

Microsoft Teams User Guide



SOUTH NOTTINGHAMSHIRE
ACADEMY AND SIXTH FORM

Contents

• How to Access Microsoft Teams	3
• Method 1 Teams Desktop Application (preferred)	4
• Method 2 Browser	6
• Method 3 Appstore App	10
• How to Join a Live Lesson via Calendar (preferred)	12
• How to Join a Live Lesson via Email	14
• How to Join a Live Lesson via Notifications	15
• Join the Live Lesson	16
• Utilities to Use in the Lesson	17
• The End of the Lesson	19
• Troubleshooting	20

How to access Microsoft Teams

There are 3 different methods of accessing Teams:

- Desktop Application (preferred)
- Browser
- App from Appstore/Google Play (for tablets, smartphones)

How to access Microsoft Teams via these methods will be described over the next few pages. Guidance videos are also available – click the links below to watch.



Desktop Application



Browser



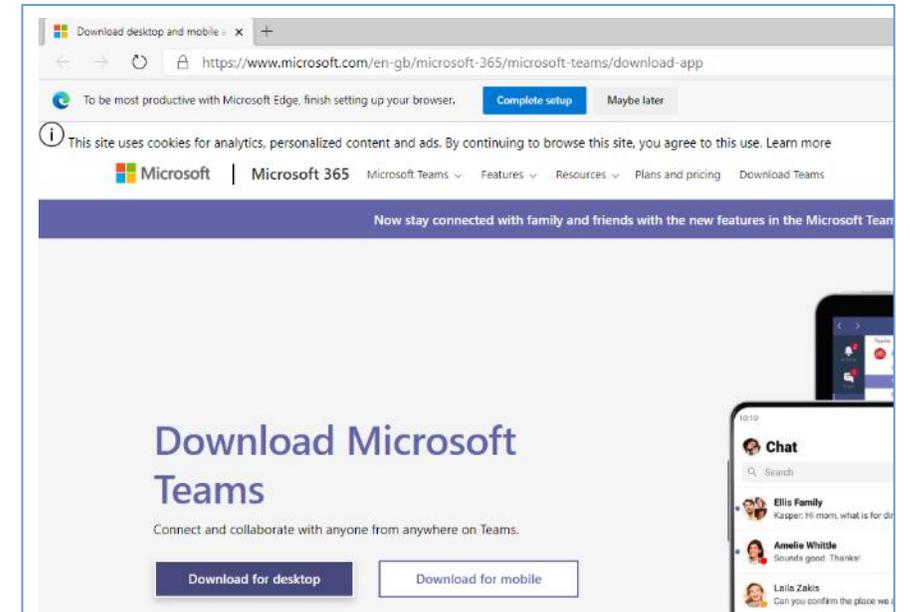
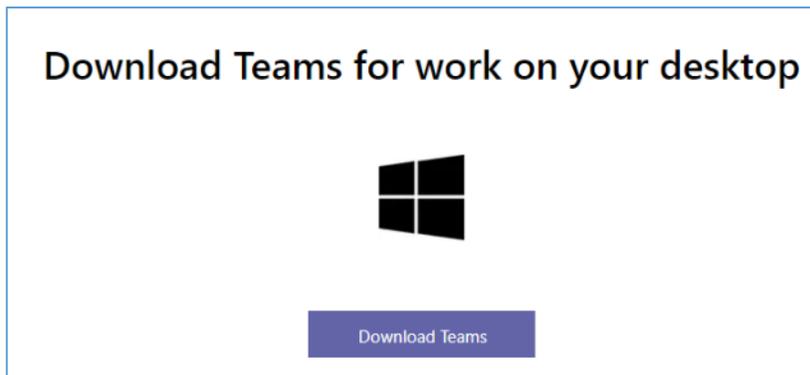
App

Method 1 – Teams Desktop Application

If you do not already have the software, follow this link to the Microsoft download site:

<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>

1. Select 'Download for desktop'
2. Select 'Download Teams'



3. Fill in your school email address and password

This is your computer login that you use for the PCs at school followed by @snacademy.org.uk

e.g. for a Year 7 - [Surname.firstname19@snacademy.org.uk](mailto:C.Griffiths@snacademy.org.uk)

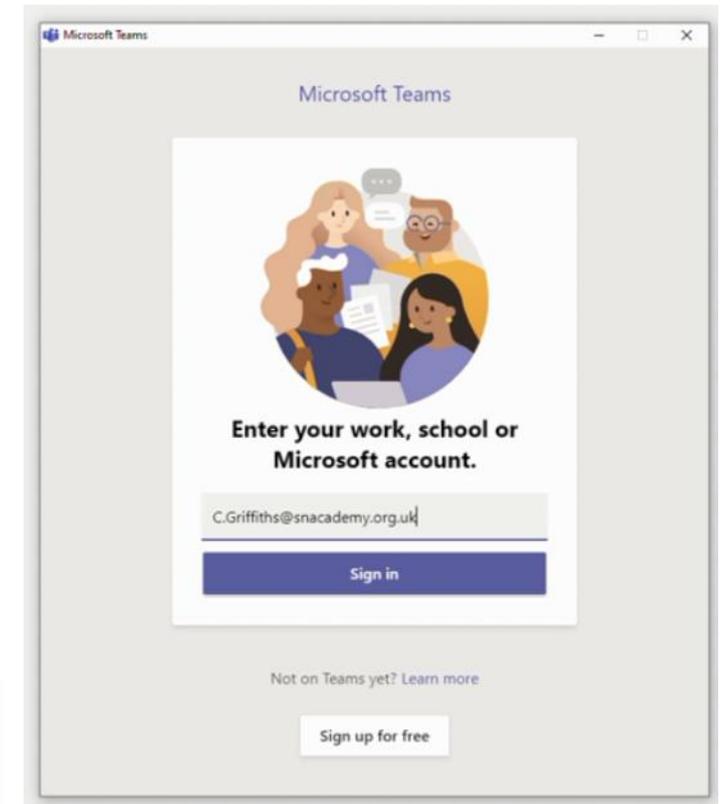
Press the 'Sign in' button

Enter the same password that you use to log into the PCs in the ICT suites and press 'Sign in'

You are now logged into the Teams app – skip to page 12



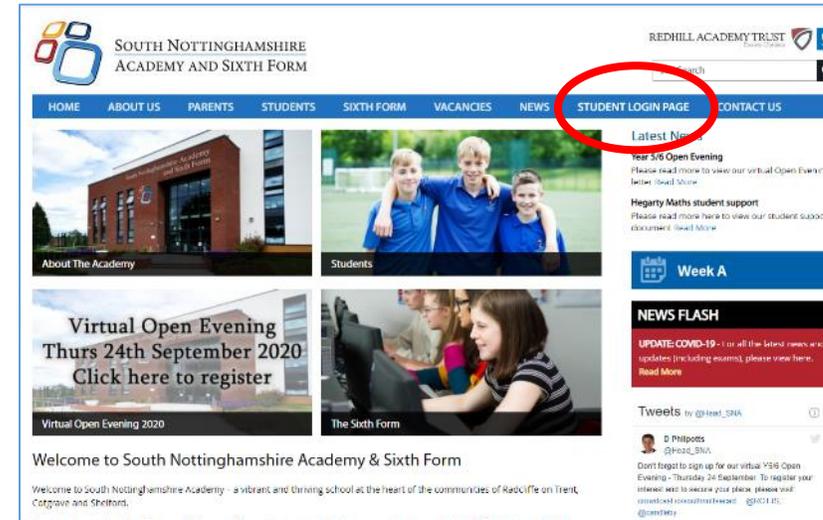
The screenshot shows the Microsoft login interface. At the top left is the Microsoft logo. Below it, the email address 'c.griffiths@snacademy.org.uk' is entered in a text field. The heading 'Enter password' is displayed in bold. Below the heading is a password input field with a horizontal line underneath. There are two links: 'Forgotten my password' and 'Sign in with another account'. At the bottom right is a blue 'Sign in' button.



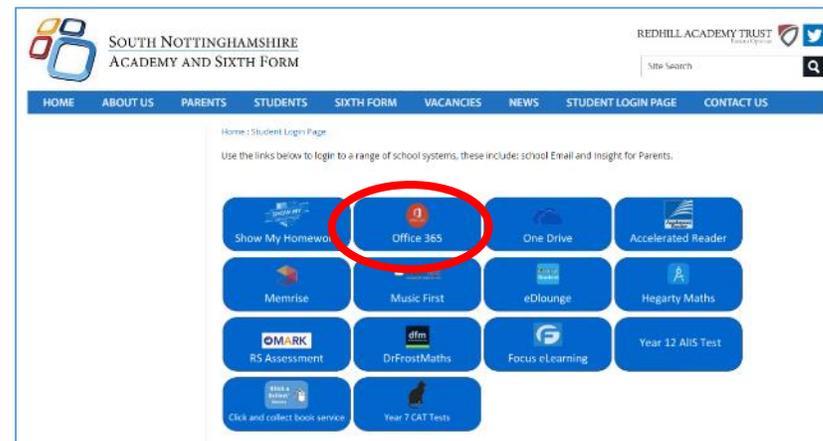
The screenshot shows the Microsoft Teams login window. At the top, it says 'Microsoft Teams'. Below that is an illustration of four diverse people. The text 'Enter your work, school or Microsoft account.' is centered. Below this is a text input field containing 'C.Griffiths@snacademy.org.uk' and a blue 'Sign in' button. At the bottom, there is a link 'Not on Teams yet? Learn more' and a 'Sign up for free' button.

Method 2 : Browser

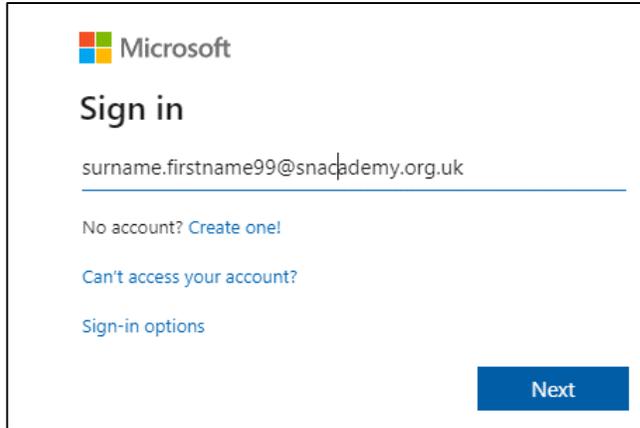
1. Use a browser to login to your school email - to do this find the school website and click on 'Student Login Page'



2. Click on the 'Office 365' button (if this logs you into an account jump to step 5)



3. Enter your school email address in the login pop up screen



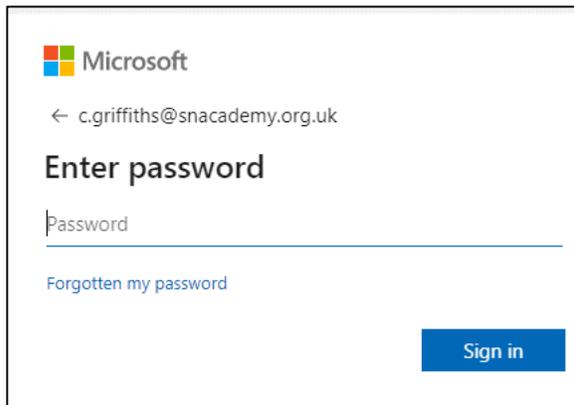
The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text 'Sign in' is displayed. A text input field contains the email address 'surname.firstname99@snacademy.org.uk'. Below the input field are three links: 'No account? Create one!', 'Can't access your account?', and 'Sign-in options'. At the bottom right, there is a blue button labeled 'Next'.

This is your computer login that you use for the PCs at school followed by @snacademy.org.uk

e.g. for a year 7 - Surname.firstname19@snacademy.org.uk

Press the 'Next' button

4. Enter the password that you use to log in to the school PCs



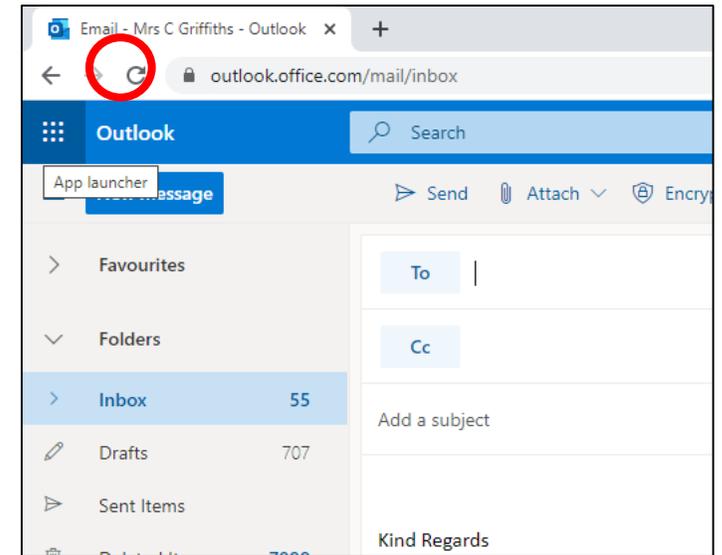
The screenshot shows the Microsoft password entry interface. At the top left is the Microsoft logo. Below it, the text 'Enter password' is displayed. A text input field contains the word 'Password'. Below the input field is a link: 'Forgotten my password'. At the bottom right, there is a blue button labeled 'Sign in'.

Click the 'Sign in' button

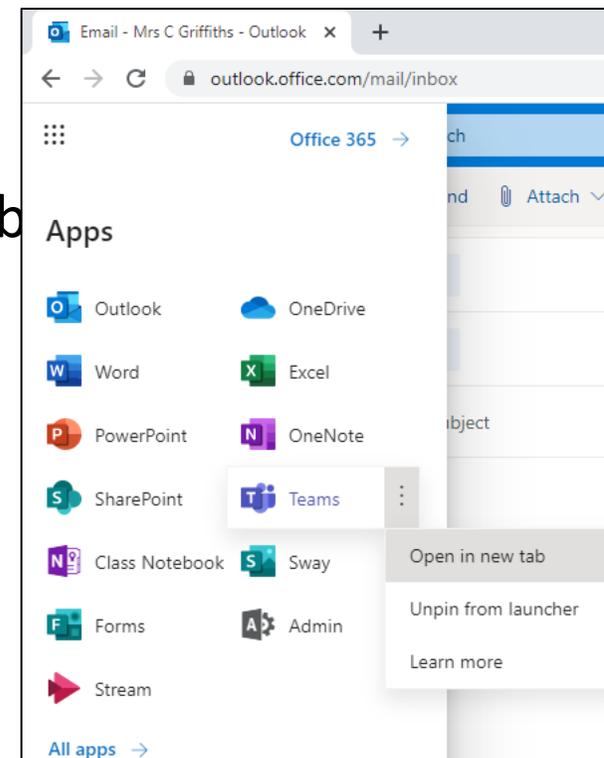
(Note: you will not be asked your password if this device is already signed in as this user from a previous session)

You should now be in your email inbox

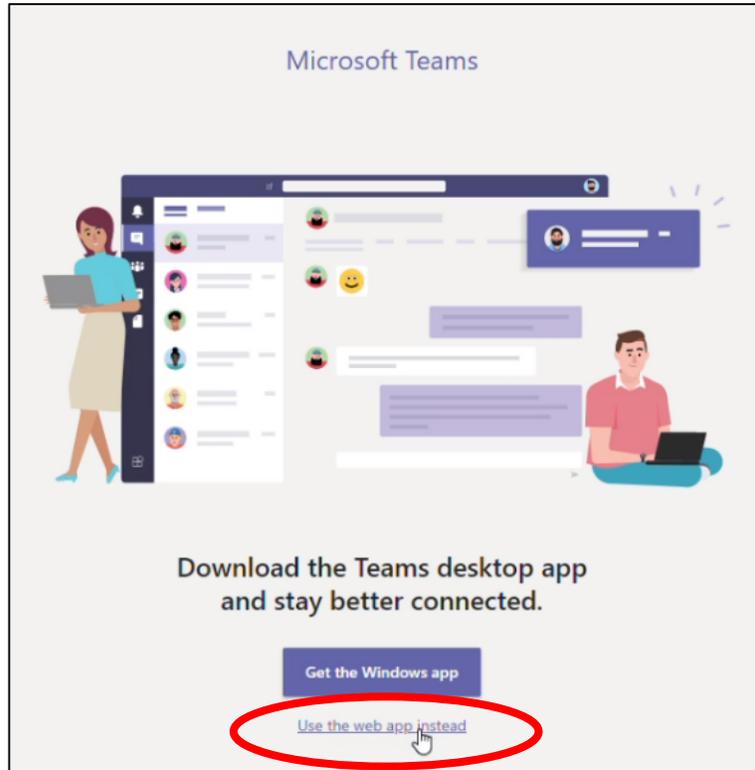
5. To open Teams, click on the 9 small dots that make up a square in the top left corner



6. Right click on 'Teams' and select 'Open in new tab'



7. Click on the option 'Use web app instead'



You will now be directed to the browser version of Microsoft Teams

Skip to page 12

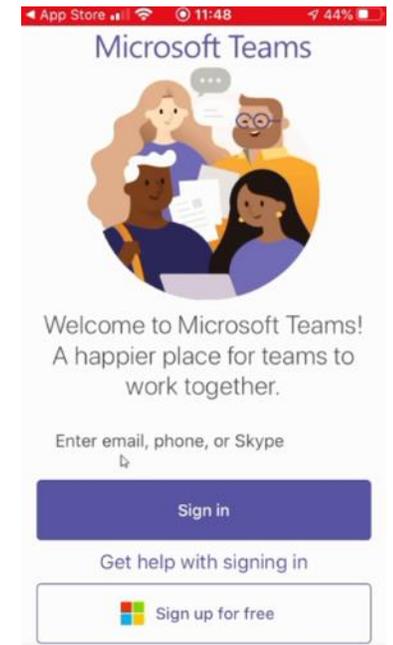
Method 3 – App

1. If using a smartphone or tablet, go to the Appstore/Google Play and download the Microsoft Teams app.
2. Open the app

Enter your school email address. This is your computer login you use for the PCs at school followed by @snacademy.org.uk

e.g. for a year 7 - Surname.firstname19@snacademy.org.uk

Press the 'Sign in' button



3. Enter the same password you would use to log on to the PCs in the ICT suites and press 'Sign in'



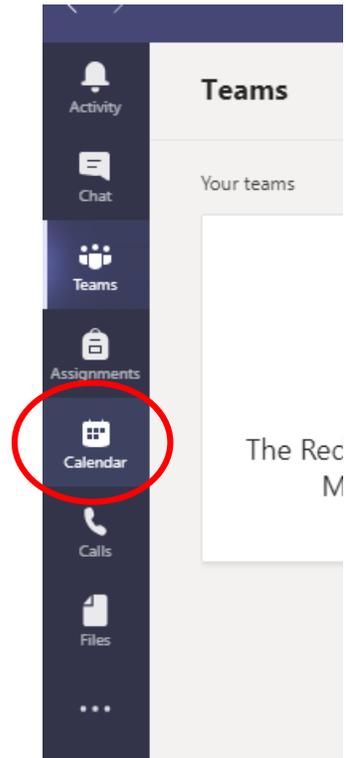
The screenshot shows the Microsoft Teams sign-in interface. At the top left is the Microsoft logo. Below it, the email address 'c.griffiths@snacademy.org.uk' is displayed. The main heading is 'Enter password'. There is a password input field with a horizontal line below it. Below the input field are two links: 'Forgotten my password' and 'Sign in with another account'. At the bottom right is a blue 'Sign in' button.

You will now be directed to the Microsoft Teams dashboard

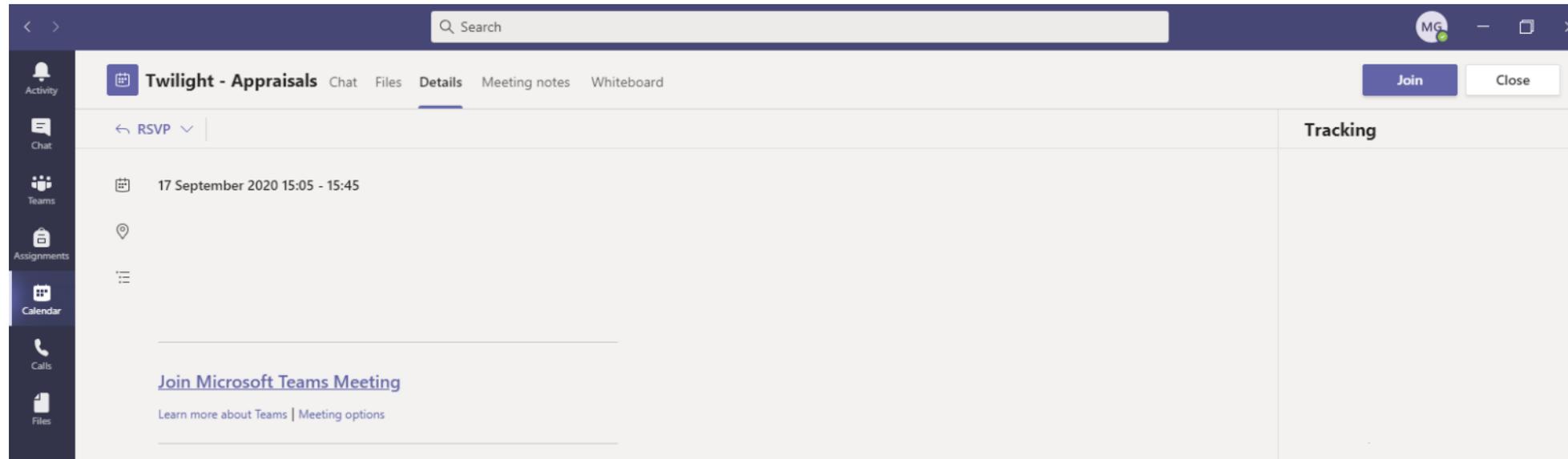
Skip to page 12

How to Join a Live Lesson via calendar (preferred)

1. The live lesson will have been added to your Microsoft calendar and will be visible in both Teams and Outlook
2. Open Teams and click on the calendar icon on the left tool bar
3. Go to the lesson within the calendar and click on it



4. Select either the Join button top right, or “Join Microsoft Teams Meeting” under the scheduled time



This will take you to the active join meeting window

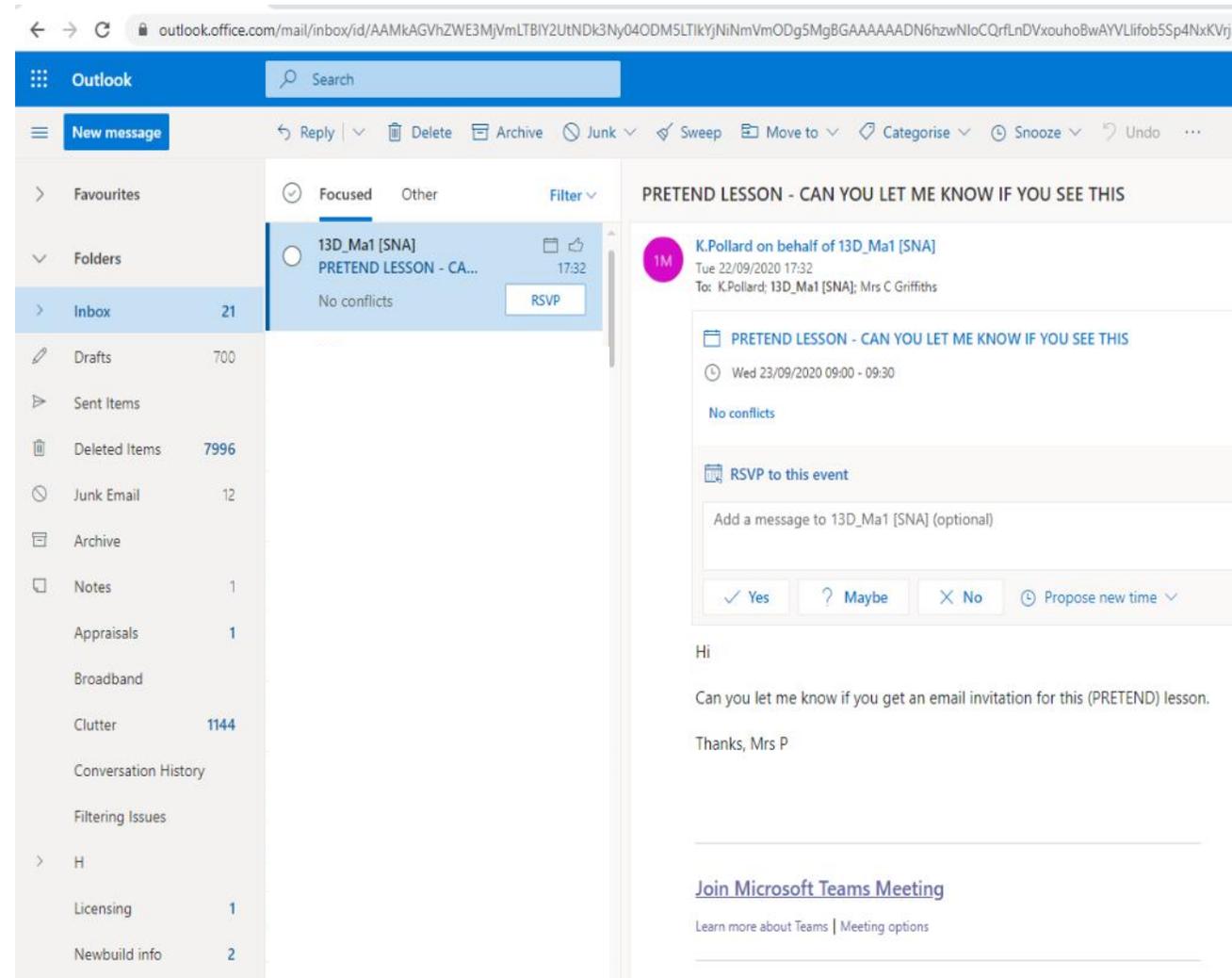
How to Join a Live Lesson via email

When the teacher schedules the lesson you will get an email invite in your Inbox. You should make a note of the date/time.

If you accept the invite, the email will disappear to a calendar item.

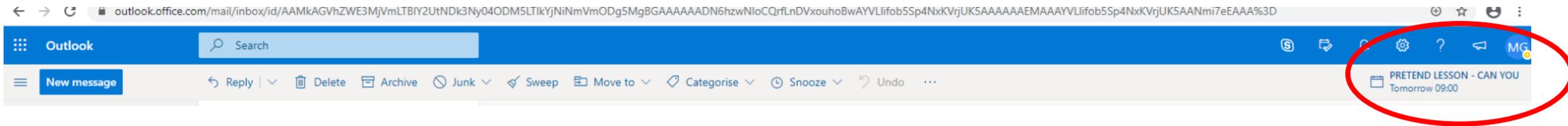
If you ignore it, the email will stay in your inbox. The lesson will still go into your calendar even if you do not select 'Yes' and it gives a way to join the meeting, as you can search for your teacher's email and select "Join Microsoft Teams Meeting" in the section at the bottom.

This will take you to a screen like page 16



How to Join a Live Lesson via notifications

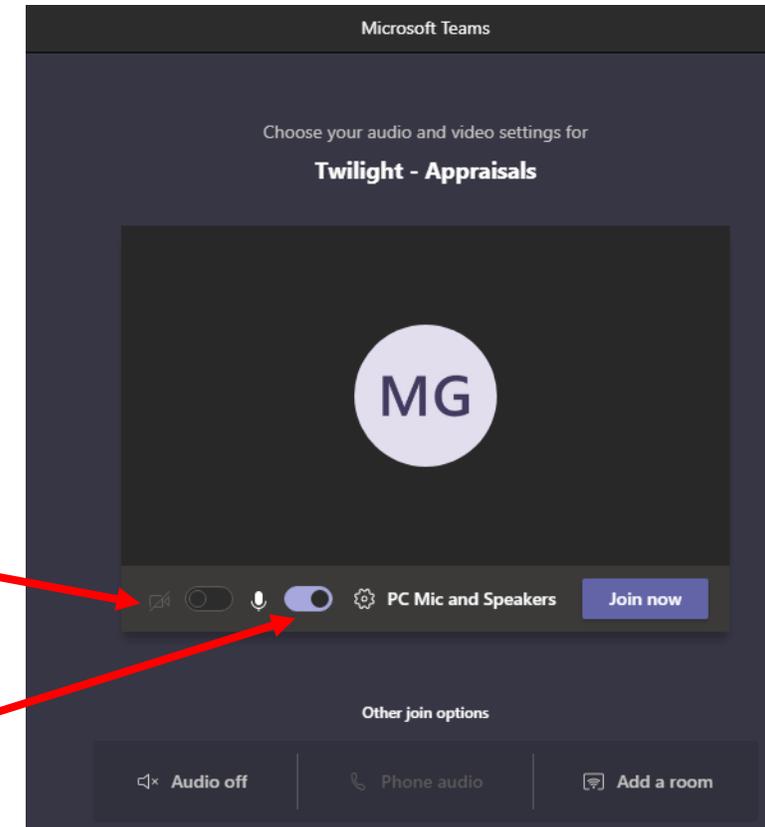
1. As the time of the live lesson approaches, you will get a notification in your email



2. You can click this notification and it will take you to an option to Join the meeting like page 16.

Join the Live Lesson

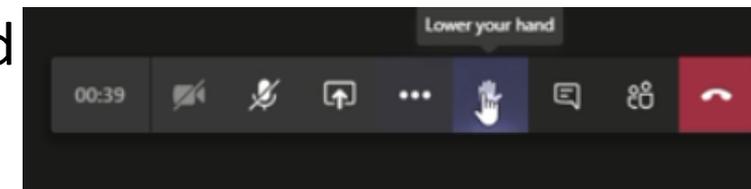
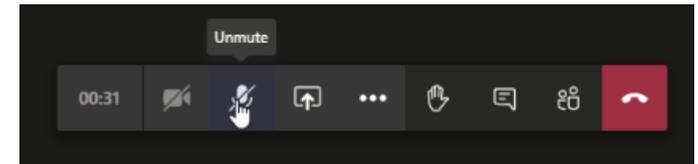
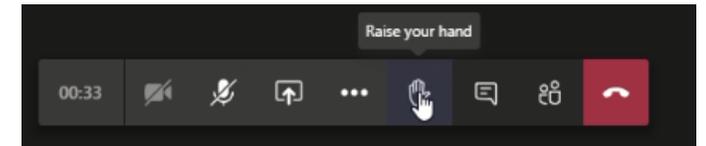
1. Whether you are joining via email, notification or calendar, you will eventually get to the active join meeting screen. You are about to enter the lesson.
2. Ensure your video camera icon is set to off
3. Ensure you have turned off your audio (click the microphone slider to the left to off), as background noise, plus audio feedback can be very distracting! This icon is showing the on position
4. Press 'Join now' – you will now join the live lesson



Utilities to use within the Lesson

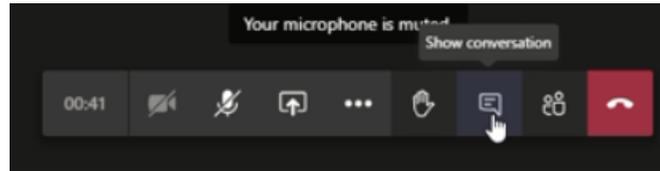
Just as in class, you can put your hand up and wait to ask a question.

1. To do this wiggle the mouse to access the floating menu and select 'Raise your hand'
2. When the teacher comes to you for your question, toggle your microphone to 'Unmute' to ask your question
3. Remember to toggle your microphone back to 'Mute' and to 'Lower your hand' once you have finished asking your question

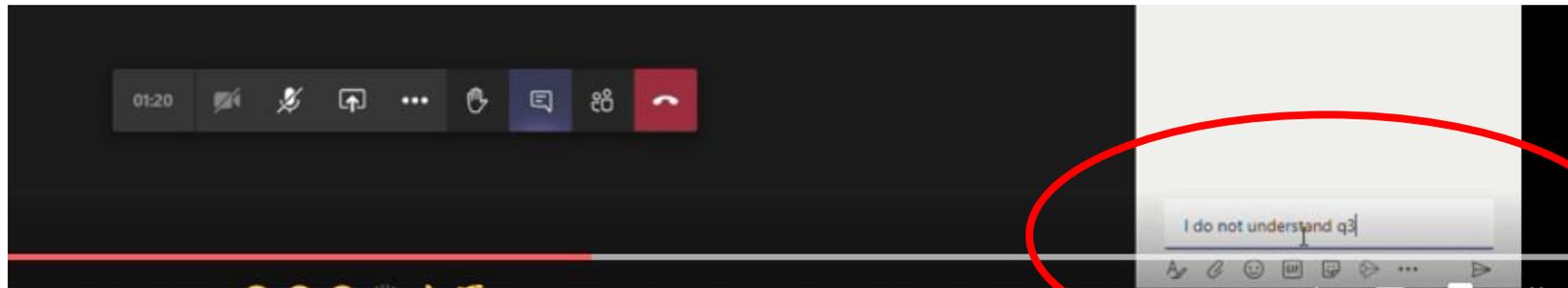


You can also use a lesson chat facility - The teacher may even utilise this to ask the class to submit their answers to a question.

1. To use/see the chat click on the 'Start conversation' button (speech bubble)



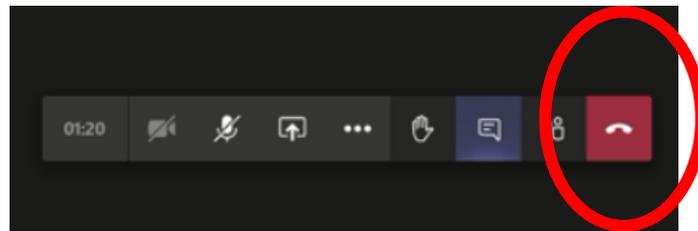
2. You can then type in questions, or responses requested by your teachers



The end of the lesson

At the end of the lesson the teacher will terminate the Teams meeting for all participants, so you do not need to do anything.

However if you need to leave for any reason, click on the 'hang up' button to end your participation.

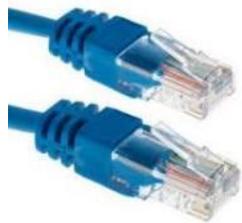


Troubleshooting

As Microsoft Teams is streaming video over a web connection, it is important you ensure you have as strong a connection as possible to the Internet to avoid buffering or audio drop-out.

You can achieve this over WiFi by sitting close to the router (where your broadband provision comes in).

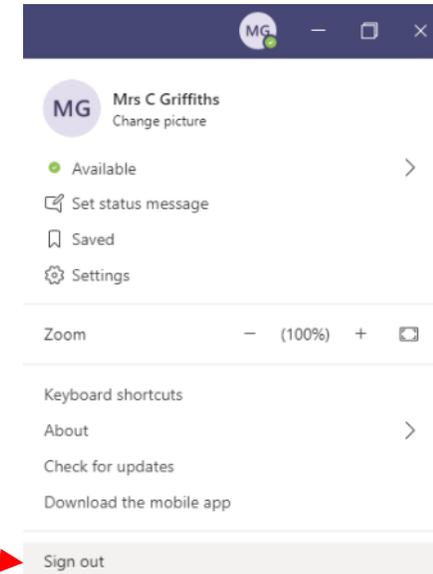
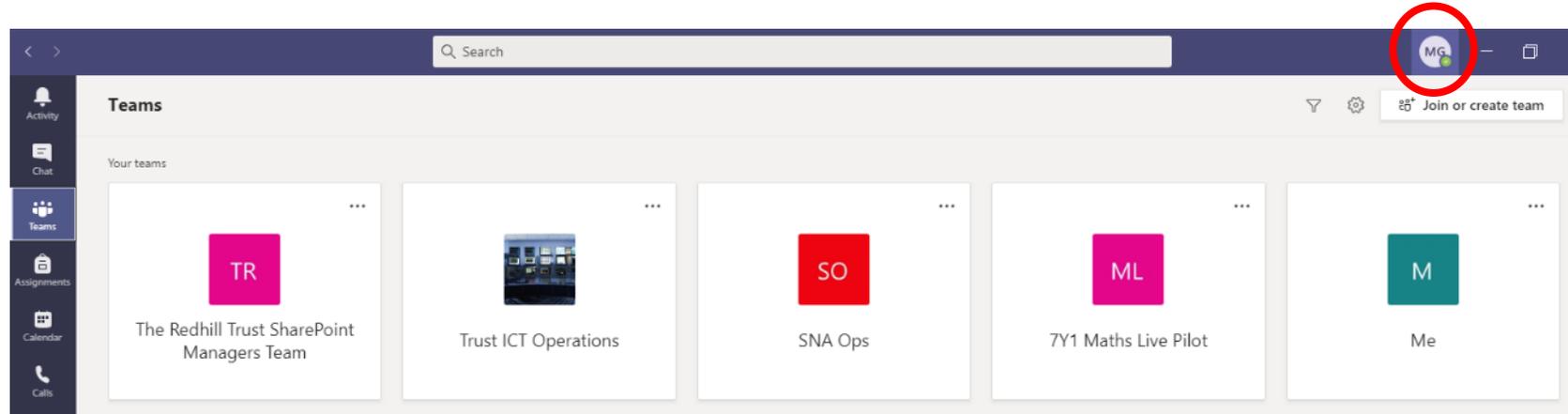
Most routers have the option of using a network lead directly from them (typically these go into Smart TVs). If you are using a laptop of any kind and it has the ability to plug into a network cable, this would give you uninterrupted connection to your router and eliminate any wireless issues. The cables/sockets on your laptops look like this:



One of the other cause of problems with Microsoft Teams could be that the application is not fully signed in as the student, either because there was a timeout, or because someone in the house has used Teams and their session hasn't logged out.

If you have any problems accessing the lesson (due to access), force a logout of Teams and then sign in again to ensure your school account is the live credential. It is always good practice to do this ahead of a lesson (allow enough time!) – log out of Teams and in again to ensure an active school authenticated session.

1. To do this click on your initials in the top right hand corner of Teams



2. Select Sign out

3. Then sign in again using the method you are familiar with. This ensures an active authenticated session with your school account and can eradicate most problems