

FAMILY & GUARDIAN GUIDE TO MICROSOFT TEAMS



Everything your student
needs to know to get
started with
Remote 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 me, their teacher and their class. You'll learn why **75 million people** around the world choose Microsoft Teams everyday.

Ask us anything. If you have questions, comments, or suggestions about this guide, or your student's Remote Learning, please ask!



Table of Contents



Chapter 1: Getting Started with Teams

1. Sign on to TEAMS online.
2. Download TEAMS to mobile device.

Chapter 2: How to help your student use TEAMS

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

Chapter 3: FAQ & Troubleshooting

1. My student's login in 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?
6. What do I do if we have low internet bandwidth?
7. Audio Troubleshooting
8. Additional Resources

Chapter 1: Getting Started with Teams

1. Sign on to TEAMS online.
2. Download TEAMS to mobile device.



[Sign on to TEAMS](#)

Go to the Santa Rosa County
[School District's webpage](#)



Once there, you will find a wealth of information and you may want to bookmark it for lots of information.

On the top of the page, you will see a link to **FOCUS**. In **FOCUS** is where you find your student's ID# (starts with 57) and their password. To find this, go to **Child Info** and then click on **Classified**.

You can also access FOCUS through ClassLink once you know the ID# and password. We recommend that your student changes their password to something that is easy for them to remember.





Now that you are set with the password and student id number, we will log onto **Classlink**.



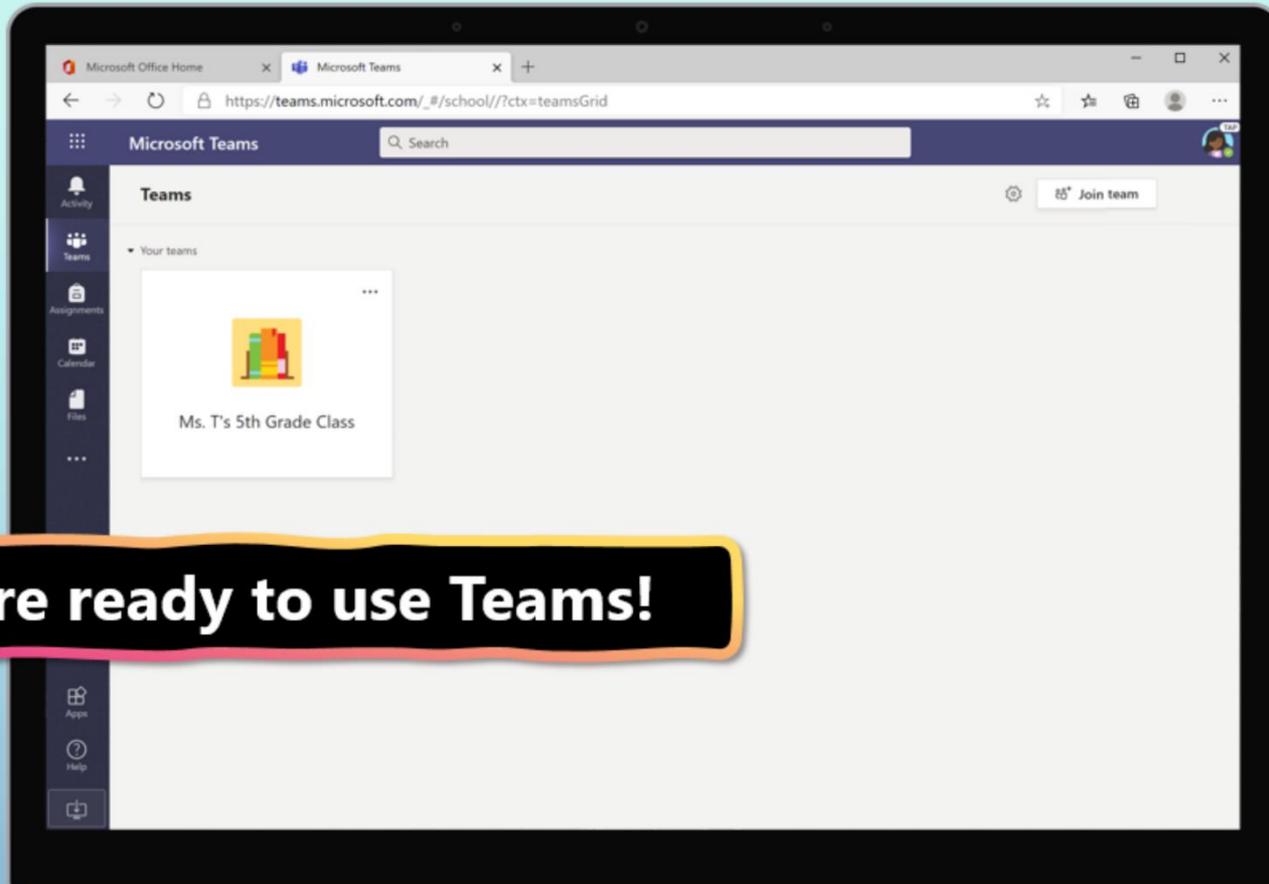
Now that you have opened ClassLink, you will find LOTS of “apps” that have been pre-loaded for your student.

All of these have great resources and they are free to explore them.

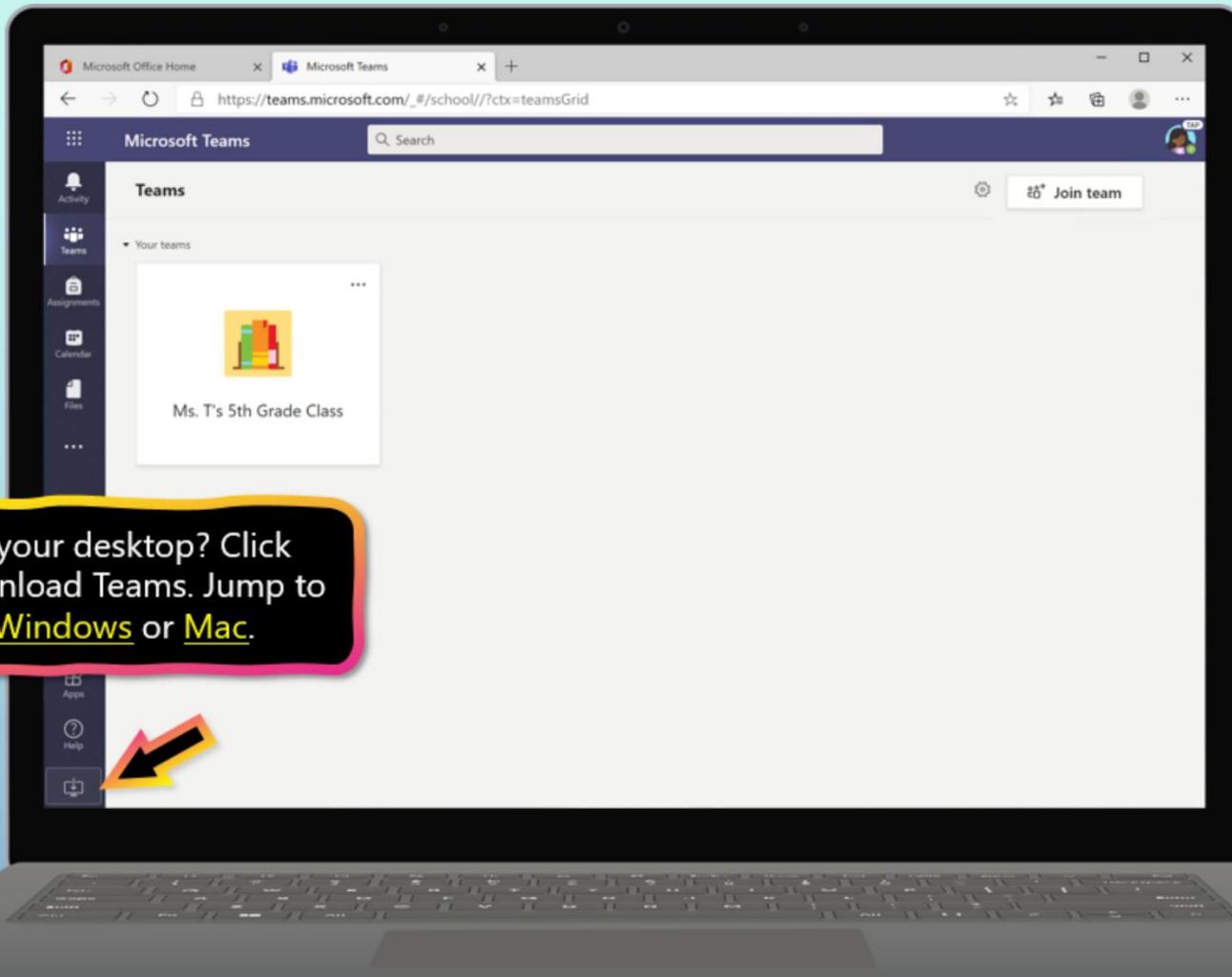
Once they are logged on to ClassLink, all the apps will open without the need for additional usernames or passwords.

One of the apps is TEAMS. Click to open.

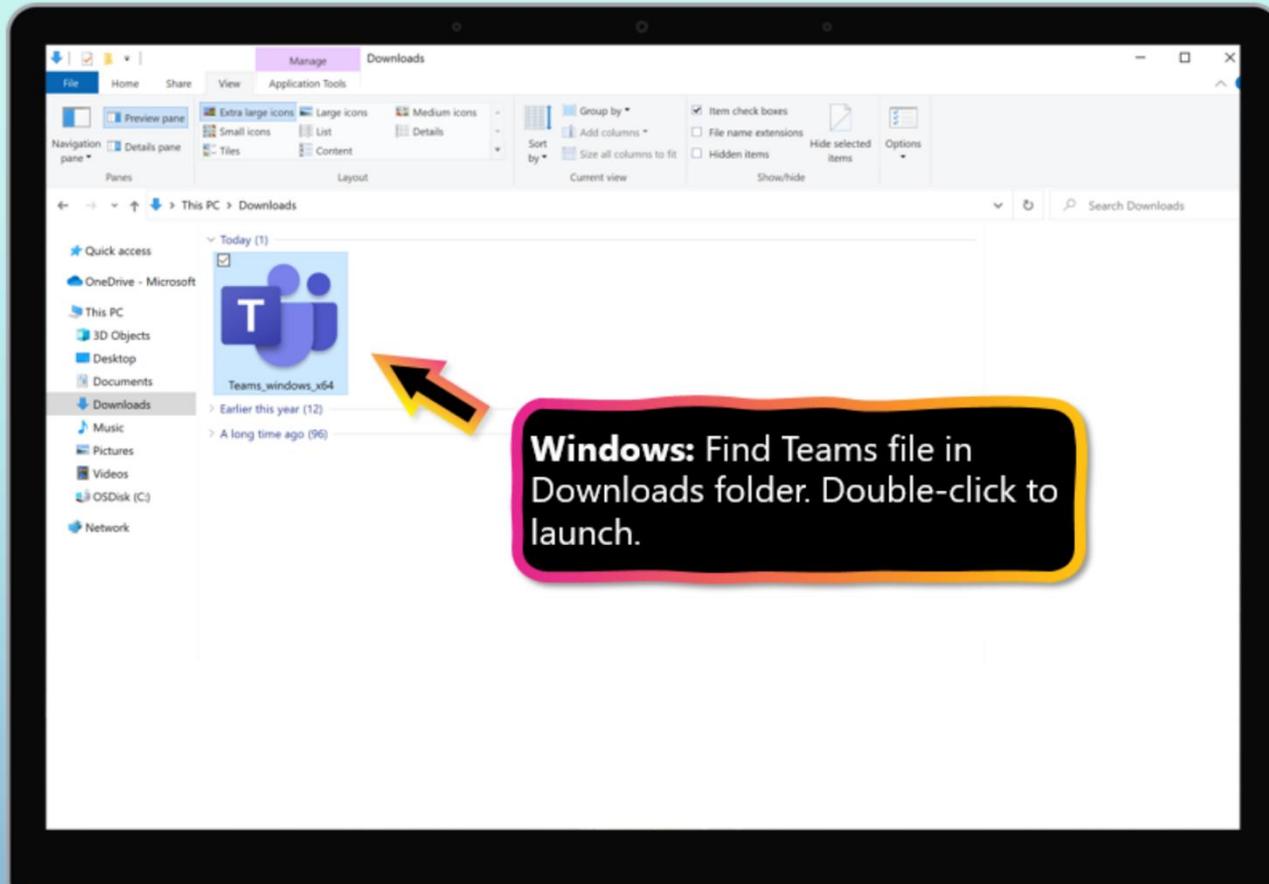




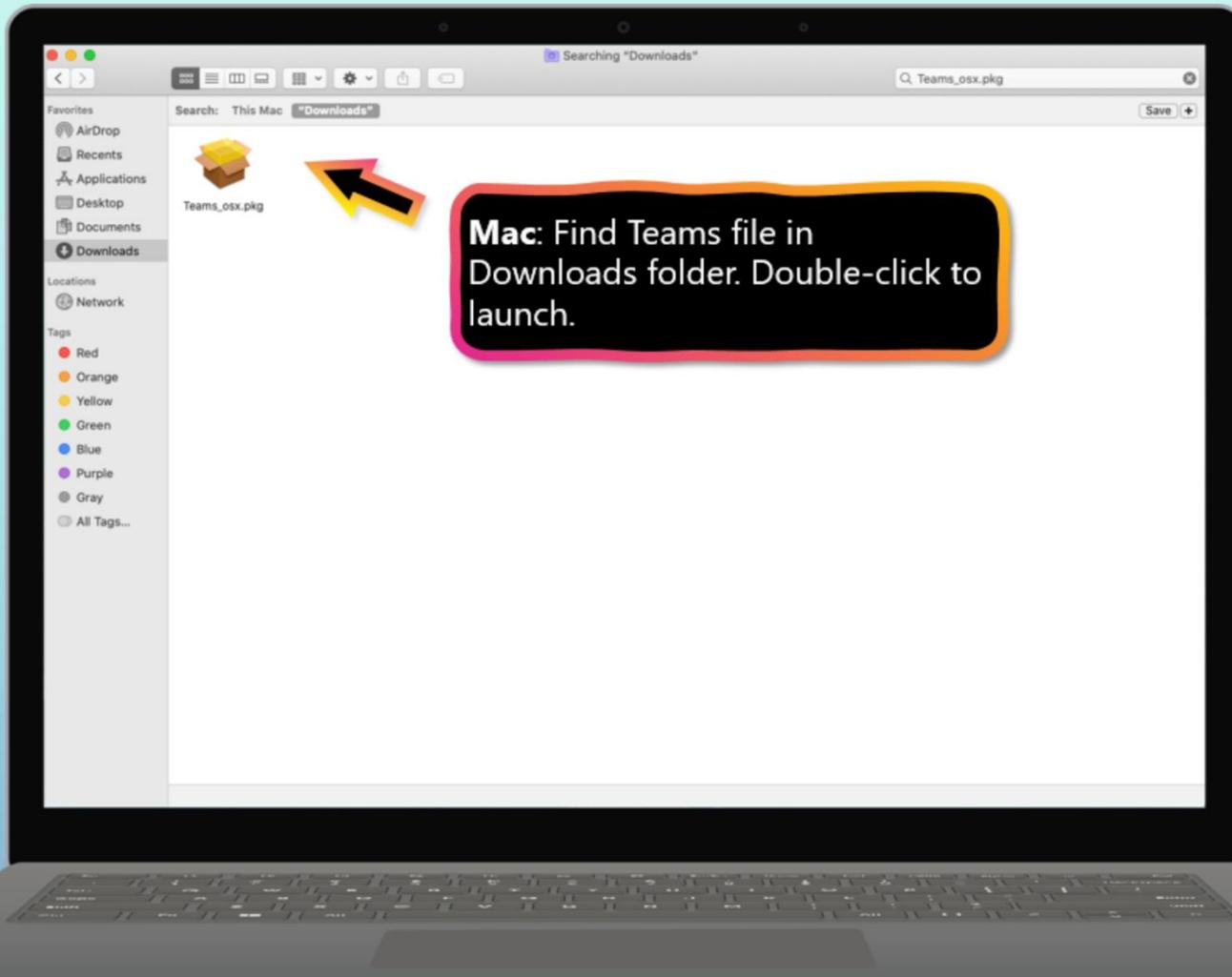
You're ready to use Teams!



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

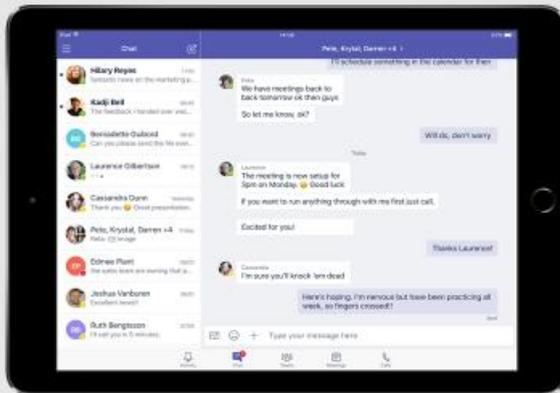


Windows: Find Teams file in Downloads folder. Double-click to launch.

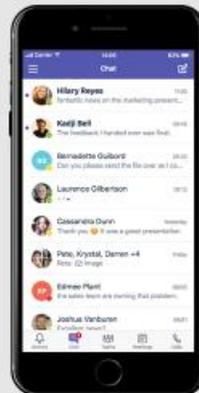


Downloading TEAMS to a Mobile Device

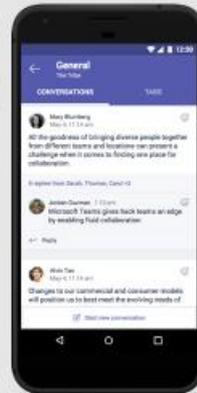
Available across Mobile platforms



iPad



iPhone



Android



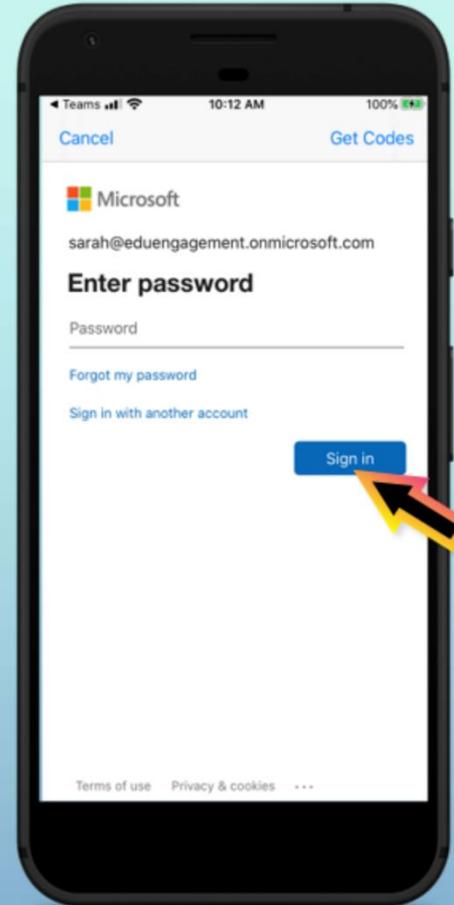
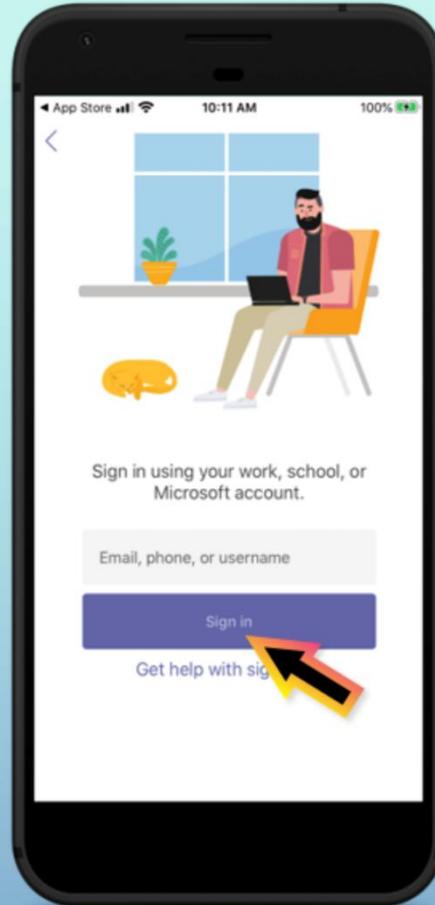
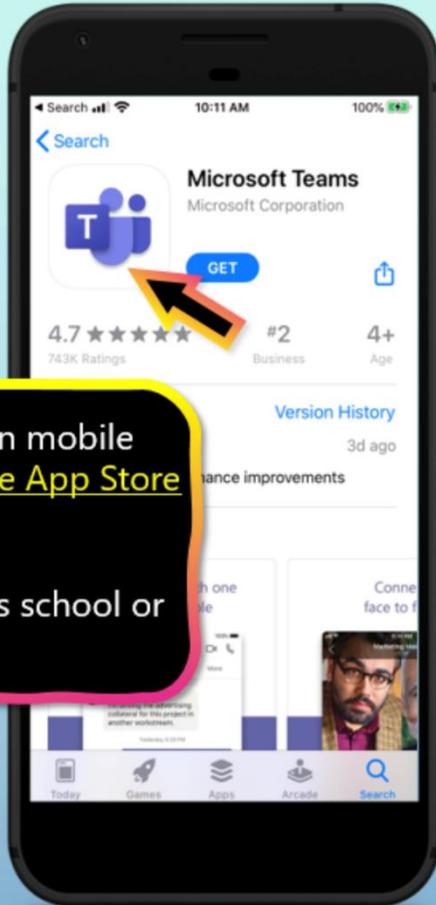
WP



Available in 181 markets and 25 languages to empower every individual to achieve more together

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

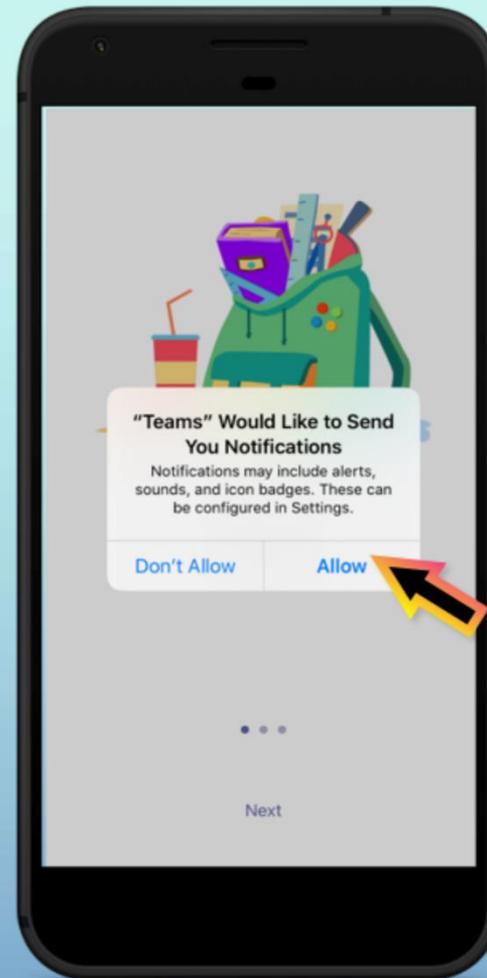
Enter your student's school or work account.



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.

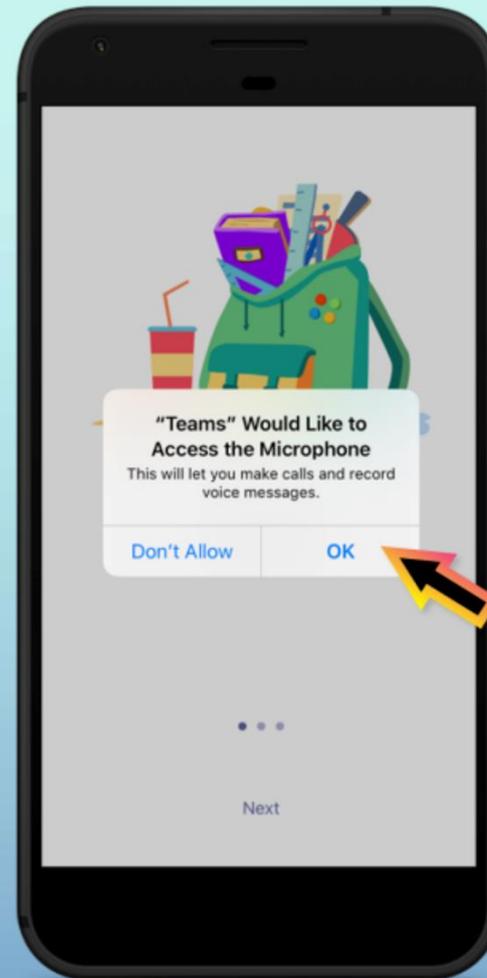
You can adjust this in **Settings**.



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



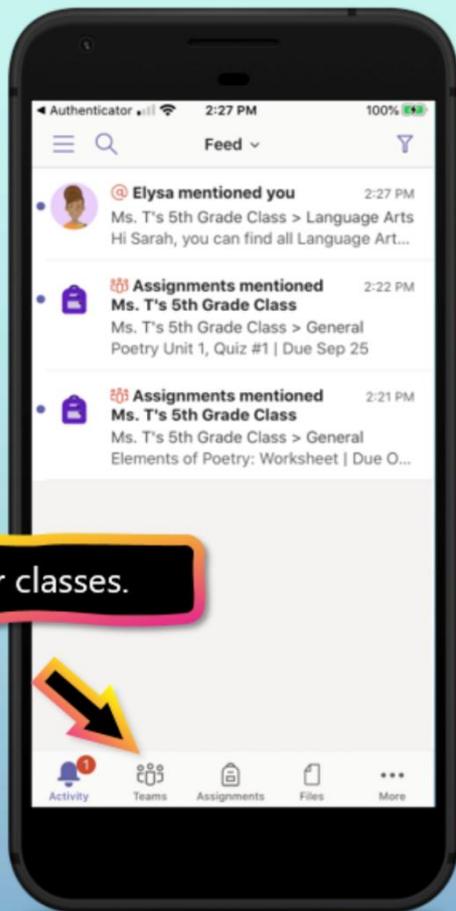
Speak up. Share out.
Soar on.



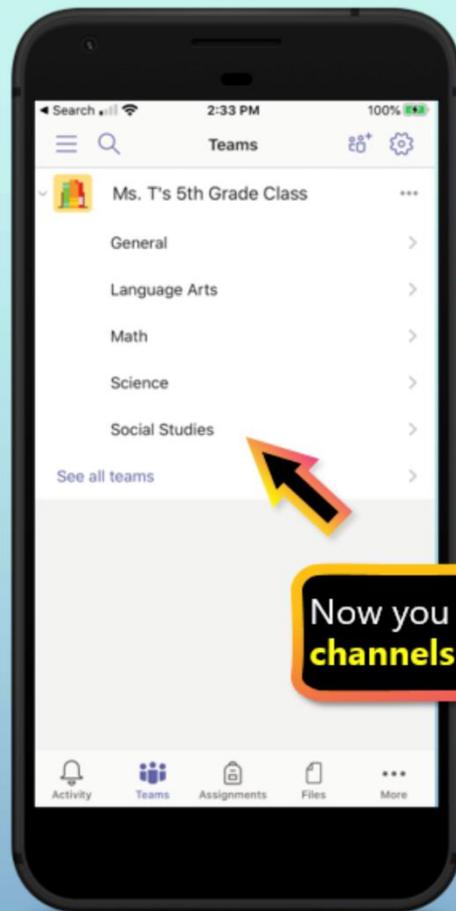
Got it

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





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



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

Downloading TEAMS to a Mobile Device via the Apple App Store or Google Play

1. Enter your student's school account (their email is there student # (starts with 57)
57000000@students.santarosa.k12.fl.us
2. Password is the same one they used for ClassLink

Available across Mobile platforms 



iPad iPhone Android WP

Available in 181 markets and 25 languages to empower every individual to achieve more together





Chapter 2:

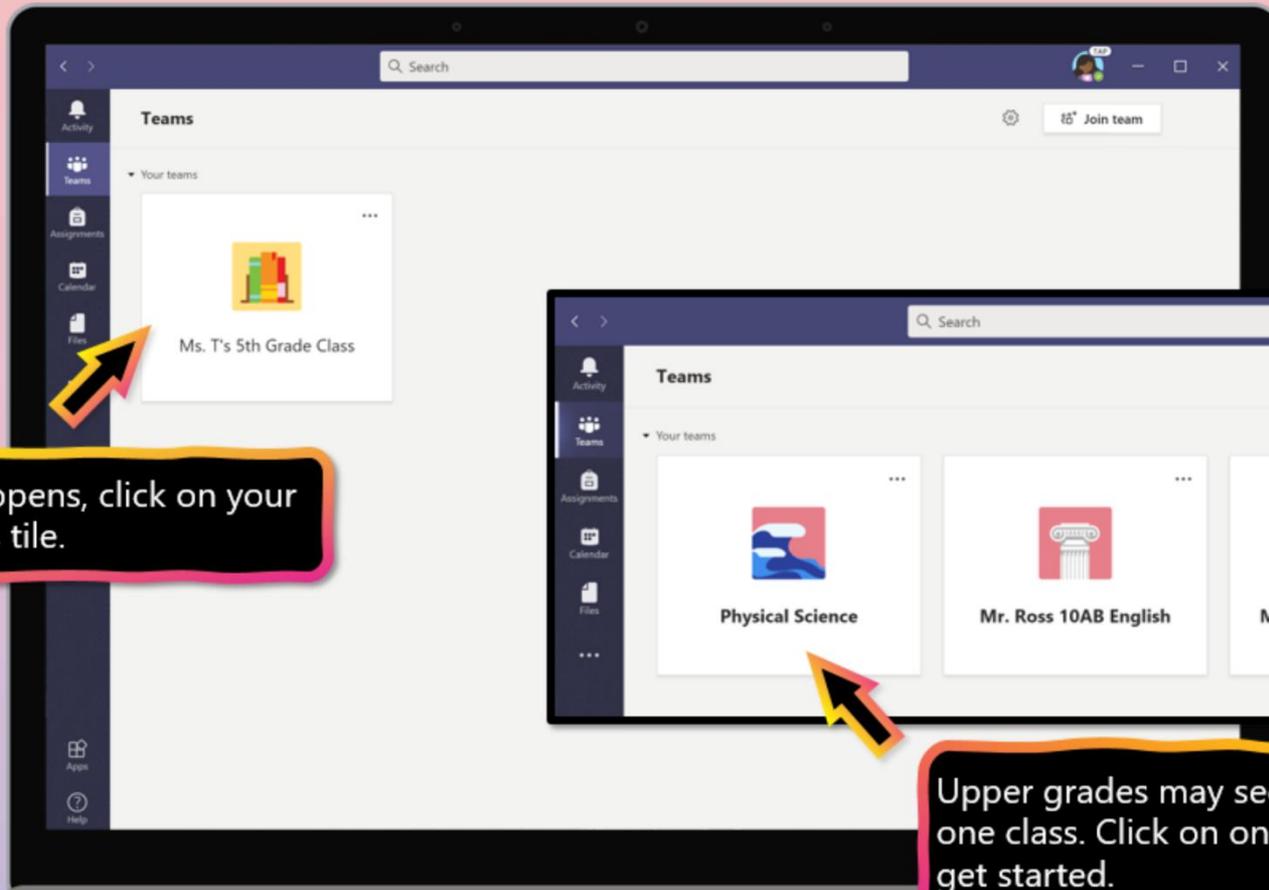
How to help your student use TEAMS

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

HOW TO...

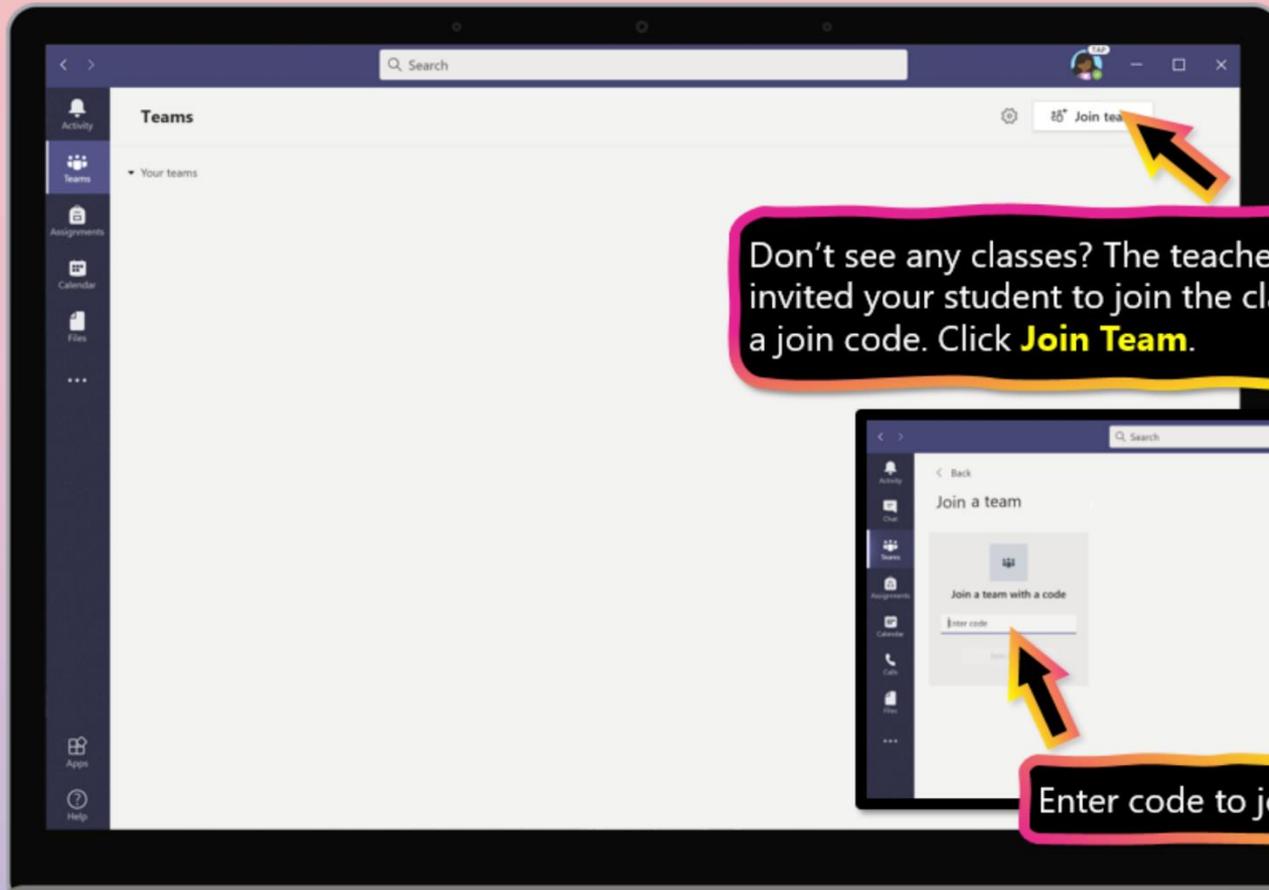
**JOIN A CLASS
TEAM**





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

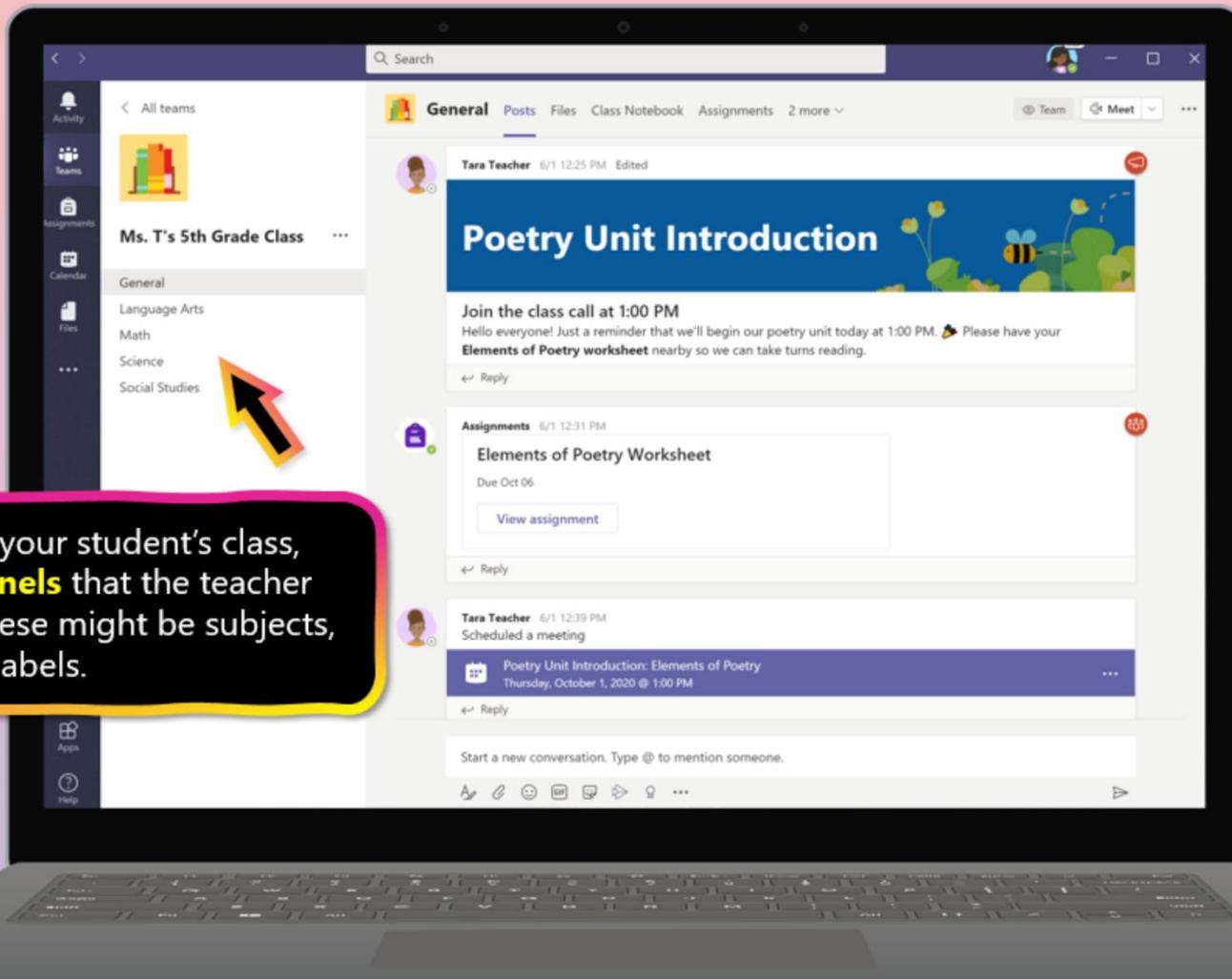
Upper grades may see more than one class. Click on one class to get started.



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.





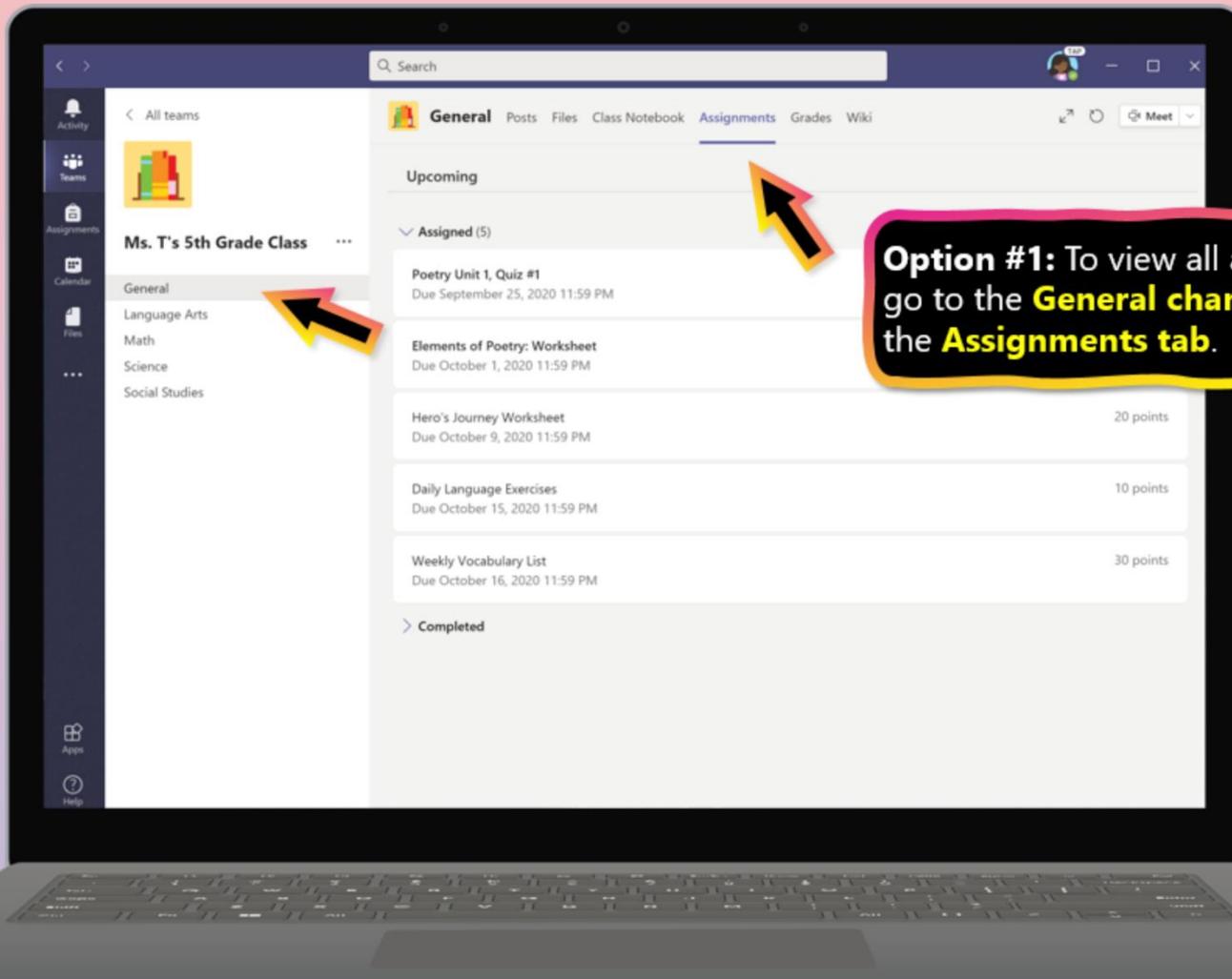
After selecting your student's class, you'll see **channels** that the teacher has created. These might be subjects, units, or other labels.

HOW TO...

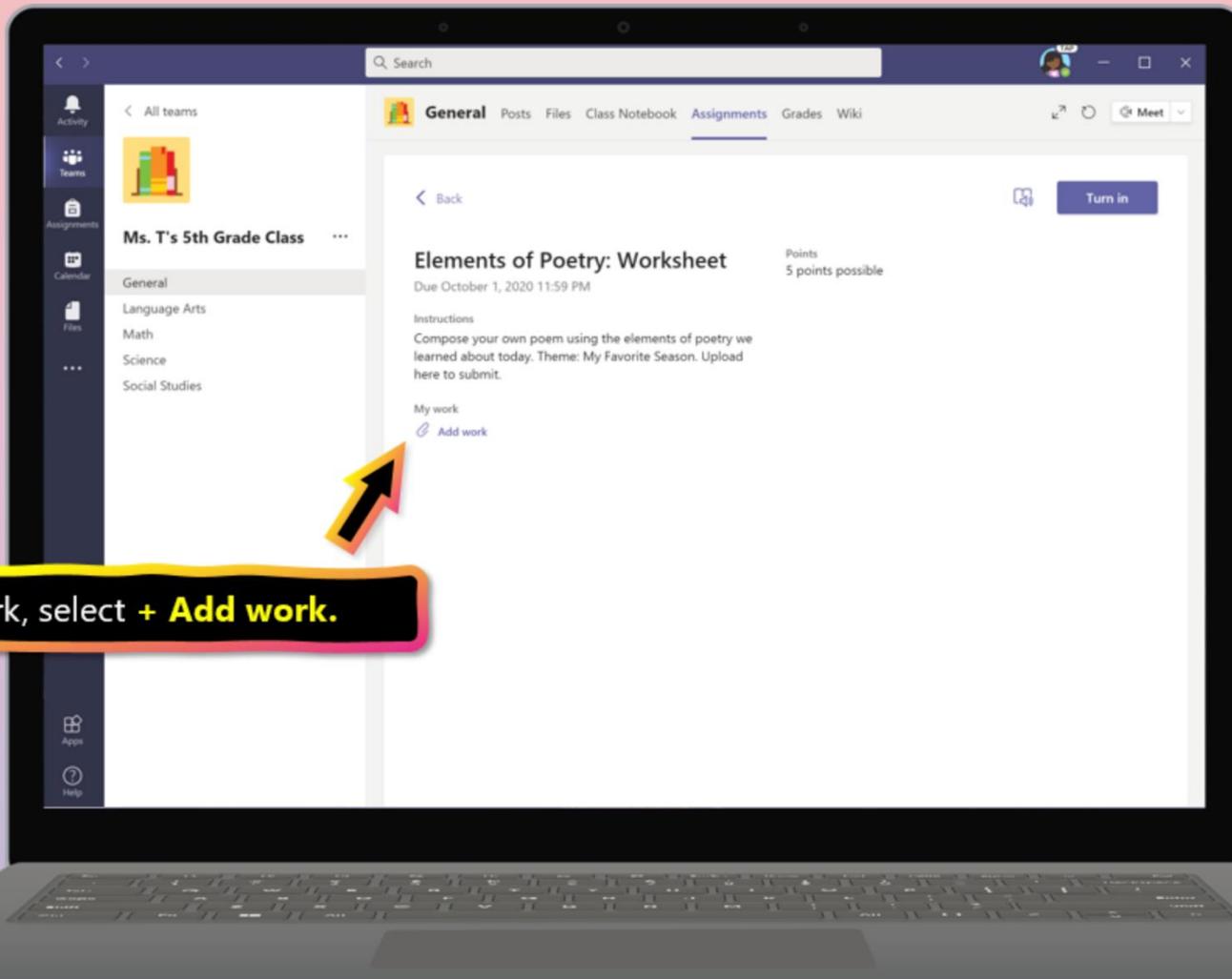
**VIEW & TURN
IN
ASSIGNMENTS**

**ASSIGNMENTS
CAN BE VIEWED
AND
SUBMITTED IN
MANY WAYS ON
TEAMS.
HERE ARE SOME
COMMON
OPTIONS...**



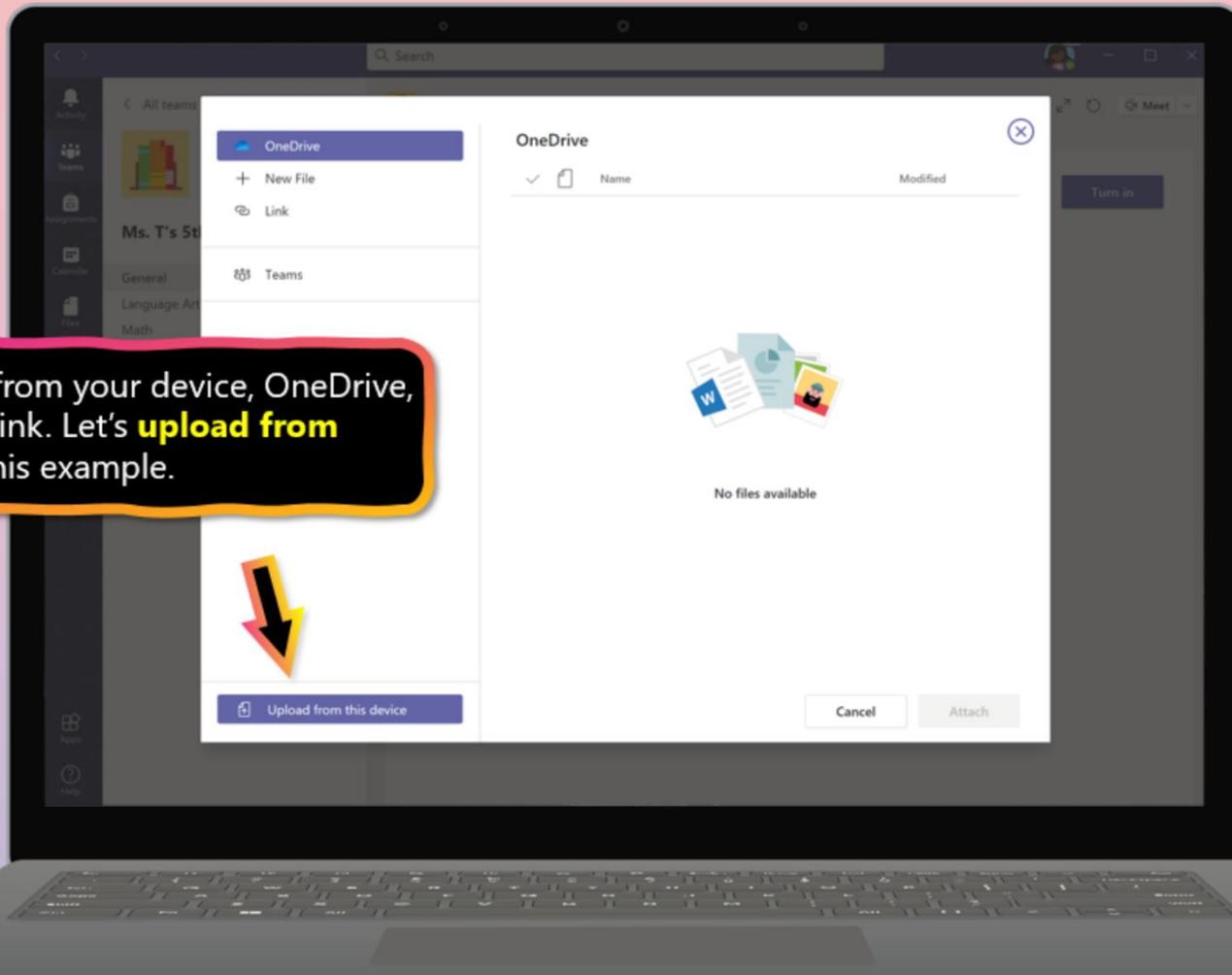


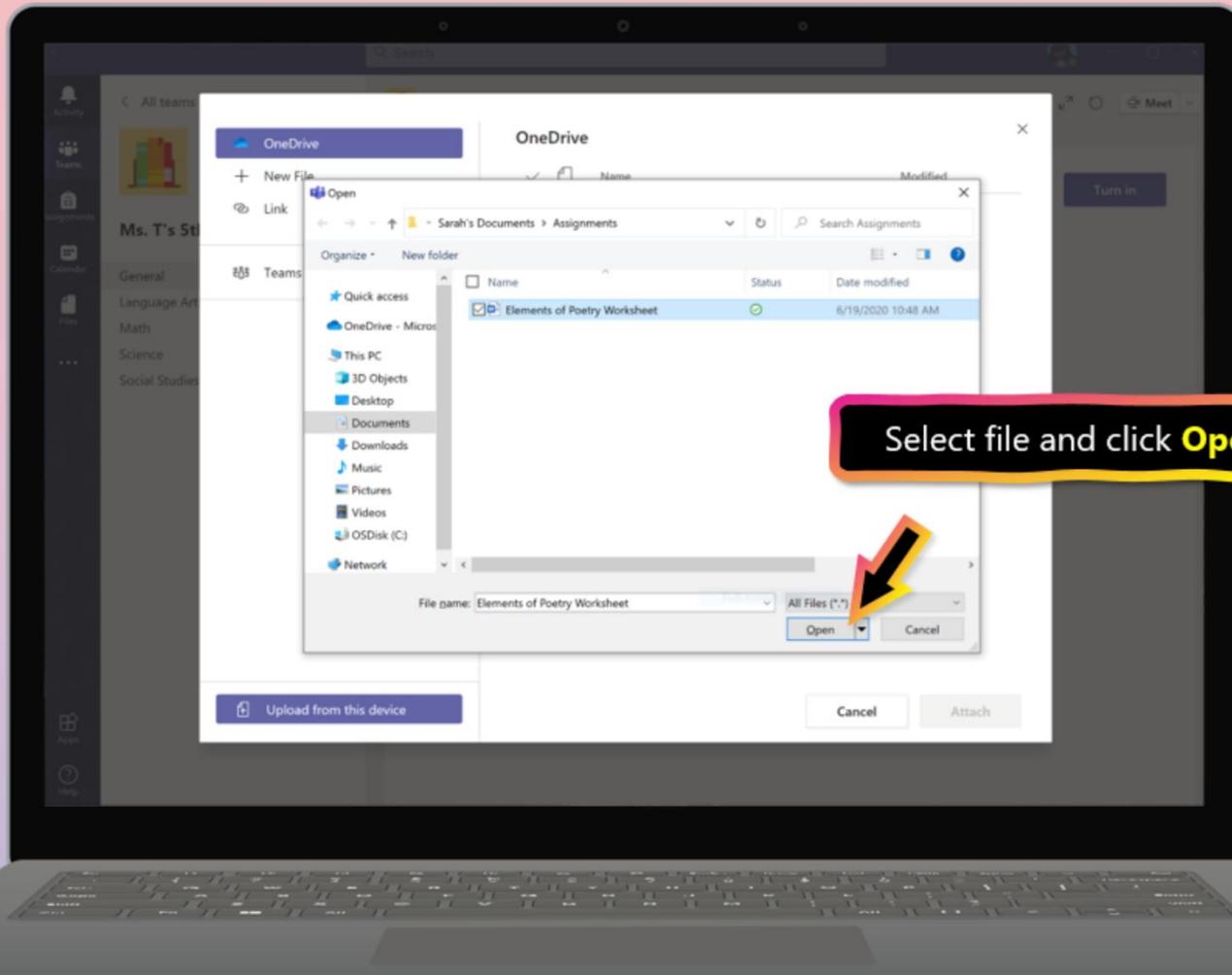
Option #1: To view all assignments, go to the **General channel** & select the **Assignments tab**.



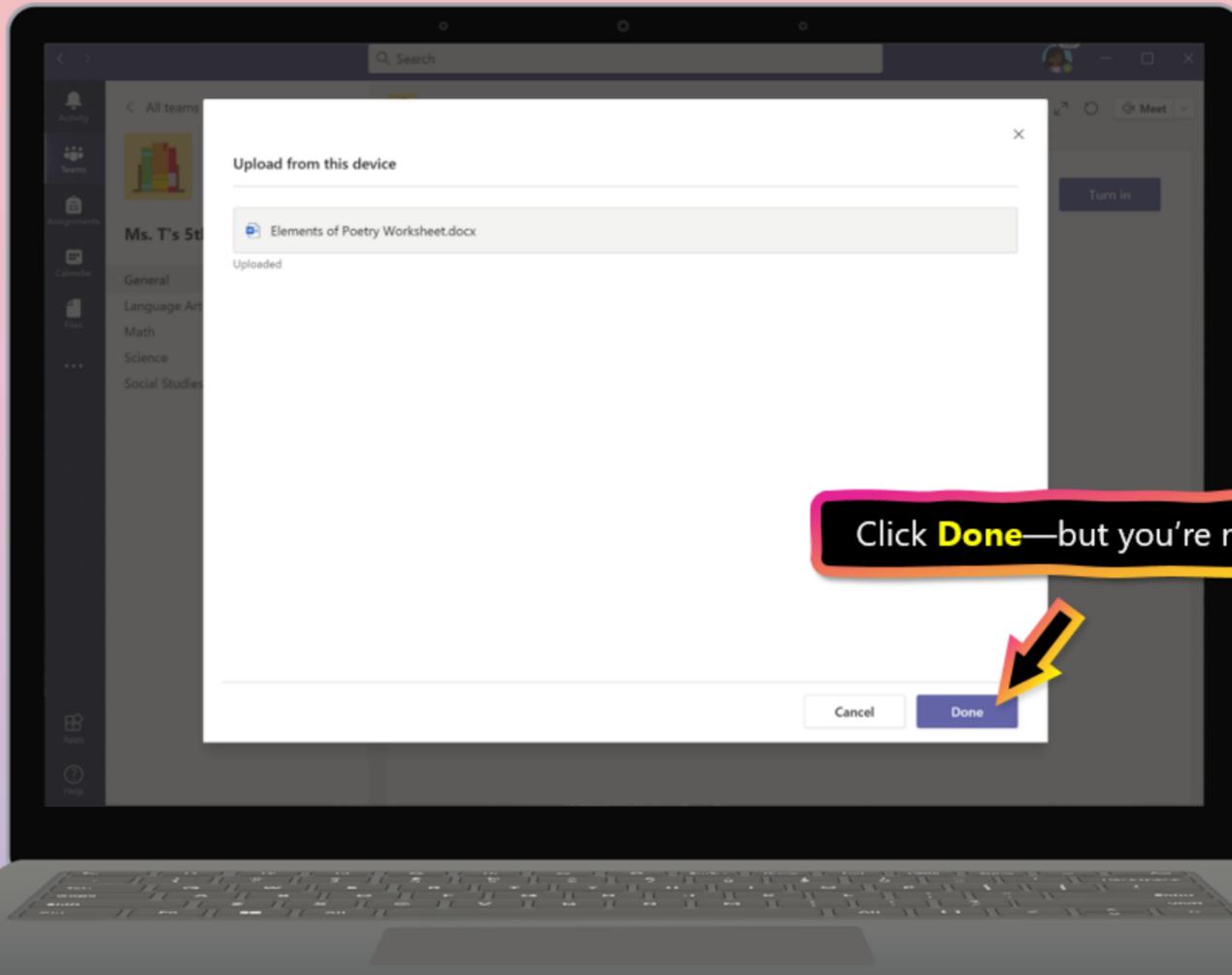
To upload work, select + **Add work.**

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

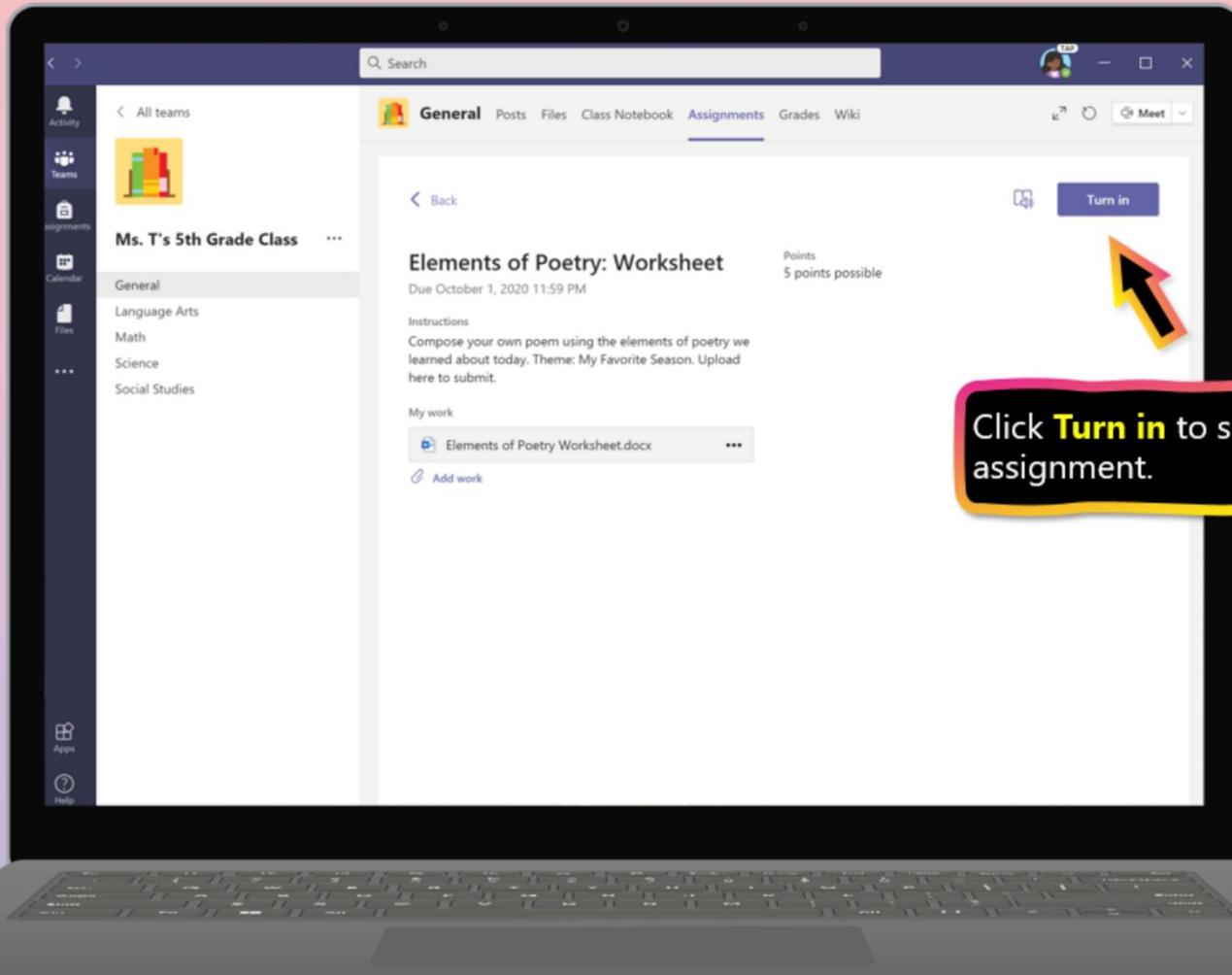




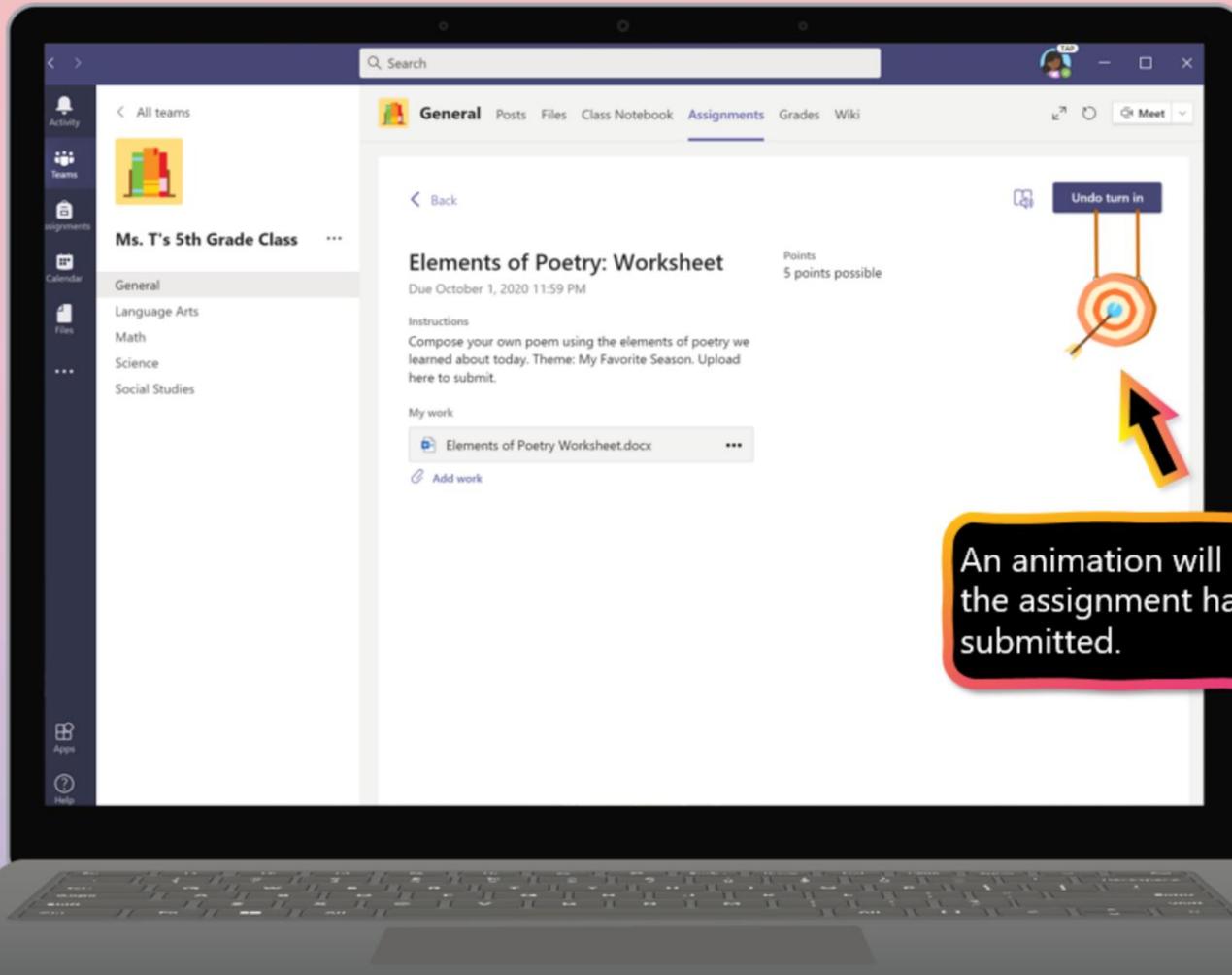
Select file and click **Open**.



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

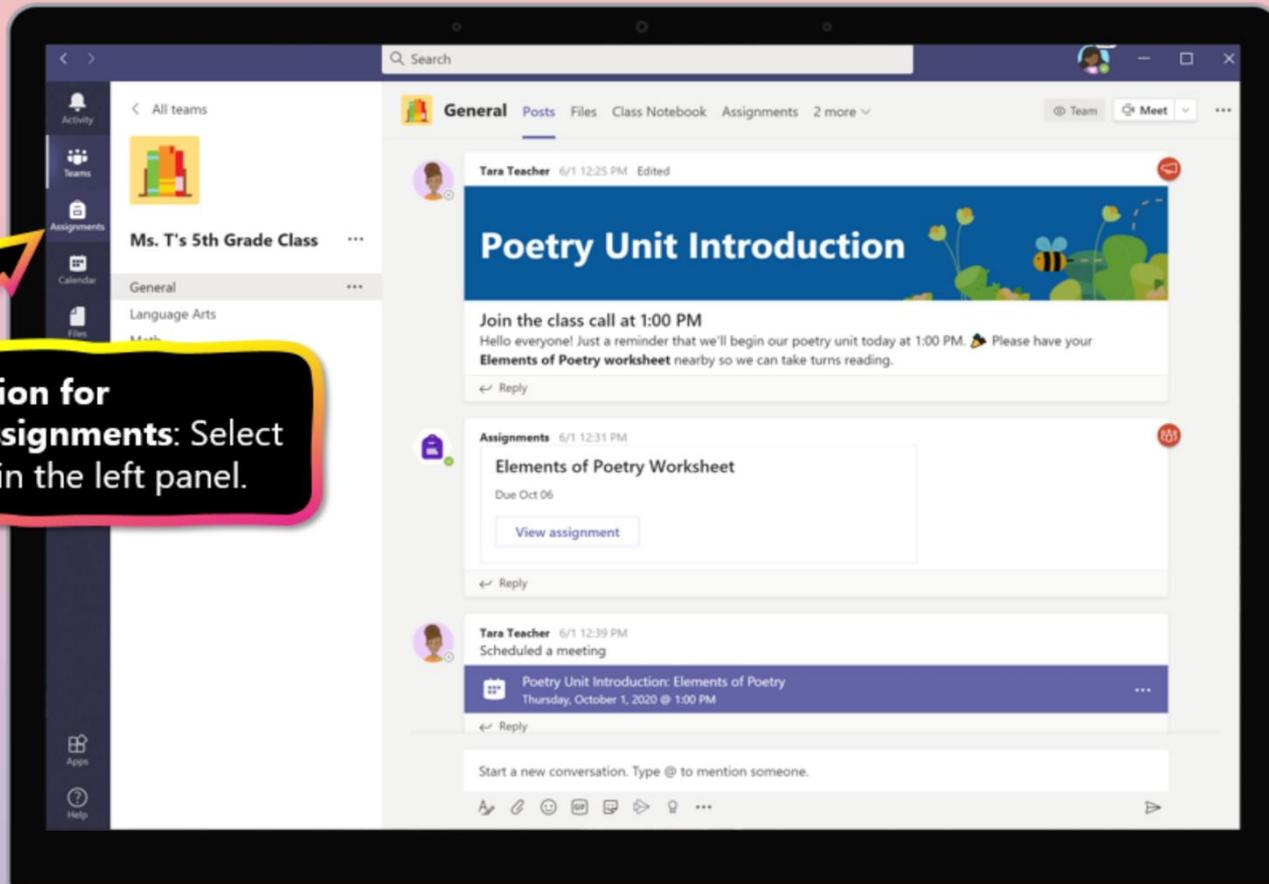


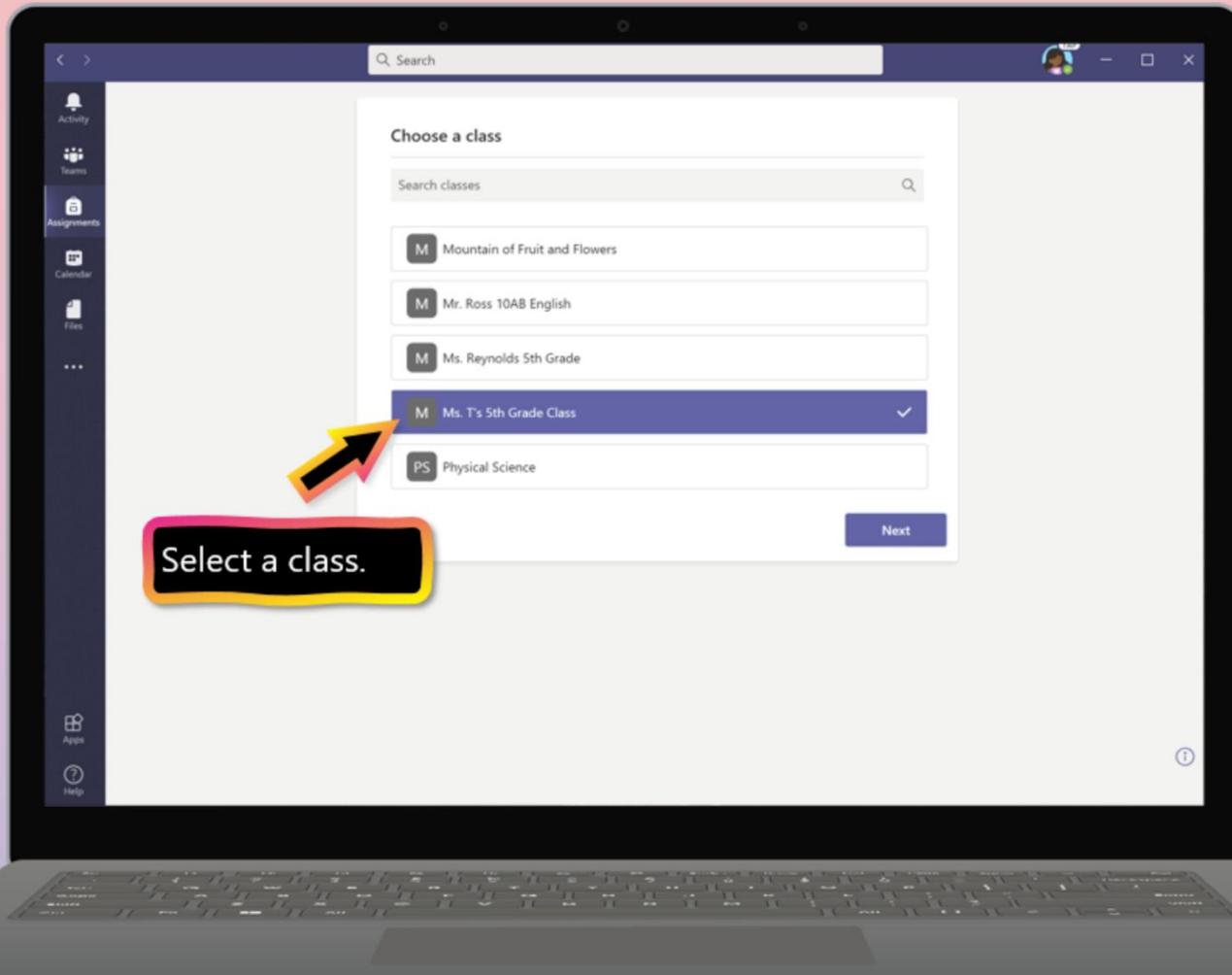
Click **Turn in** to submit assignment.



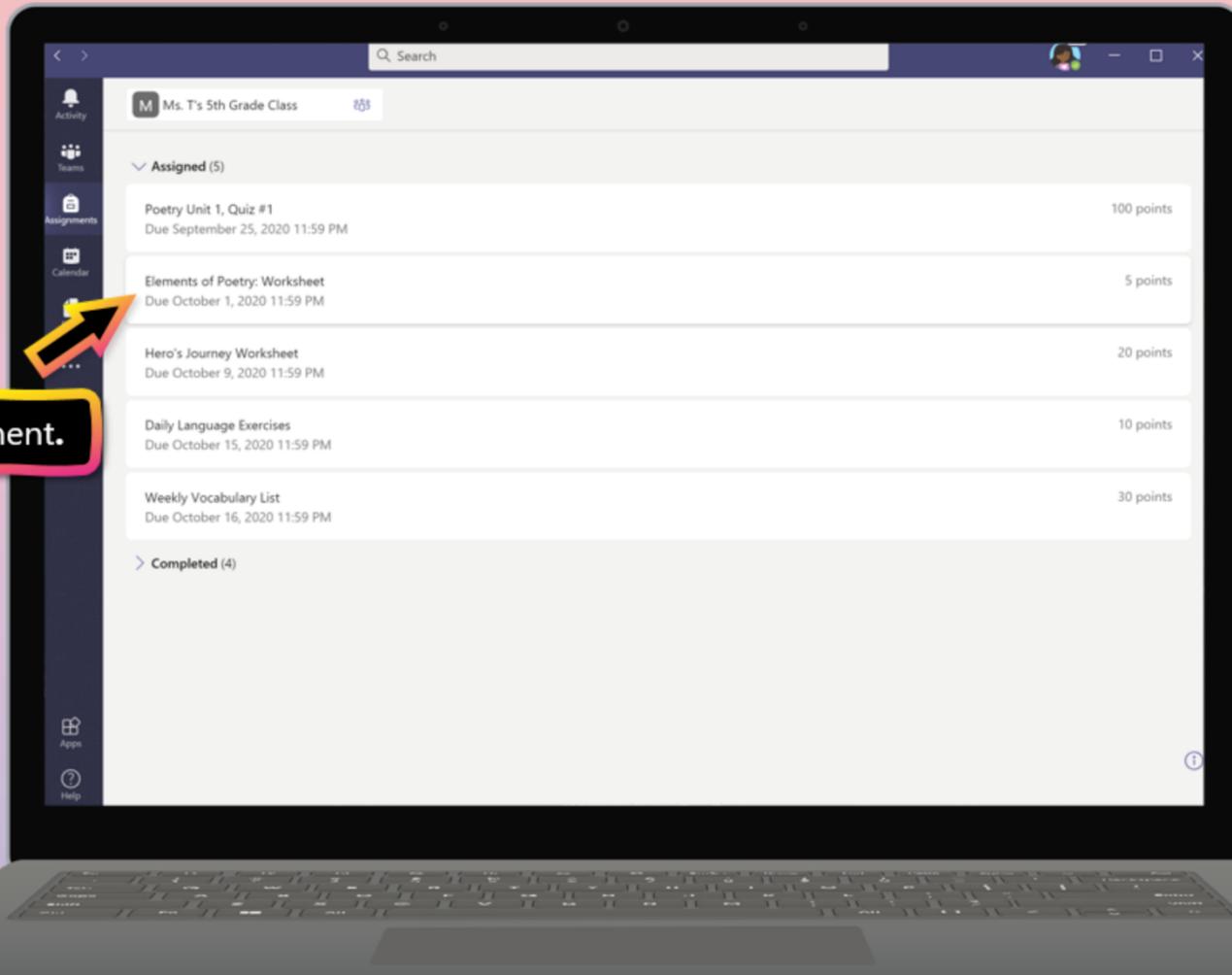
An animation will signal that the assignment has been submitted.

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





Select a class.



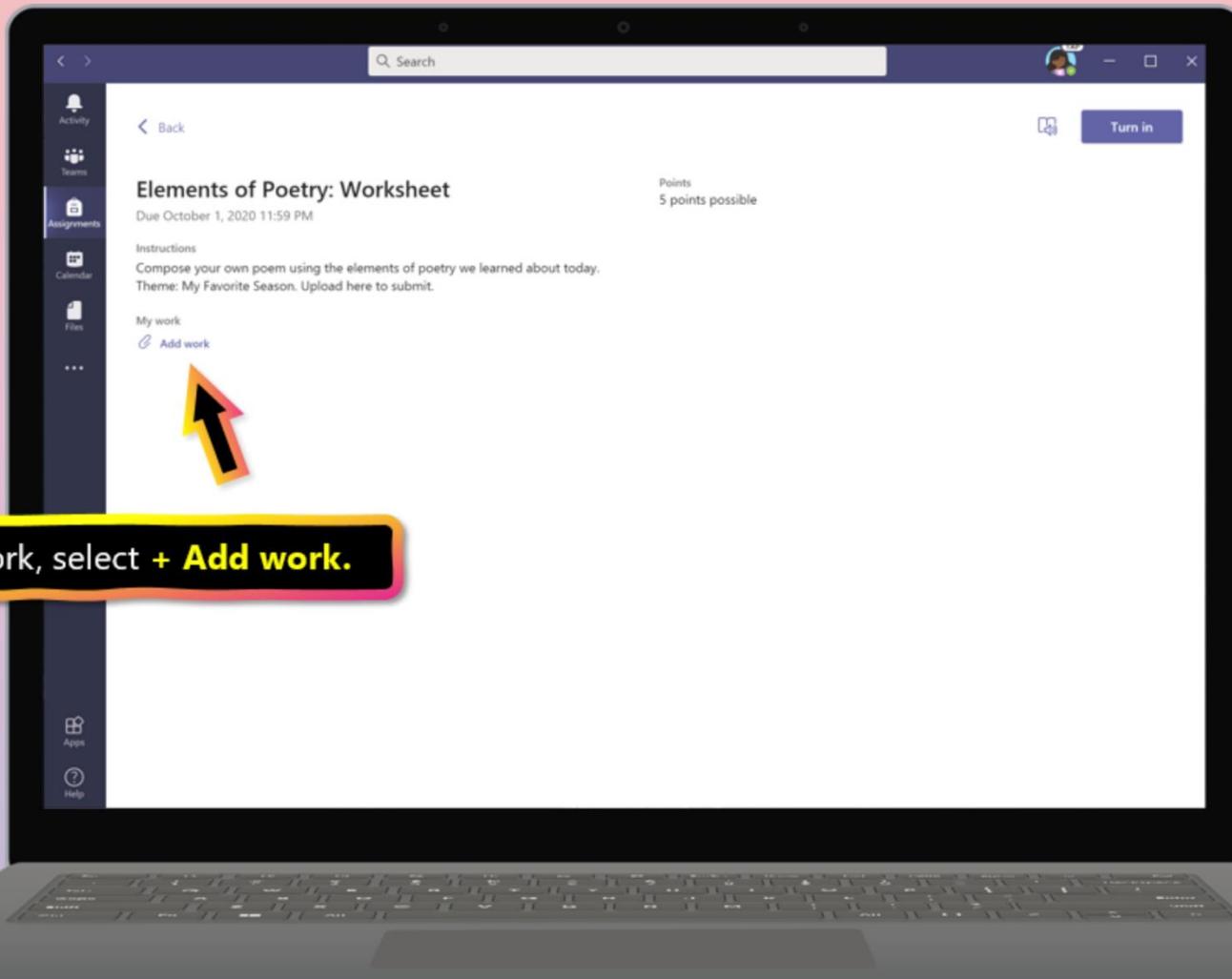
Select assignment.

Ms. T's 5th Grade Class

Assigned (5)

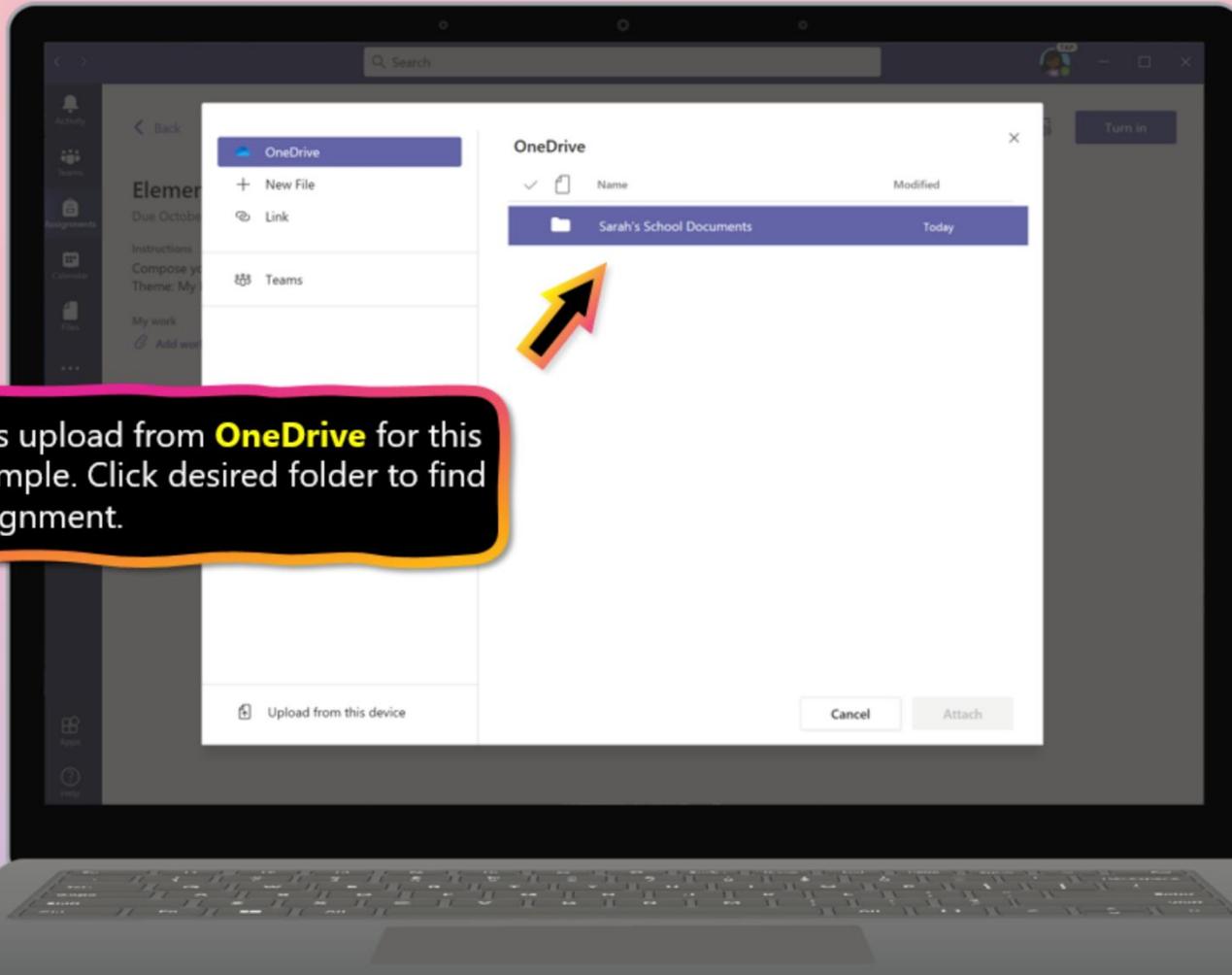
- Poetry Unit 1, Quiz #1
Due September 25, 2020 11:59 PM 100 points
- Elements of Poetry: Worksheet
Due October 1, 2020 11:59 PM 5 points
- Hero's Journey Worksheet
Due October 9, 2020 11:59 PM 20 points
- Daily Language Exercises
Due October 15, 2020 11:59 PM 10 points
- Weekly Vocabulary List
Due October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

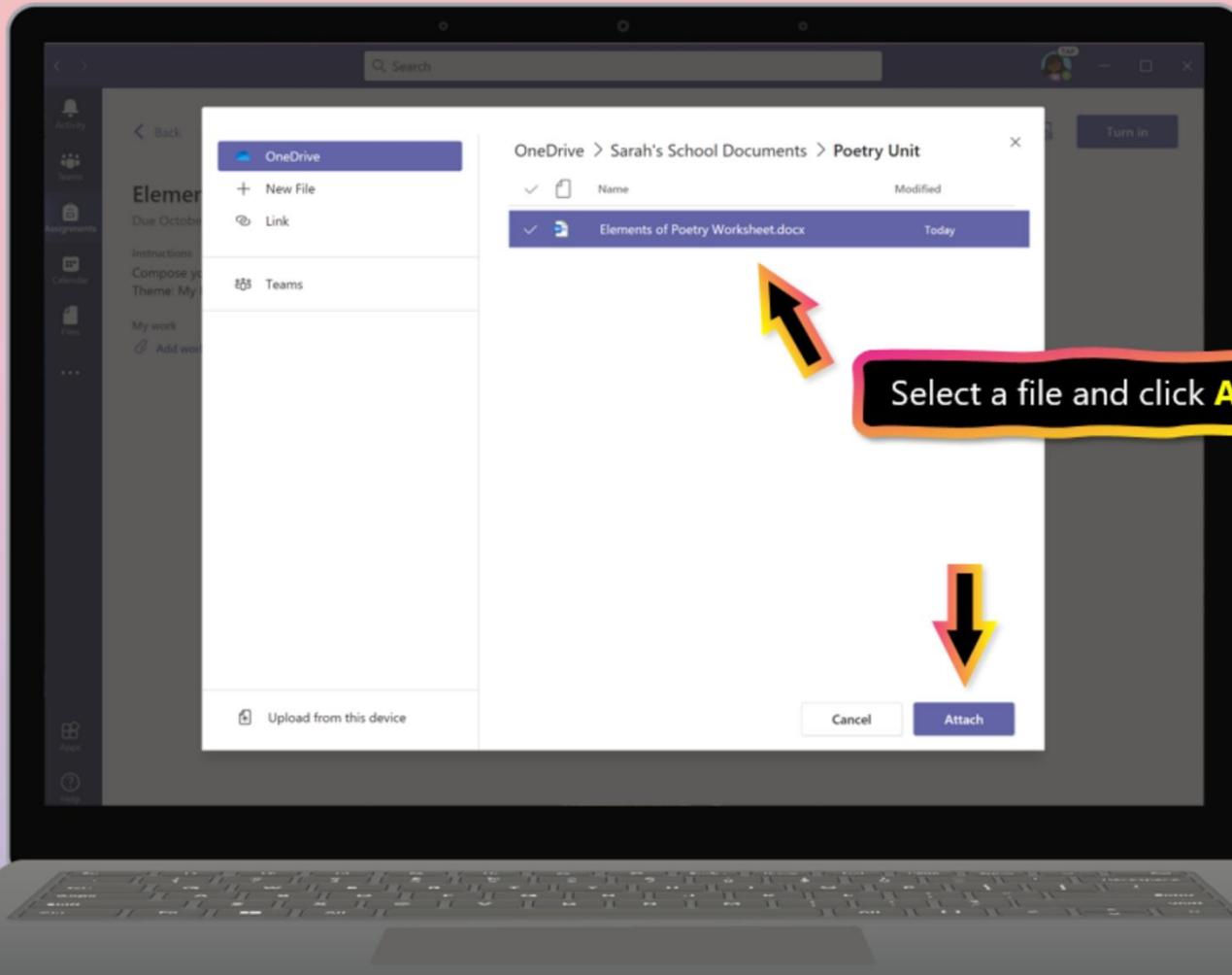
Completed (4)



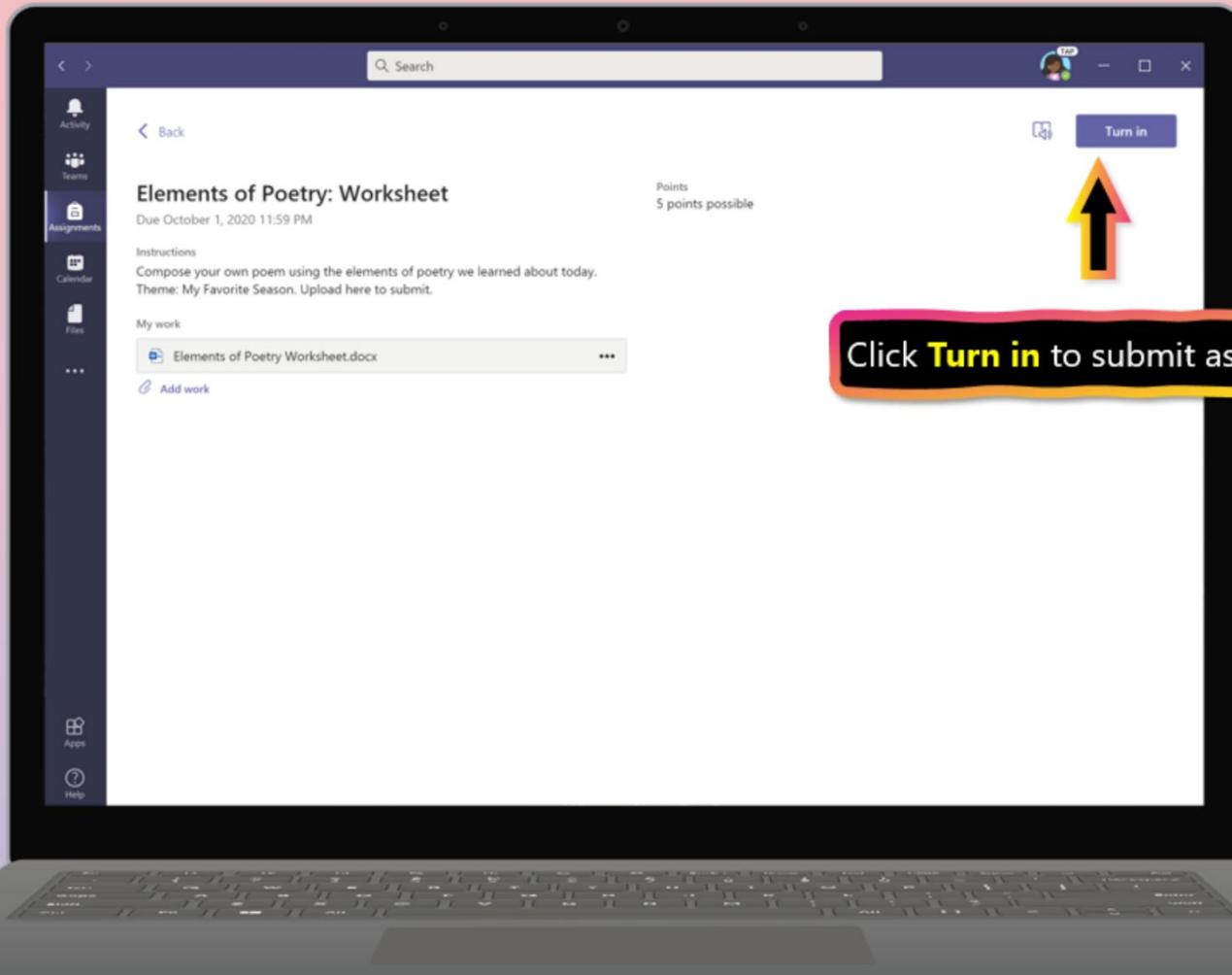
To upload work, select + **Add work**.

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

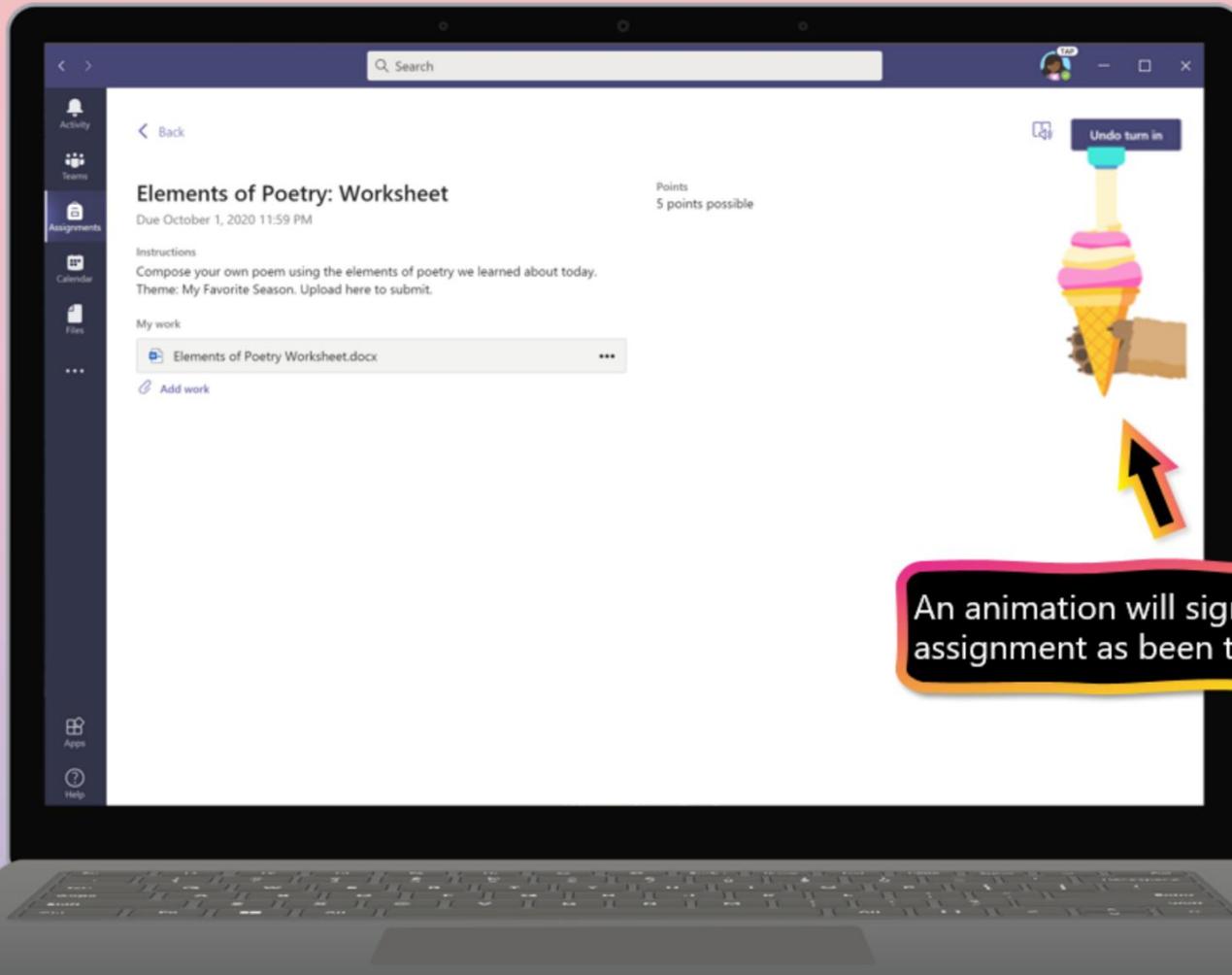




Select a file and click **Attach**.

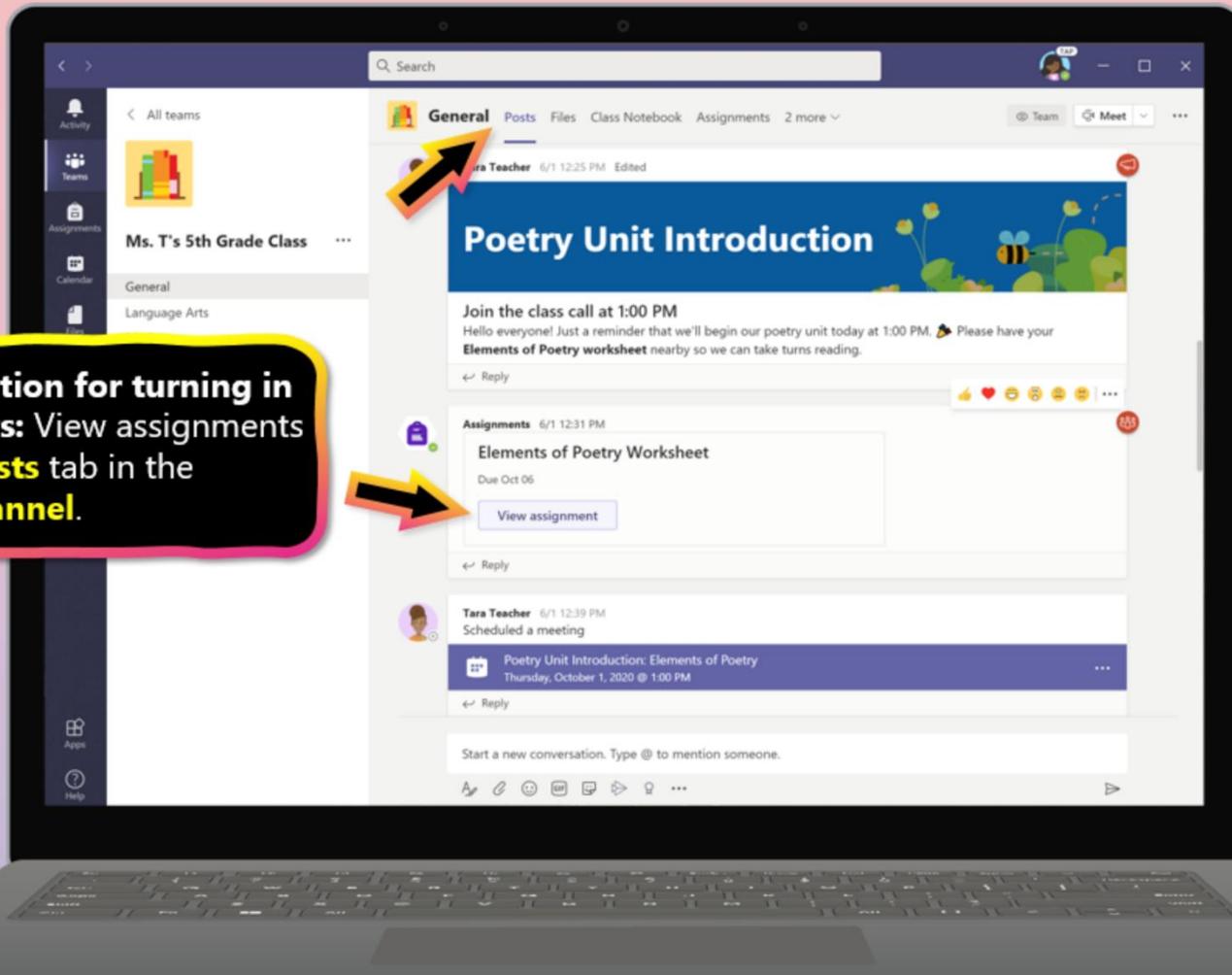


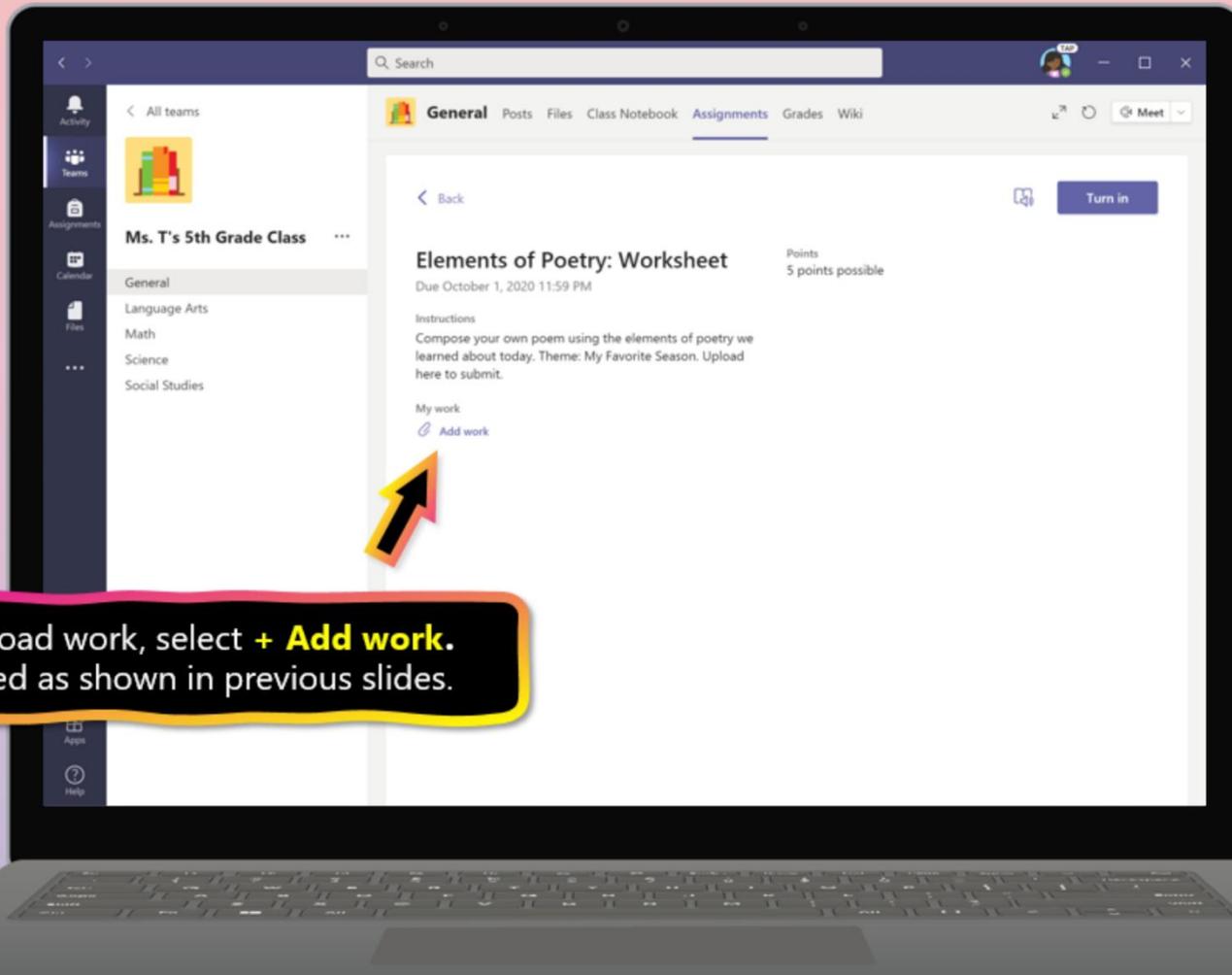
Click **Turn in** to submit assignment.



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

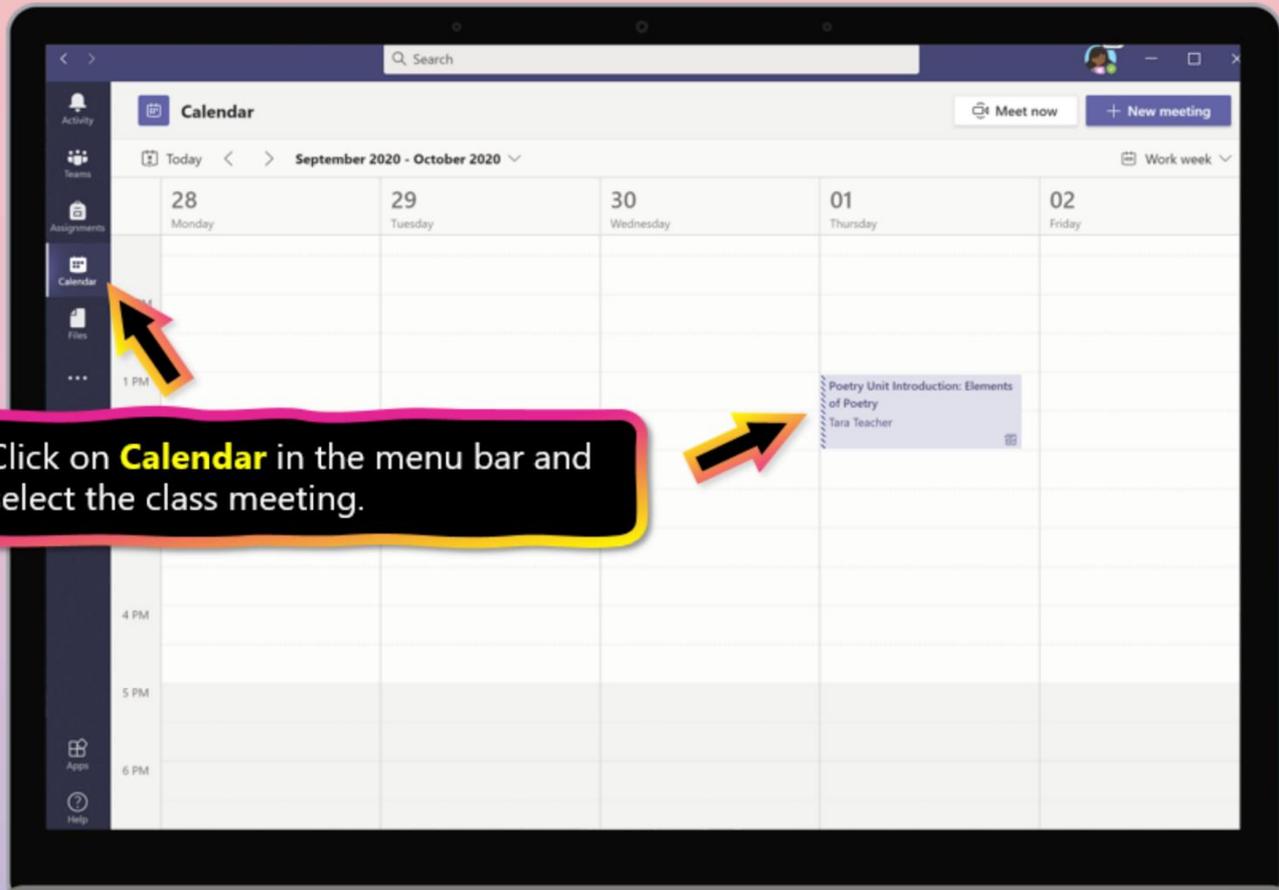
Another option for turning in assignments: View assignments from the **Posts** tab in the **General** channel.





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

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

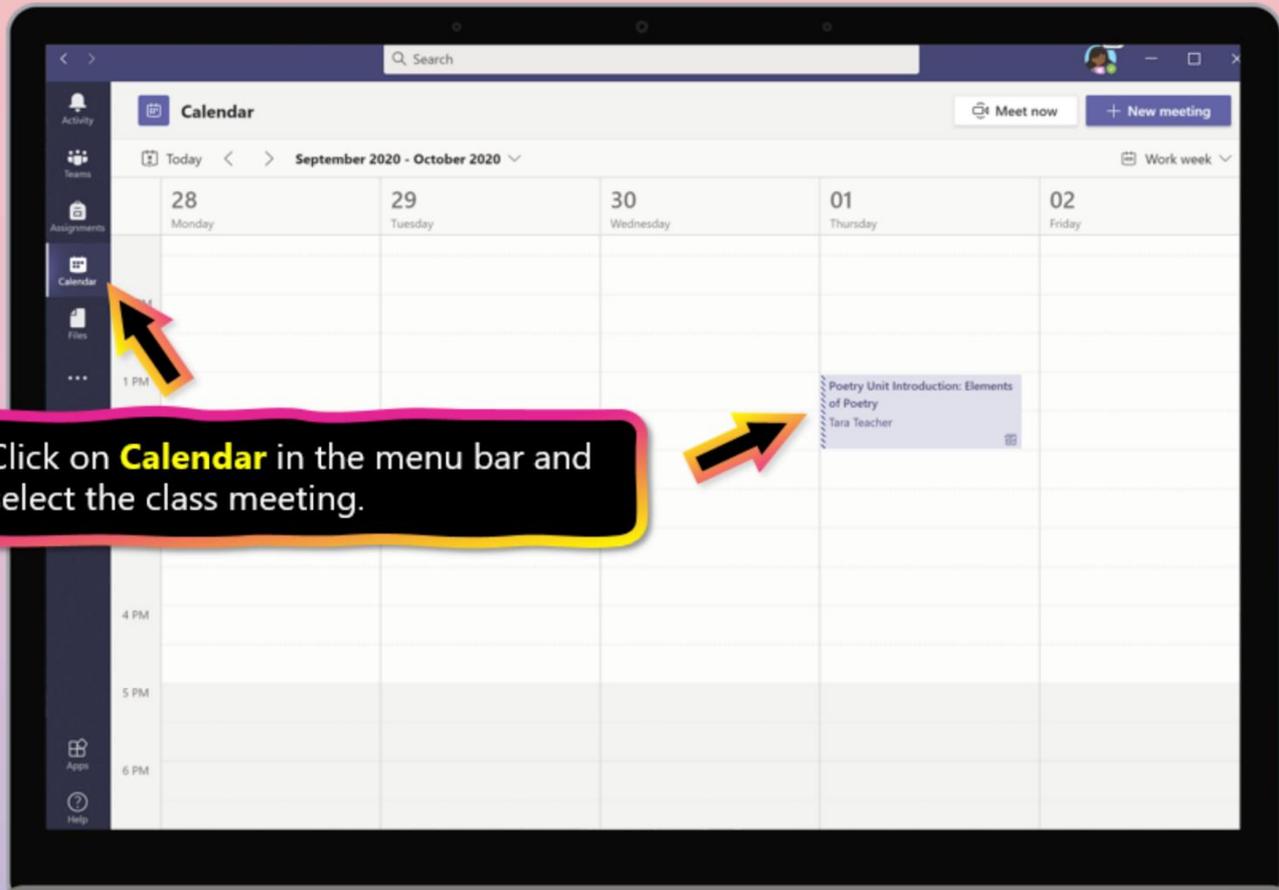


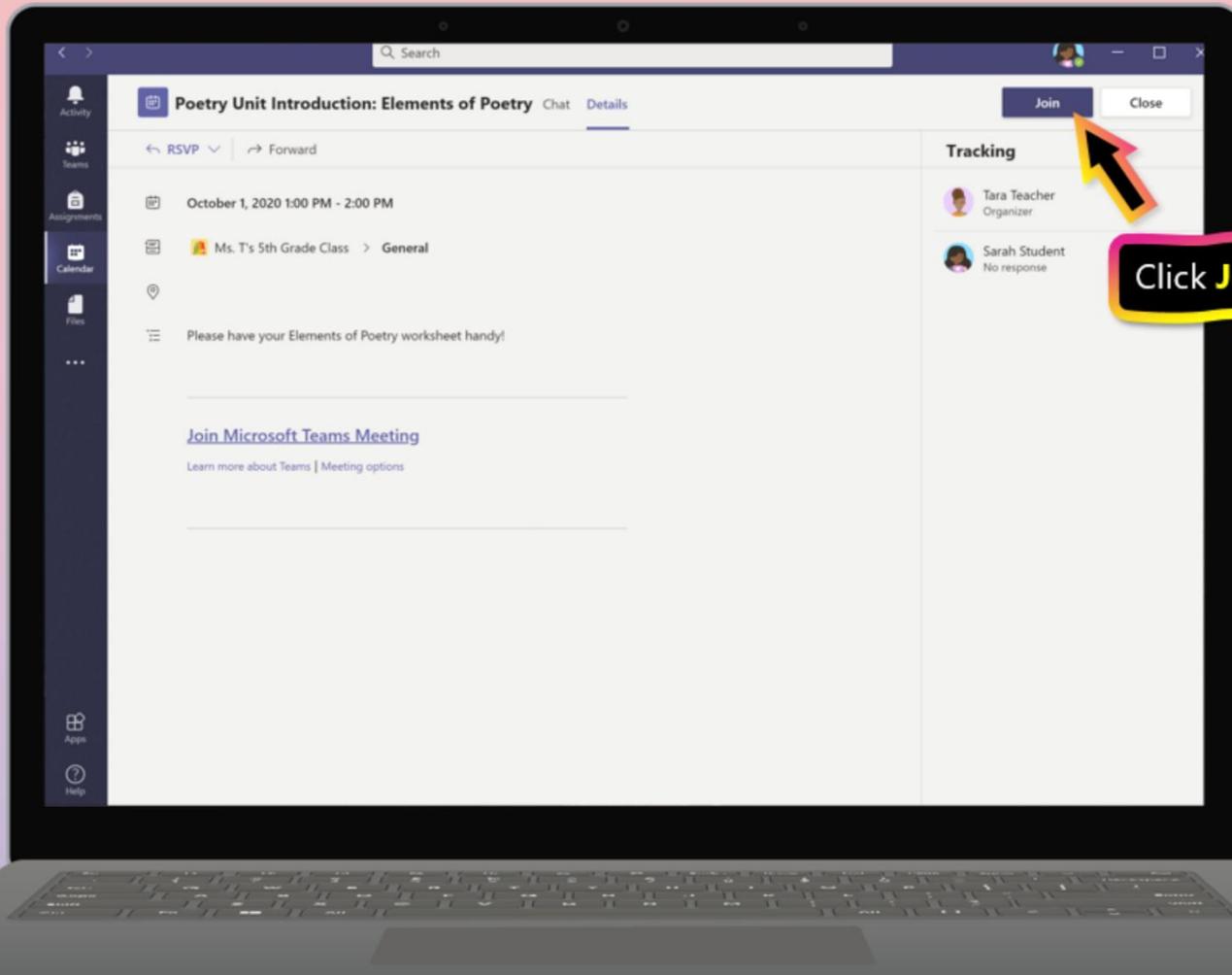
HOW TO HELP YOUR STUDENT USE TEAMS: ATTENDING A VIRTUAL CLASS



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.





Join

Click **Join.**

Tracking

- Tara Teacher Organizer
- Sarah Student No response

Poetry Unit Introduction: Elements of Poetry Chat Details

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

Ms. T's 5th Grade Class > General

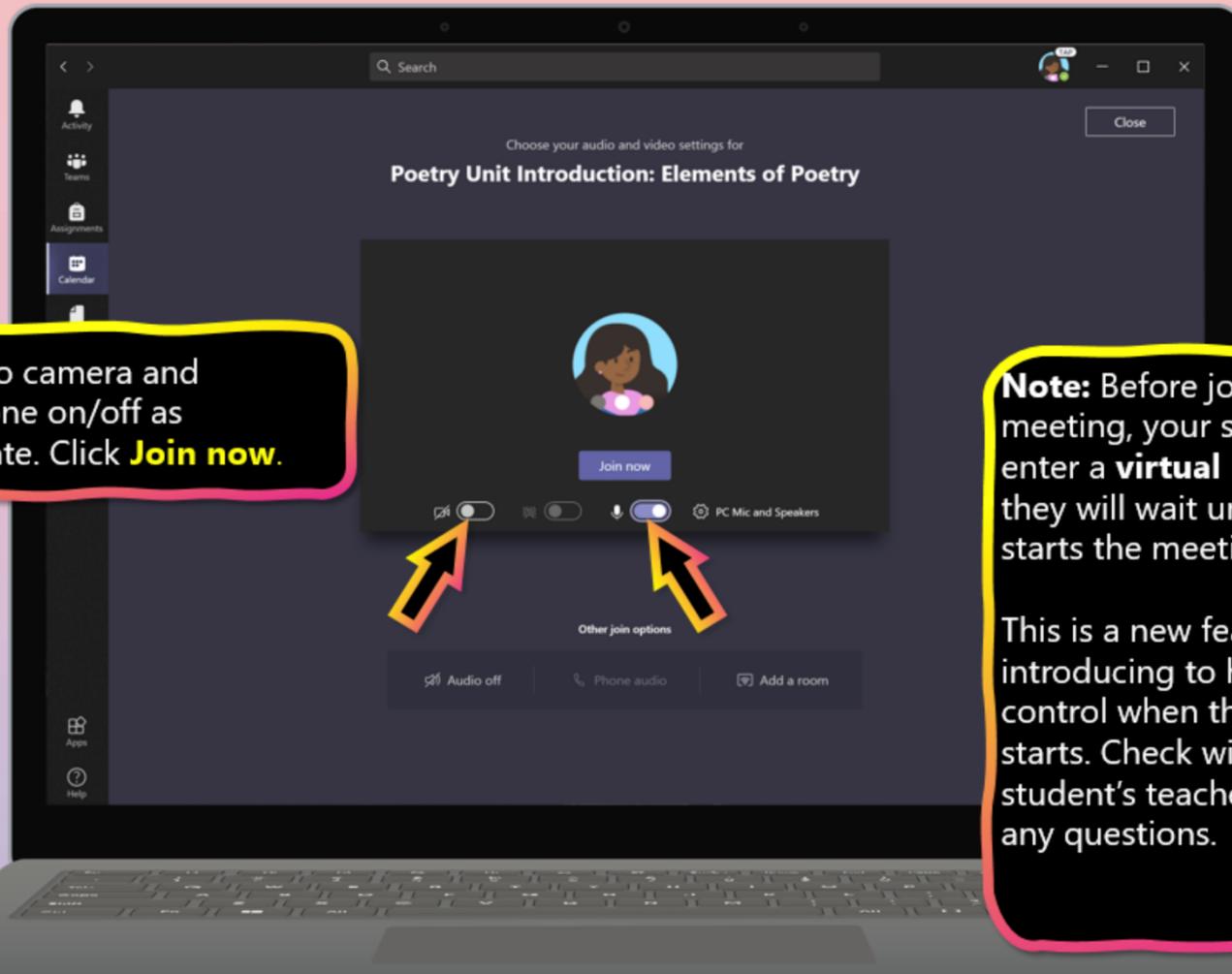
Please have your Elements of Poetry worksheet handy!

[Join Microsoft Teams Meeting](#)

Learn more about Teams | Meeting options

- Activity
- Teams
- Assignments
- Calendar
- Files
- ...
- Apps
- Help

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



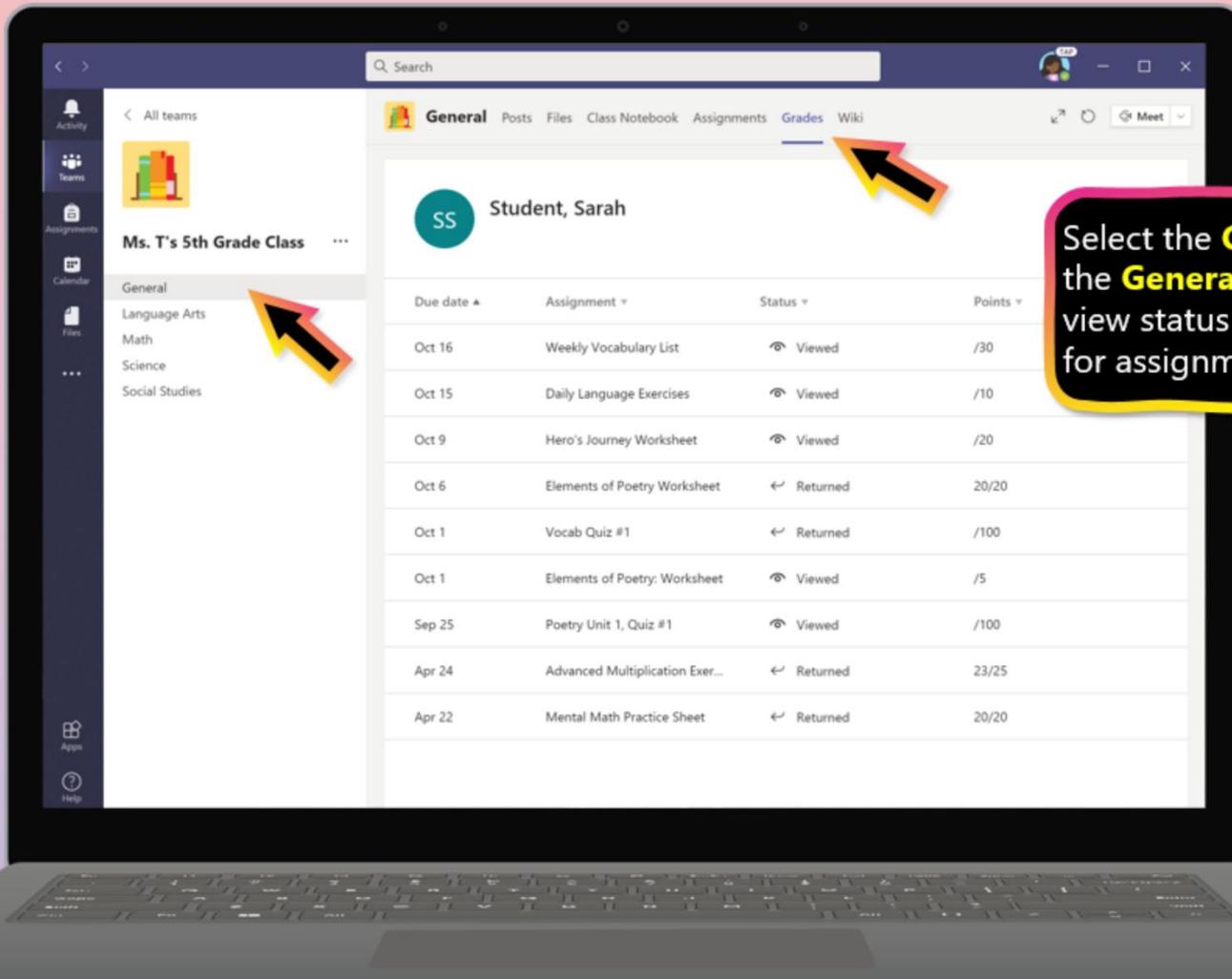
Note: Before joining the meeting, your student might enter a **virtual lobby** where they will wait until the teacher starts the meeting.

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.

HOW TO HELP YOUR STUDENT USE TEAMS: FINDING GRADES

YOU AND YOUR STUDENT CAN USE TEAMS IN ADDITION TO FOCUS TO KEEP TABS ON ASSIGNMENT STATUS AND 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

General Posts Files Class Notebook Assignments Grades Wiki



Ms. T's 5th Grade Class

General

Language Arts

Math

Science

Social Studies

SS Student, Sarah

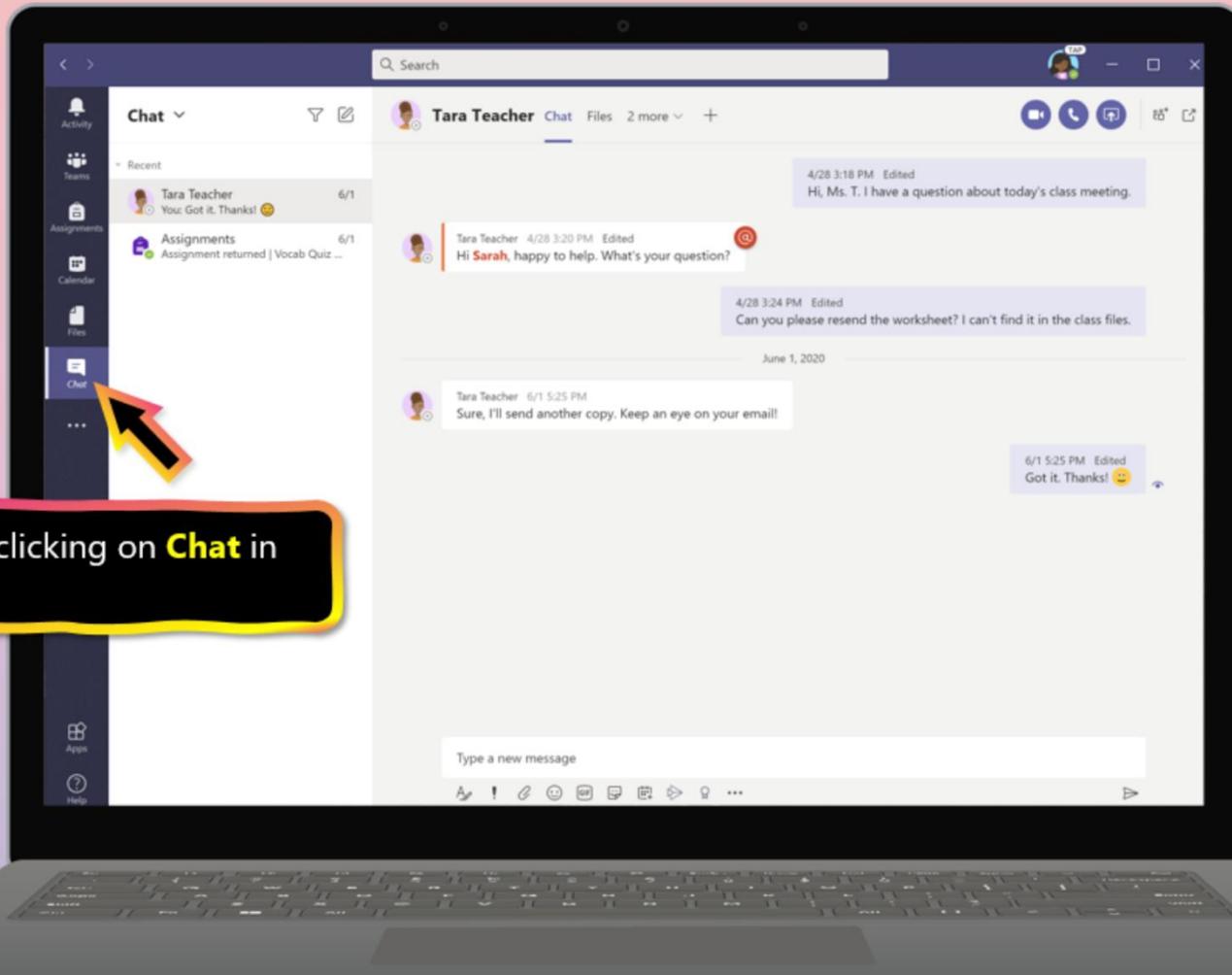
Due date	Assignment	Status	Points
Oct 16	Weekly Vocabulary List	Viewed	/30
Oct 15	Daily Language Exercises	Viewed	/10
Oct 9	Hero's Journey Worksheet	Viewed	/20
Oct 6	Elements of Poetry Worksheet	Returned	20/20
Oct 1	Vocab Quiz #1	Returned	/100
Oct 1	Elements of Poetry: Worksheet	Viewed	/5
Sep 25	Poetry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

HOW TO HELP YOUR STUDENT USE TEAMS: CHATting WITH YOUR TEACHER AND CLASSMATES.

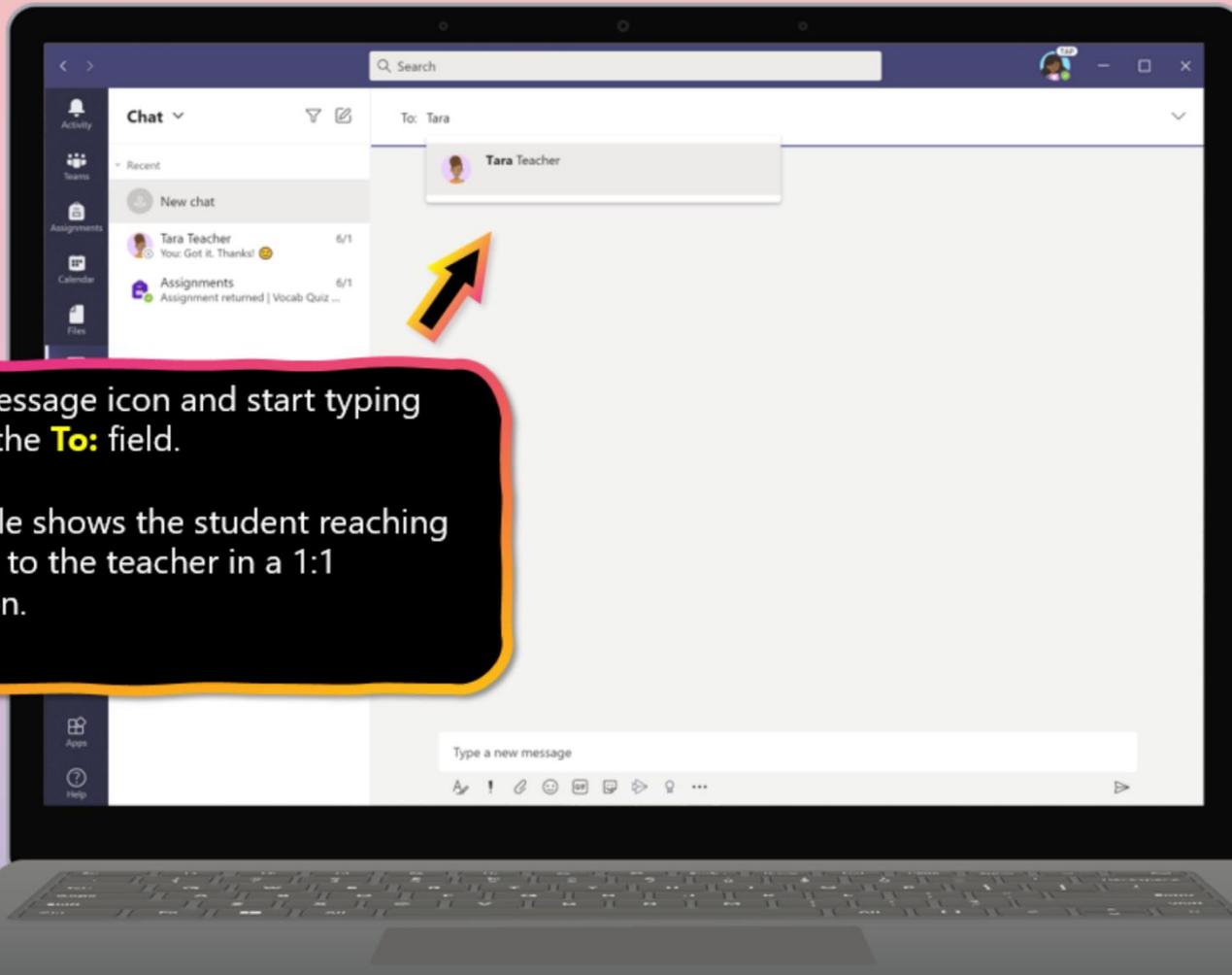
**IF YOUR CLASS IMPLEMENTS A CHAT, YOUR
STUDENT CAN CHAT 1-1 OR COLLABORATE WITH
A SMALL GROUP.**

**ALL CODE OF CONDUCT MUST BE FOLLOWED, OR
THE STUDENT MAY LOSE THEIR ABILITY TO USE
THIS FUNCTION.**



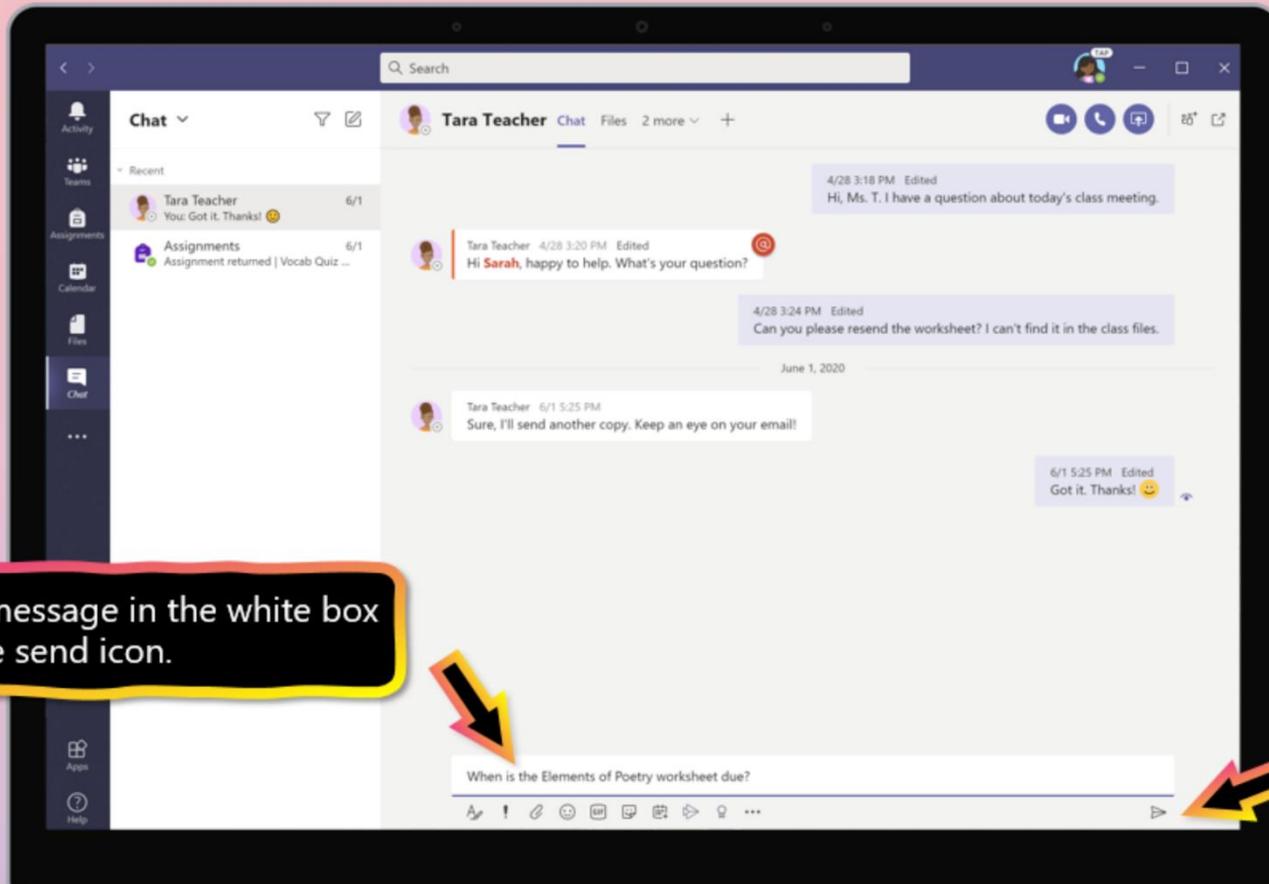


Start a chat by clicking on **Chat** in the left panel.



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

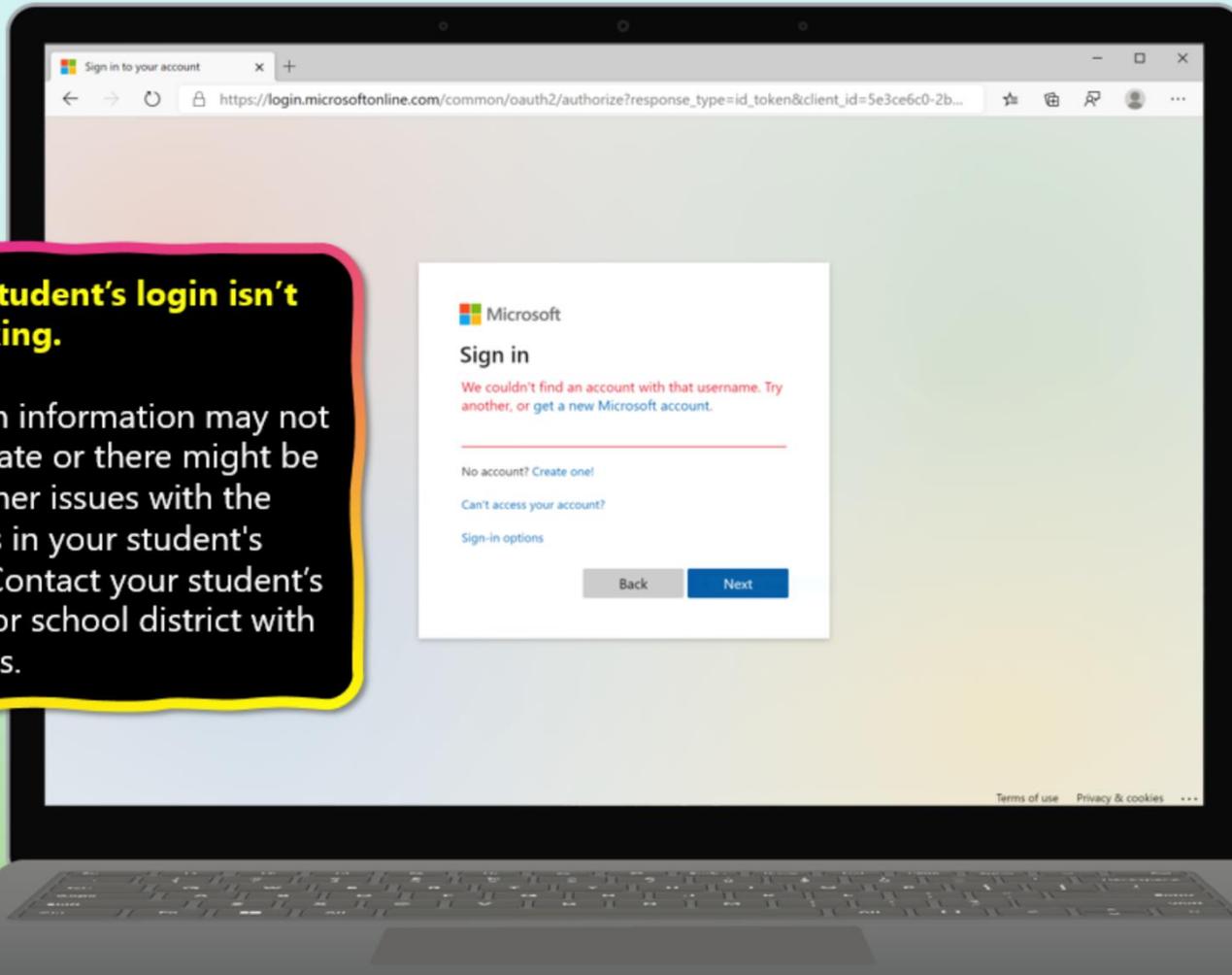
This example shows the student reaching out directly to the teacher in a 1:1 conversation.



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

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

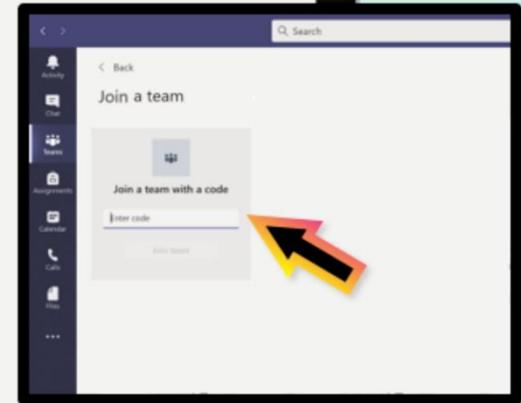
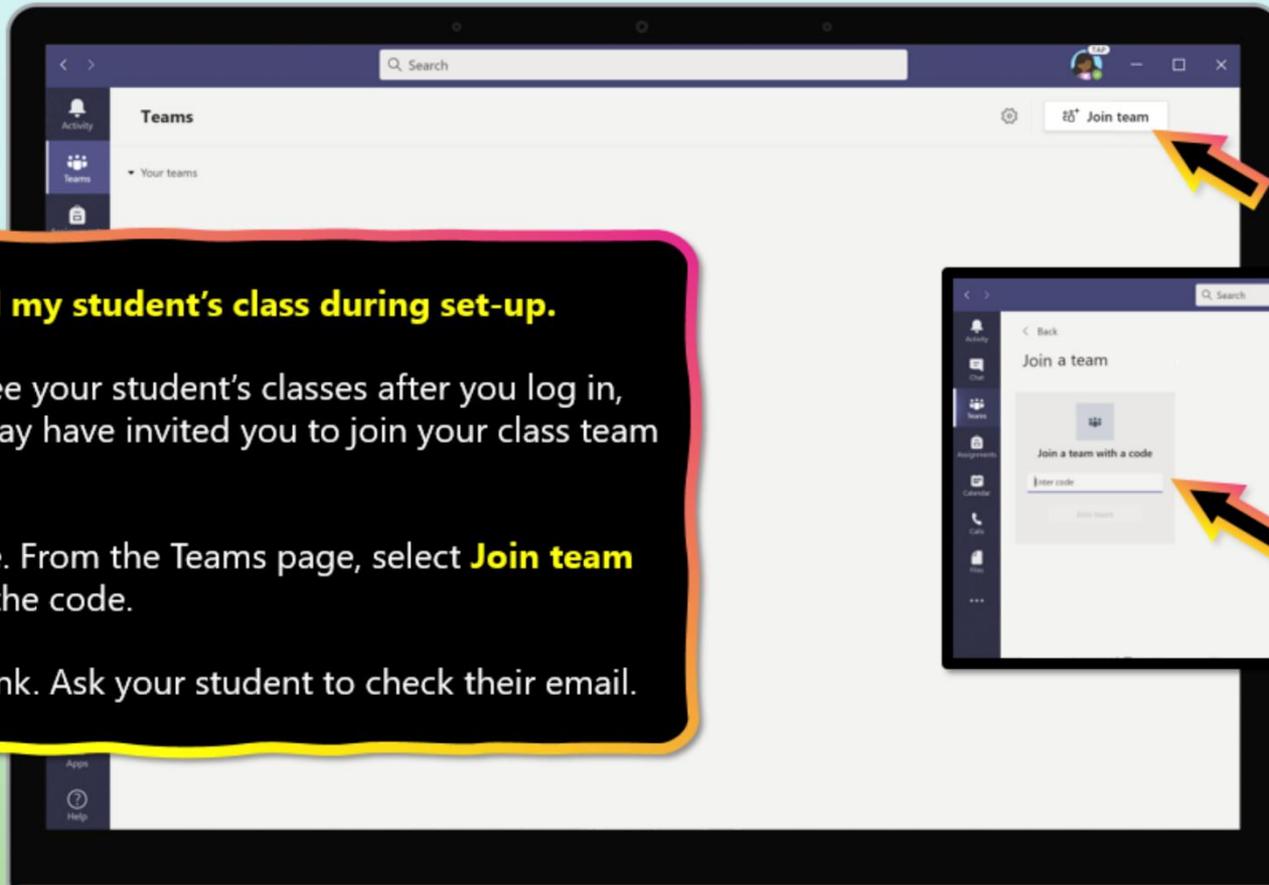
The login information may not be accurate or there might be some other issues with the accounts in your student's school. Contact your student's teacher or school district with questions.

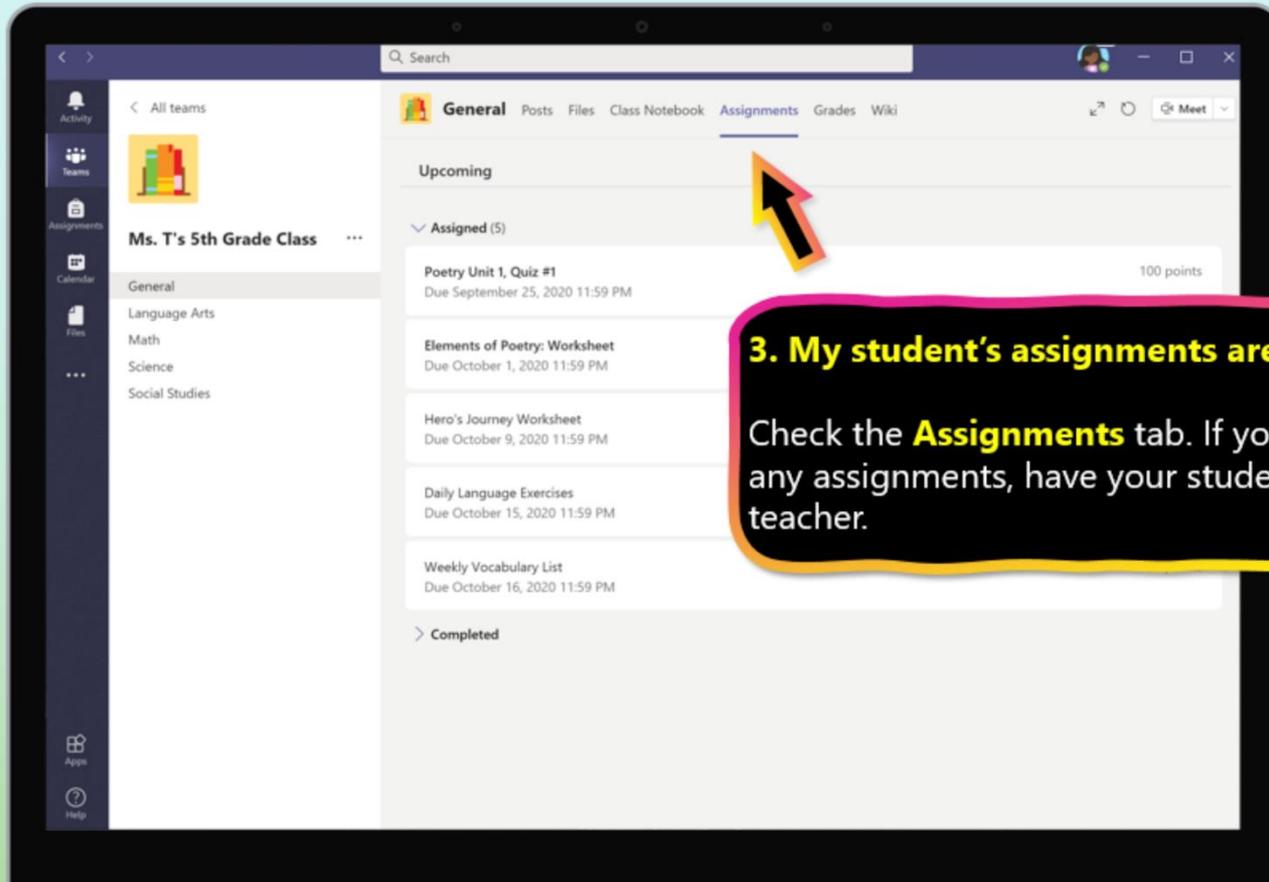


2. I can't find my student's class during set-up.

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. My student missed a class— what now?

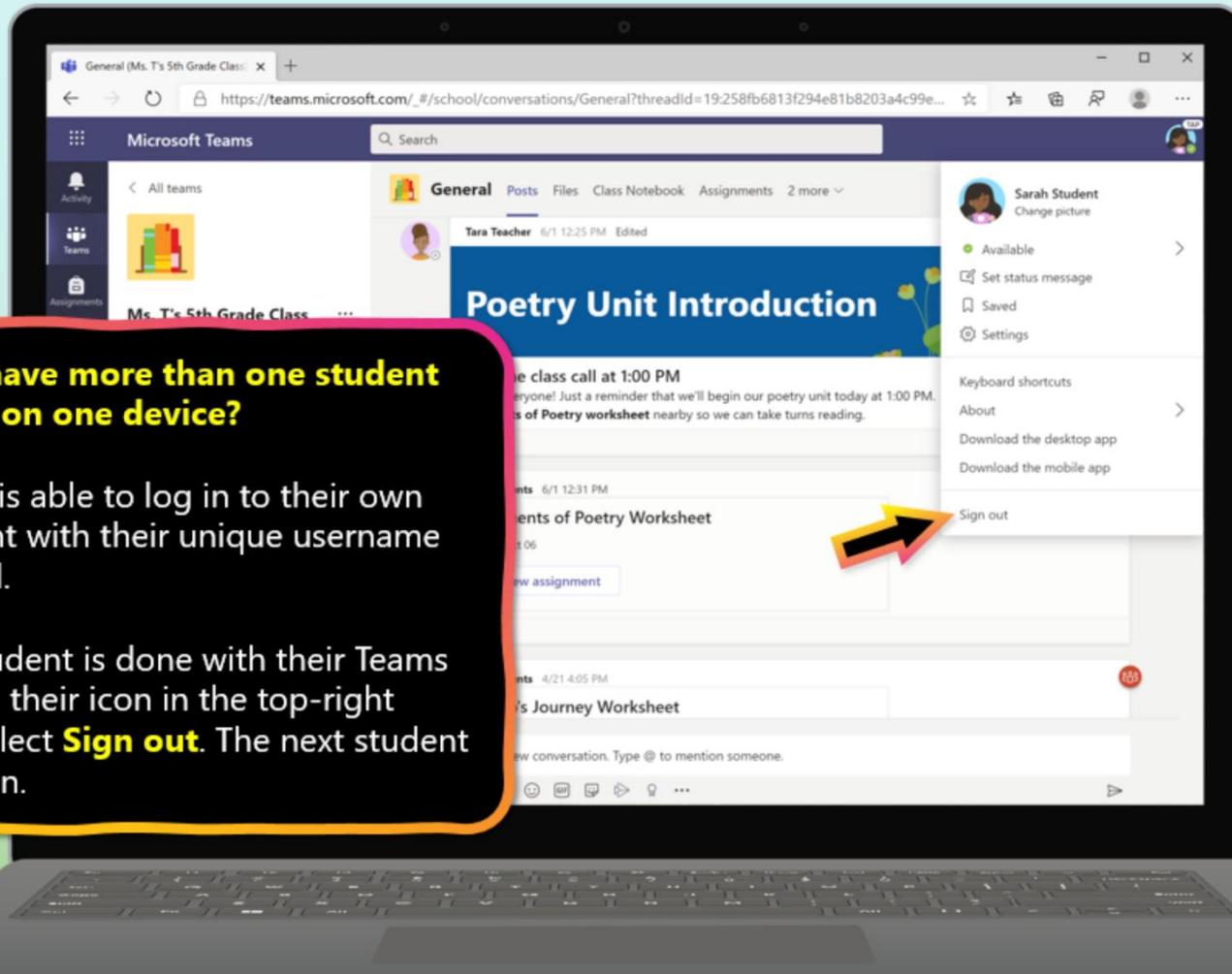
1. Read any new posts in the class team channel.
2. Check for a recording of the class meeting in the team channel and watch the meeting.
3. Check in with the teacher for additional information.

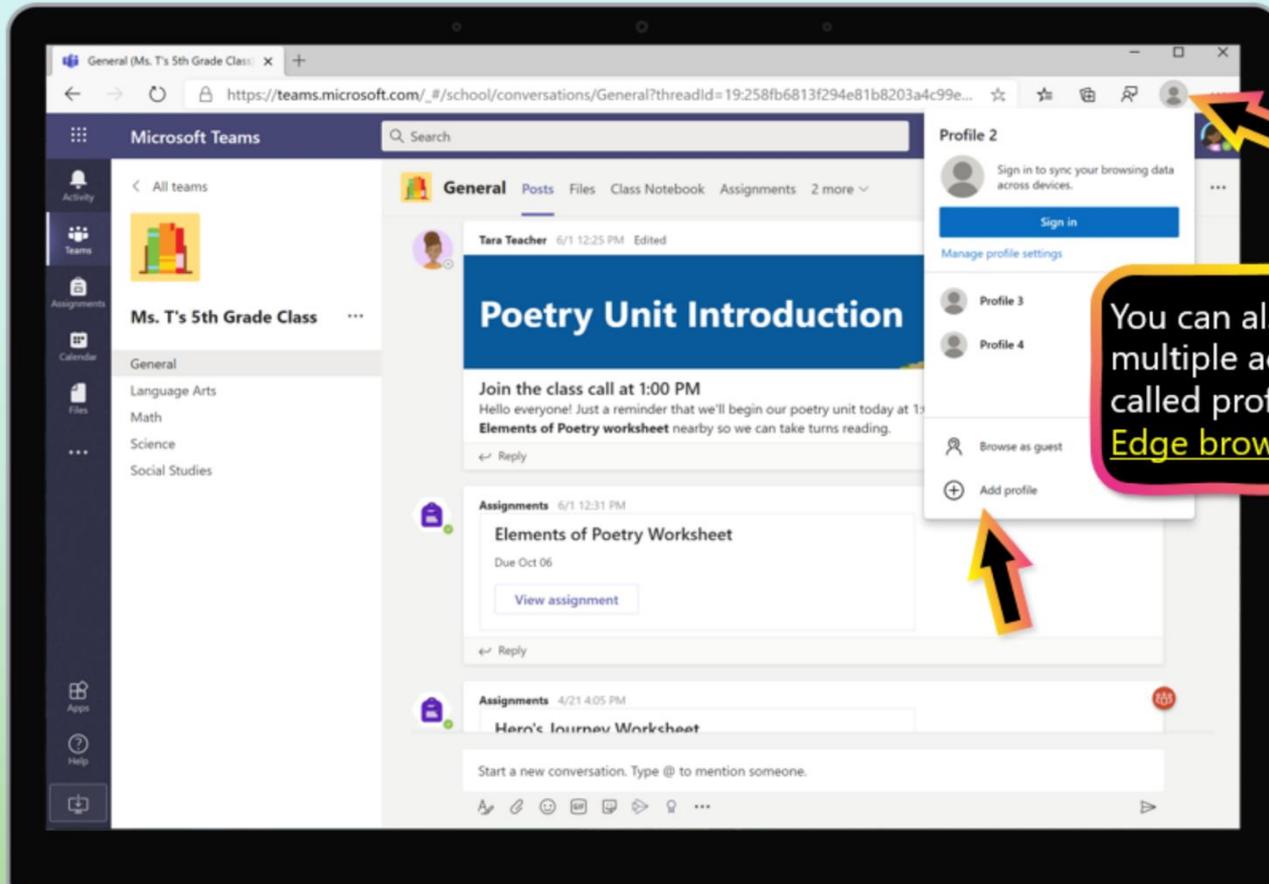
The screenshot shows a Microsoft Teams chat window for a team named "Ms. T's 5th Grade Class". The interface includes a search bar at the top, a navigation pane on the left with options like "All teams", "Activity", "Teams", "Assignments", "Calendar", and "Files", and a main chat area. The chat area displays several messages: a "View assignment" button, a "Poetry Unit 1, Quiz #1" assignment due on Sep 25, and a meeting recording titled "Poetry Unit Introduction: Elements of Poetry" scheduled for Thursday, October 1, 2020 at 1:00 PM. The recording is 59m 49s long and was recorded by Tara Teacher. A yellow arrow points to the recording card. The chat area also shows a "Start a new conversation" prompt and a row of icons for actions like reply, edit, and share.

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.



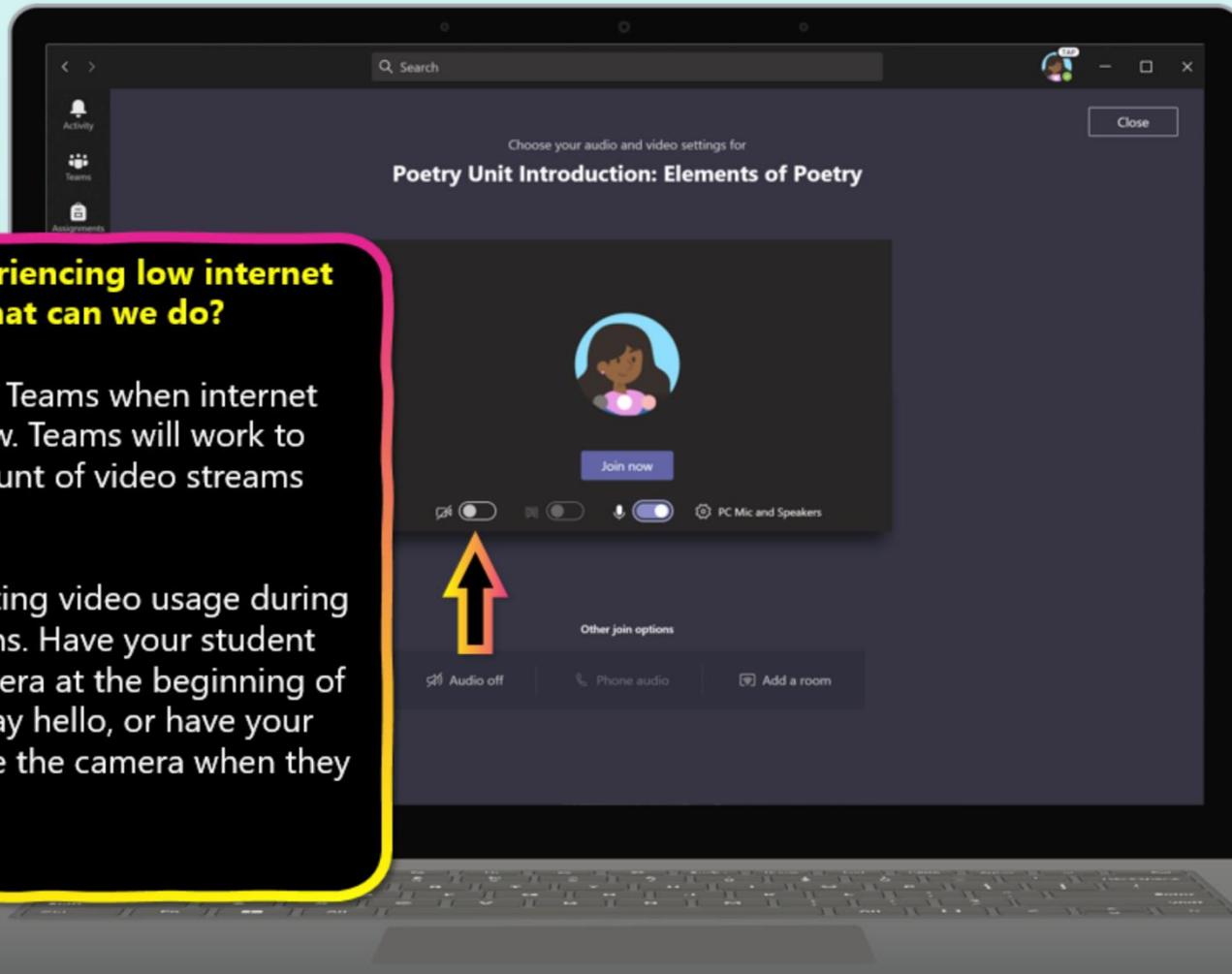


You can also create multiple accounts (also called profiles) in the new Edge browser.

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.

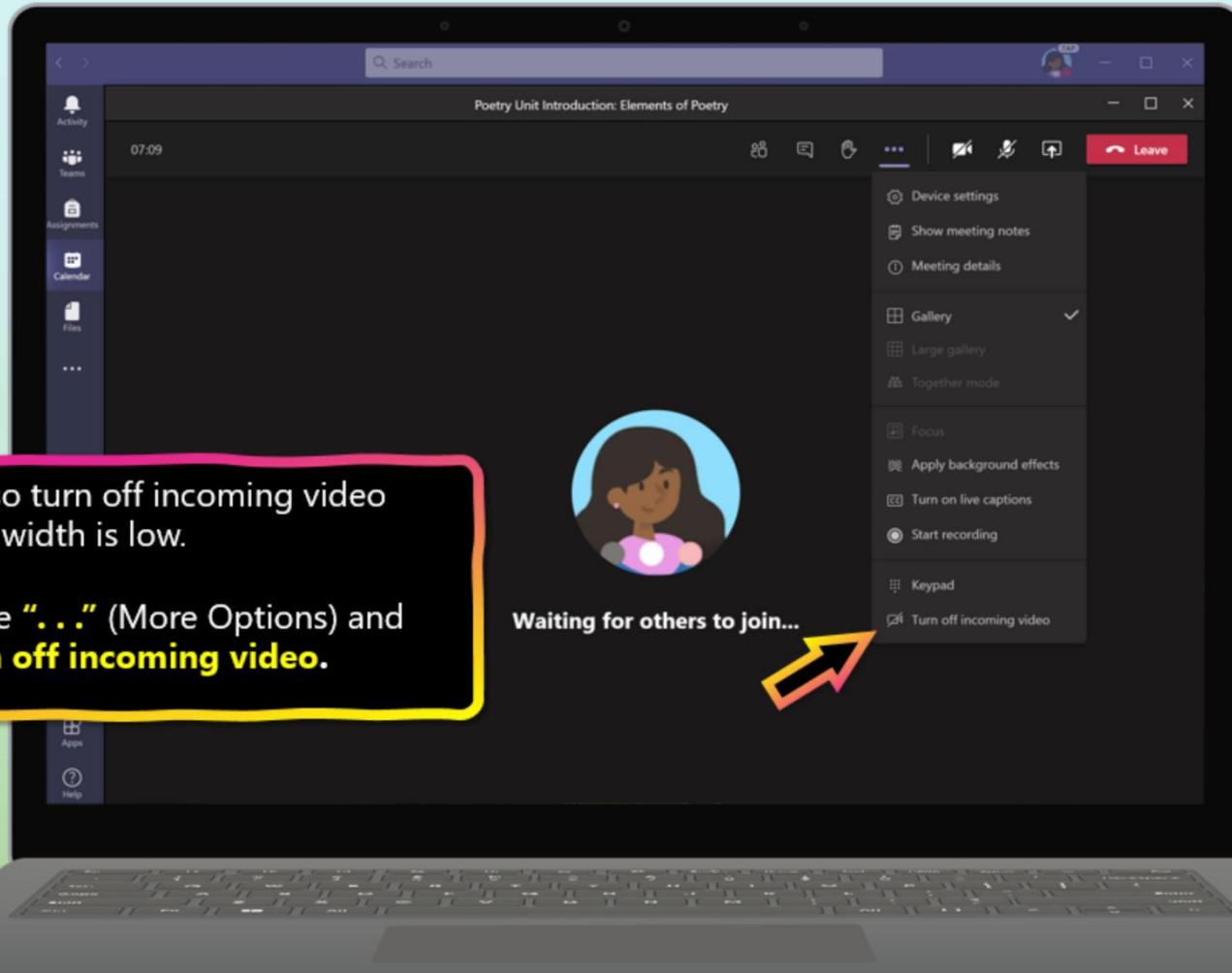


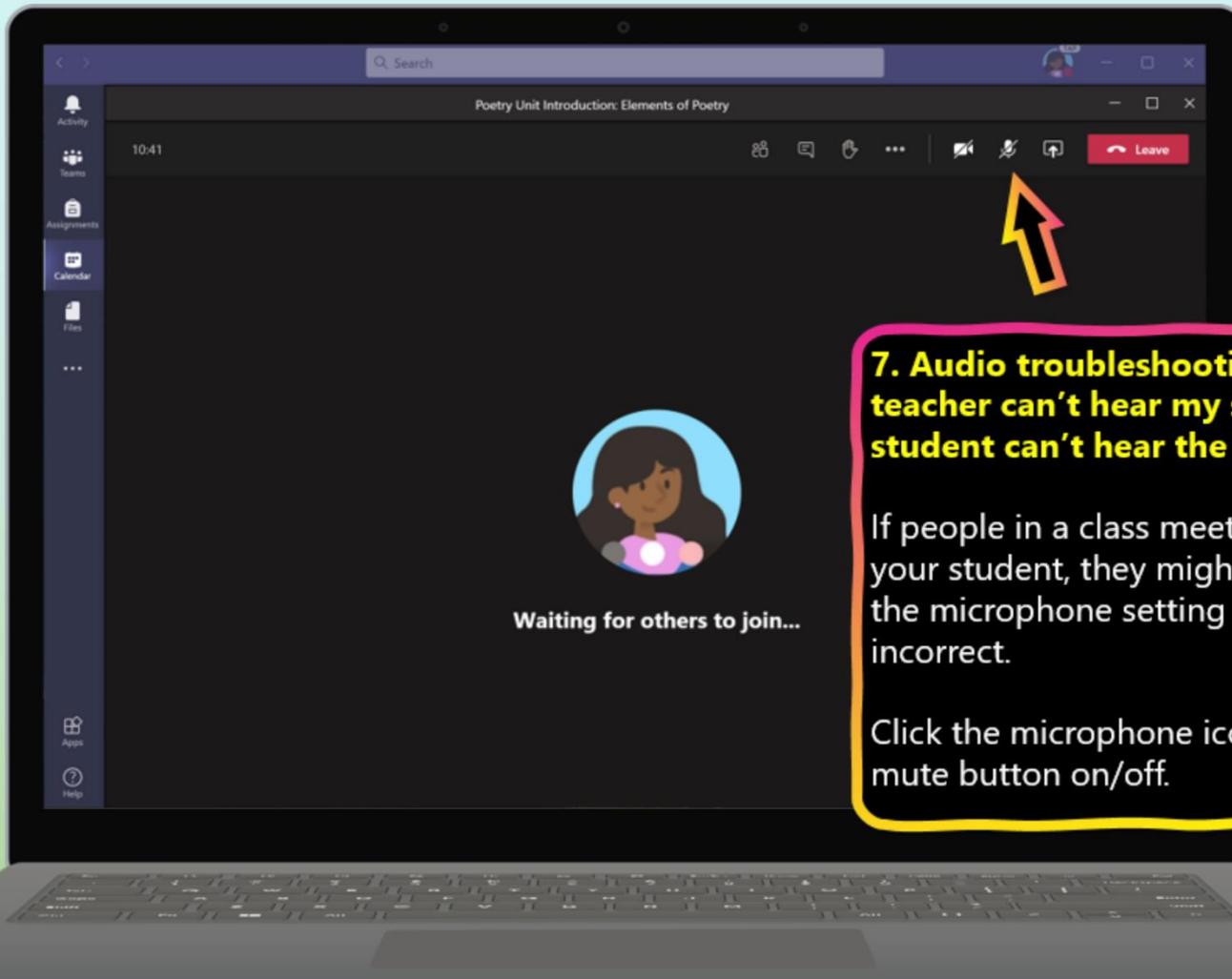
You can also turn off incoming video when bandwidth is low.

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



Waiting for others to join...

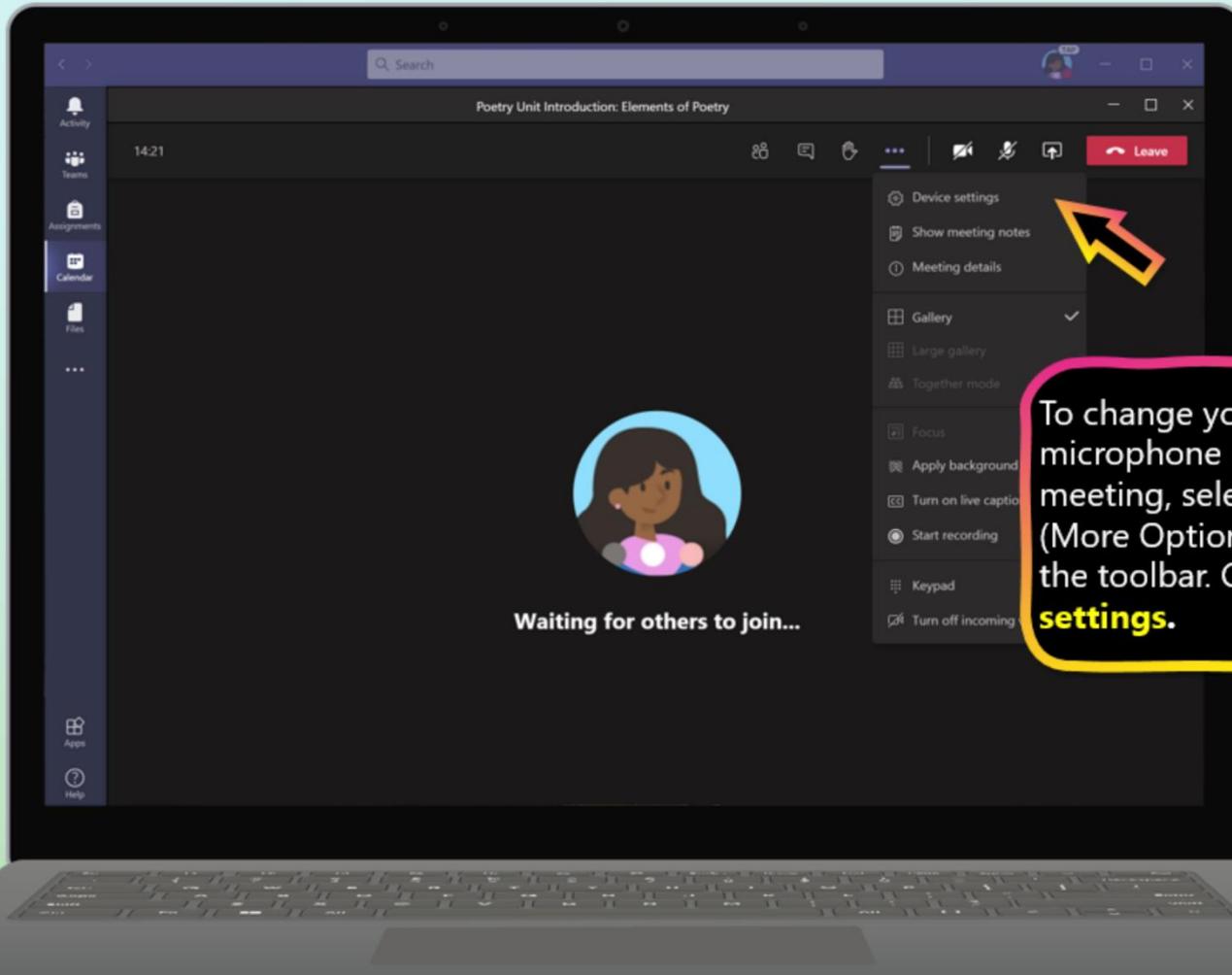




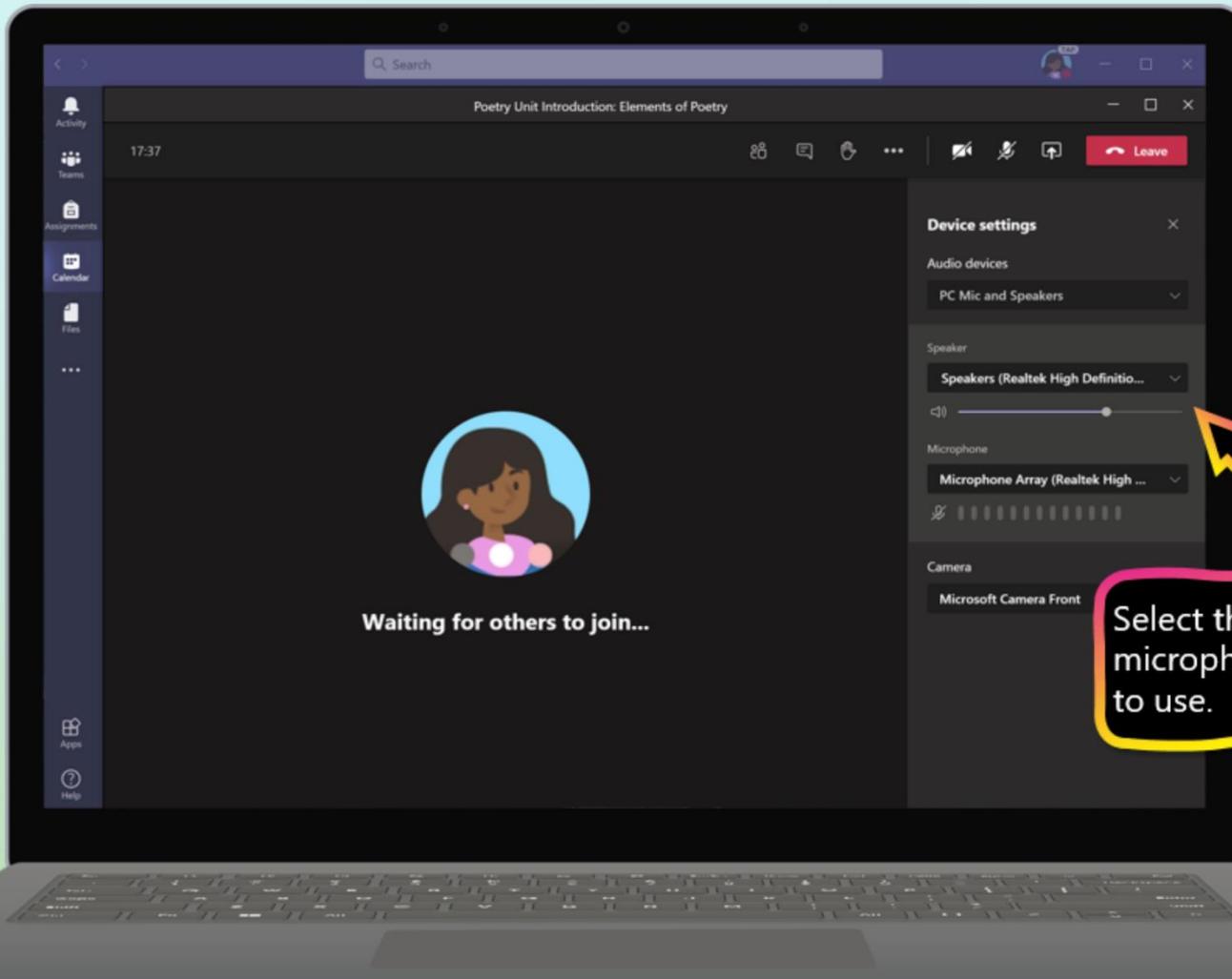
7. Audio troubleshooting: The teacher can't hear my student, or my student can't hear the teacher.

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**.



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

https://support.microsoft.com/en-us/office/remote-learning-with-office-365-for-students-eea3ee92-ba42-4217-90d4-155f9a5477e4?ui=en-us&rs=en-us&ad=us-ID0FABAAA=Tips_for_successful_online_learning

Find support articles and troubleshooting assistance:

Microsoft Teams support center

<https://support.microsoft.com/en-us/teams>

