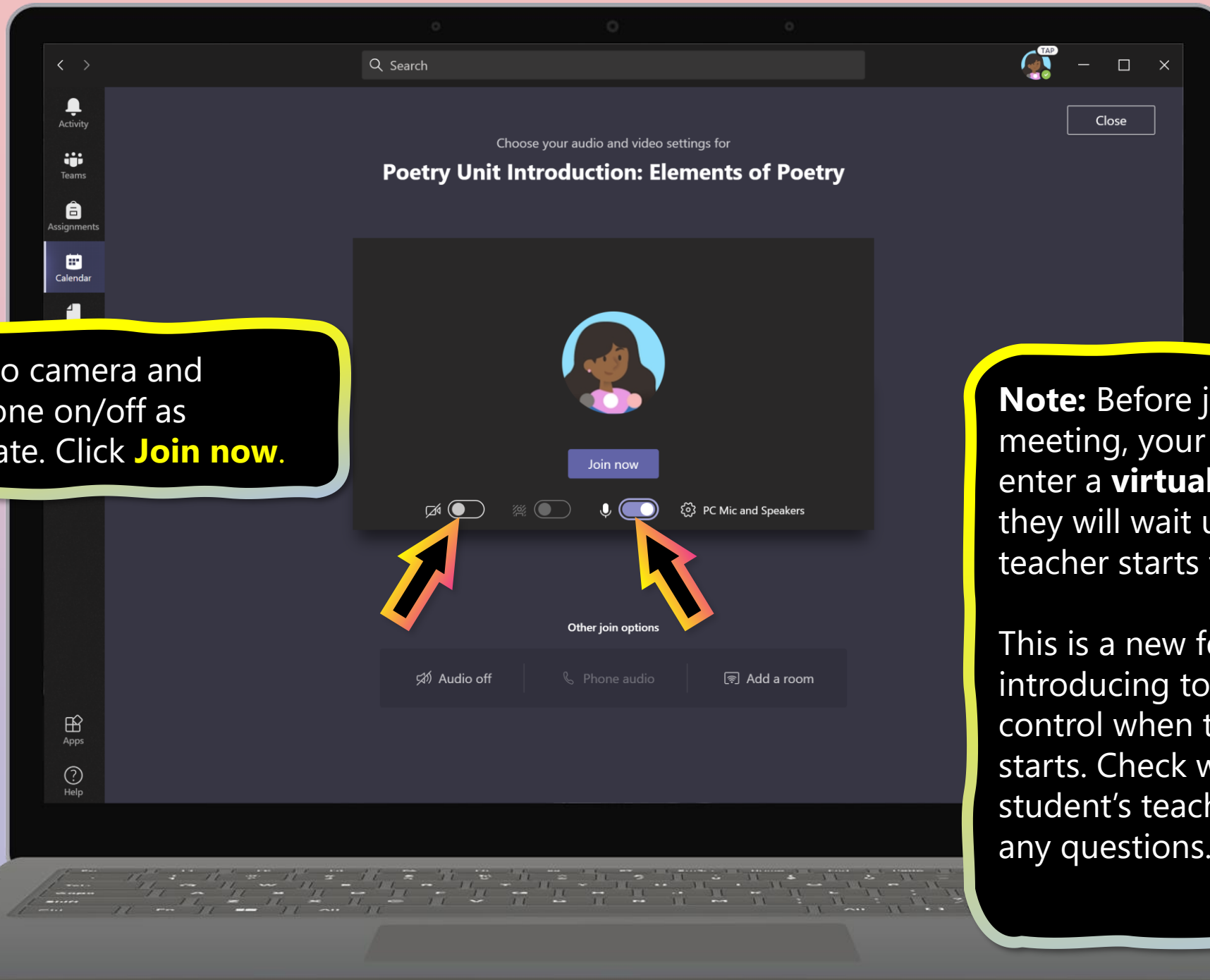
Tracking

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.

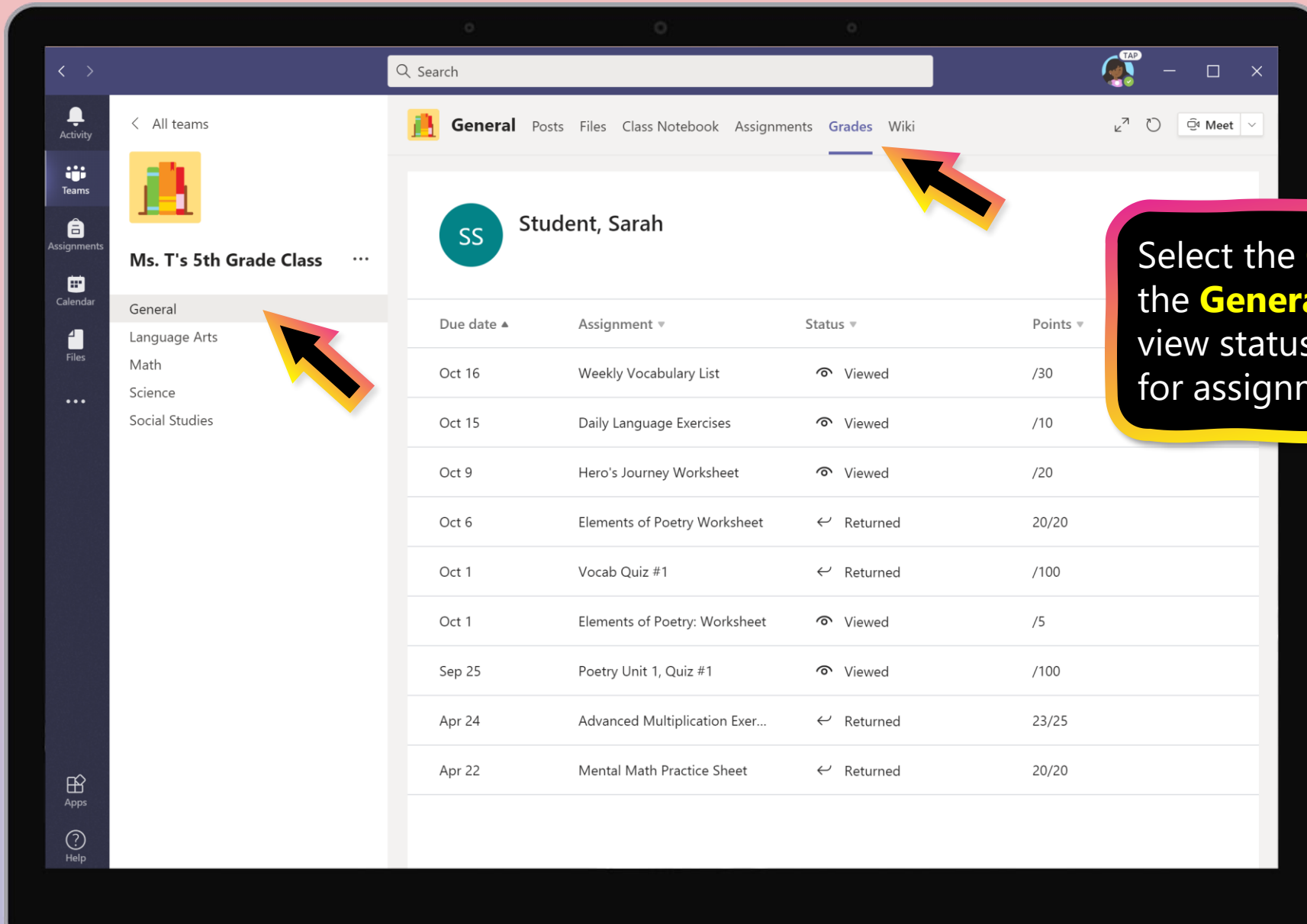
## Chapter 2

# How to help your student use Teams

1. Join a class team
2. View and turn in assignments
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**You and your student can use Teams to keep tabs on assignment status and easily find **grades** in this quick-view list.**



Select the **Grades** tab in the **General** channel to view status and grades for assignments.

Search

All teams



Ms. T's 5th Grade Class

General

Language Arts

Math

Science

Social Studies

General Posts Files Class Notebook Assignments Grades Wiki



Student, Sarah

Due date ▲	Assignment ▼	Status ▼	Points ▼
Oct 16	Weekly Vocabulary List	Viewed	/30
Oct 15	Daily Language Exercises	Viewed	/10
Oct 9	Hero's Journey Worksheet	Viewed	/20
Oct 6	Elements of Poetry Worksheet	Returned	20/20
Oct 1	Vocab Quiz #1	Returned	/100
Oct 1	Elements of Poetry: Worksheet	Viewed	/5
Sep 25	Poetry Unit 1, Quiz #1	Viewed	/100
Apr 24	Advanced Multiplication Exer...	Returned	23/25
Apr 22	Mental Math Practice Sheet	Returned	20/20



## Chapter 2

# How to help your student use Teams

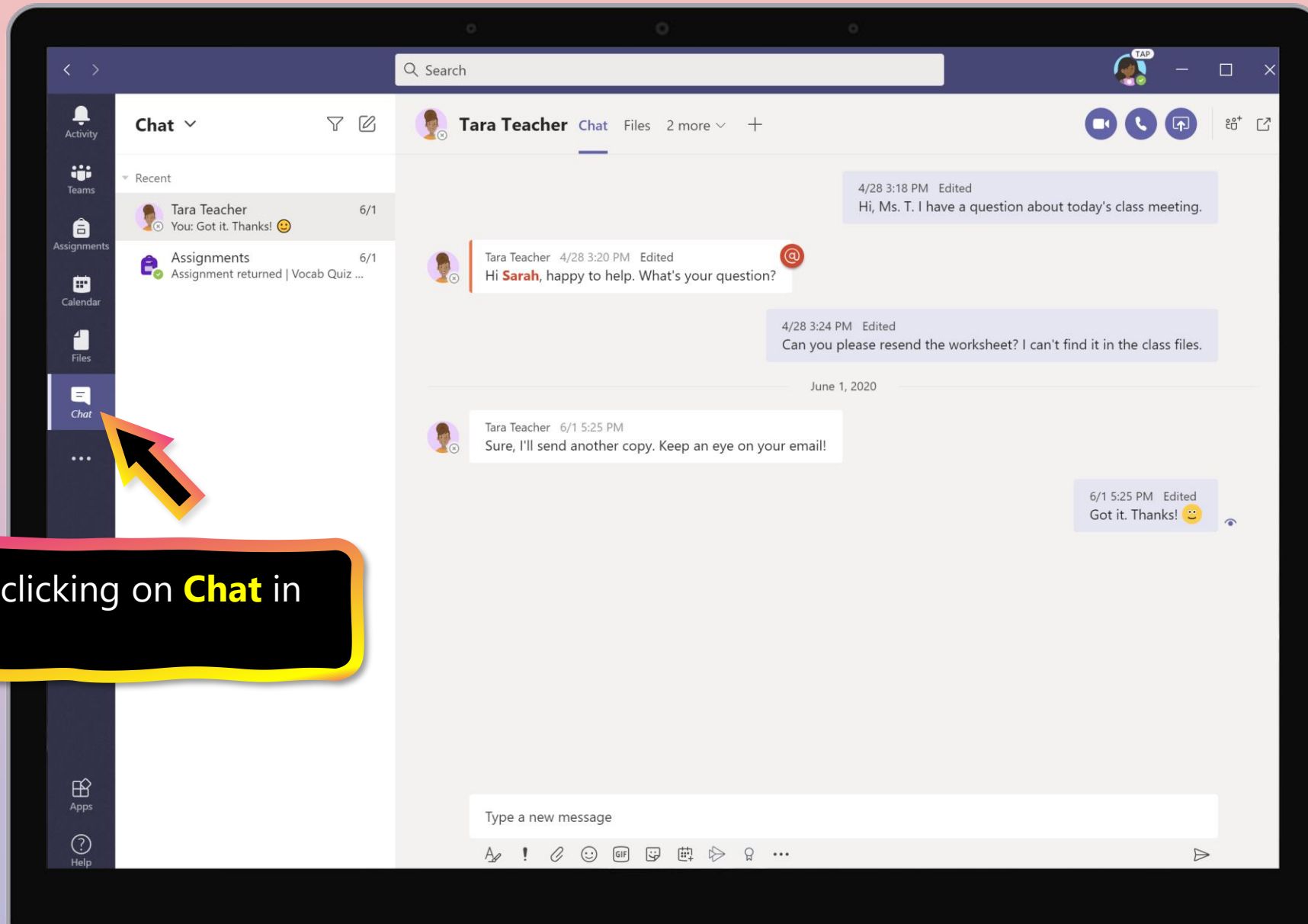
1. Join a class team
2. View and turn in assignments
3. Attend a virtual class
4. Find grades
5. **Chat with teachers and classmates**



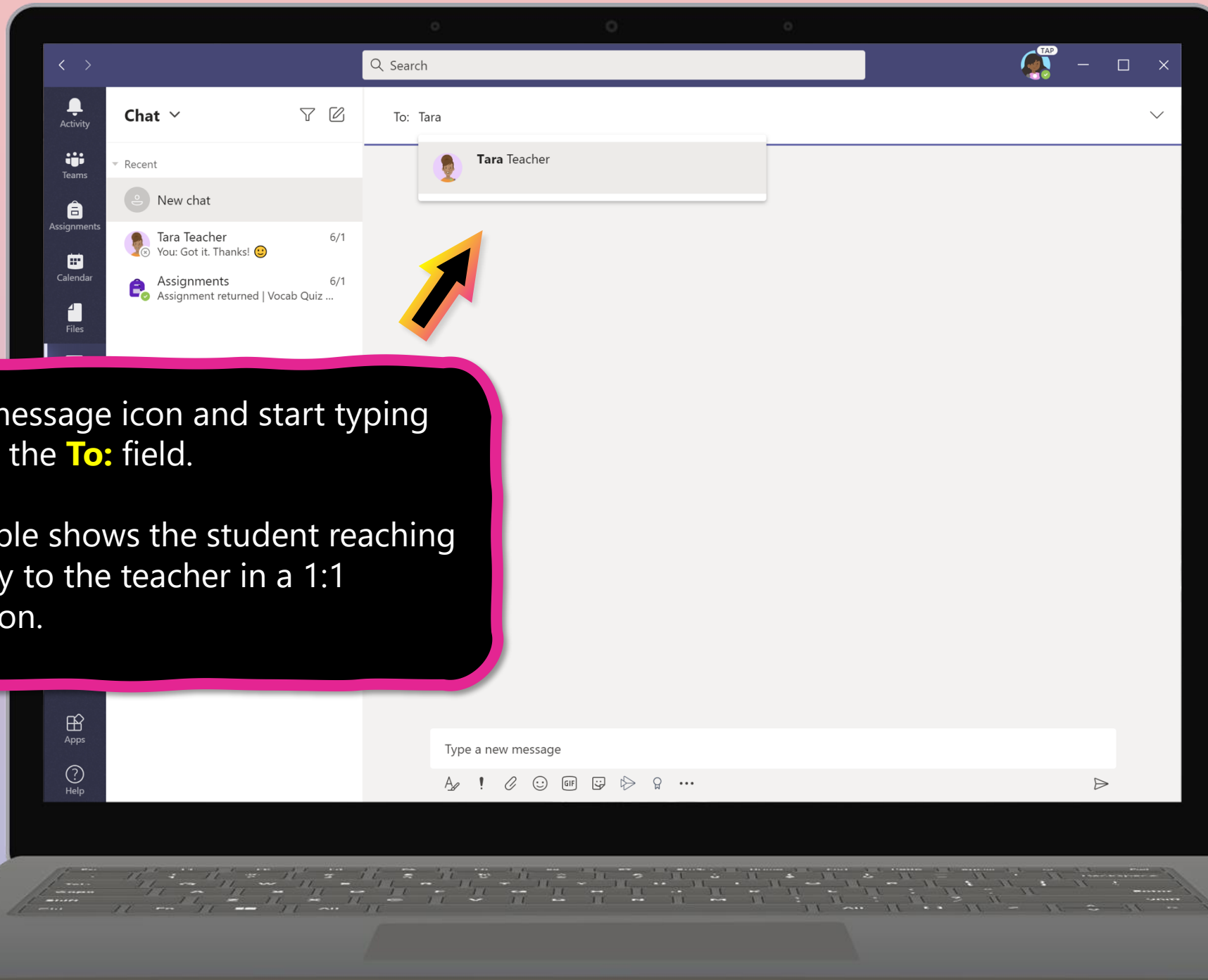
**If your school implements [Chat](#), your student can chat 1-on-1 or collaborate with a small group.**

**Chat availability varies by school district.  
Not all schools make it available.**

**Please check with your student's teacher if you have questions.**

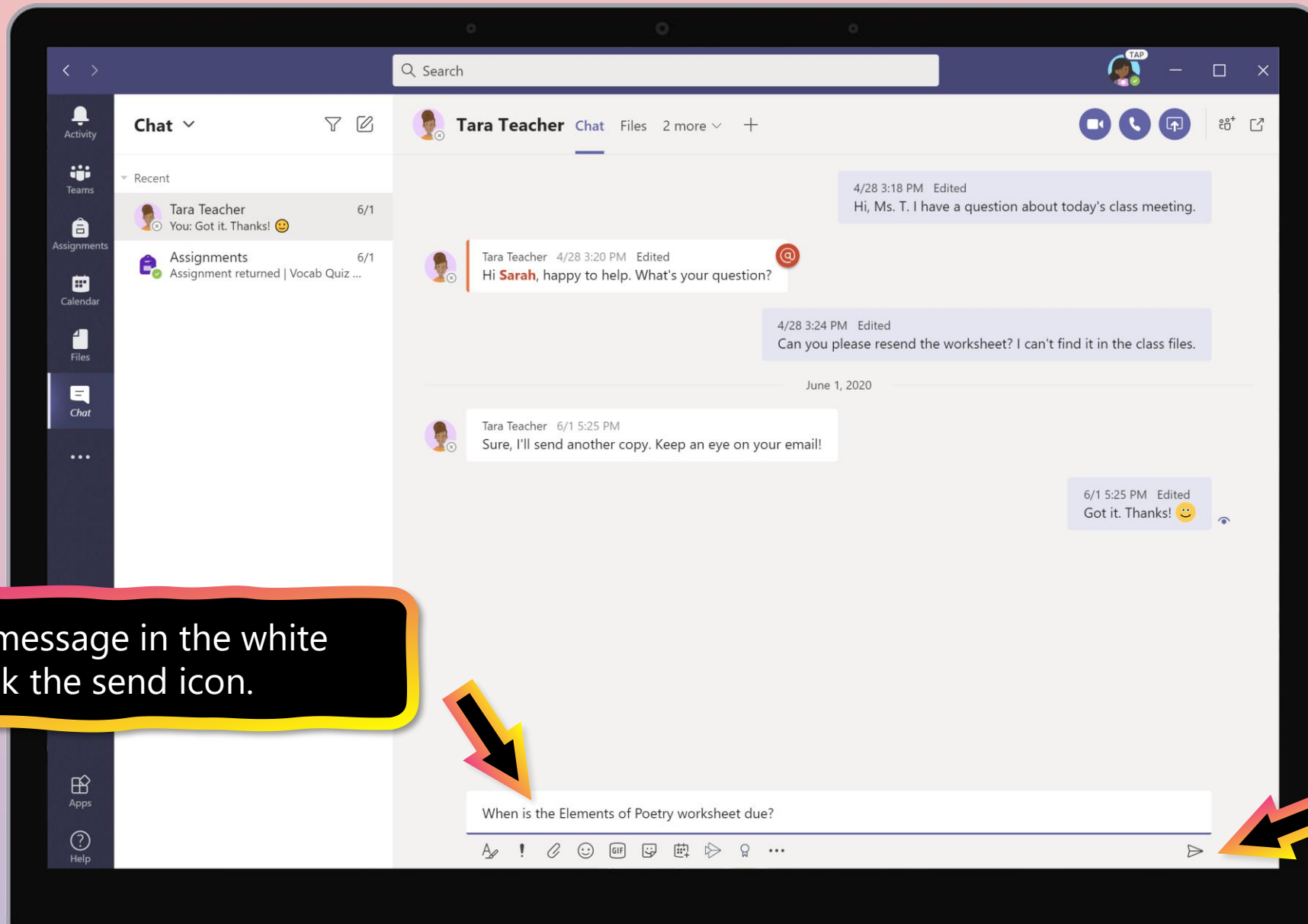


Start a chat by clicking on **Chat** in the left panel.



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.

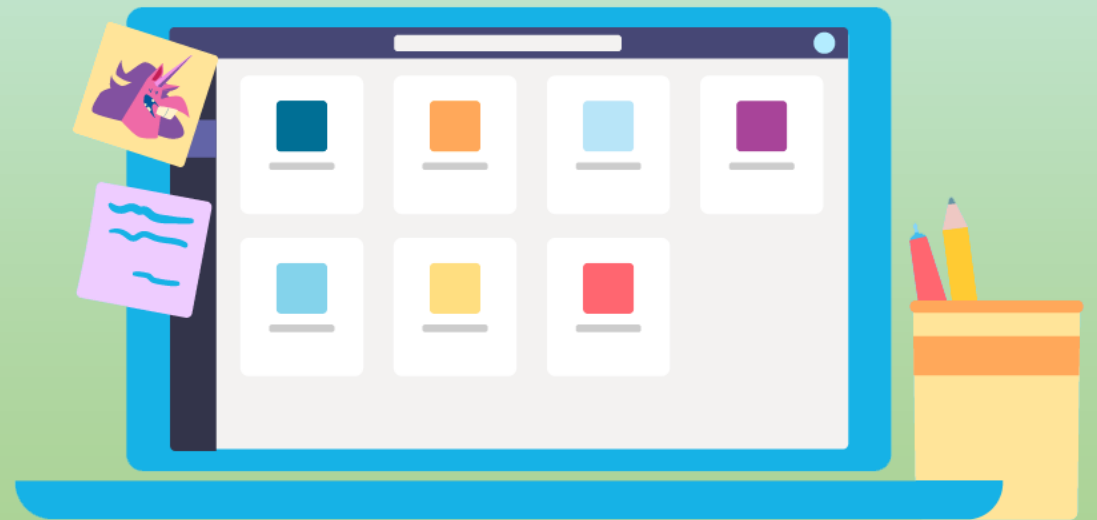


Write your message in the white box and click the send icon.

When is the Elements of Poetry worksheet due?

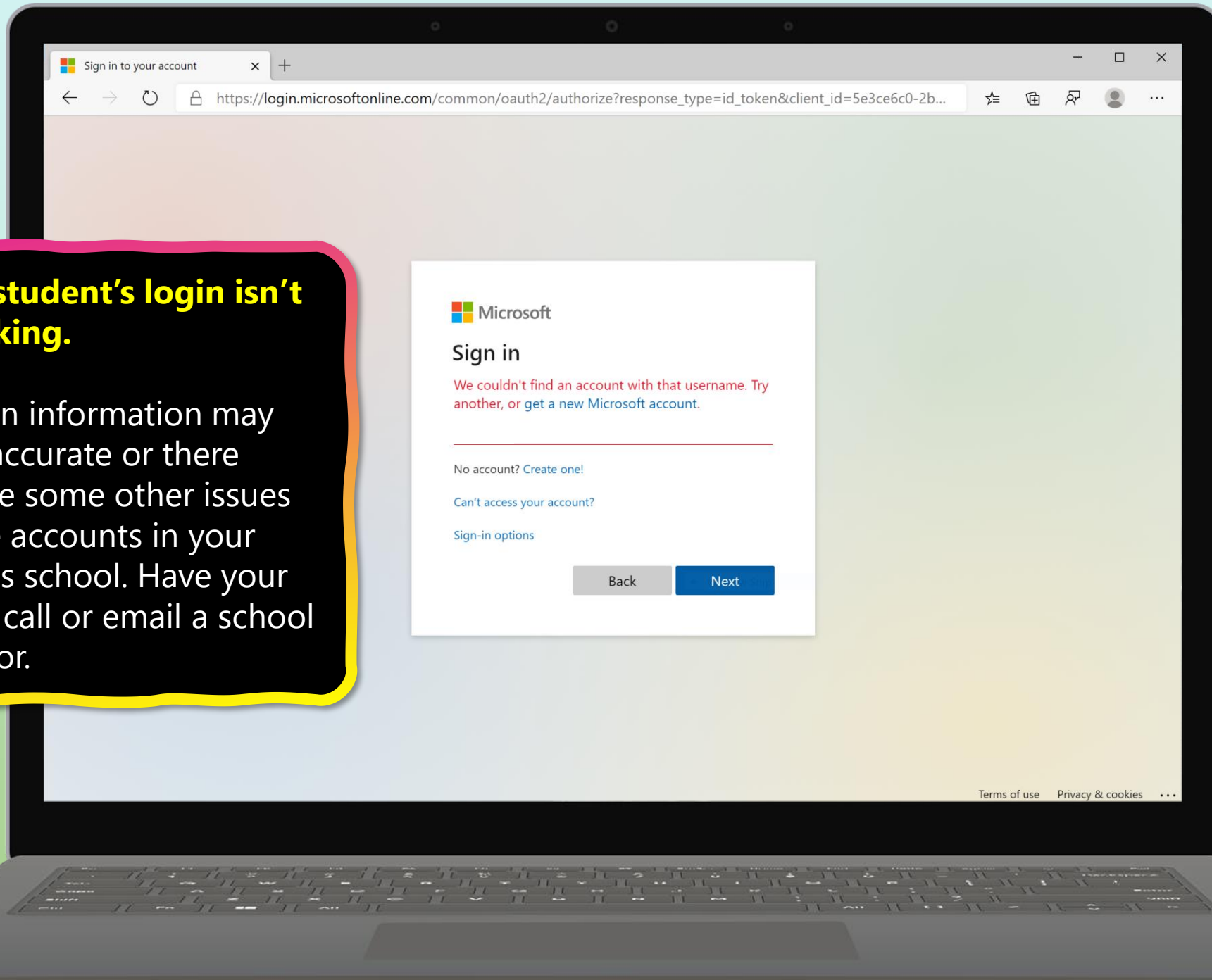
# FAQ & Troubleshooting

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.

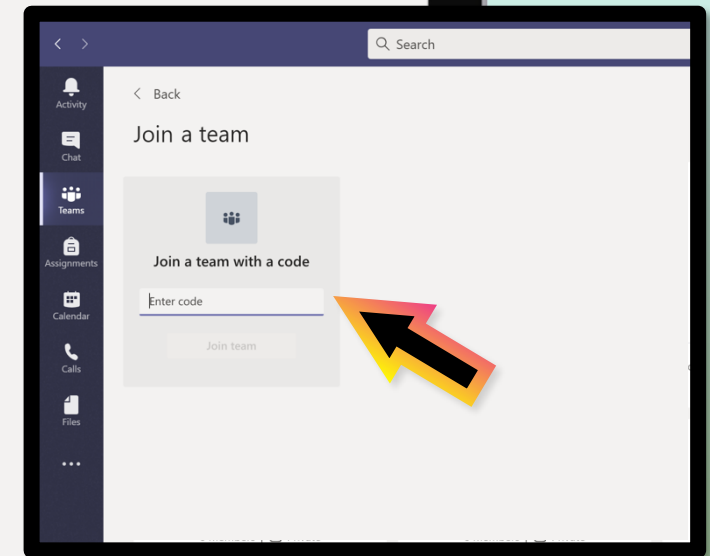
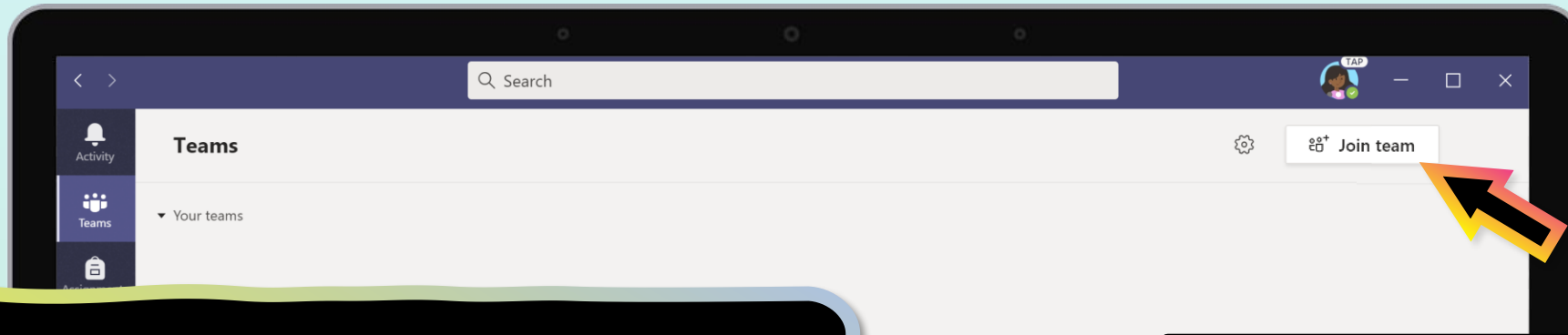
The login information may not be accurate or there might be some other issues with the accounts in your student's school. Have your student call or email a school counselor.



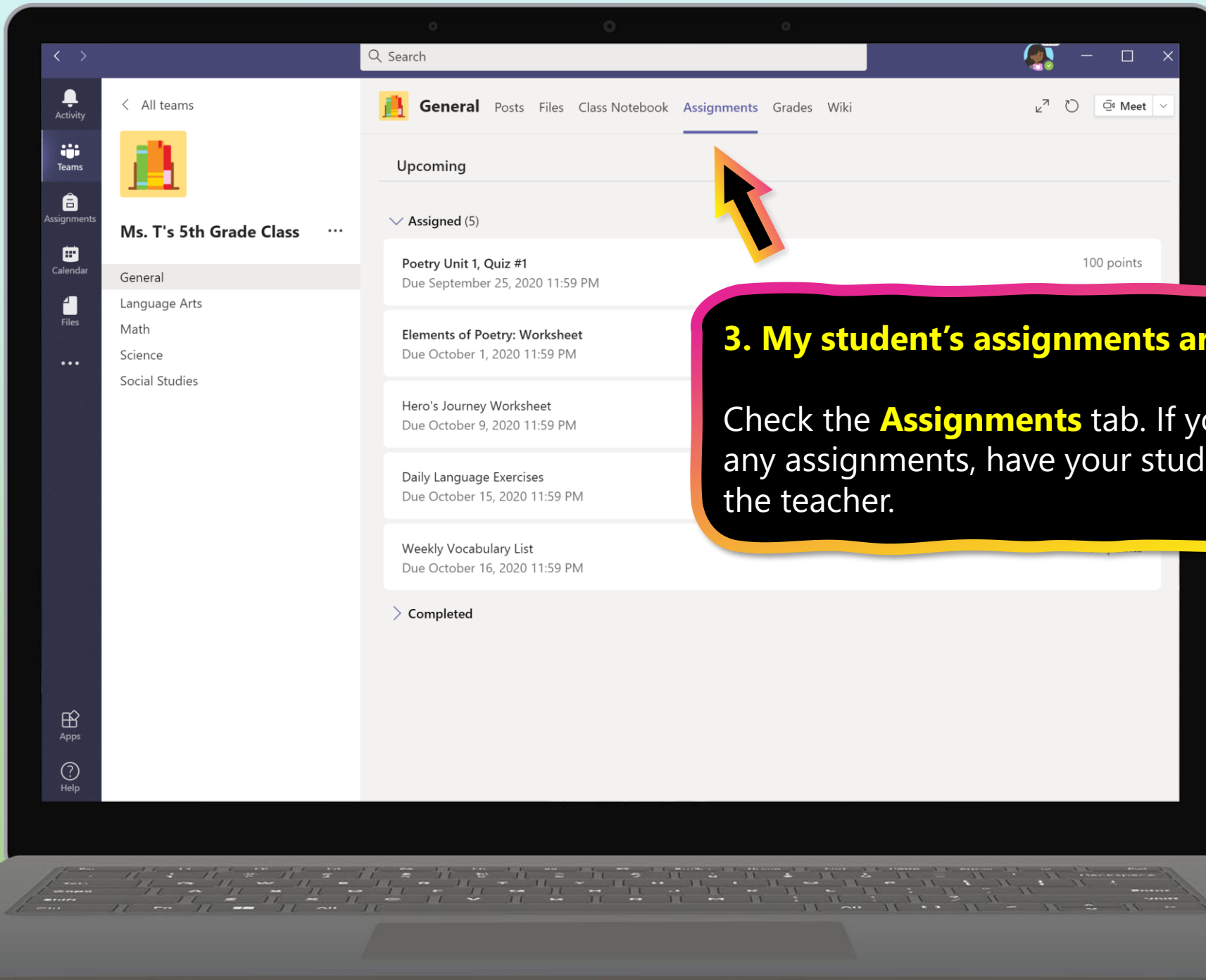
## 2. I can't find my student's class during set-up.

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. My student missed a class— what now?

1. Read any new posts in the class team channel.
2. Check for a recording of the class meeting in the team channel and watch the meeting.
3. Check in with the teacher for additional information.

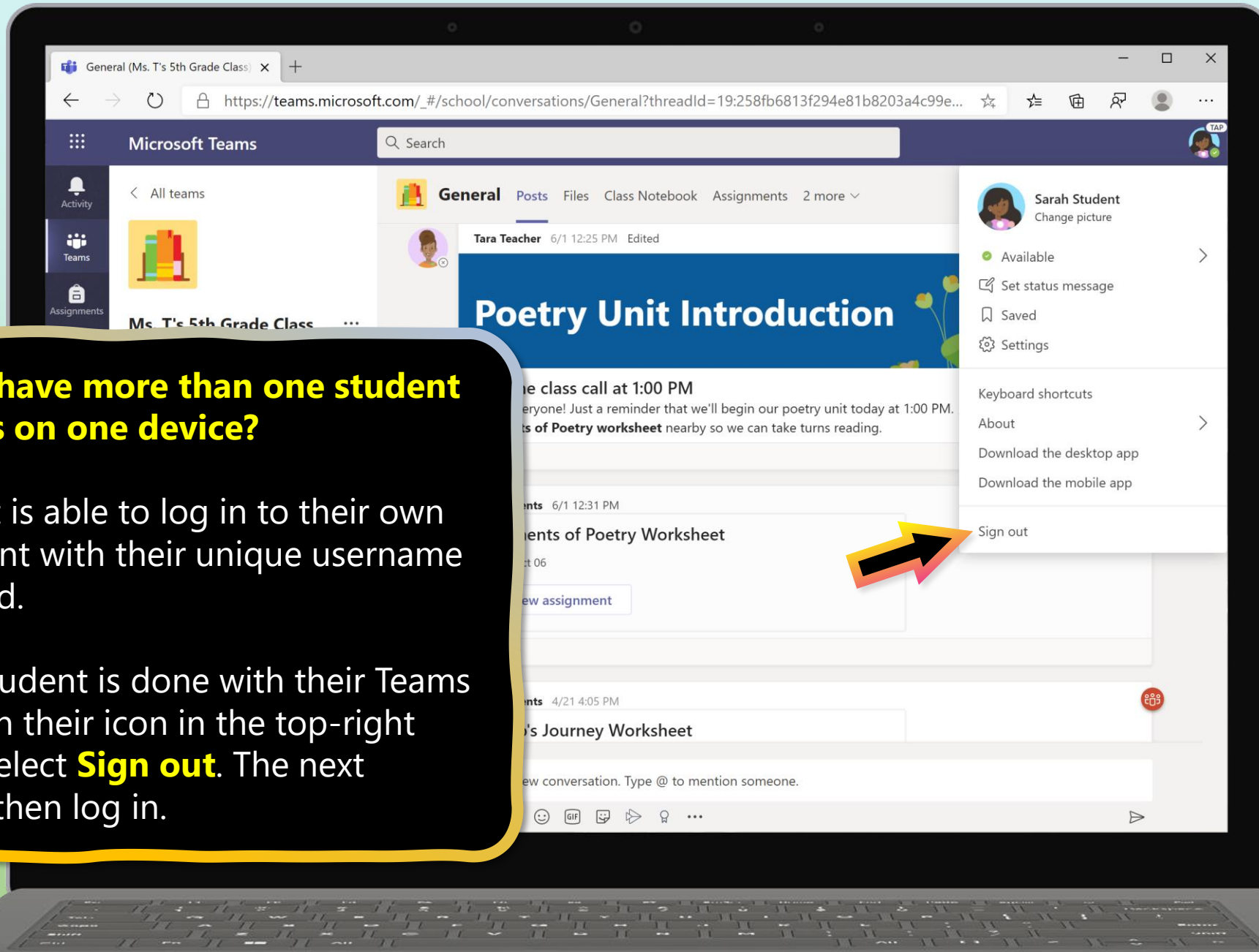
The screenshot shows a Microsoft Teams chat window for a team named "Ms. T's 5th Grade Class". The interface includes a search bar at the top, a navigation pane on the left with options like Activity, Teams, Assignments, Calendar, and Files, and a main chat area. The chat area displays several messages:

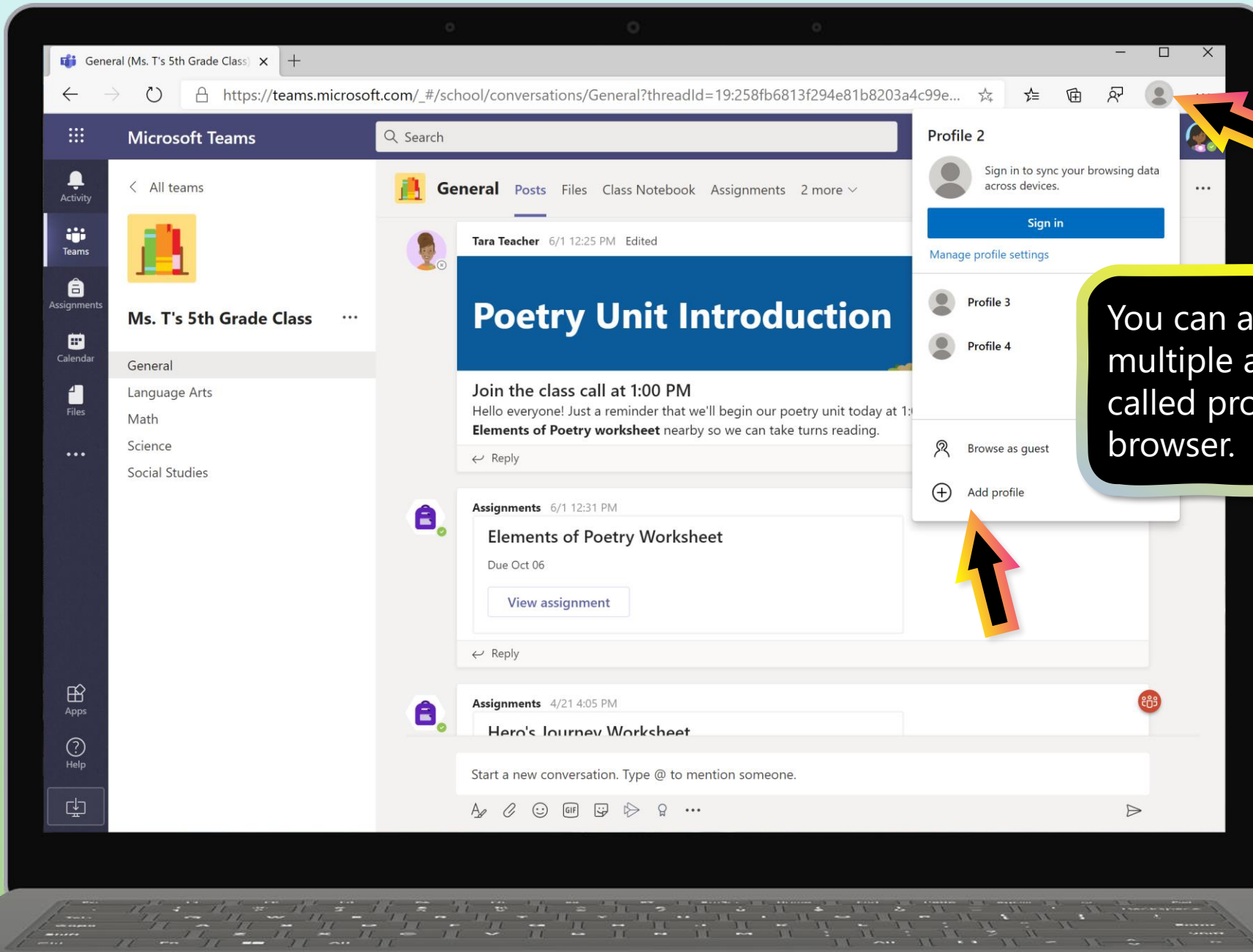
- A "View assignment" button for an assignment due on Oct 1.
- An "Assignments" card for "Poetry Unit 1, Quiz #1" due on Sep 25, with a "View assignment" button.
- A "Today" separator.
- A message from "Tara Teacher" (6/1 12:39 PM) stating "Scheduled a meeting".
- A meeting card for "Poetry Unit Introduction: Elements of Poetry" on Thursday, October 1, 2020, at 1:00 PM.
- A meeting recording card for "Poetry Unit Introduction: Elements of Poetry ended: 59m 49s", recorded by Tara Teacher. A large yellow arrow points to this recording card.
- A "Reply" button below the recording card.
- A text input field at the bottom with the placeholder "Start a new conversation. Type @ to mention someone." and various icons for emojis, GIFs, and more options.

## 5. What if I have more than one student 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.



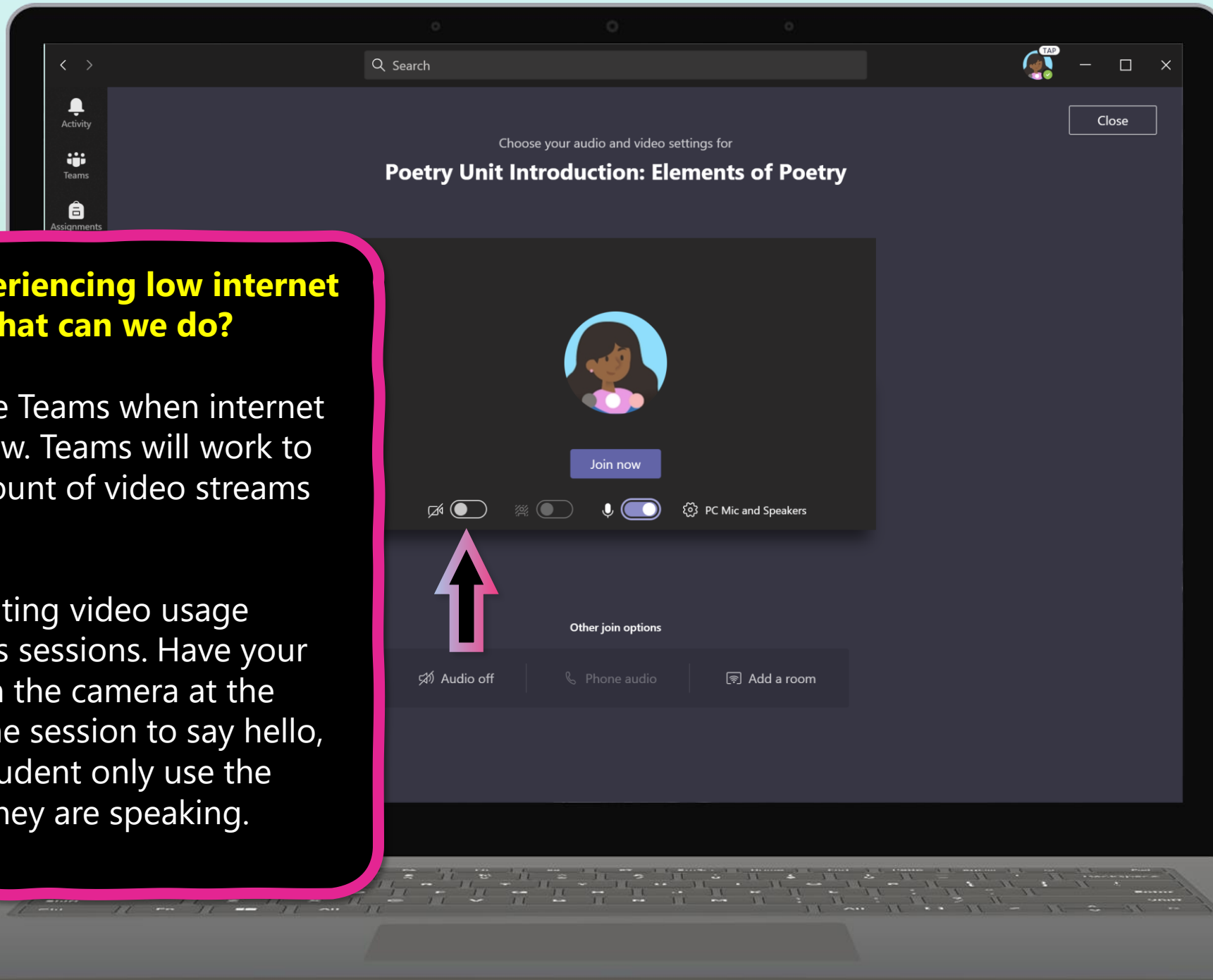


You can also create multiple accounts (also called profiles) in the browser.

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

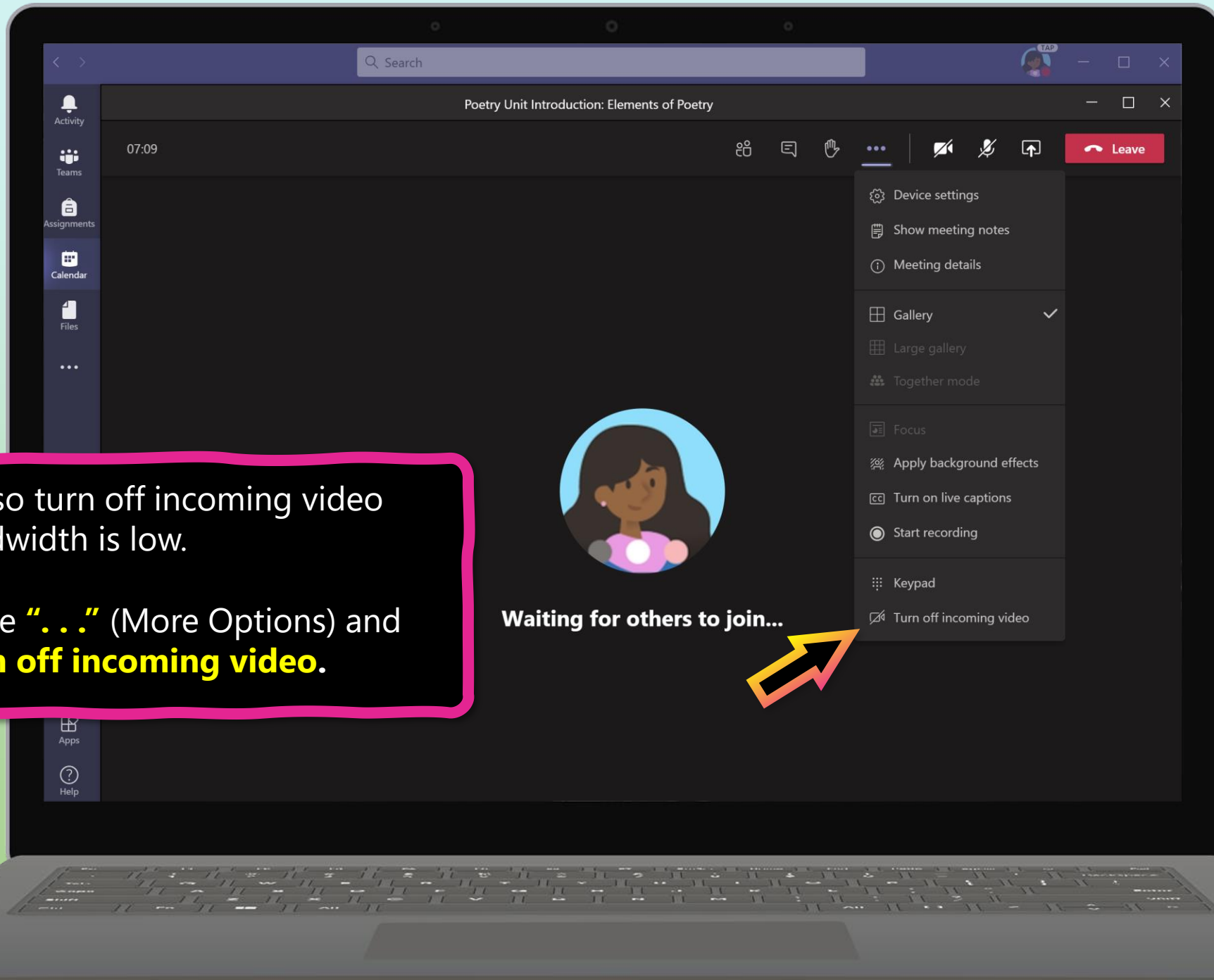
You can still use Teams when internet bandwidth is low. Teams will work to reduce the amount of video streams automatically.

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.



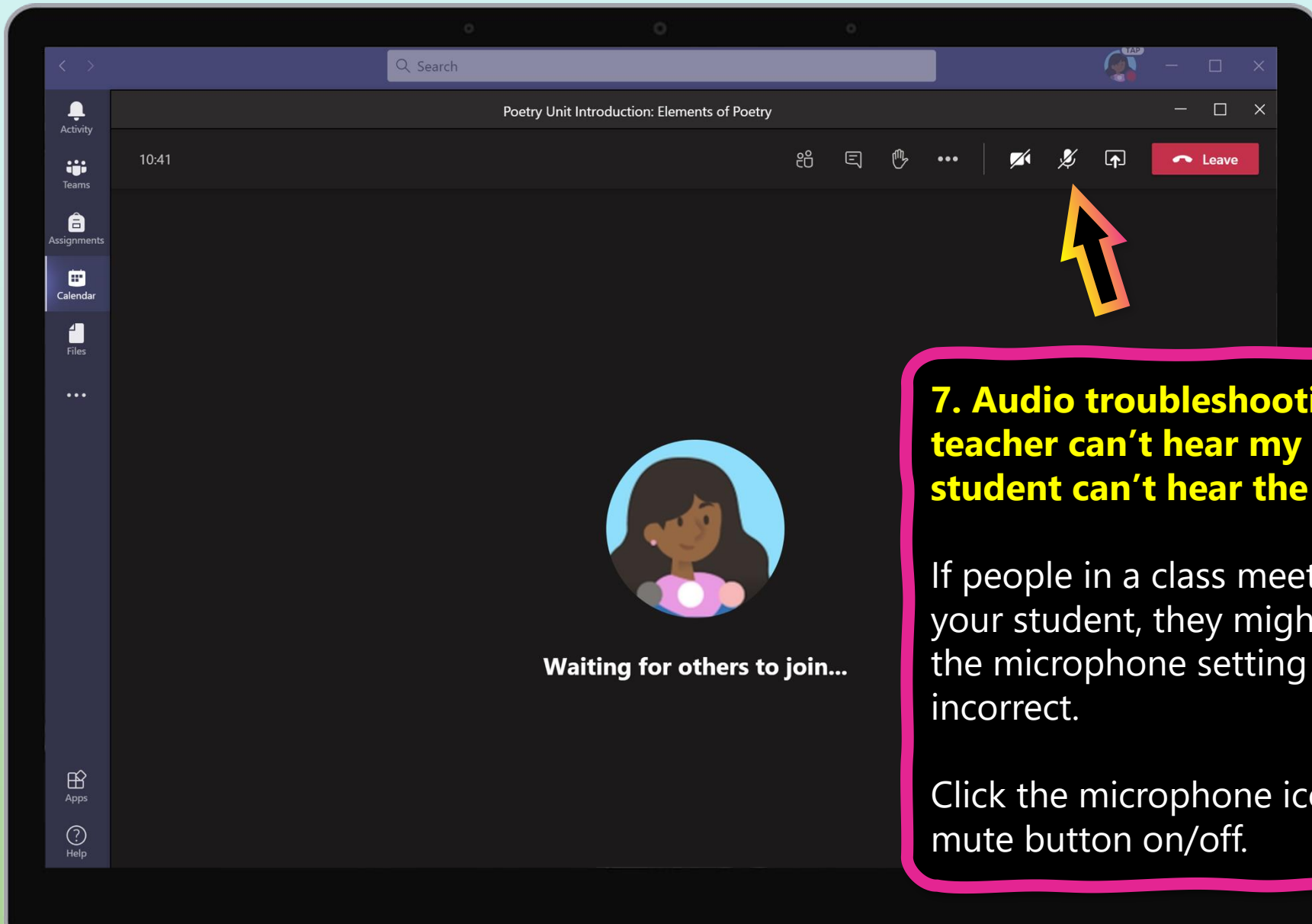
You can also turn off incoming video when bandwidth is low.

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



Waiting for others to join...

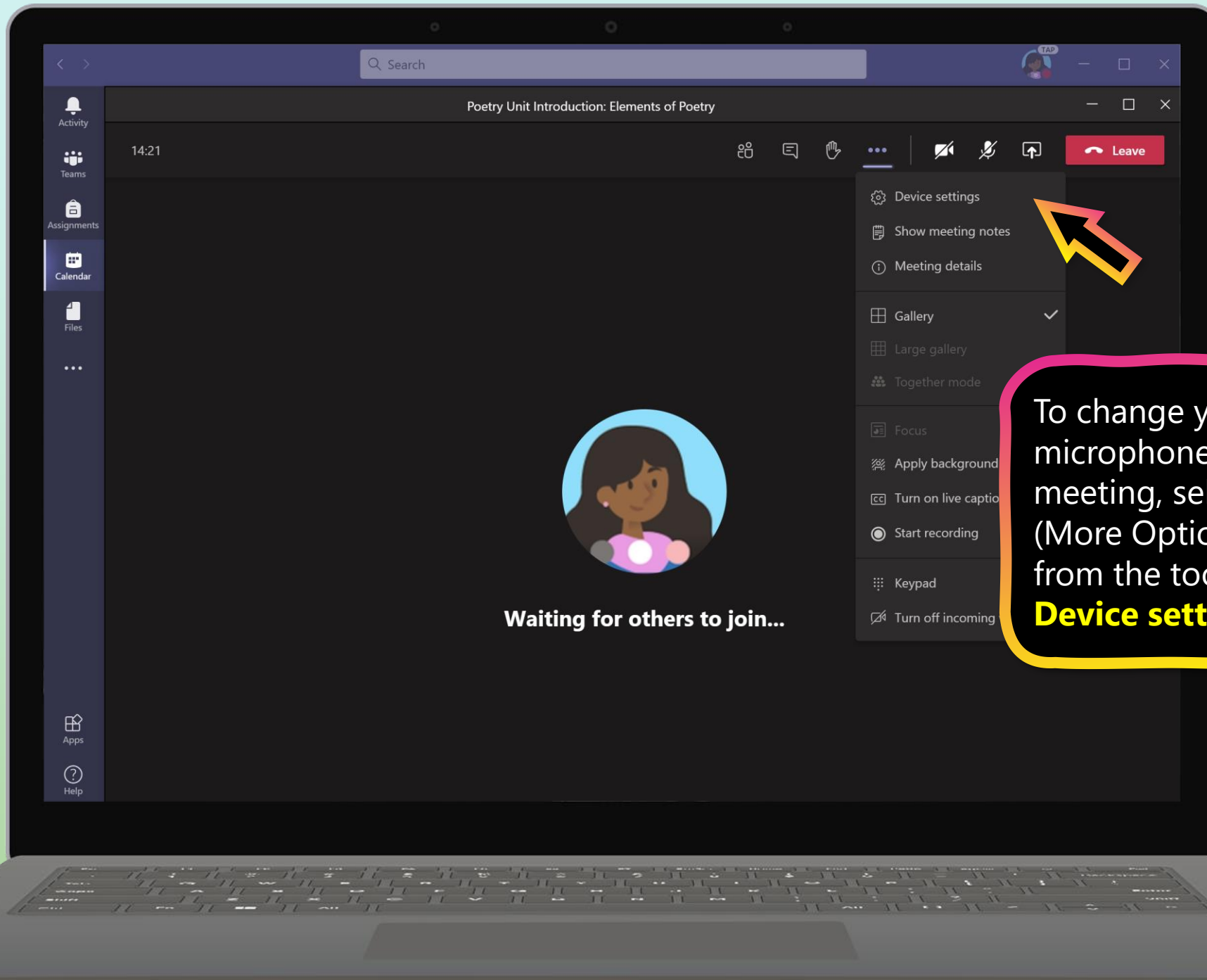
Turn off incoming video



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

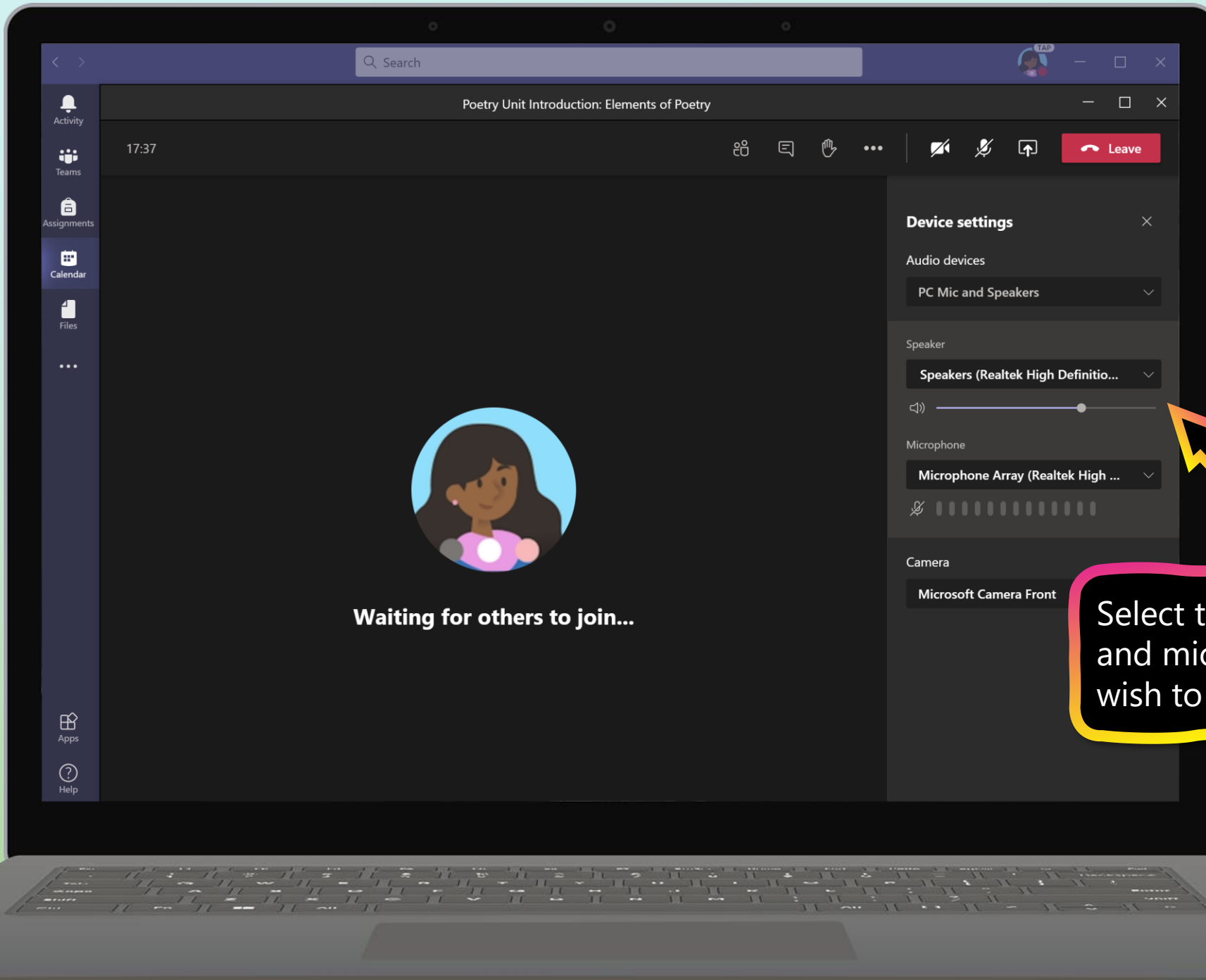
If people in a class meeting can't hear your student, they might be muted or the microphone setting might be incorrect.

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.

## **Additional resources**

Help your student successfully navigate online learning through time management, communication, study habits, and motivation best practices:

[Tips for successful online learning](#)

Find support articles and troubleshooting assistance:

[Microsoft Teams support center](#)

