



## Student and Parent FAQ's

**Q I am having issues connecting to Teams**

A Make sure you have downloaded the app, check your internet connection, use Chrome browser, restart your PC. If problem persists, contact our support desk. Older IOS devices have compatibility issues, check to see if an update is available.

**Q How do I log on?**

A Use the Gateway.

**Q Is there a printer you recommend?**

A A small laser jet will save you money on toner in the long run.

**Q How can I scan a document for my teacher?**

A. If you have a a phone/ipad/or tablet there is a great app integrated into OneDrive. It is called Onelens. You can take a photo and save it in may formats. It then will save the files directly into your onedrive for easy sharing.

**Q How can I find my work? I think I lost it.**

A. Contact Tech support. Although we can't find everything, we can search the back end of MS365.

**Q How I access the camera on a chromebook?**

A. To take a photo or video with your Chromebook In the corner of your screen, select the Launcher, open the camera, then, on the right side, choose an option: Select photo to take a photo, select video to start recording, and select square to take a photo.

**Q The problem we are having is when everyone is working at the same time with mics on, there is interference and echoing happening.**

A Start with muting the mics. Headphones with microphones can also help.

**Q I can't logon to the gateway or my email (TEAMS)**

A Contact Tech Support

***Important Note: If you are using a MAC IOS, please download and use the Chrome browser. We are seeing intermittent problems with the Safari browser.***



## Faculty FAQ's

### **Q I can't hear and my microphone is intermittent**

A First restart your computer. If this is a Dell headphones have helped with the hearing issues

### **Q My Team is acting weird, I can't see my group, the administrator has disabled chat, I can't type etc.**

A. Click on your initials on top right, log off and log back in again. This usually fixes everything. If that does not fix the issue close app and restart it.

### **Q How do I delete a video recording from Stream?**

A Only the owner can delete the video. Open M365, click on waffle, scroll down, click on all apps at the bottom of the page, then select sway. Look at the bar across the top, click on my content, click videos, select the video, click on the 3 dots(ellipses) and then click delete.

### **Q Where did the notes from the TEAM meeting go?**

A They are under the files tab on that channel

### **Q How can I learn more on my own?**

A Microsoft Educator resources:

<https://support.office.com/en-us/article/teacher-training-packs-7a9ee74a-8fe5-43d3-bc23-a55185896921>

### **Q I am having hardware/technical difficulties**

A If it software issue related to the school, we will remote in and fix it for you. If it is a hardware related issue, you will need to take it to a technology repair shop.