

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.

Ask us anything. If you have questions, comments, or suggestions about this guide, please fill out this form:

aka.ms/FamilyGuideFeedback



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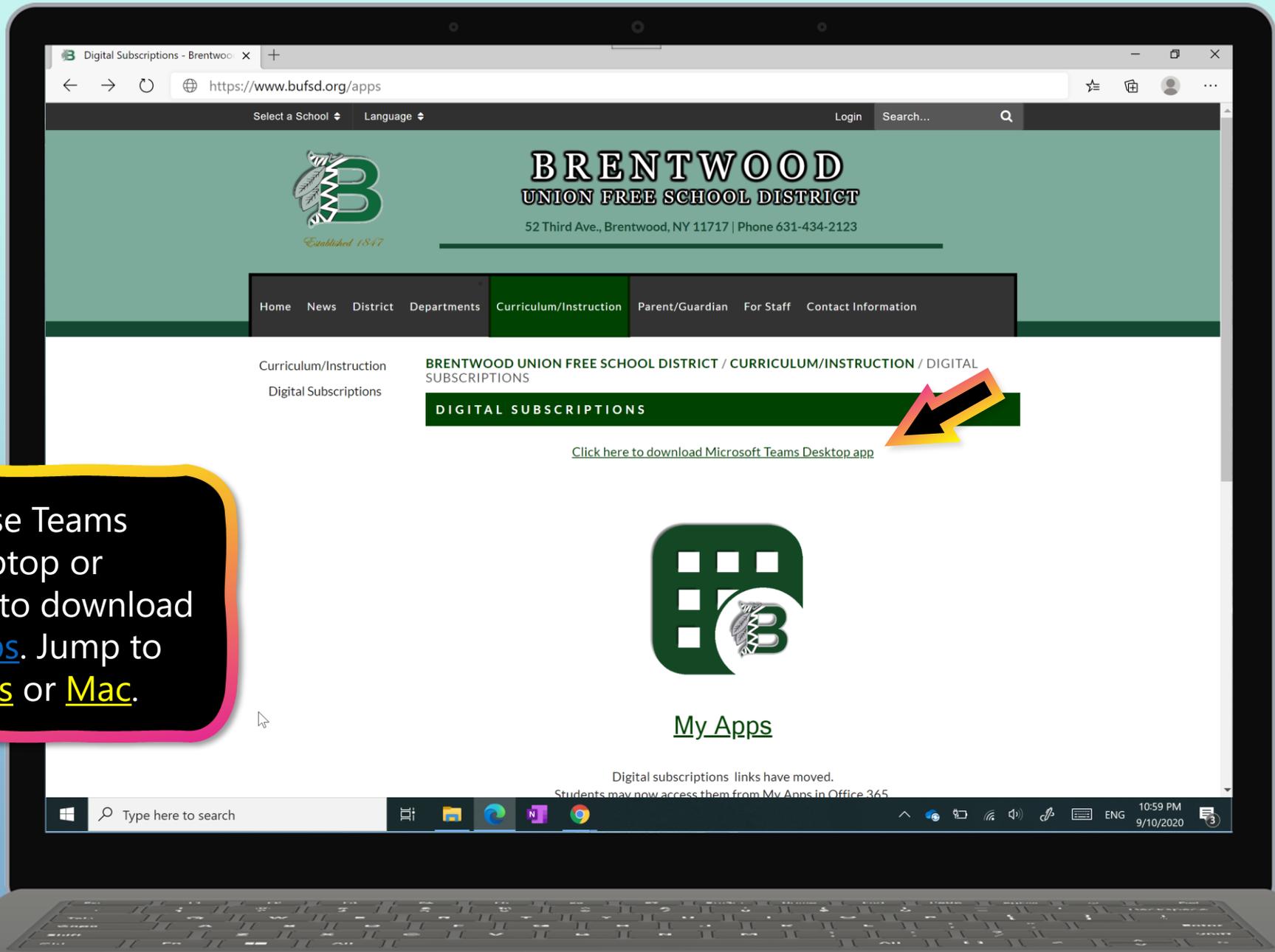


Chapter 1

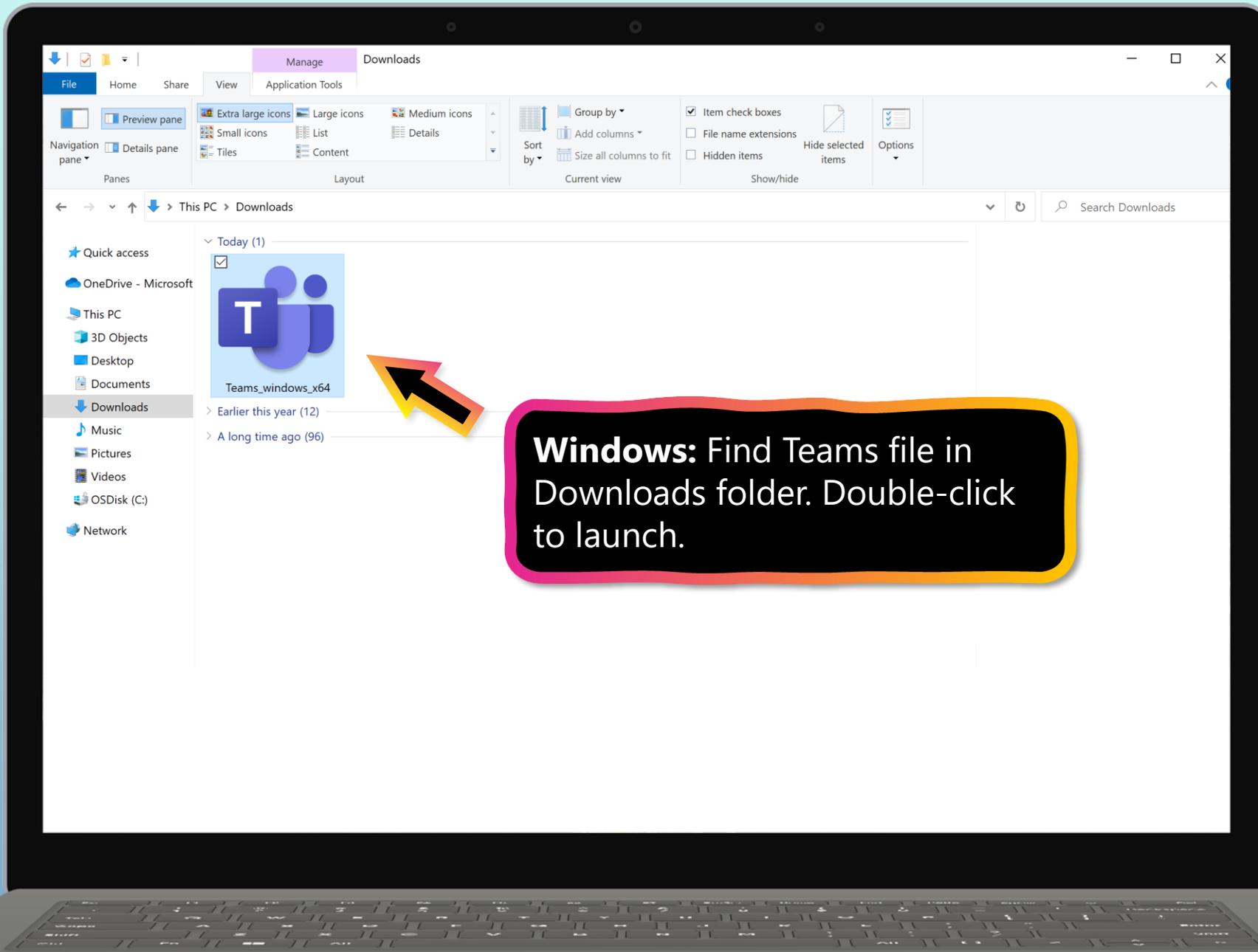
Get started with Teams

1. **Download Teams on desktop**
2. Download Teams on mobile device
3. Sign into Teams online

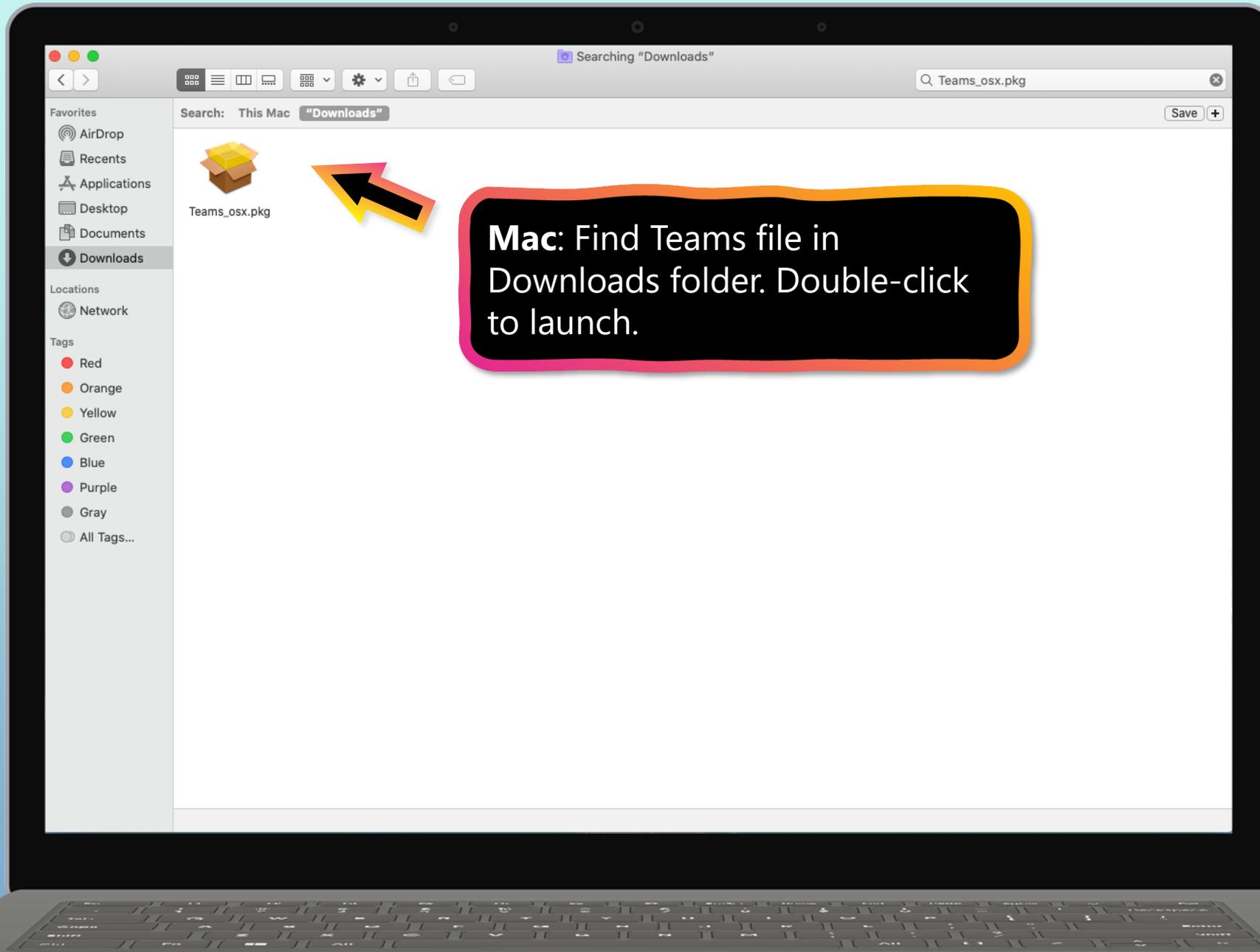




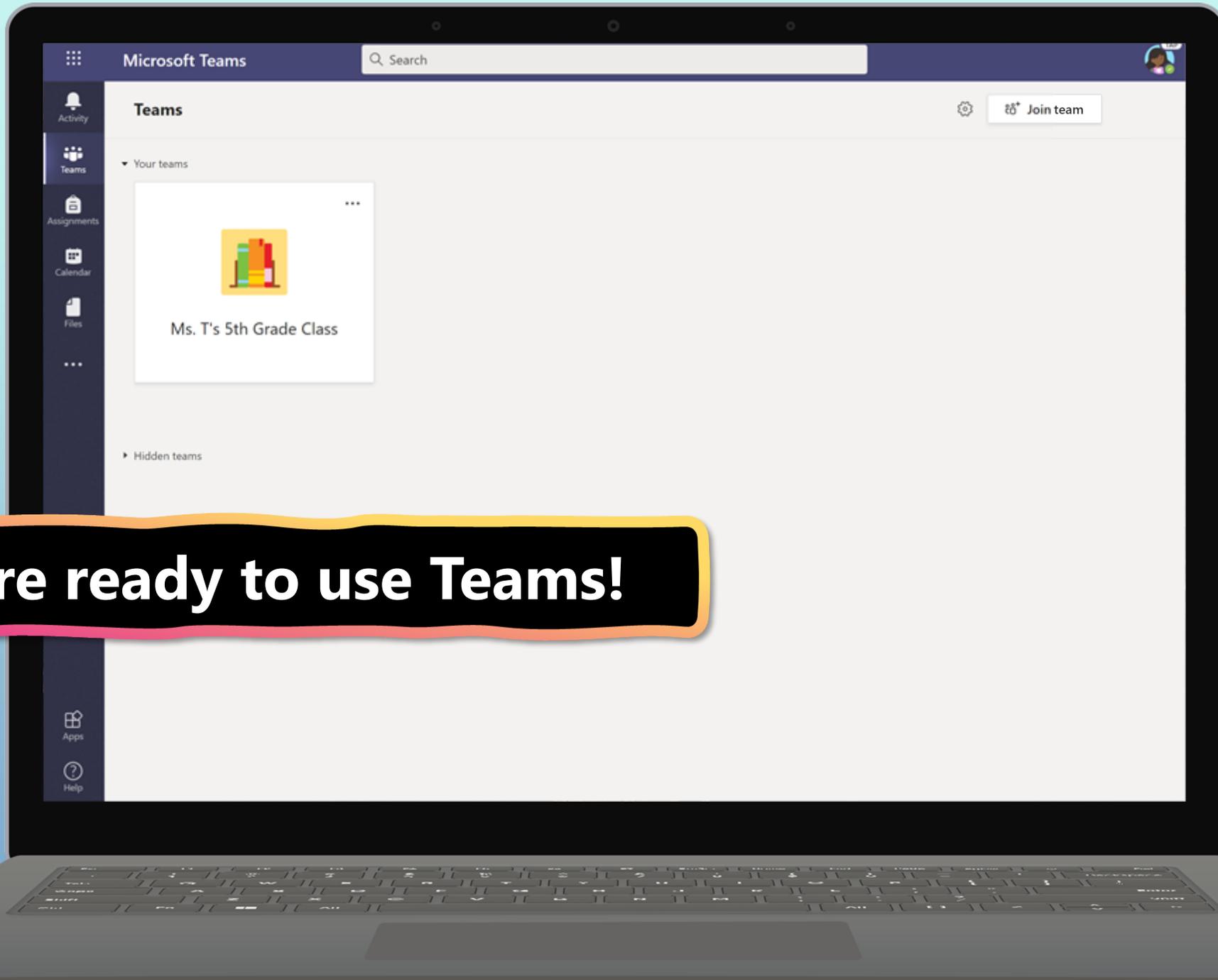
It is recommended to use Teams desktop app on your laptop or computer. Click the link to download Teams on bufsd.org/apps. Jump to instructions for Windows or Mac.



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



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



You're ready to use Teams!

Chapter 1

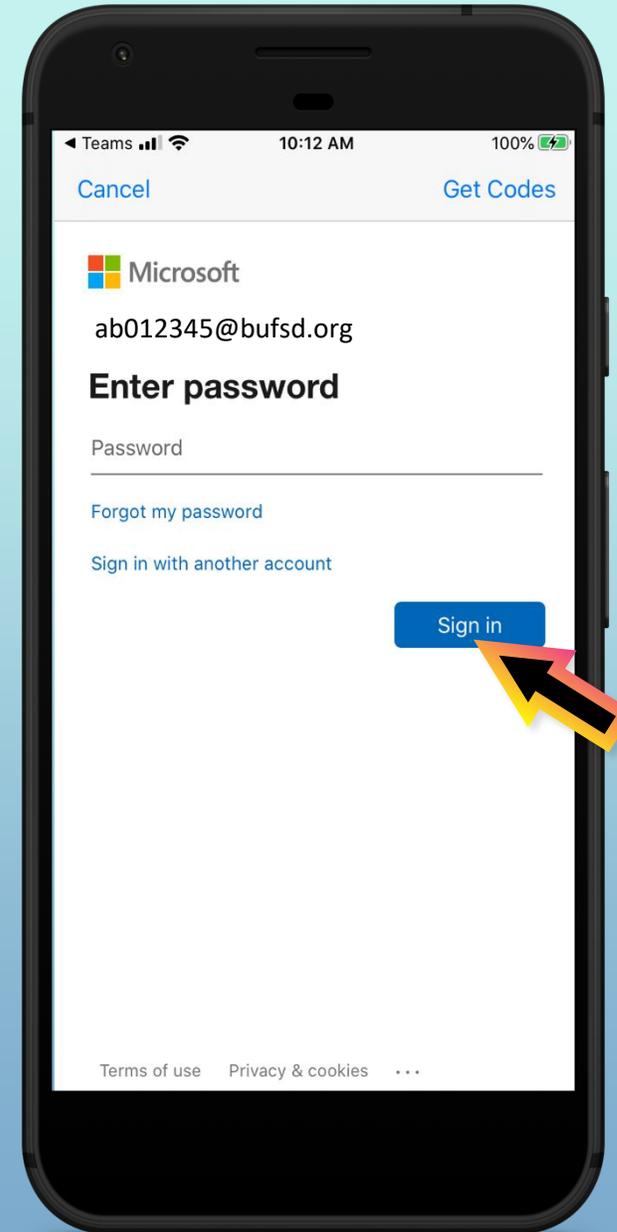
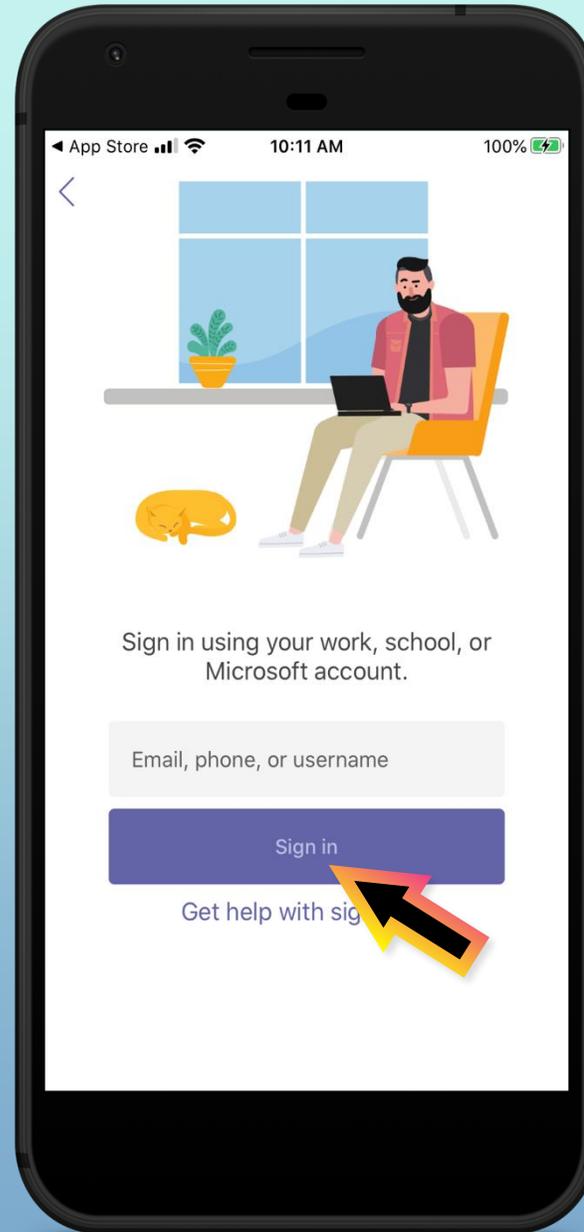
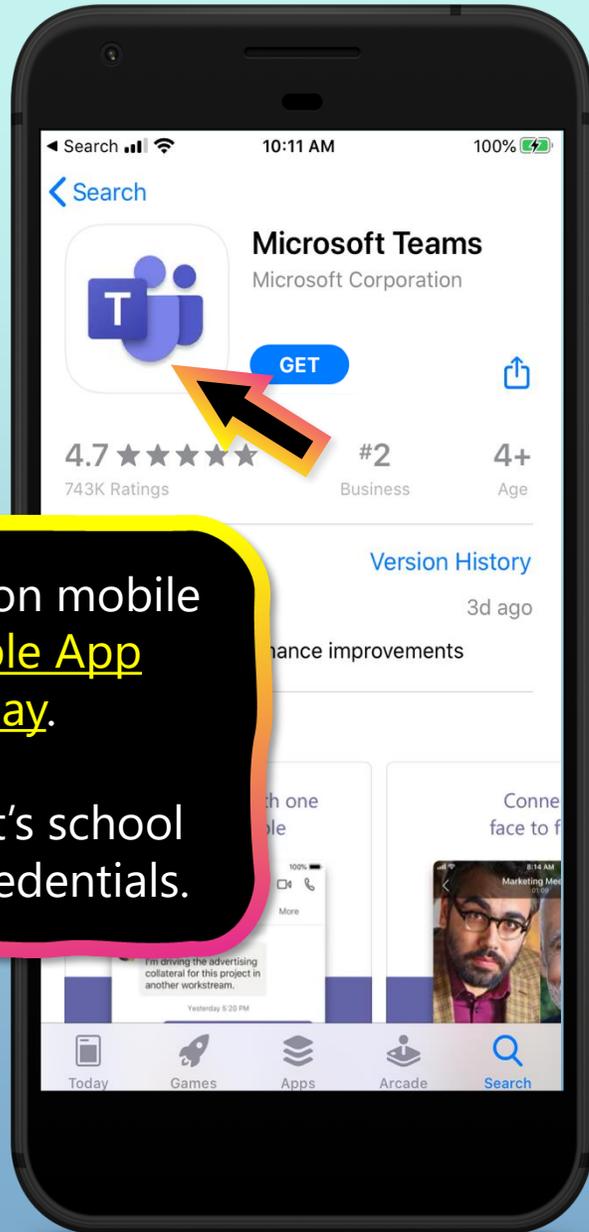
Get started with Teams

1. Download Teams on desktop
2. **Download Teams on mobile device**
3. Sign into Teams online



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

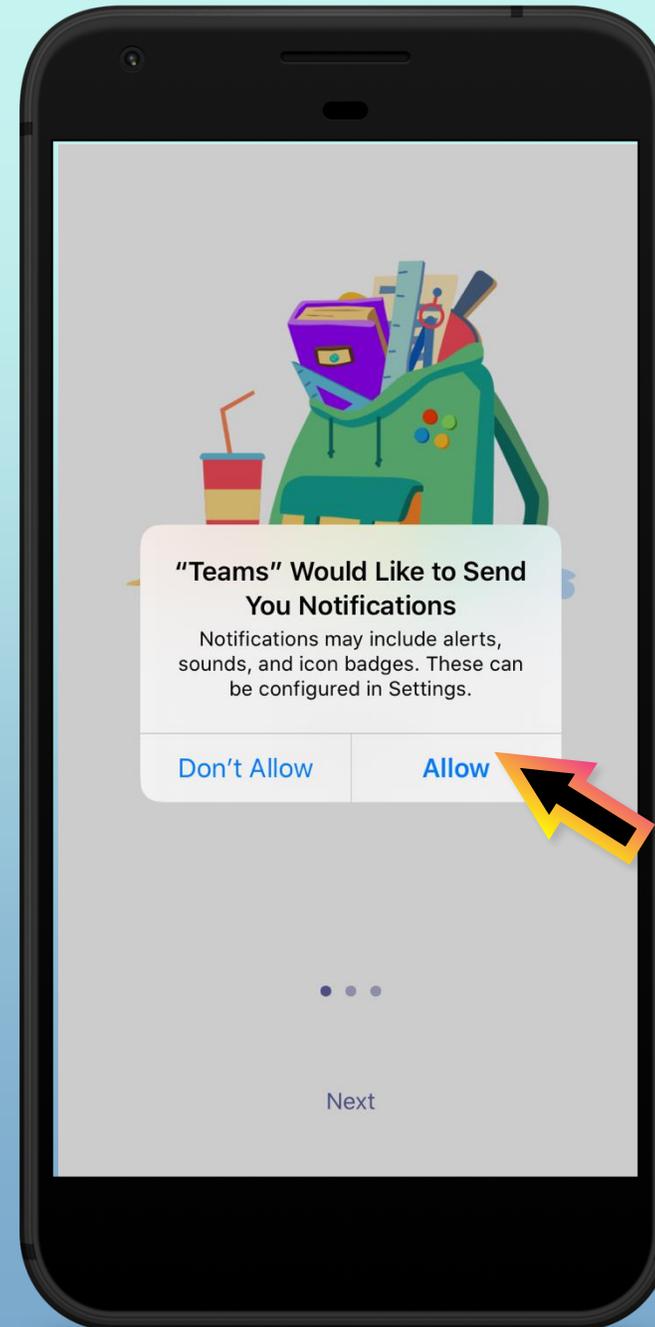
Enter your student's school district account credentials.



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.

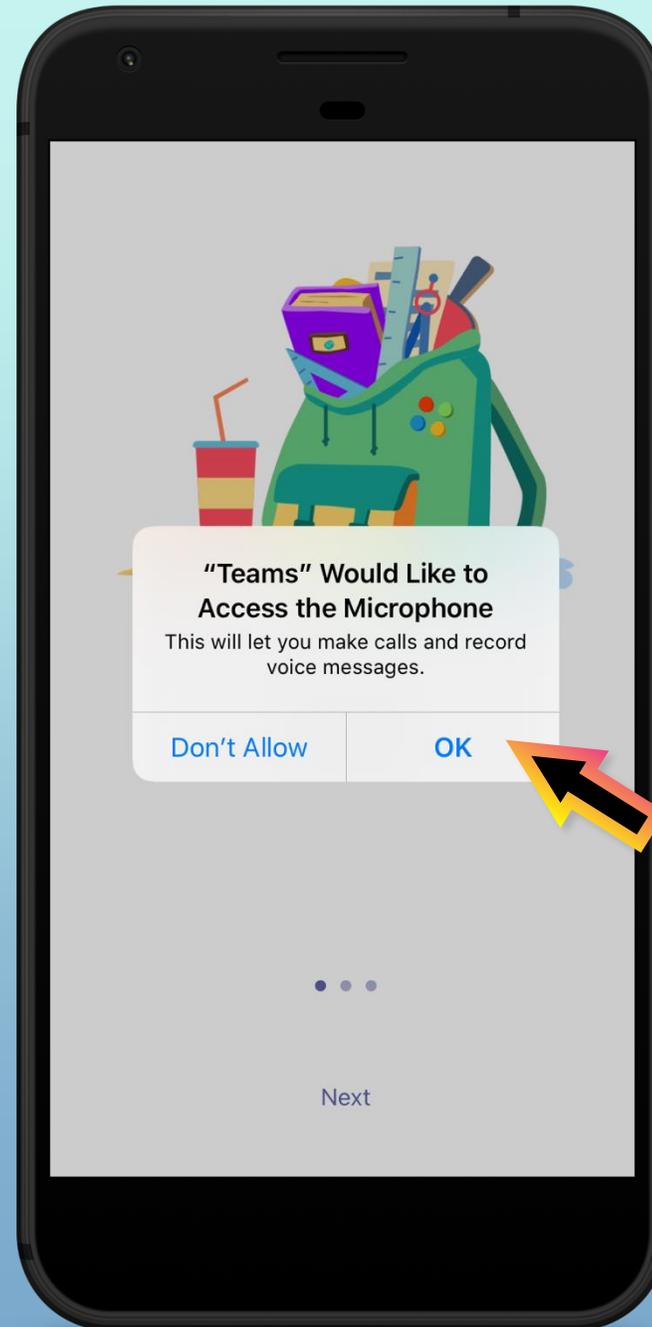
You can adjust this in **Settings**.



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



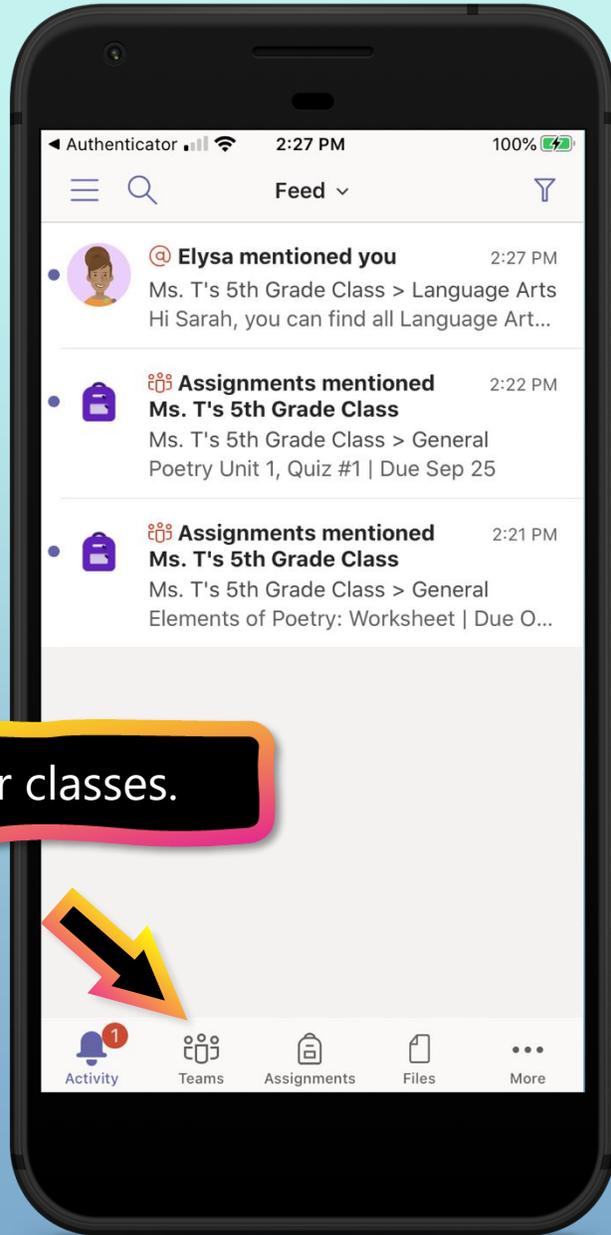
Speak up. Share out.
Soar on.



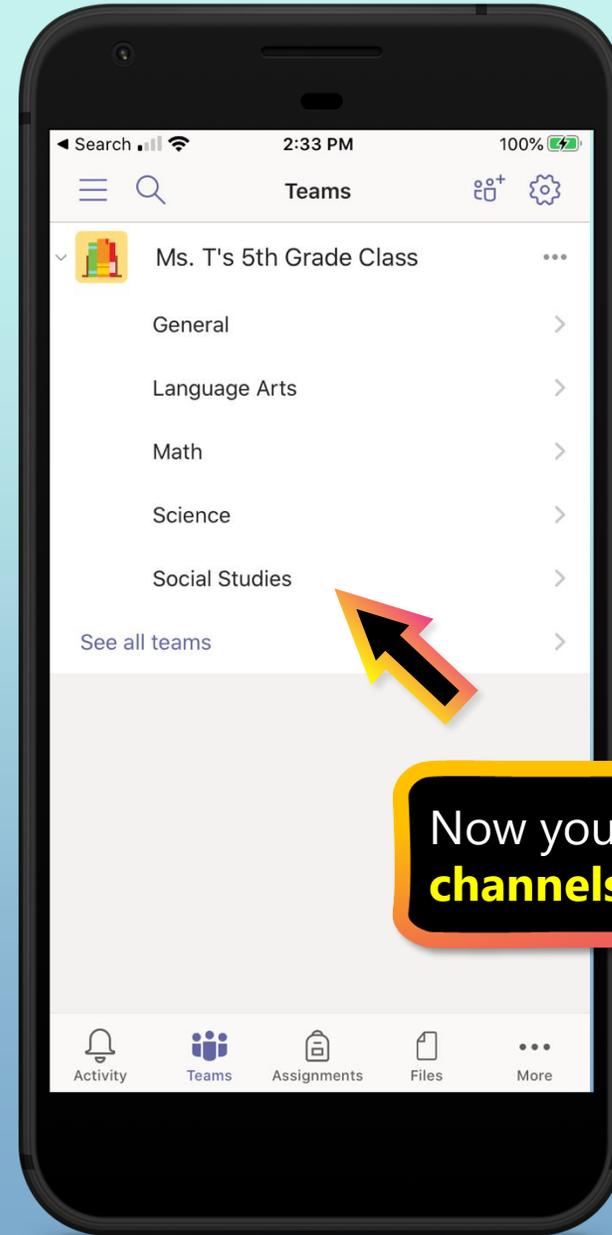
Got it

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





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



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

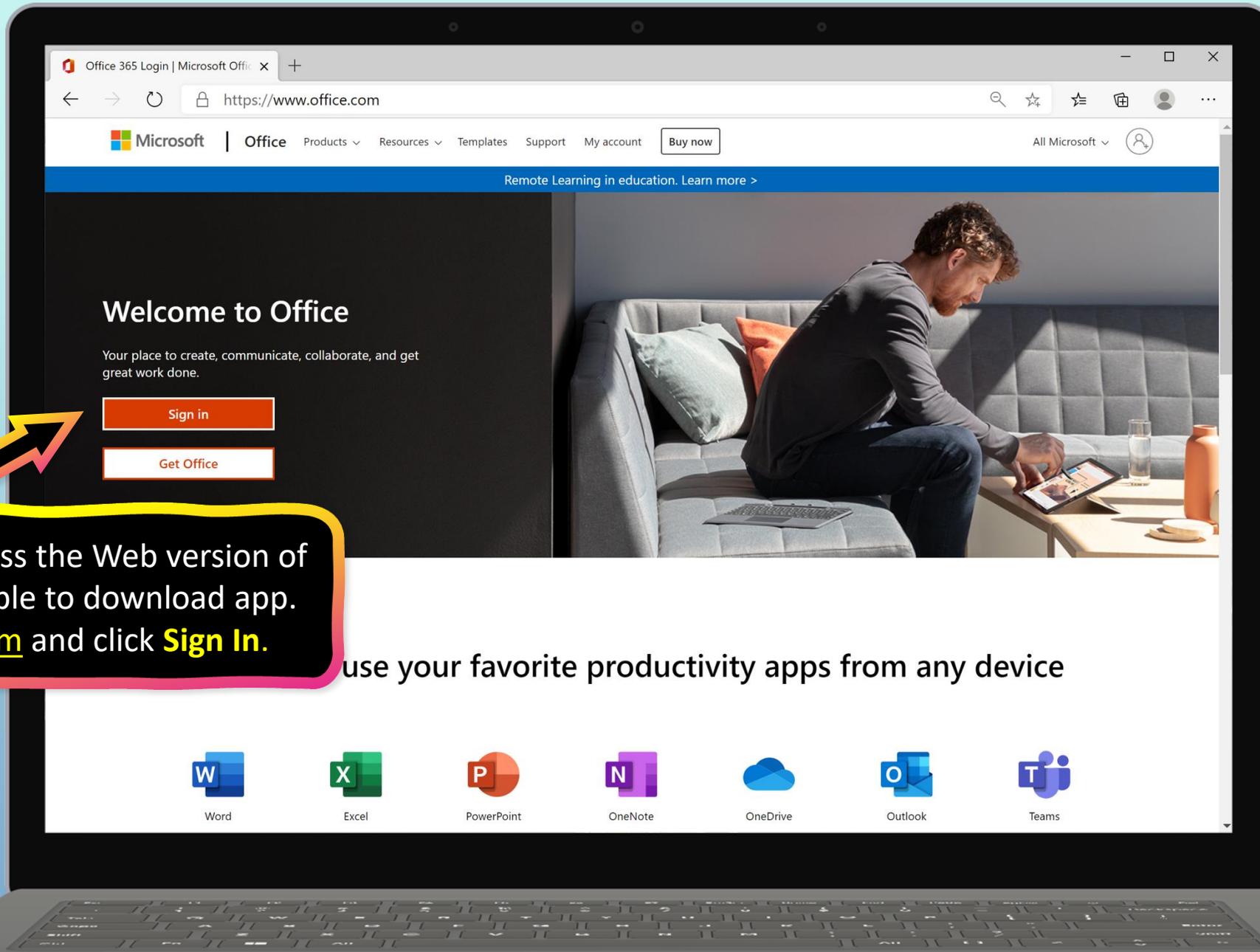


Chapter 1

Get started with Teams

1. Download Teams on desktop
2. Download Teams on mobile device
3. **Sign into Teams online**





You may also access the Web version of Teams if you unable to download app. Go to [Office.com](https://www.office.com) and click **Sign In**.

Use your favorite productivity apps from any device



Word



Excel



PowerPoint



OneNote



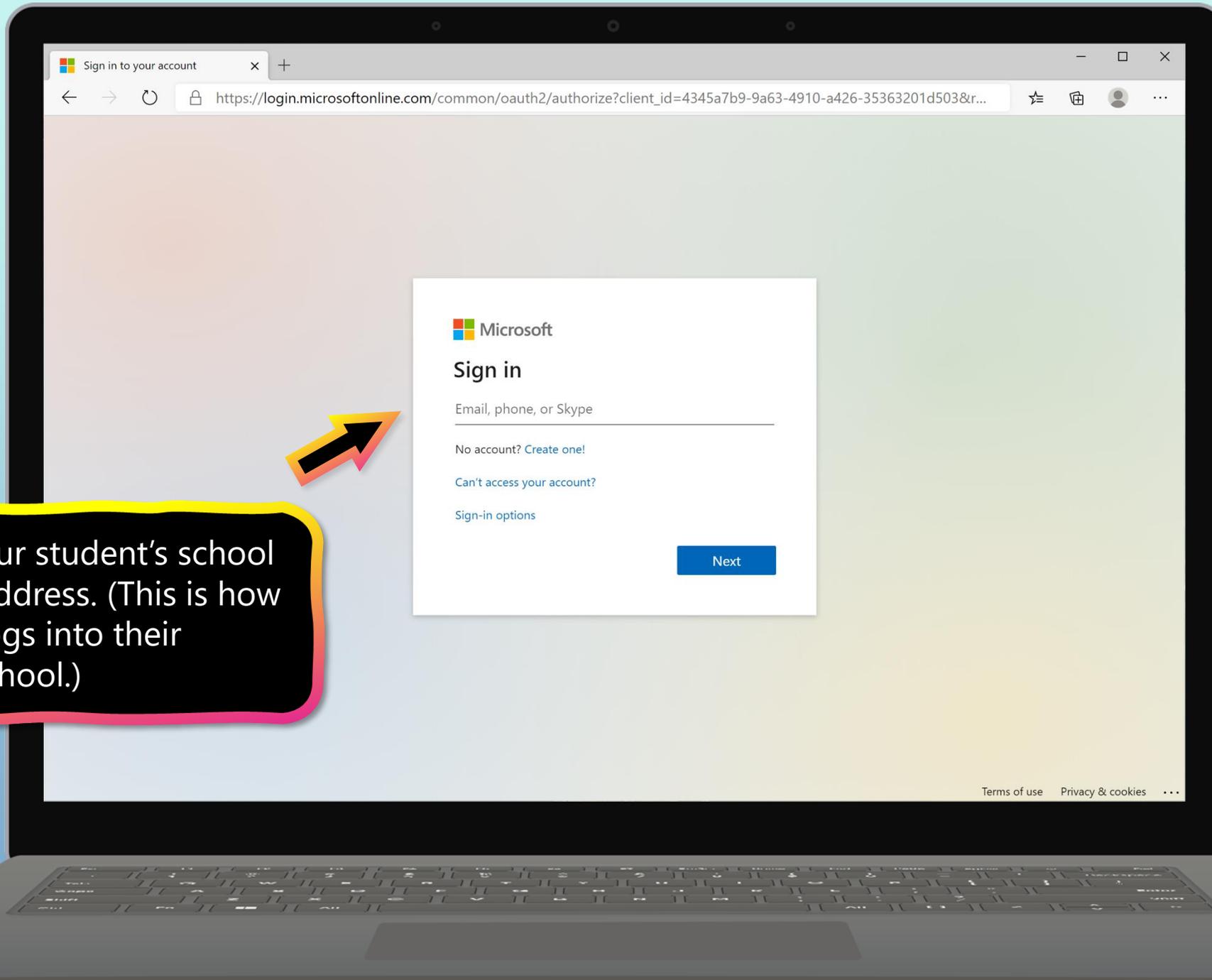
OneDrive



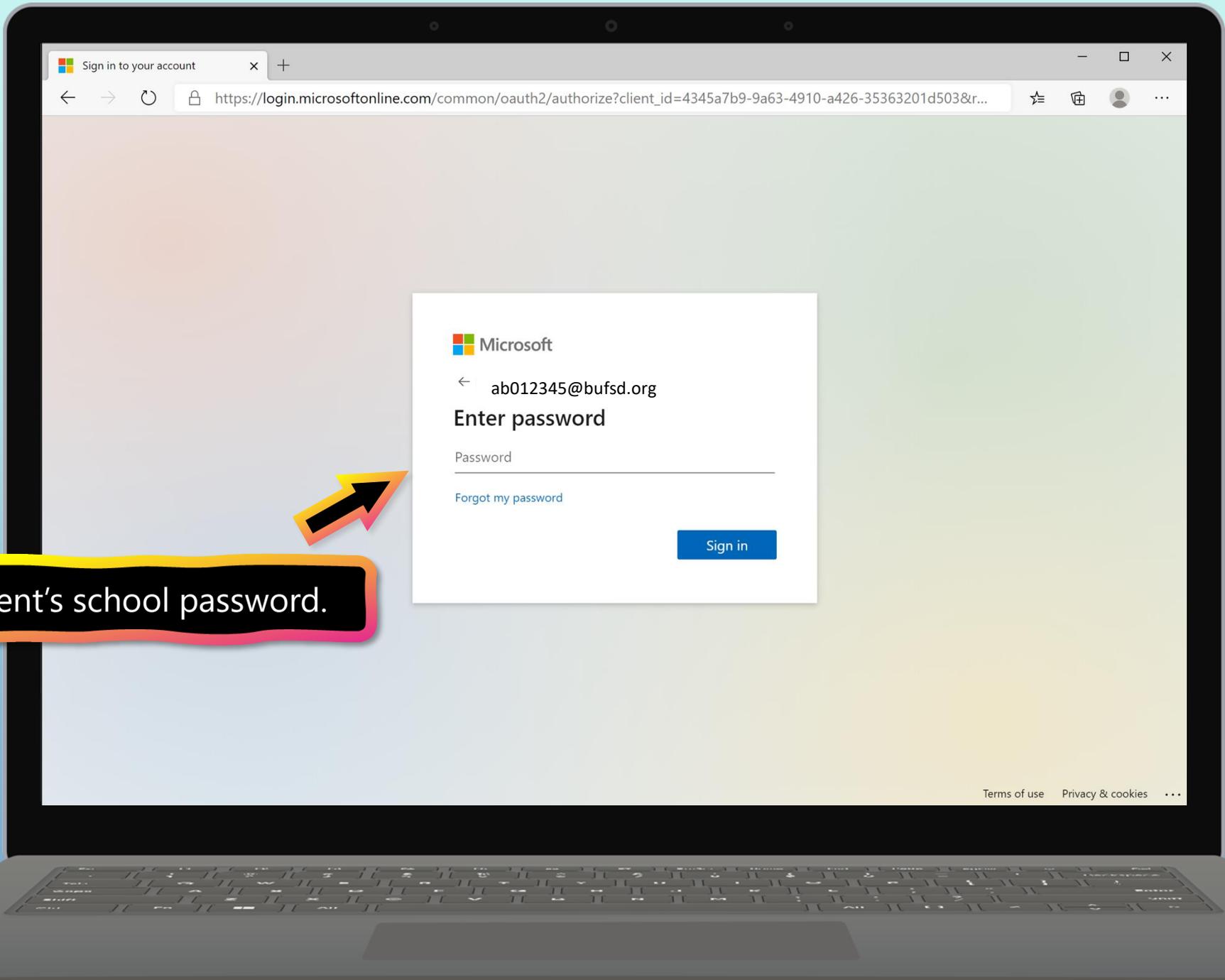
Outlook



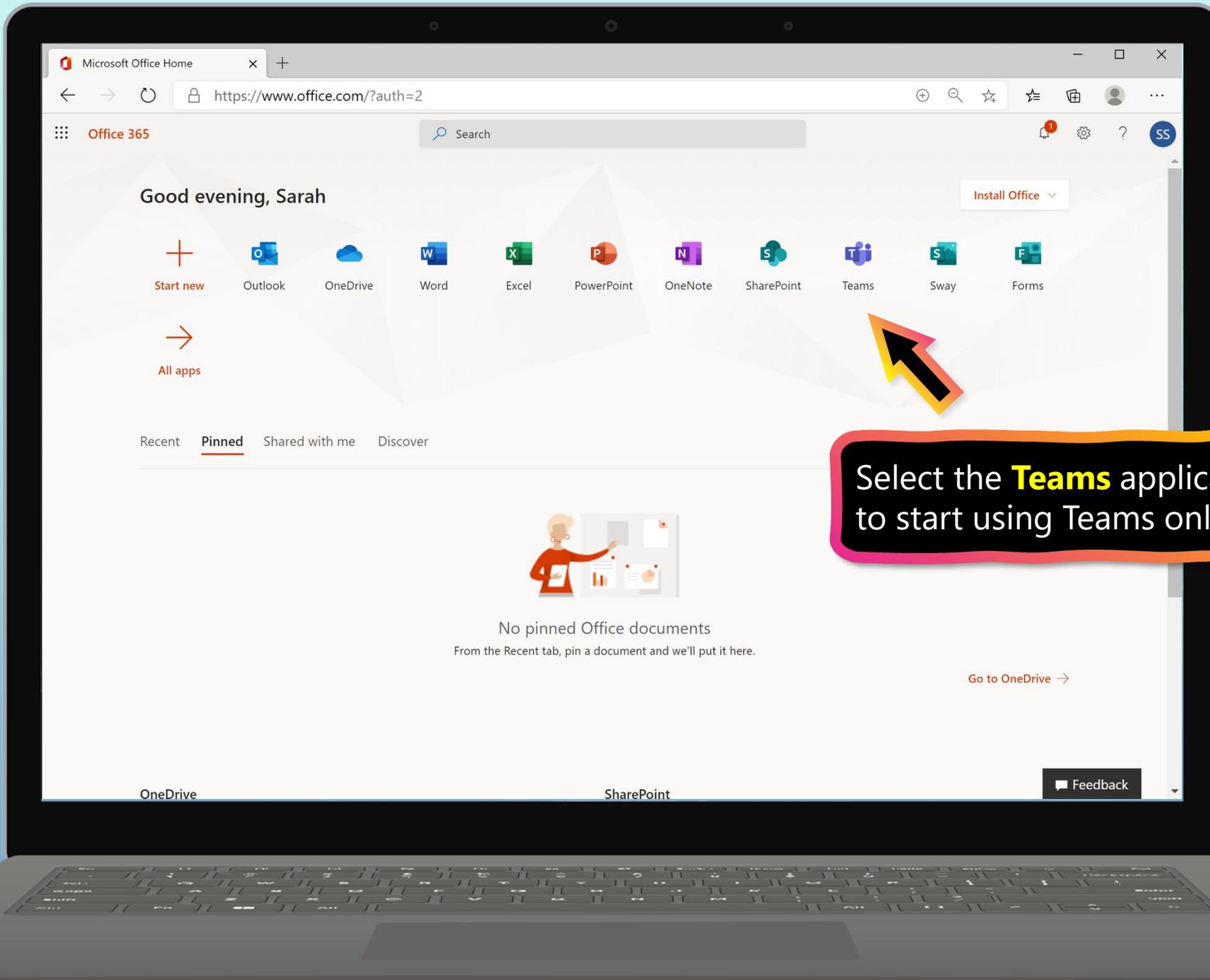
Teams



Sign in with your student's school district email address. (This is how your student logs into their computer at school.)



Enter your student's school password.



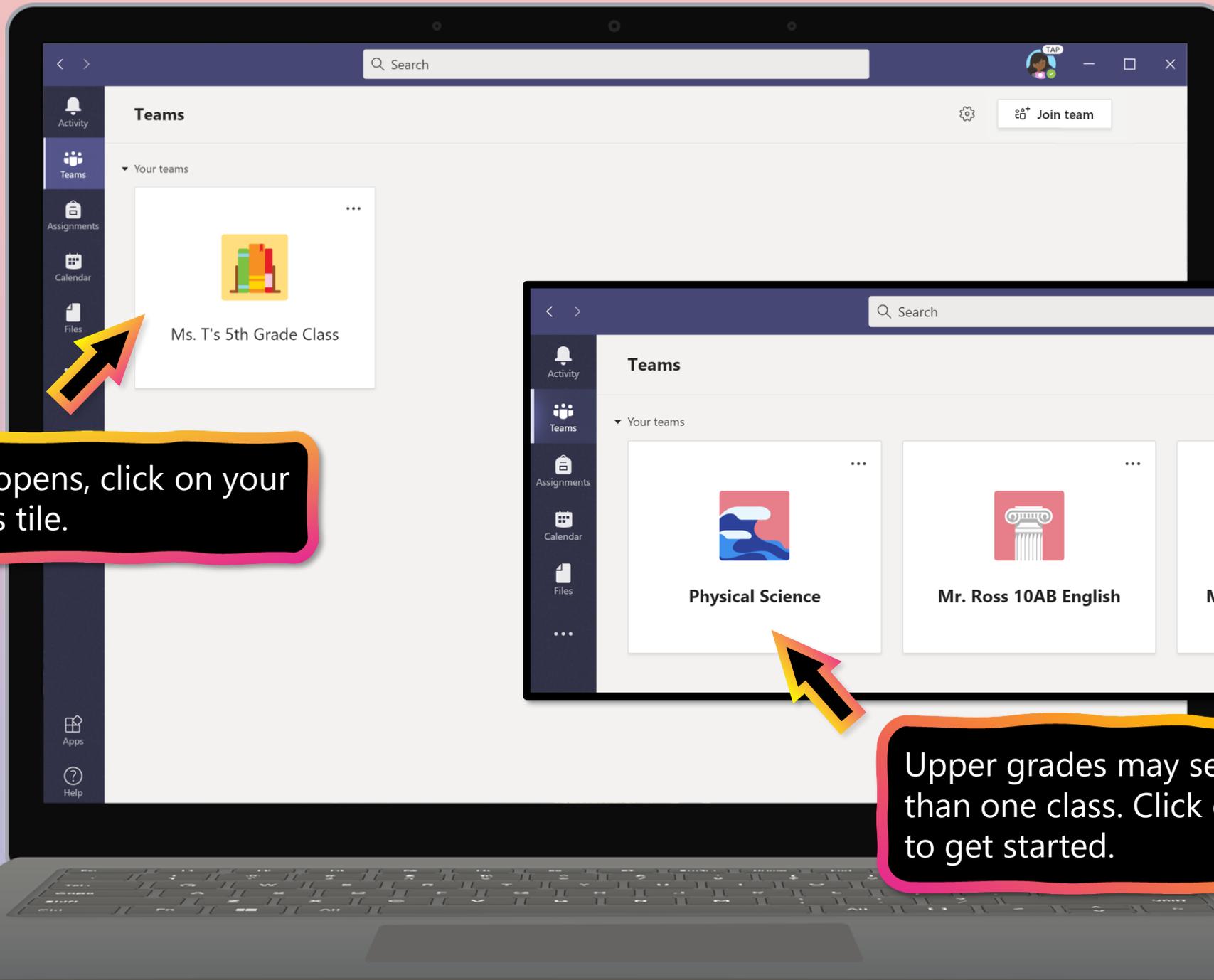
Select the **Teams** application to start using Teams online.

Chapter 2

How to help your student use Teams

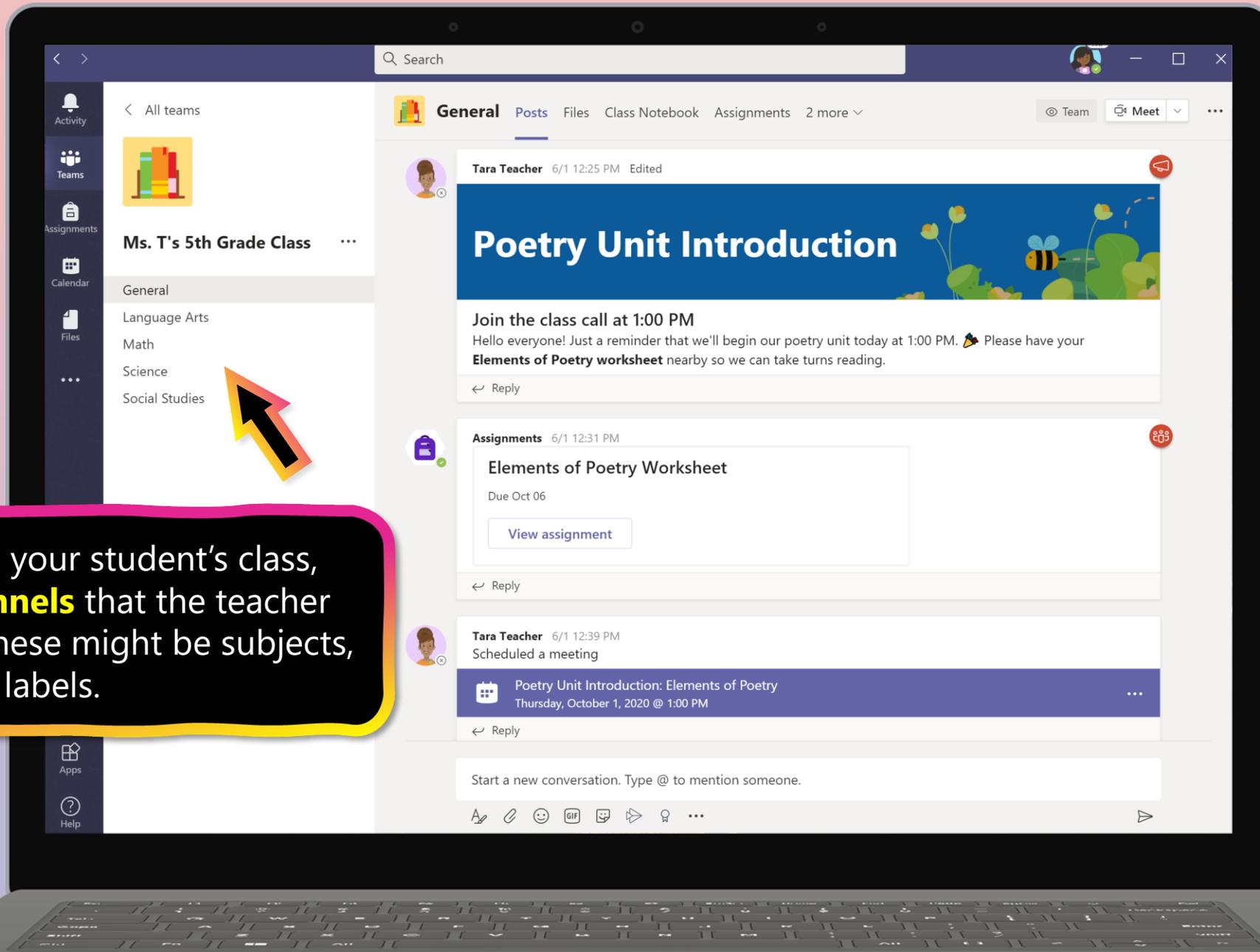
1. **Accessing a class team**
2. View assignments
3. Upload work and turn in assignments
4. Attend a virtual class
5. Find grades
6. Chat with teachers and classmates





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.



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

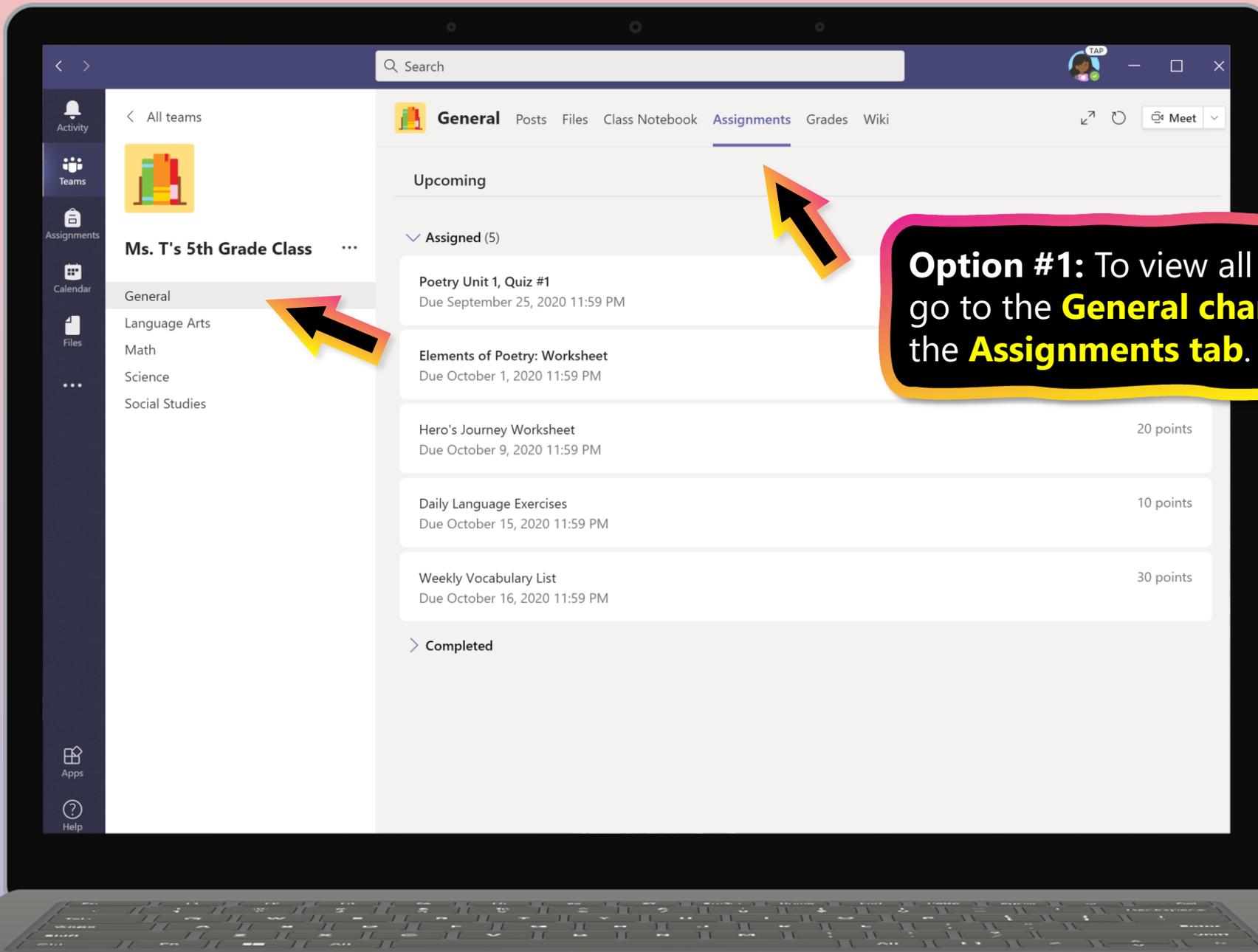
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How to help your student use Teams

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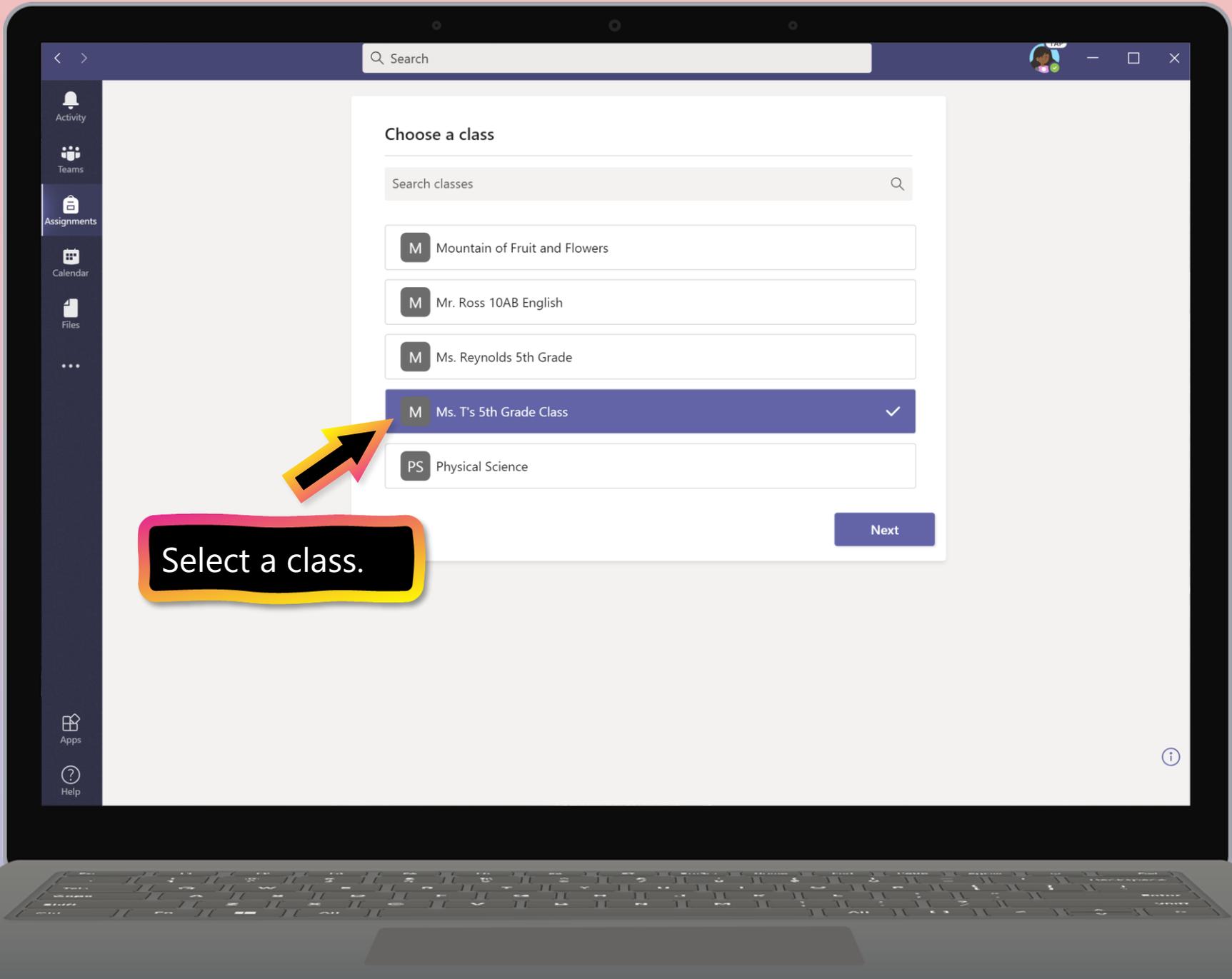
Assignments can be viewed and submitted many ways on Teams. Here are some common options.



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

Option #2 for accessing 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" dated 6/1 12:25 PM, titled "Poetry Unit Introduction". The post includes a blue banner with the title and a call to action: "Join the class call at 1:00 PM". Below this, the text reads: "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 the post is an "Assignments" card for "Elements of Poetry Worksheet" due on Oct 06, with a "View assignment" button. At the bottom of the chat, a meeting card is visible: "Poetry Unit Introduction: Elements of Poetry" scheduled for Thursday, October 1, 2020 @ 1:00 PM. The bottom of the screen shows a text input field with the prompt "Start a new conversation. Type @ to mention someone." 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

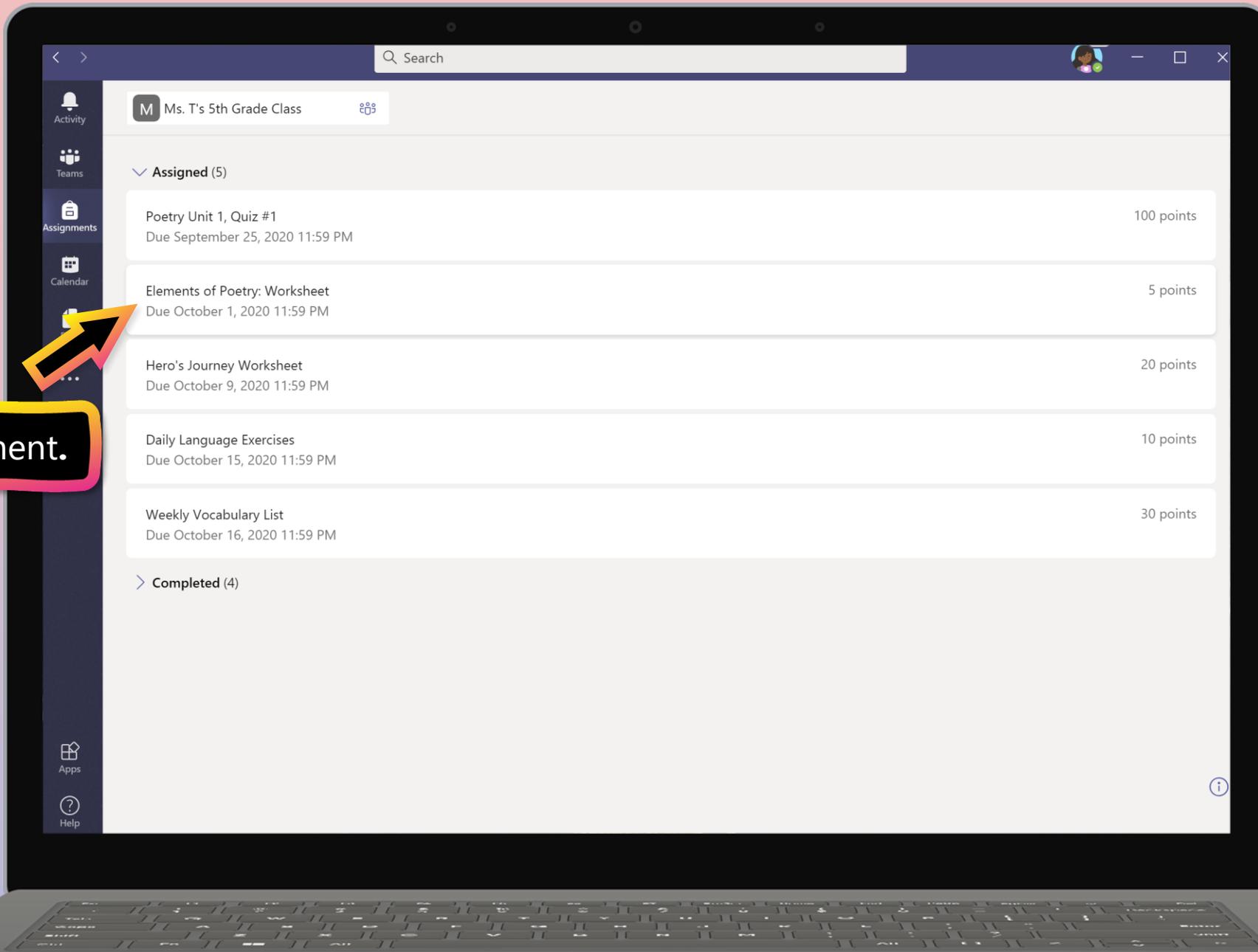
M Ms. Reynolds 5th Grade

M Ms. T's 5th Grade Class

PS Physical Science

Next

Select a class.



Select assignment.

Option #3 for accessing assignments: View assignments from the **Posts tab in the **General** channel.**

The screenshot displays a Microsoft Teams chat window for a team named "Ms. T's 5th Grade Class". The interface includes a left-hand navigation pane with icons for Activity, Teams, Assignments, Calendar, and Files. The main chat area shows a "General" channel with a "Posts" tab selected. A post from "Tara Teacher" at 12:25 PM on 6/1 contains a blue banner titled "Poetry Unit Introduction" and text: "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 the post is an "Assignments" card for "Elements of Poetry Worksheet" due on Oct 06, with a "View assignment" button. A meeting card for "Poetry Unit Introduction: Elements of Poetry" on Thursday, October 1, 2020, at 1:00 PM is also visible. A yellow callout box with a black border and a yellow-to-pink gradient shadow points to the "Posts" tab and the assignment card. Two large black arrows with yellow-to-orange gradients point from the callout box to the "Posts" tab and the "View assignment" button.

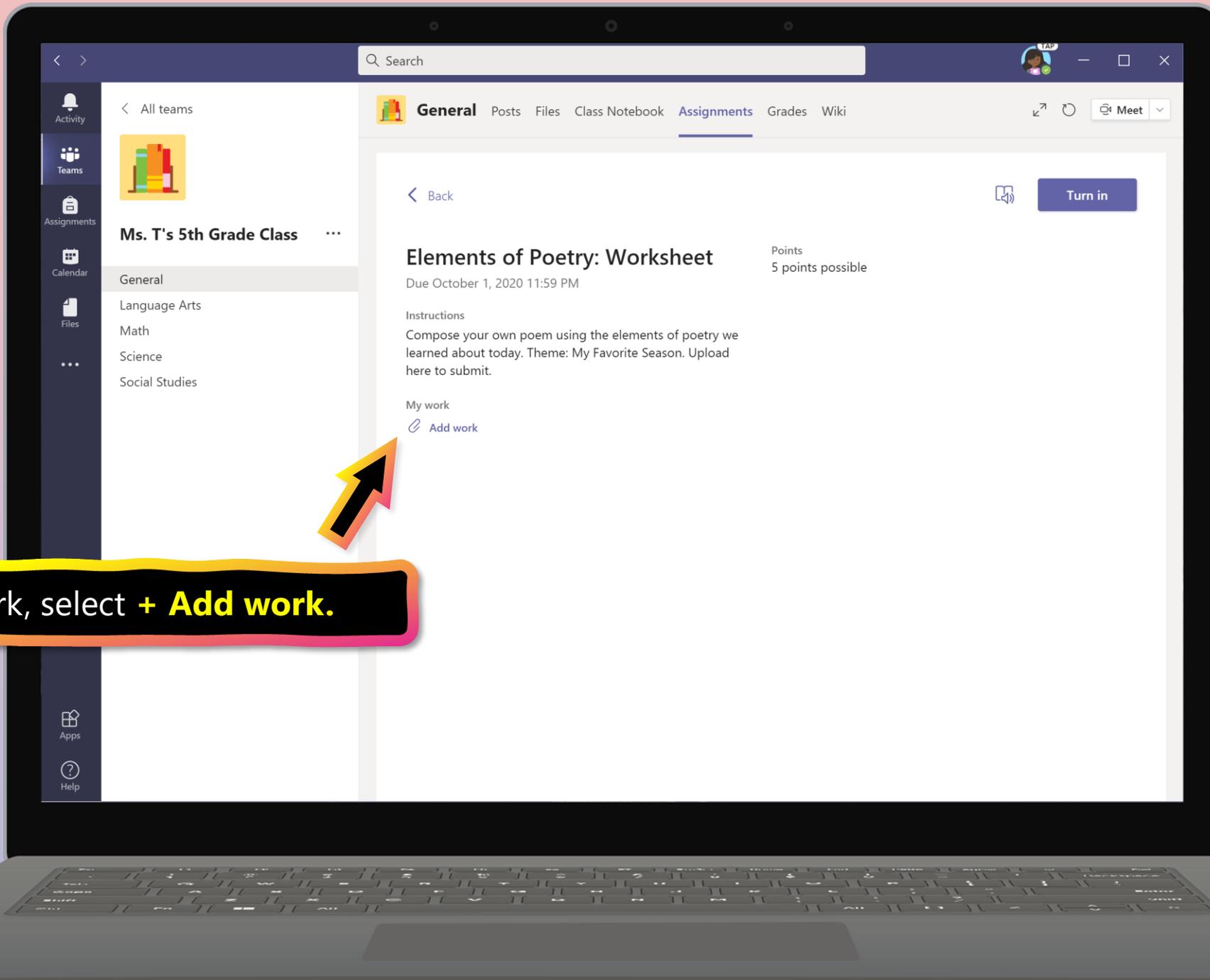
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Work to be completed will be attached to assignments in most cases for the student to complete. If teacher requests work to be uploaded, you may follow these steps.



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

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



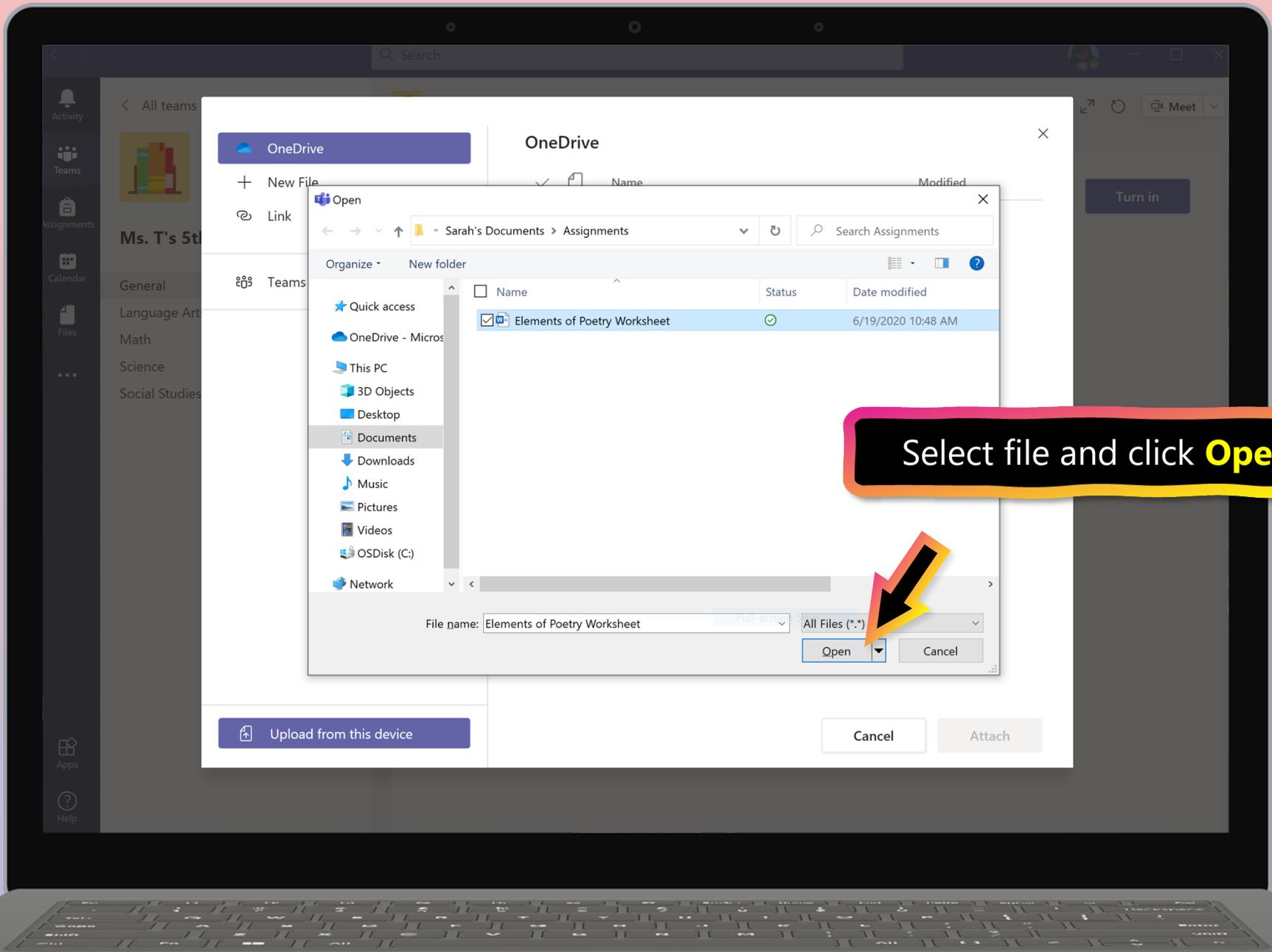
OneDrive

✓	📄	Name	Modified
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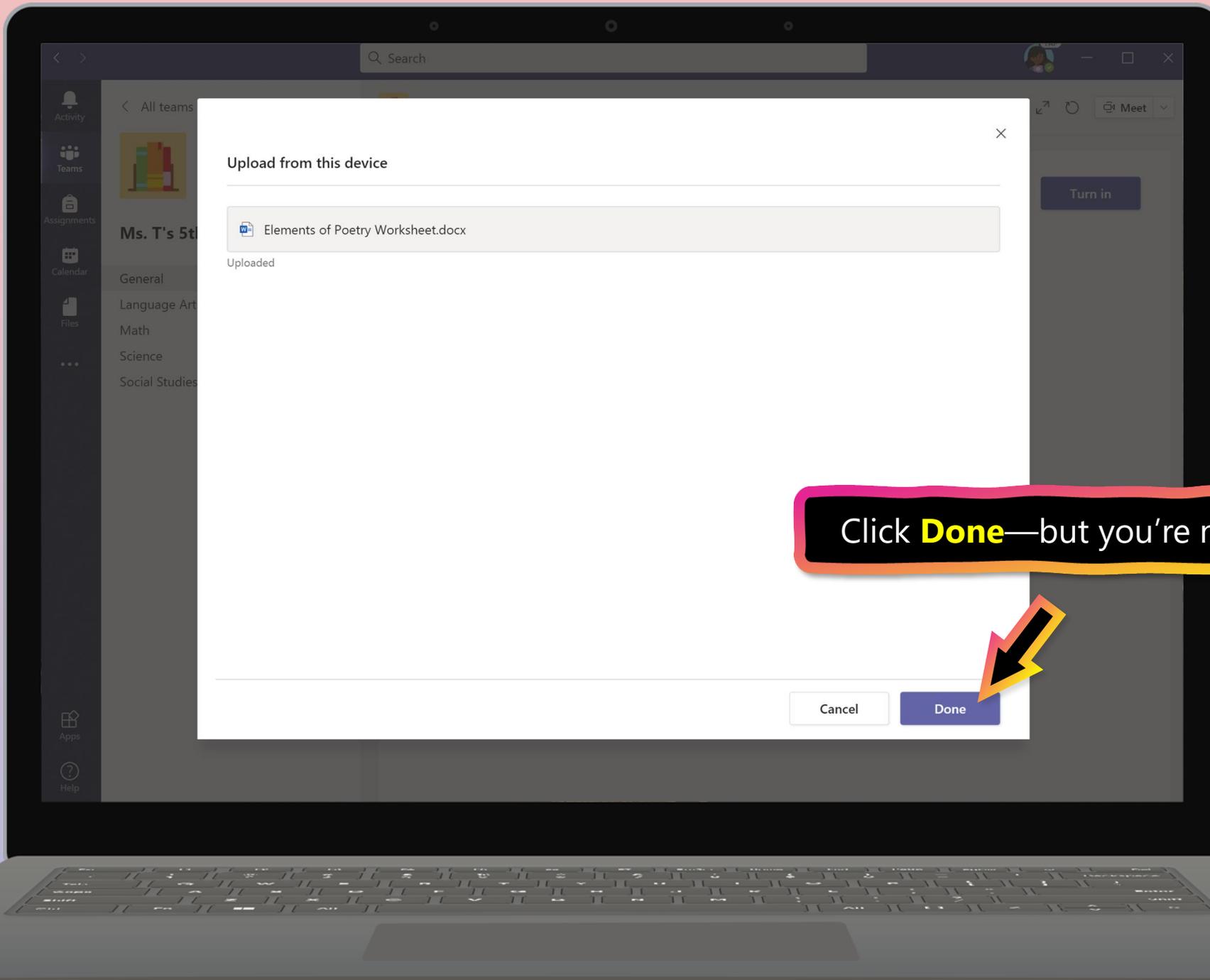
No files available

Upload from this device

Cancel Attach



Select file and click **Open**.



Upload from this device

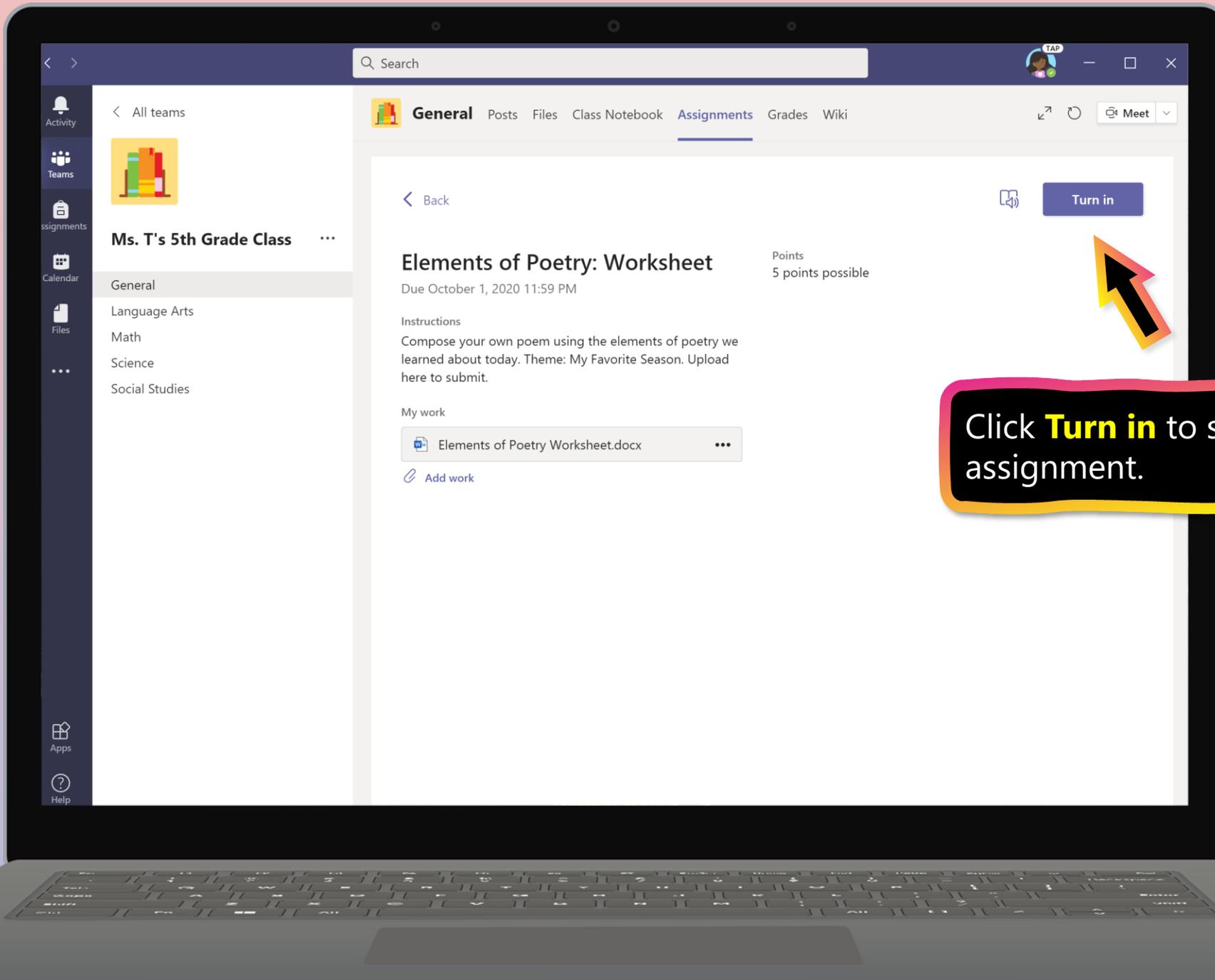
Elements of Poetry Worksheet.docx

Uploaded

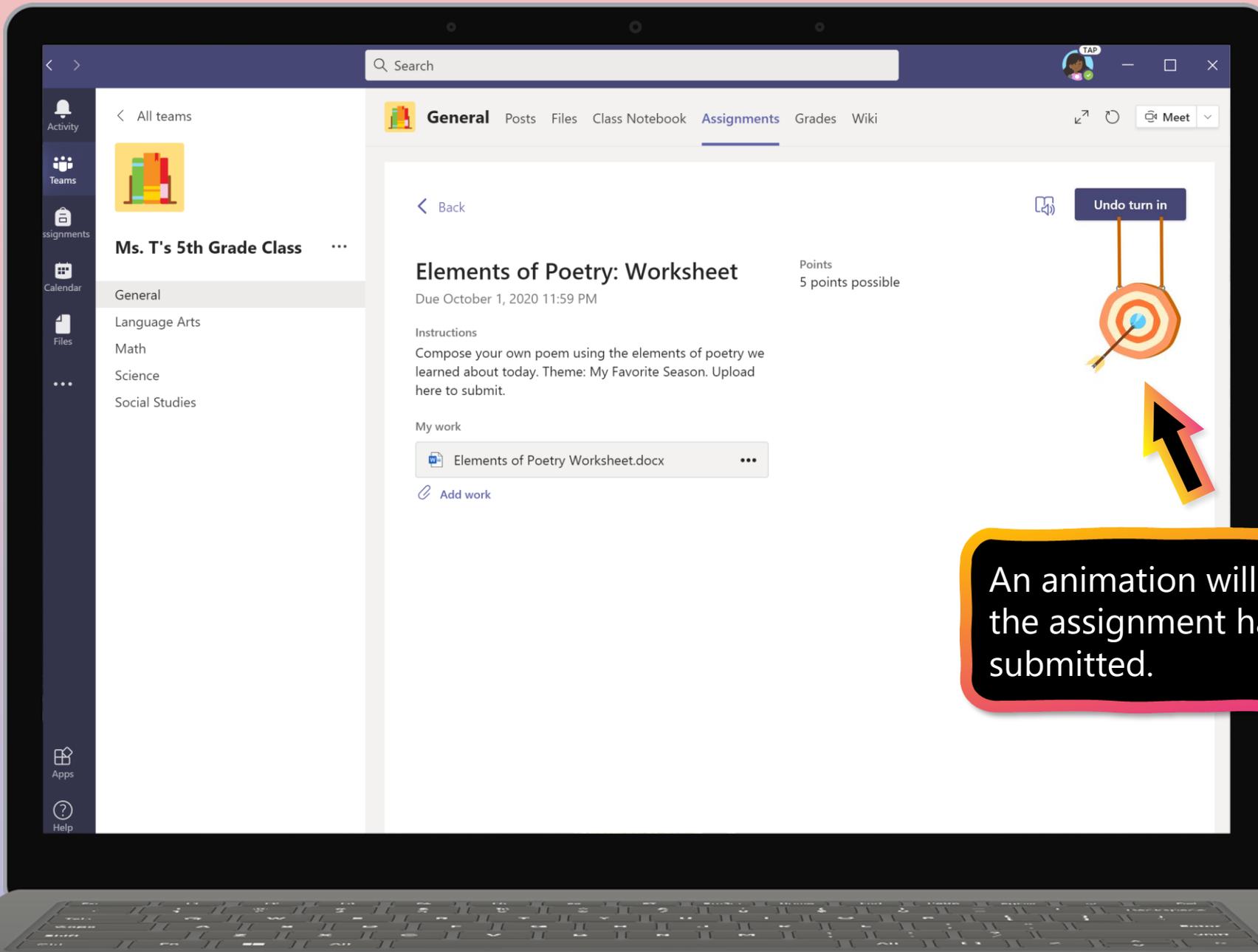
Click **Done**—but you're not done yet.

Cancel

Done



Click **Turn in** to submit assignment.



An animation will signal that the assignment has been submitted.

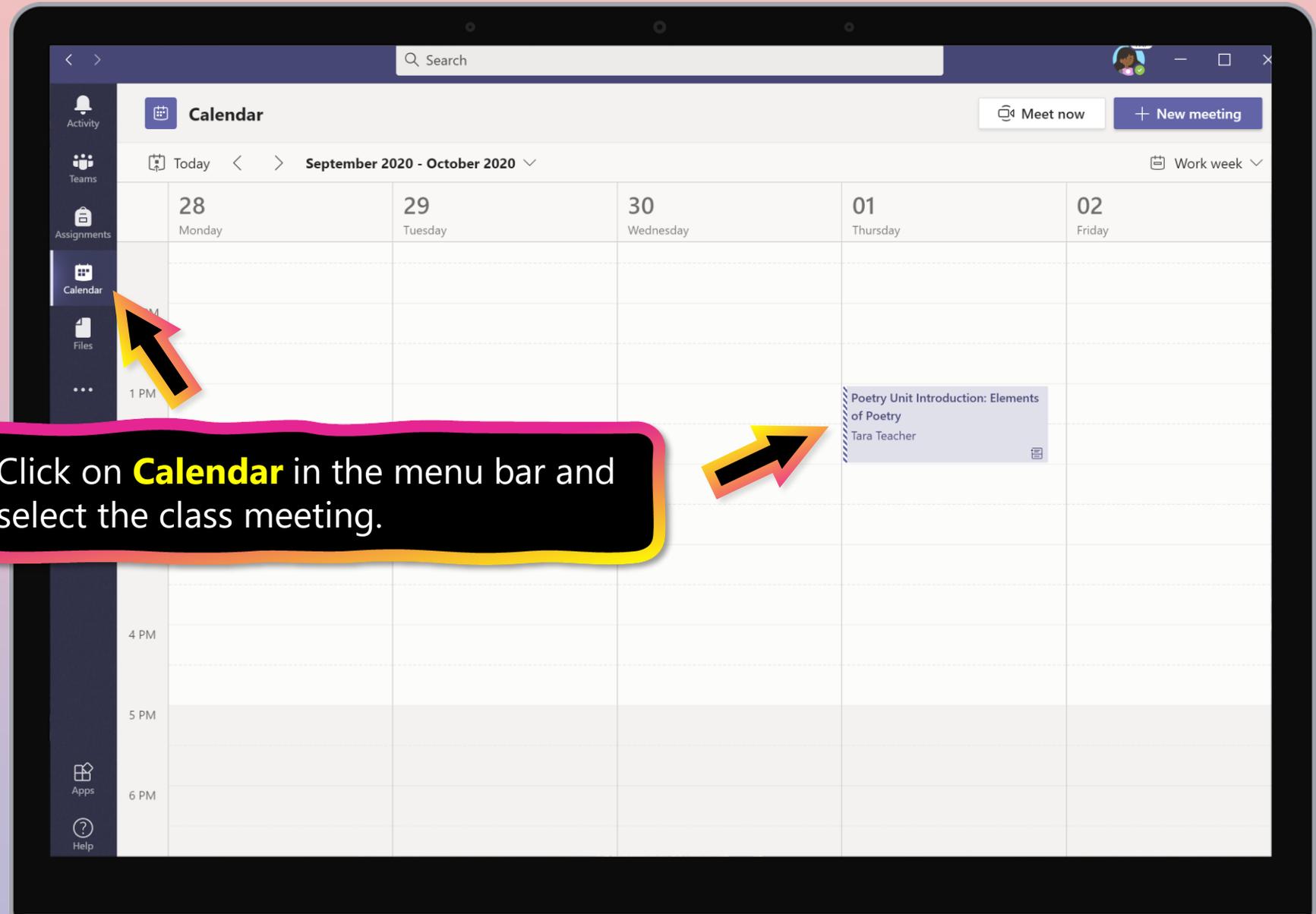
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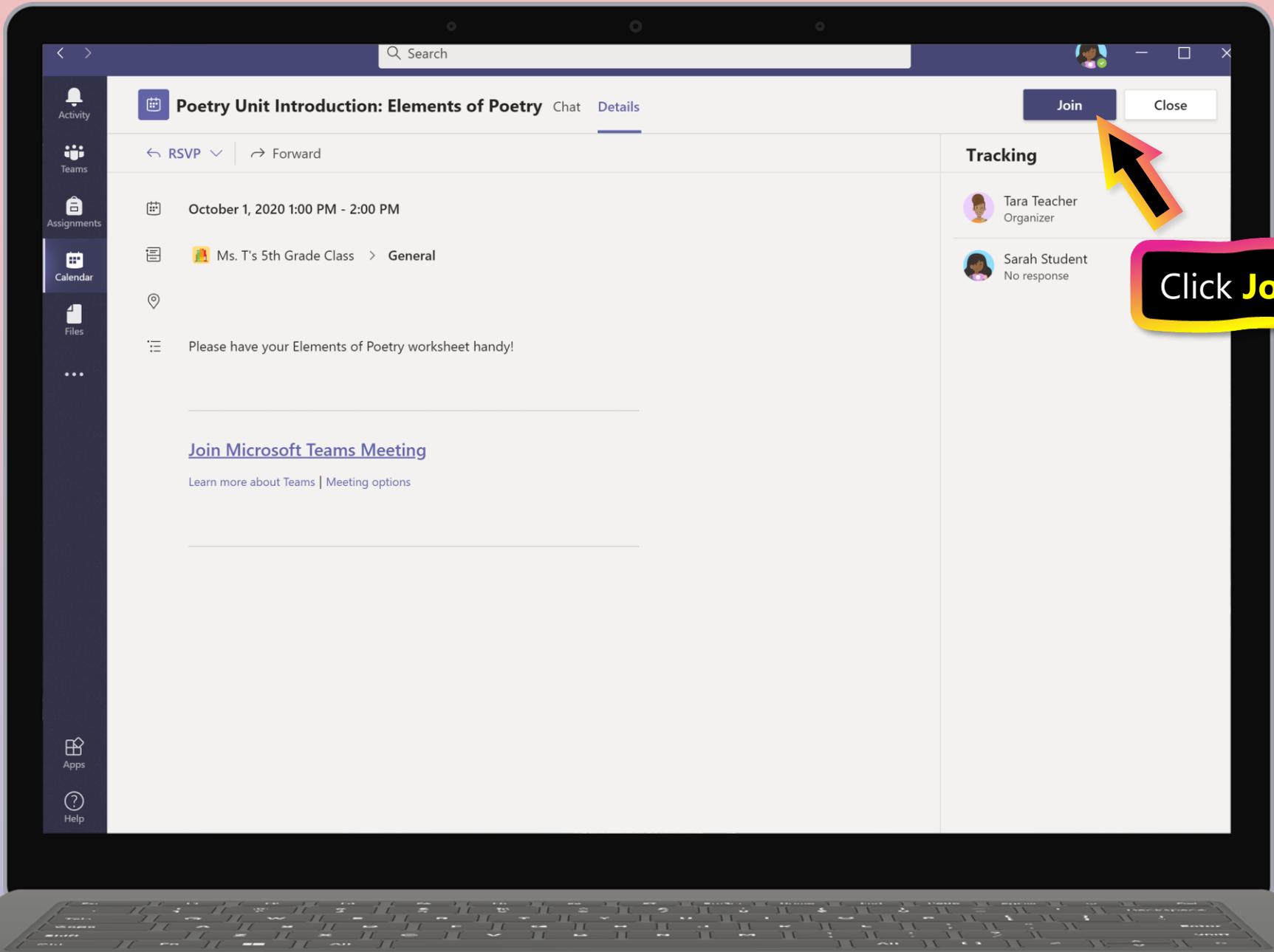
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**Your student can attend class and
customize their virtual experience with
video & microphone settings.**



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



Join

Close

Poetry Unit Introduction: Elements of Poetry Chat Details

← 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](#)

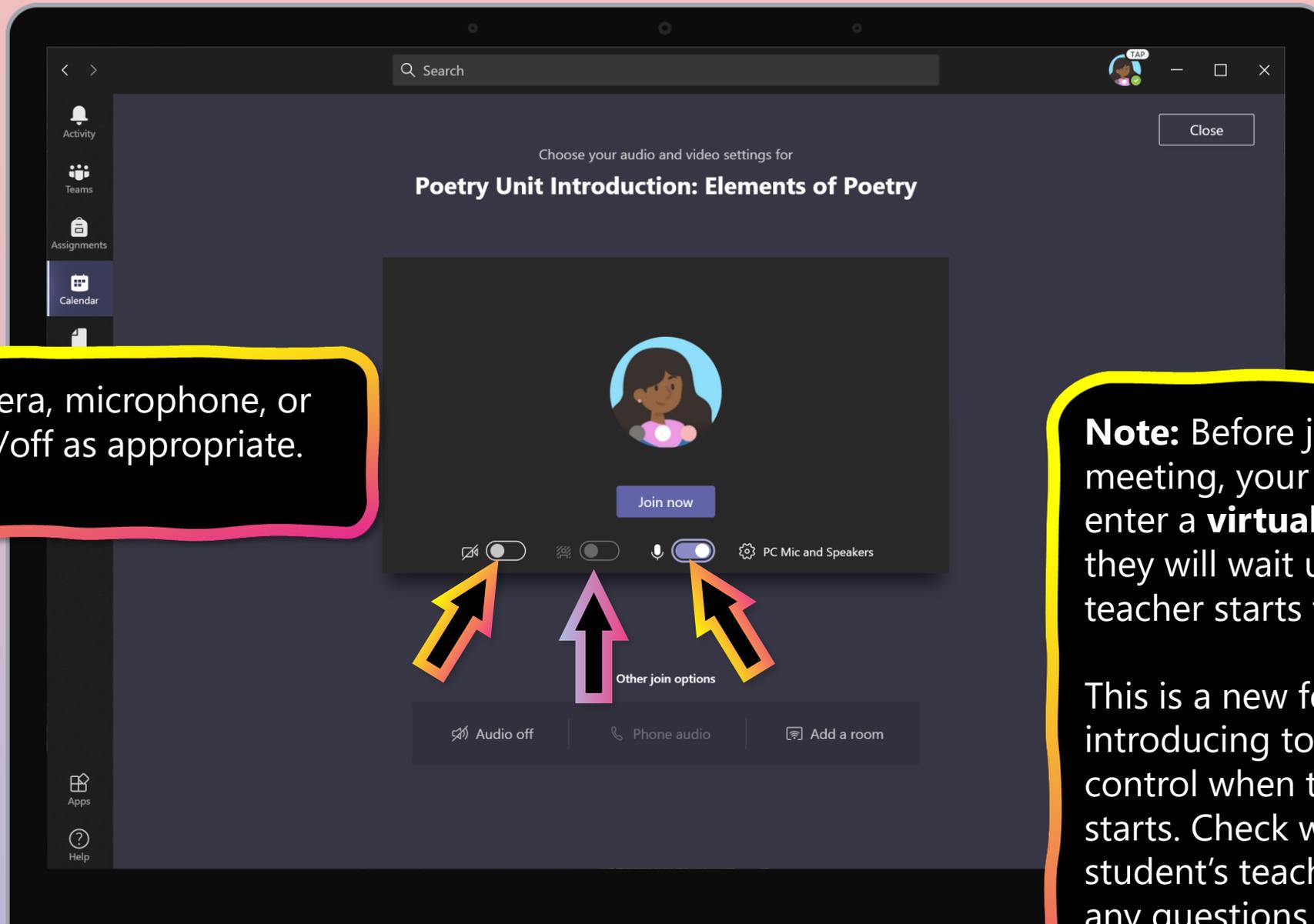
Tracking

Tara Teacher
Organizer

Sarah Student
No response

Click **Join.**

Turn video camera, microphone, or background 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.

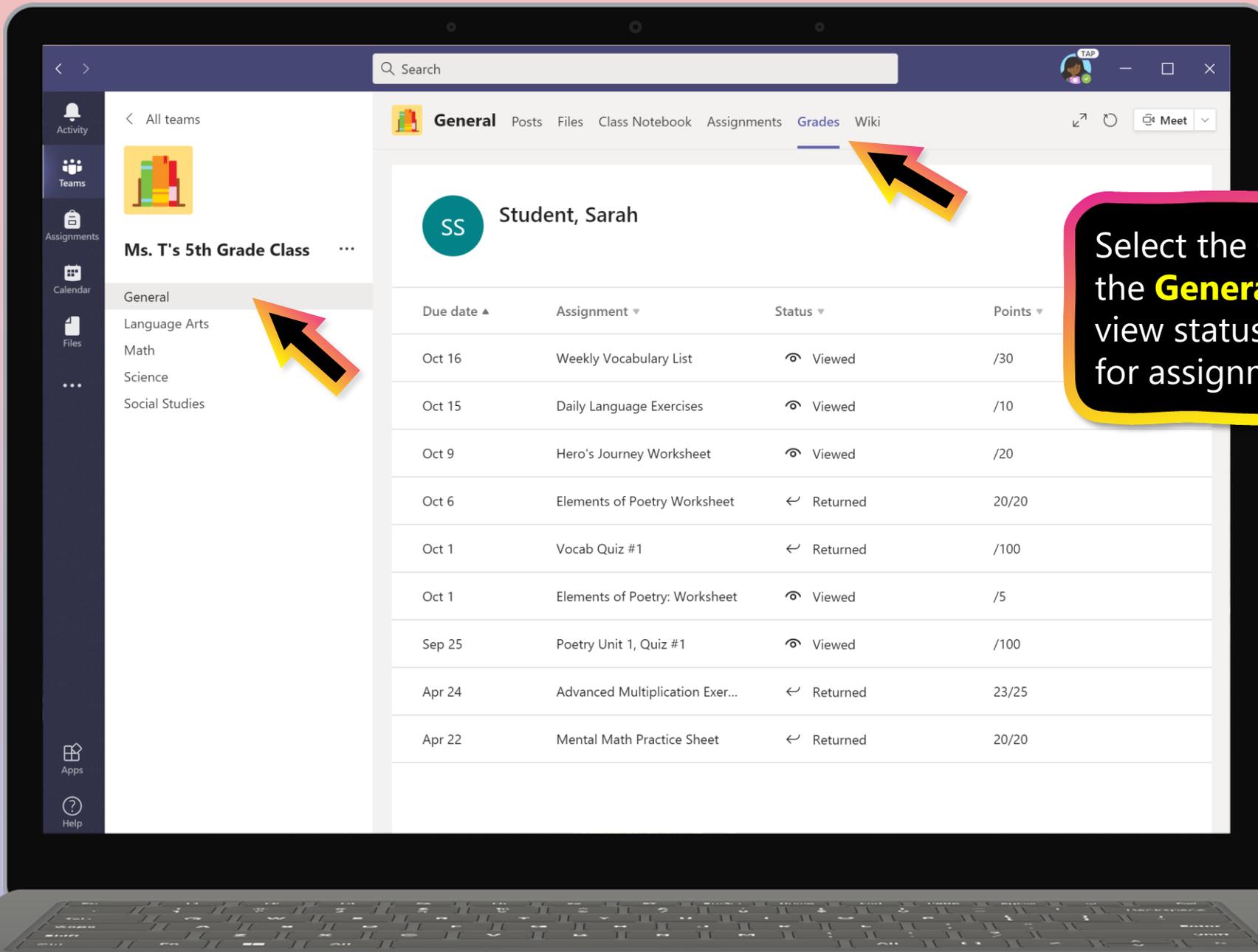
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You and your student can use Teams to keep tabs on assignment status and easily find [grades](#) in this quick-view list.



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

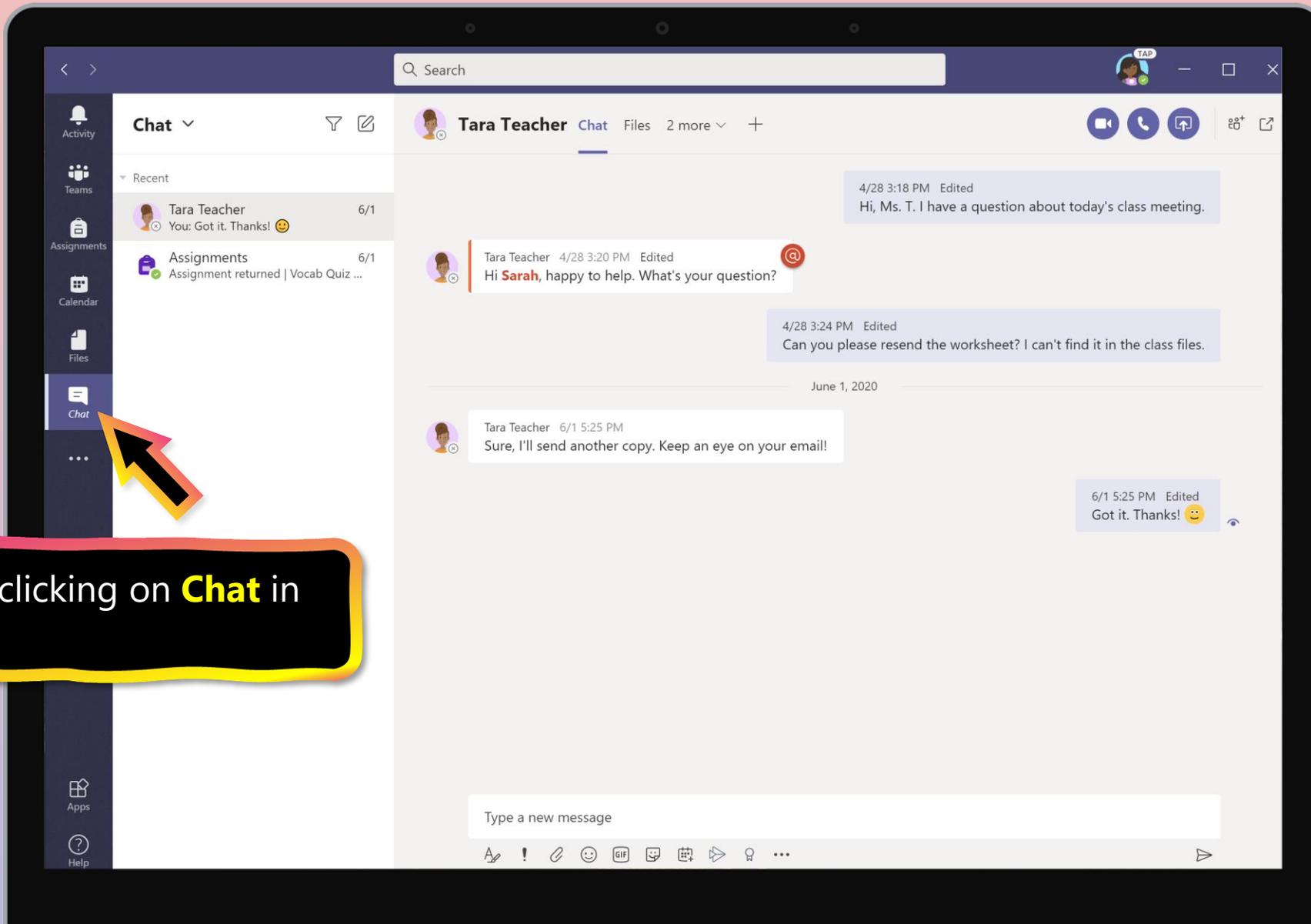
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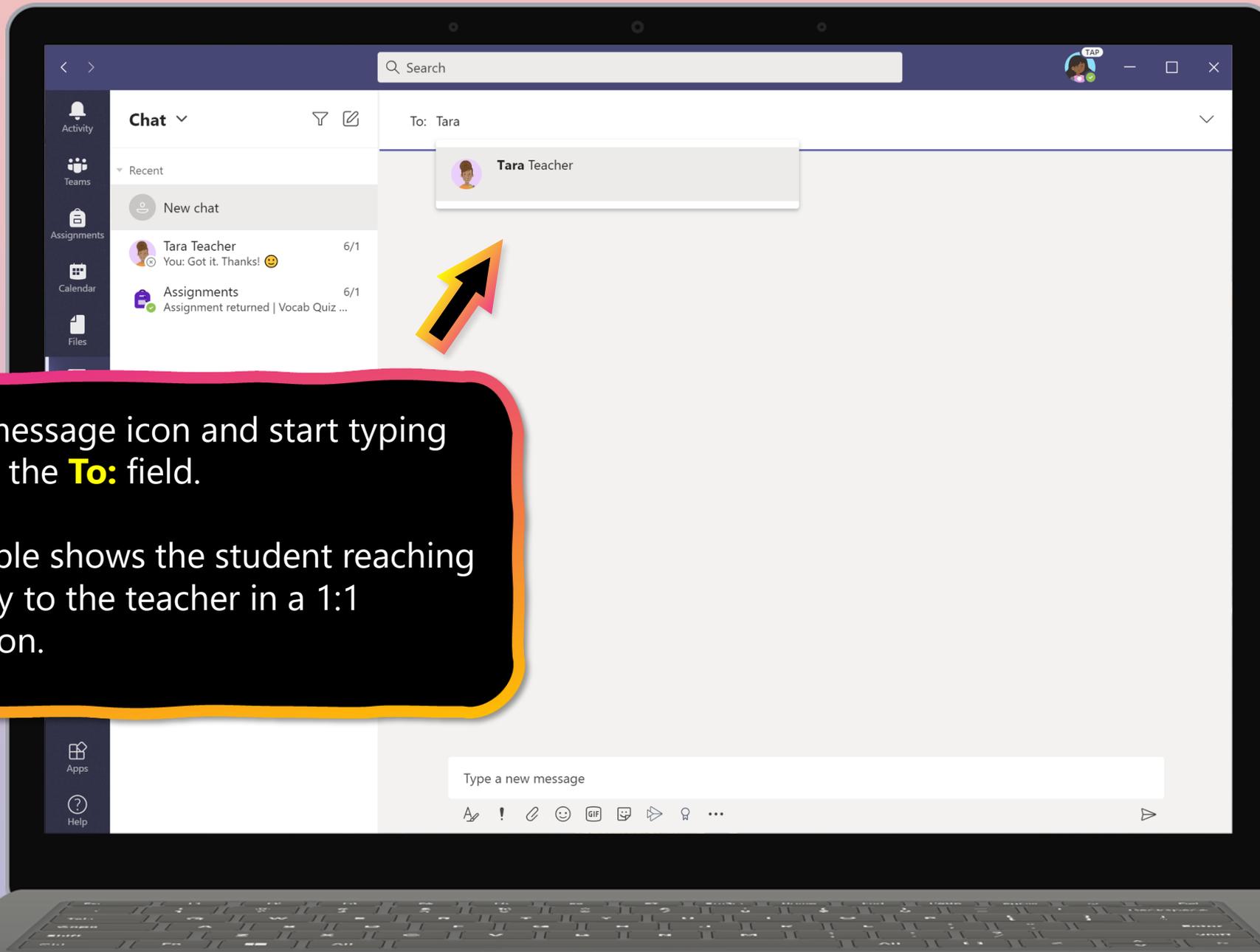
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In the **Chat section, your student can chat 1-on-1 or collaborate with a small group.**

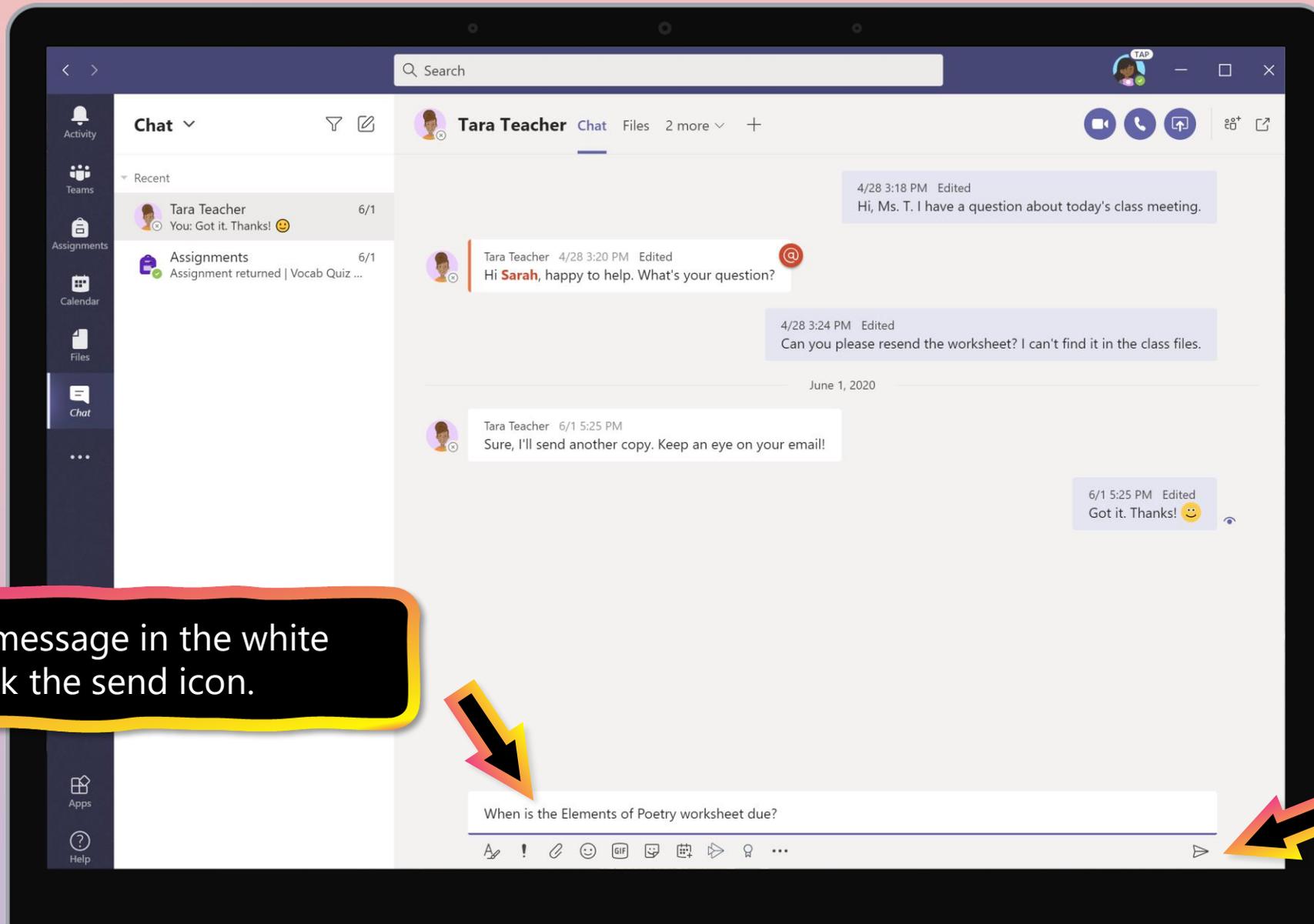


Start a chat by clicking on **Chat** in the left panel.



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

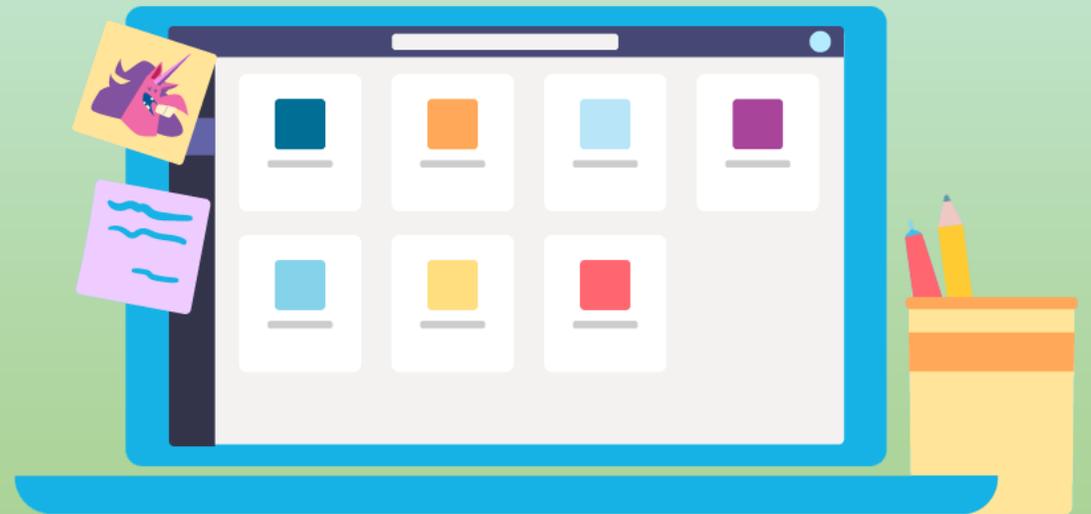
This example shows the student reaching out directly to the teacher in a 1:1 conversation.



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

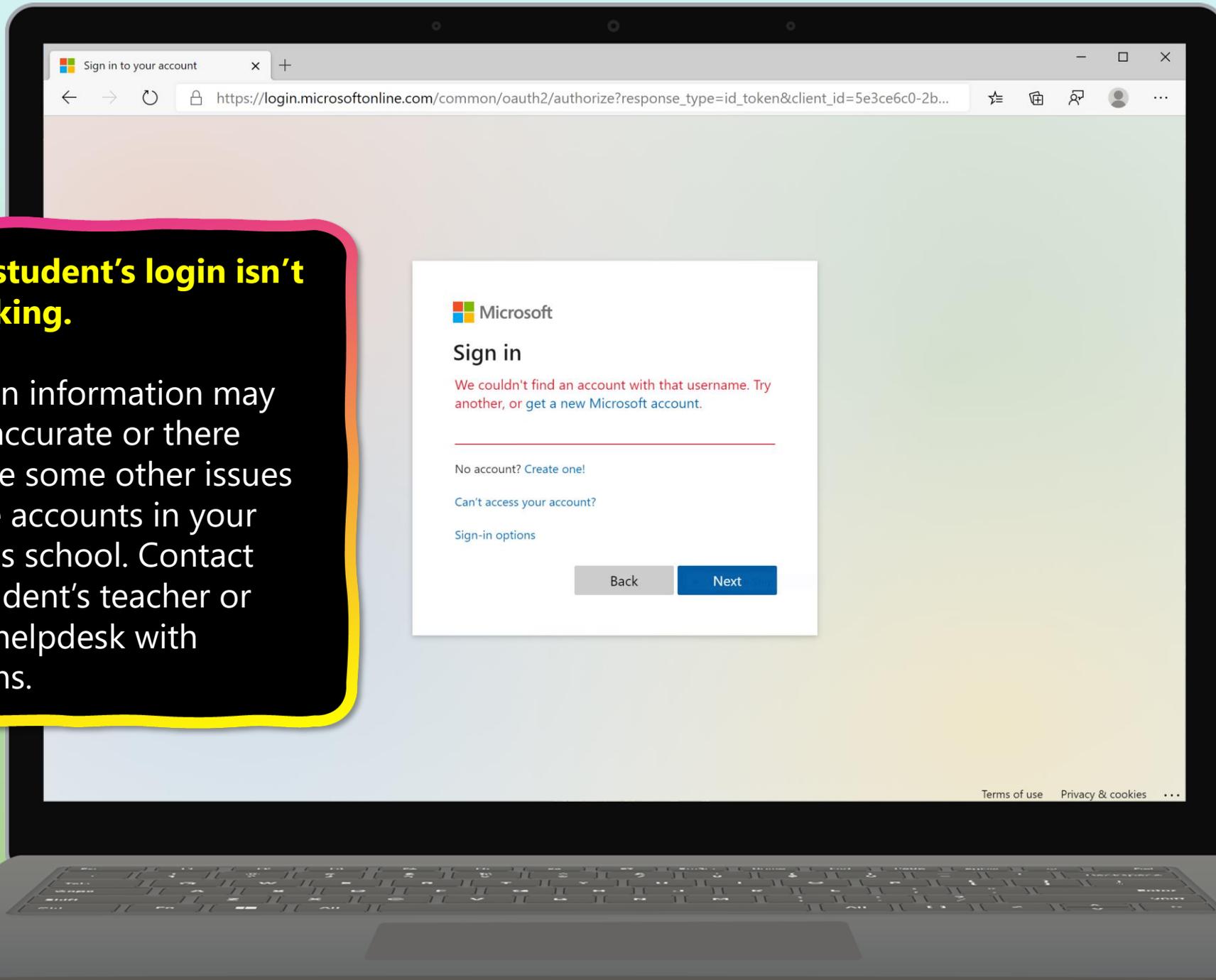
FAQ & Troubleshooting

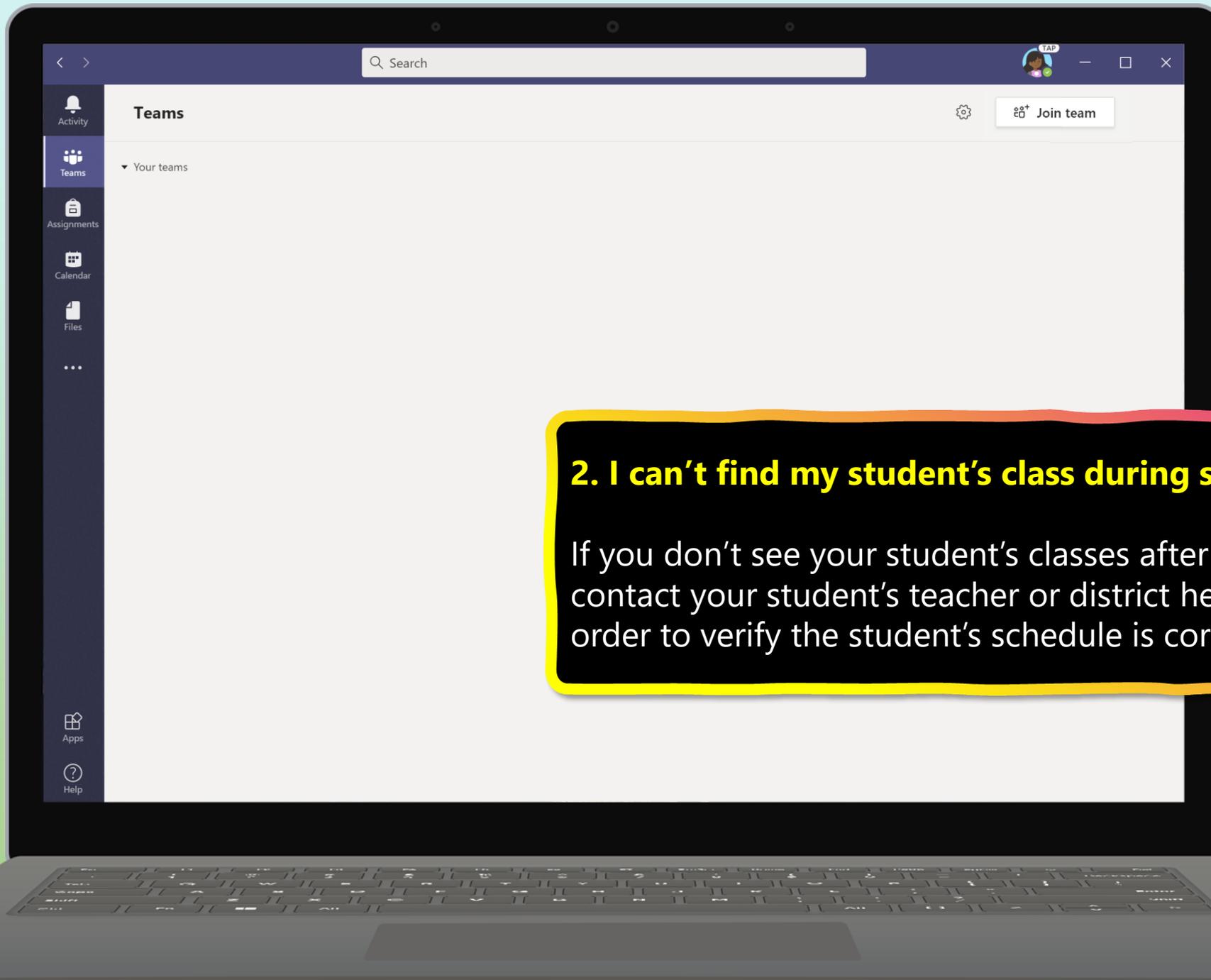
1. My student's login isn't working.
2. I can't find my student's class during set-up.
3. My student's assignments are missing.
4. My student missed a class—what now?
5. What if I have more than one student using Teams on one device?
6. What do I do if we have low internet bandwidth?
7. Audio troubleshooting
8. Additional resources



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

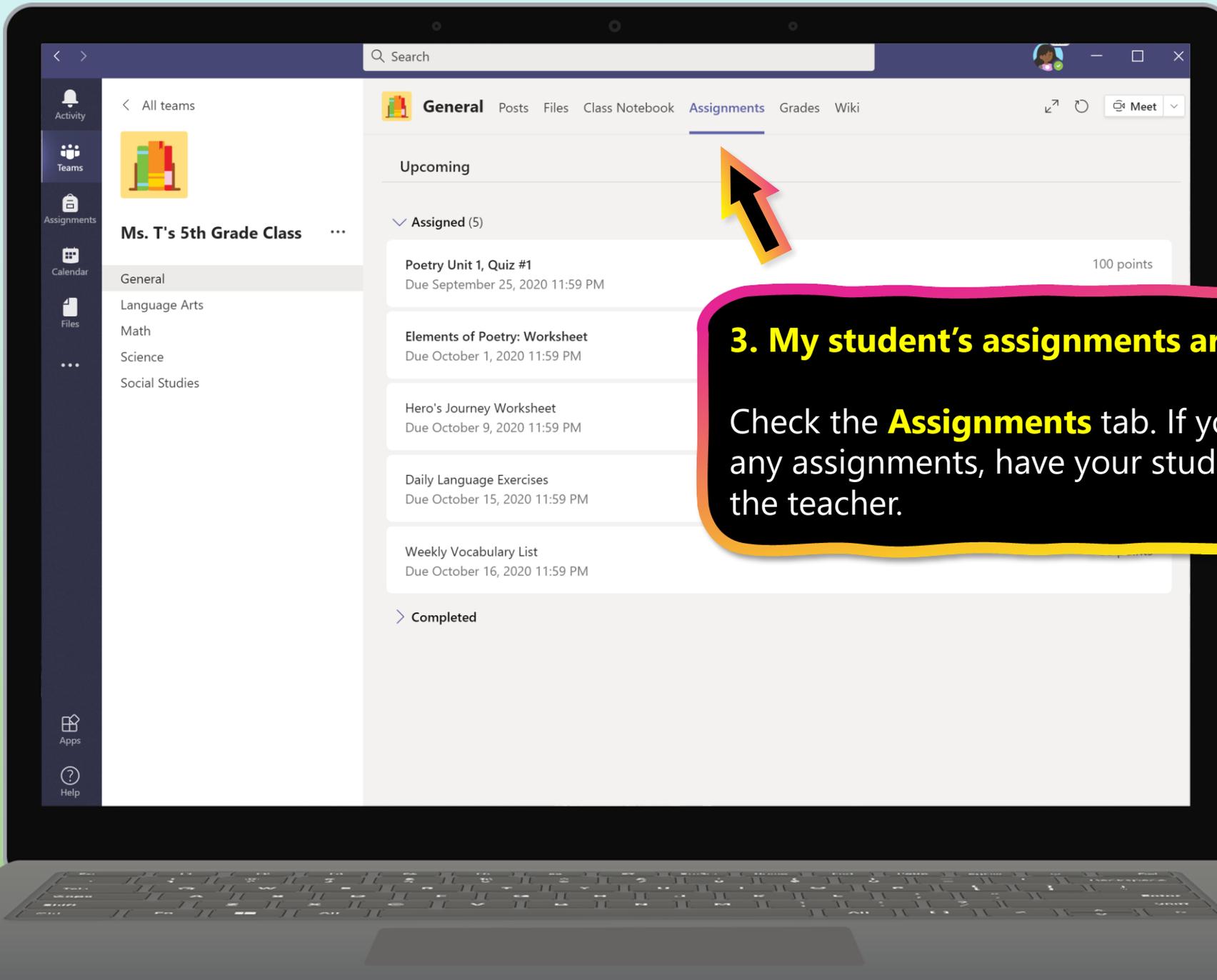
The login information may not be accurate or there might be some other issues with the accounts in your student's school. Contact your student's teacher or district helpdesk with questions.





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, contact your student's teacher or district helpdesk in order to verify the student's schedule is correct.

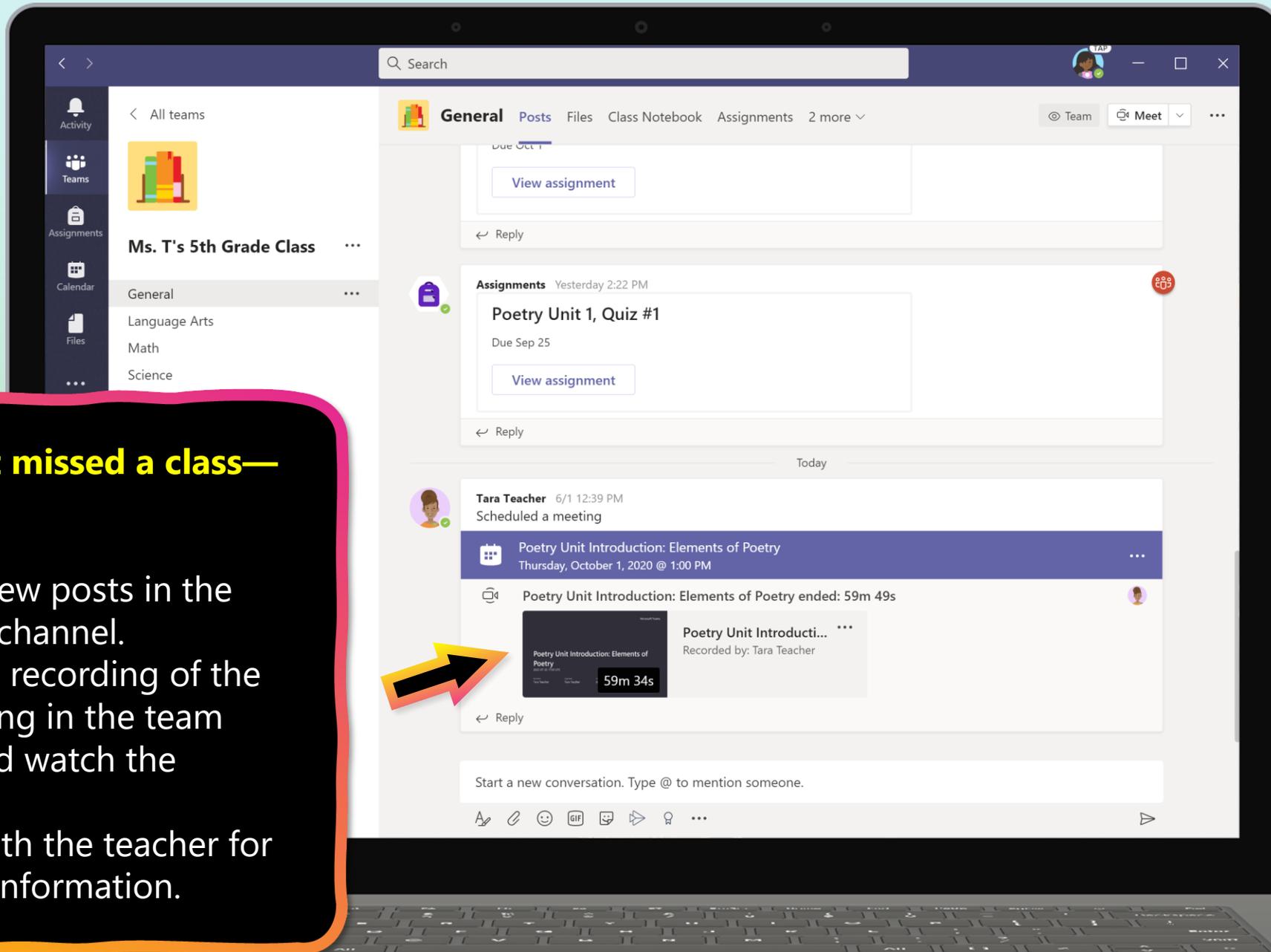


3. My student's assignments are missing.

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?

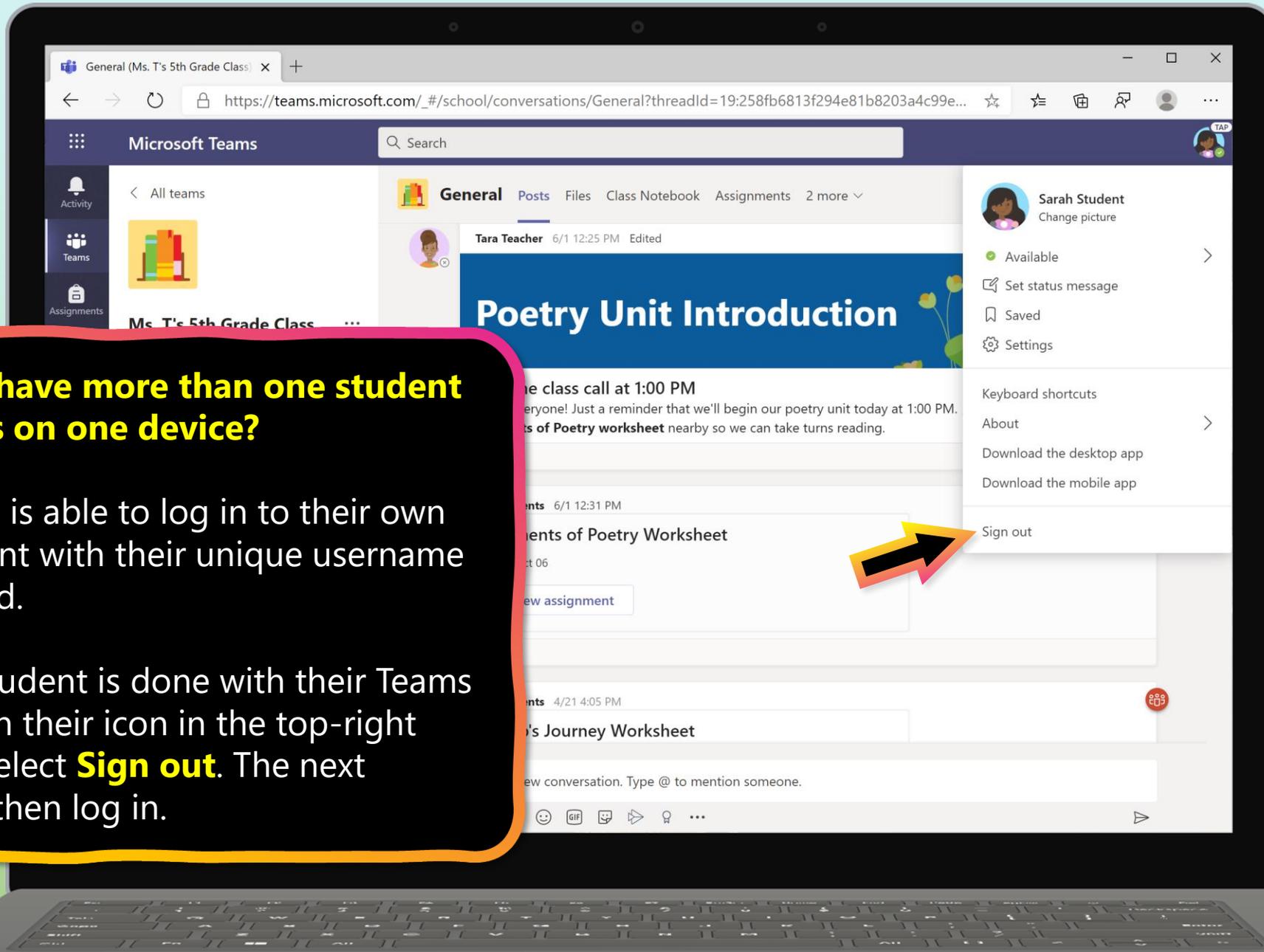
1. Read any new posts in the class team channel.
2. Check for a recording of the class meeting in the team channel and watch the meeting.
3. Check in with the teacher for additional information.

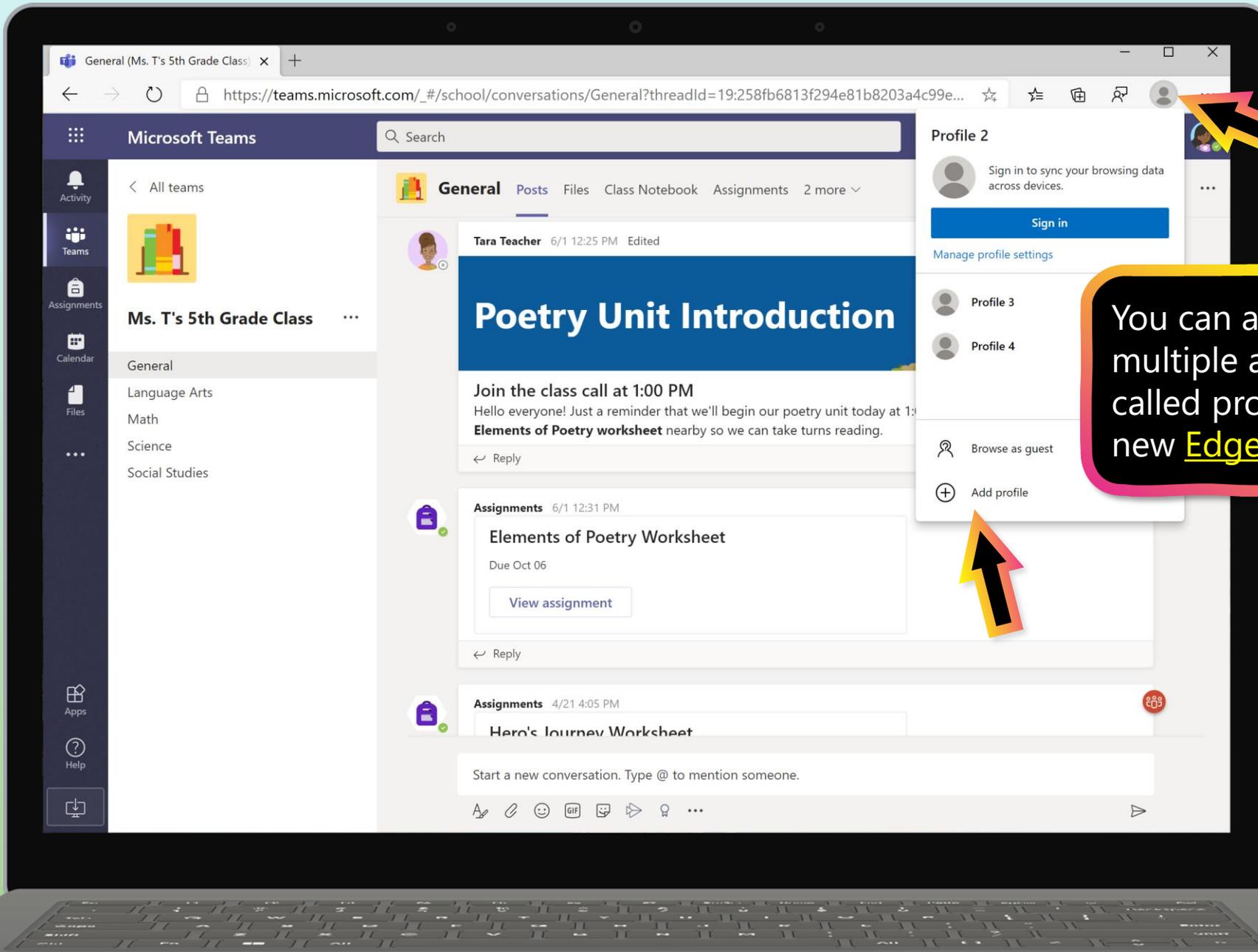


5. What if I have more than one student using Teams on one device?

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.



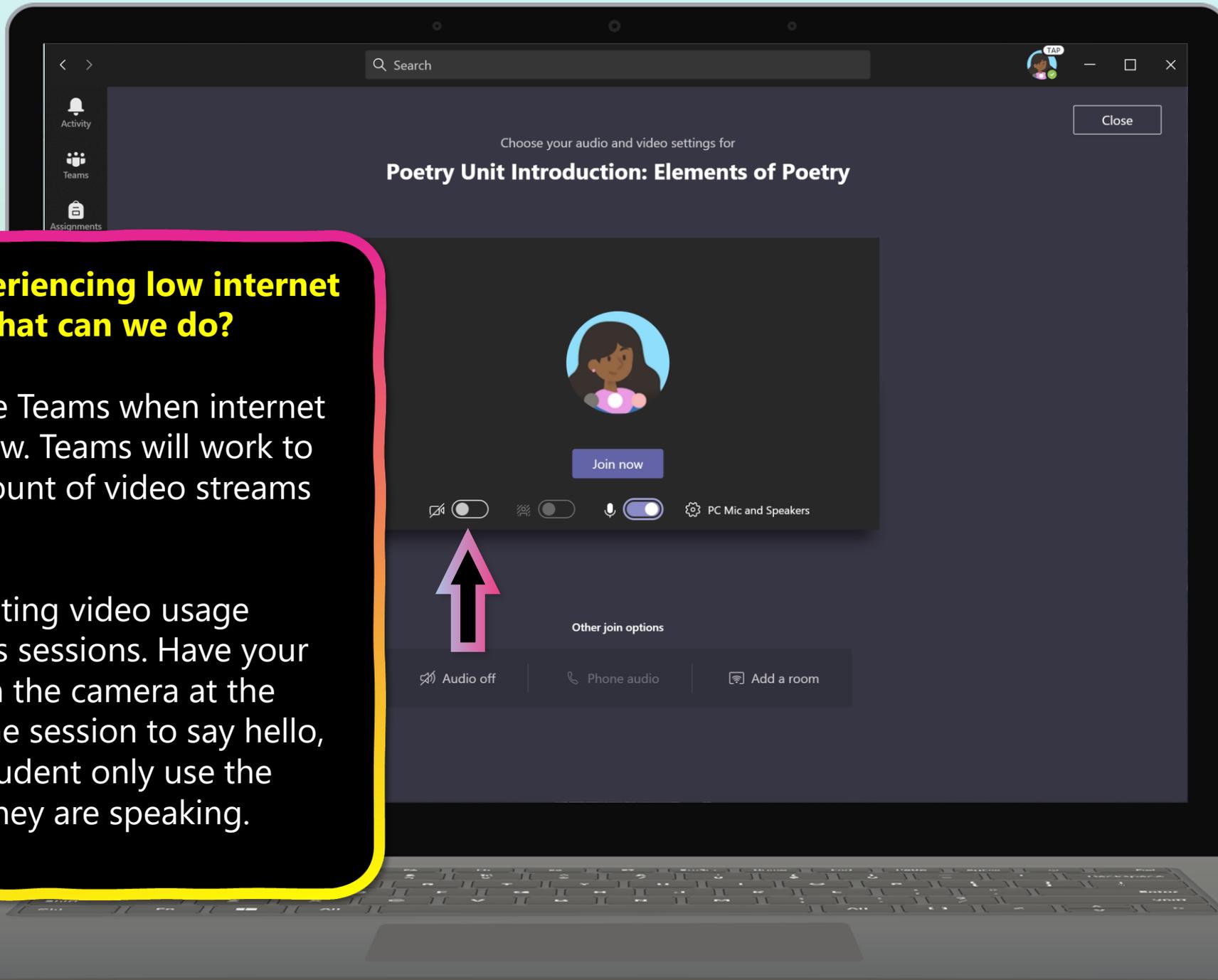


You can also create multiple accounts (also called profiles) in the new Edge browser.

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

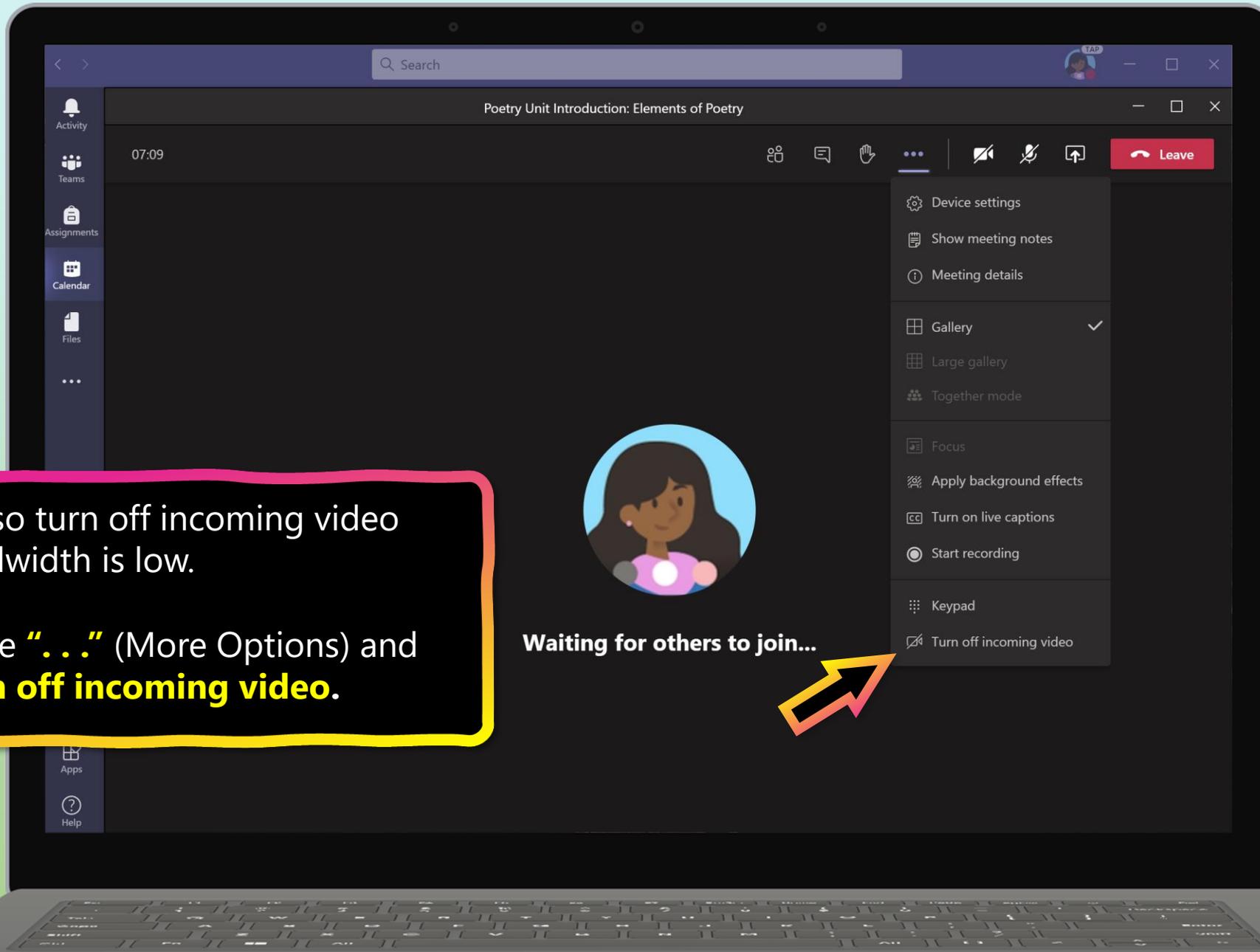
You can still use Teams when internet bandwidth is low. Teams will work to reduce the amount of video streams automatically.

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.



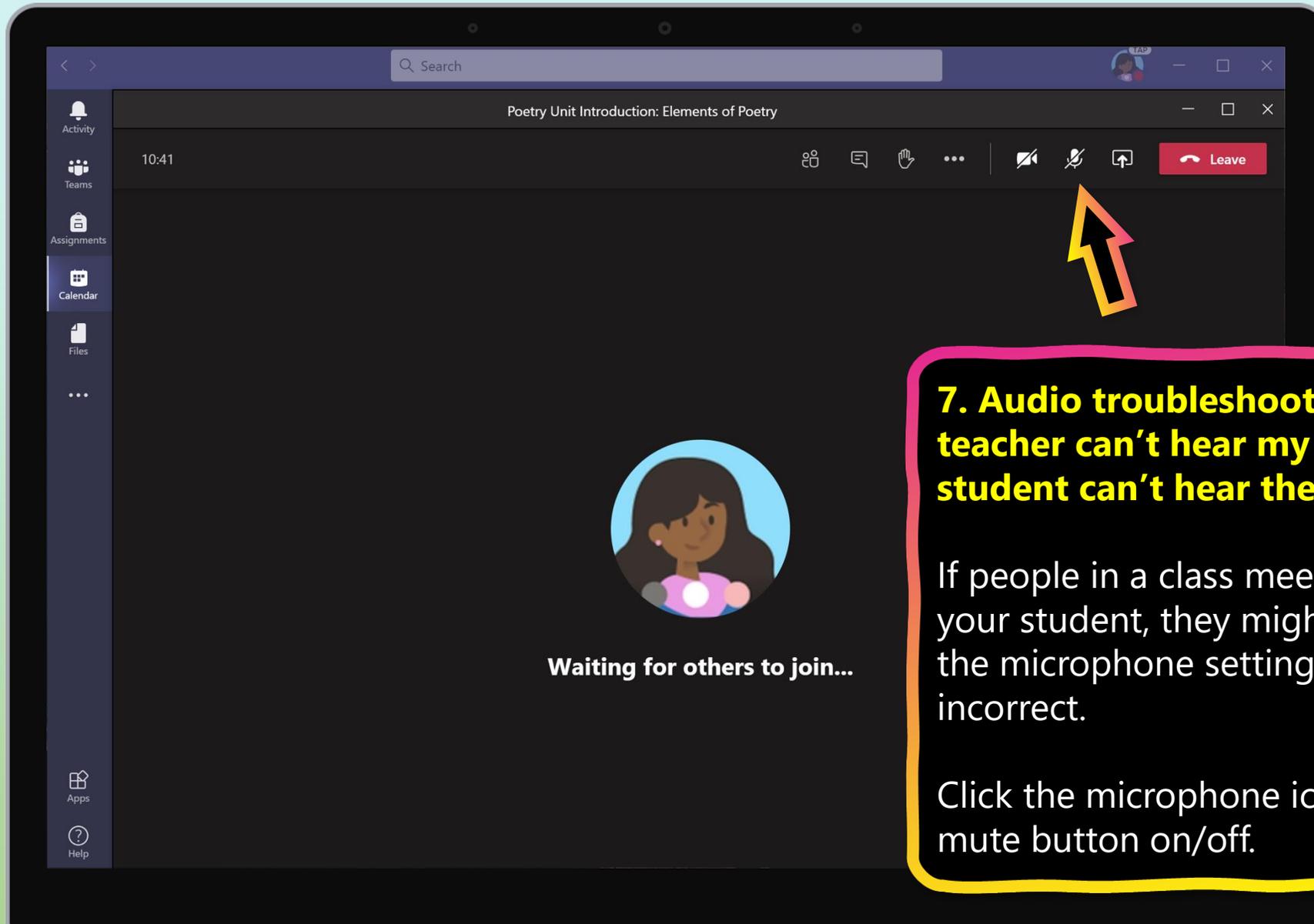
You can also turn off incoming video when bandwidth is low.

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



Waiting for others to join...

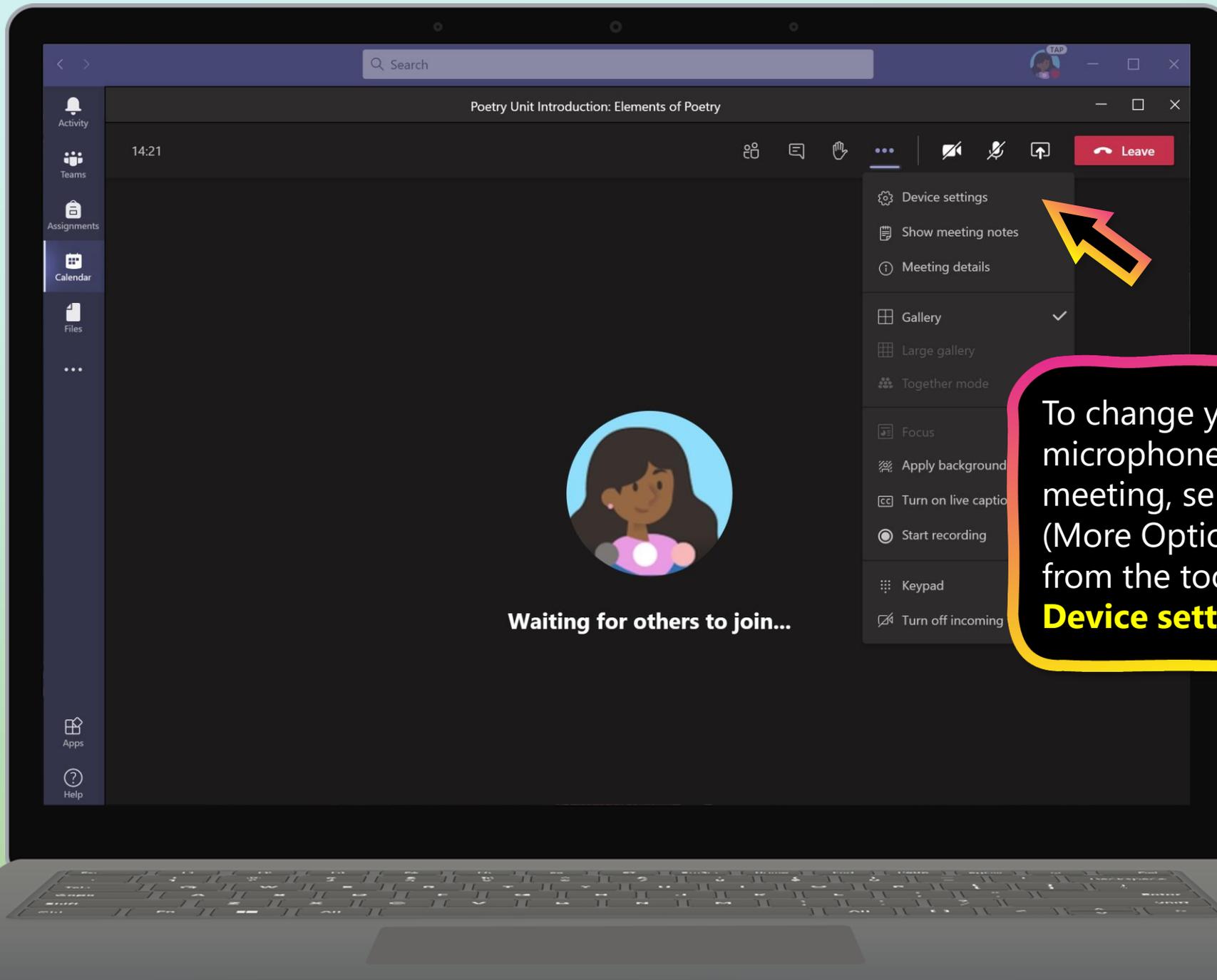
- Device settings
- Show meeting notes
- Meeting details
- Gallery ✓
- Large gallery
- Together mode
- Focus
- Apply background effects
- Turn on live captions
- Start recording
- Keypad
- Turn off incoming video



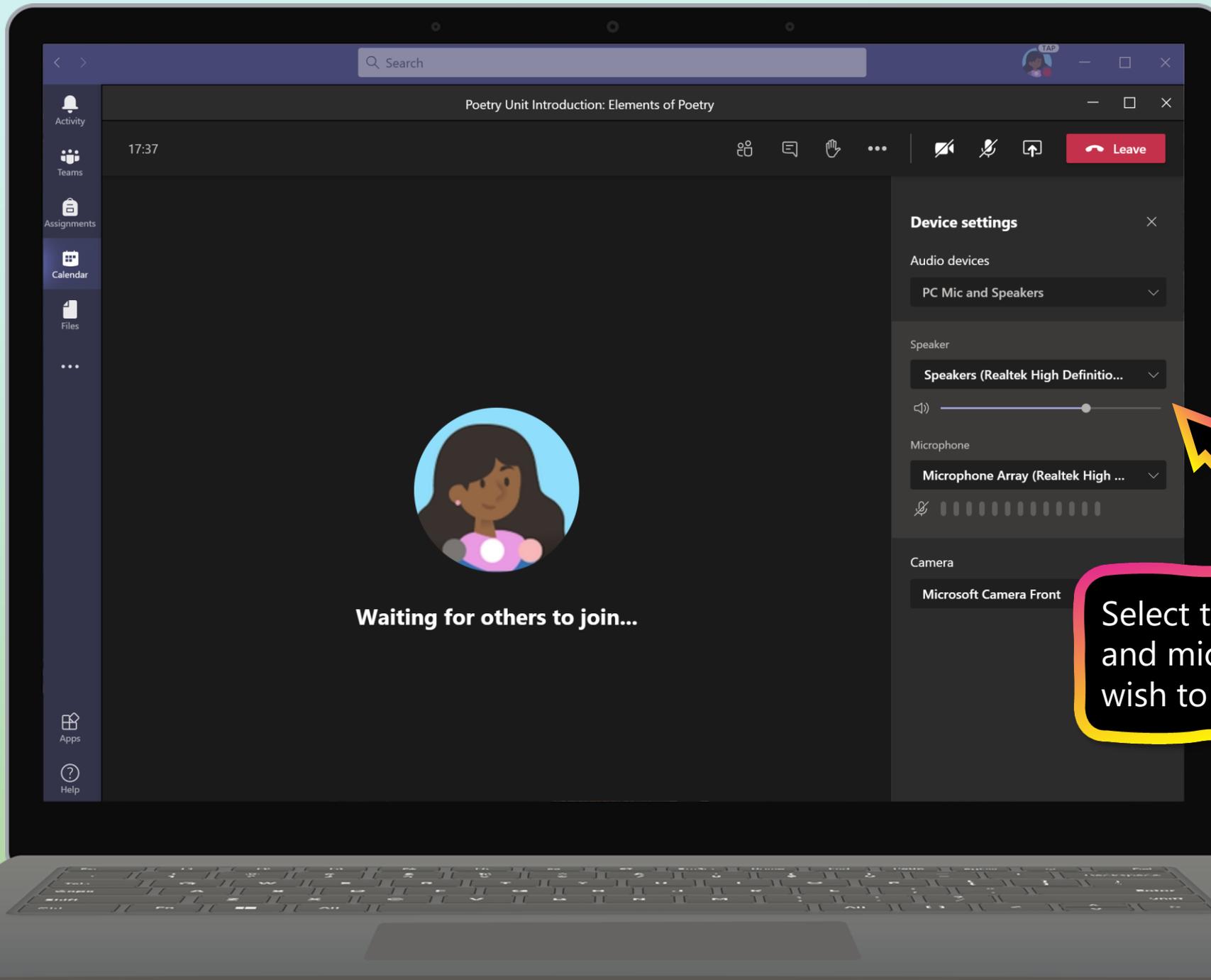
7. Audio troubleshooting: The teacher can't hear my student, or my student can't hear the teacher.

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](#)

