

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



Table of Contents

Chapter 1: Get Started with Teams

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

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](#)

Chapter 3: 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?](#)
6. [What do I do if we have low internet bandwidth?](#)
7. [Audio troubleshooting](#)
8. [Additional resources](#)

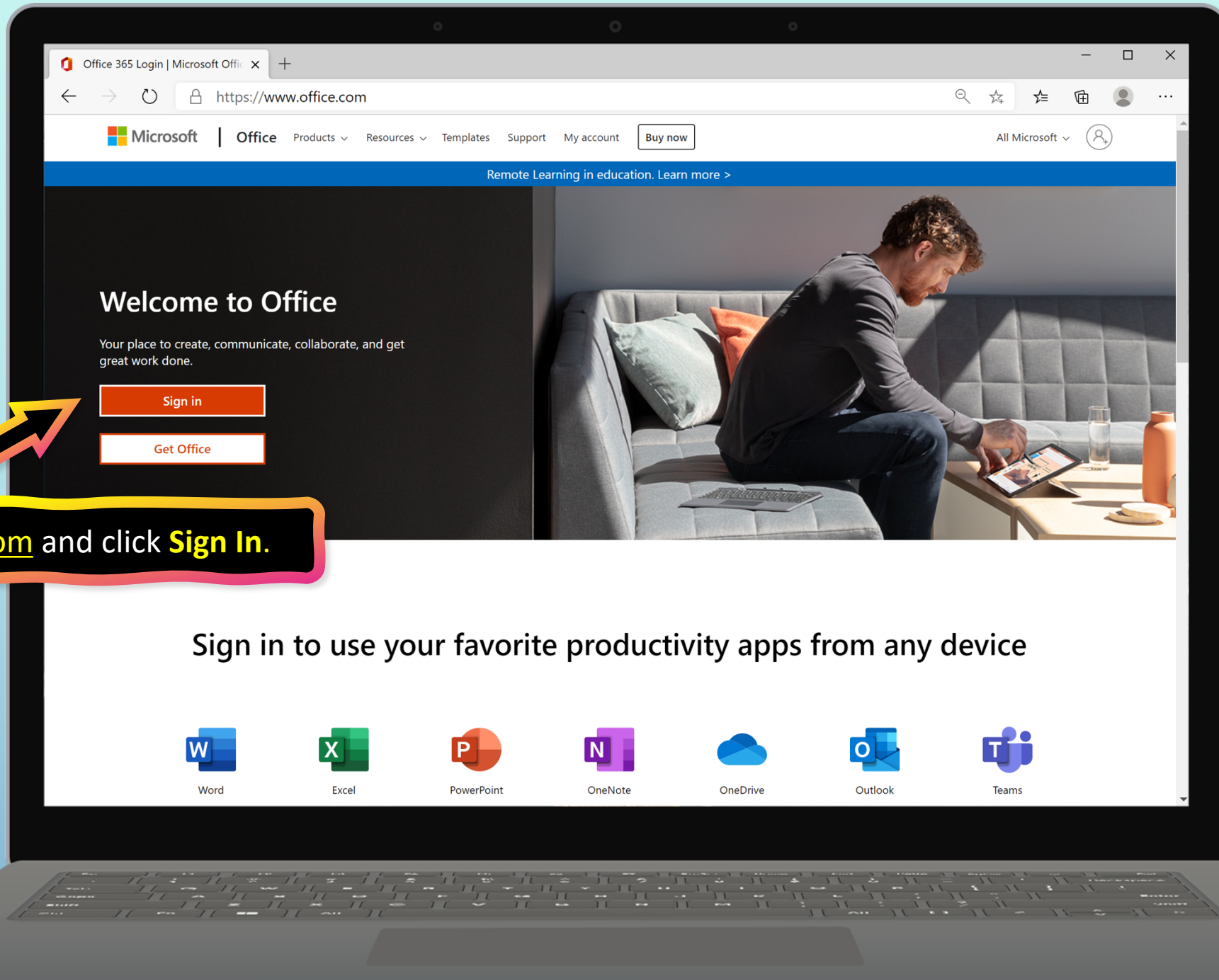


Chapter 1

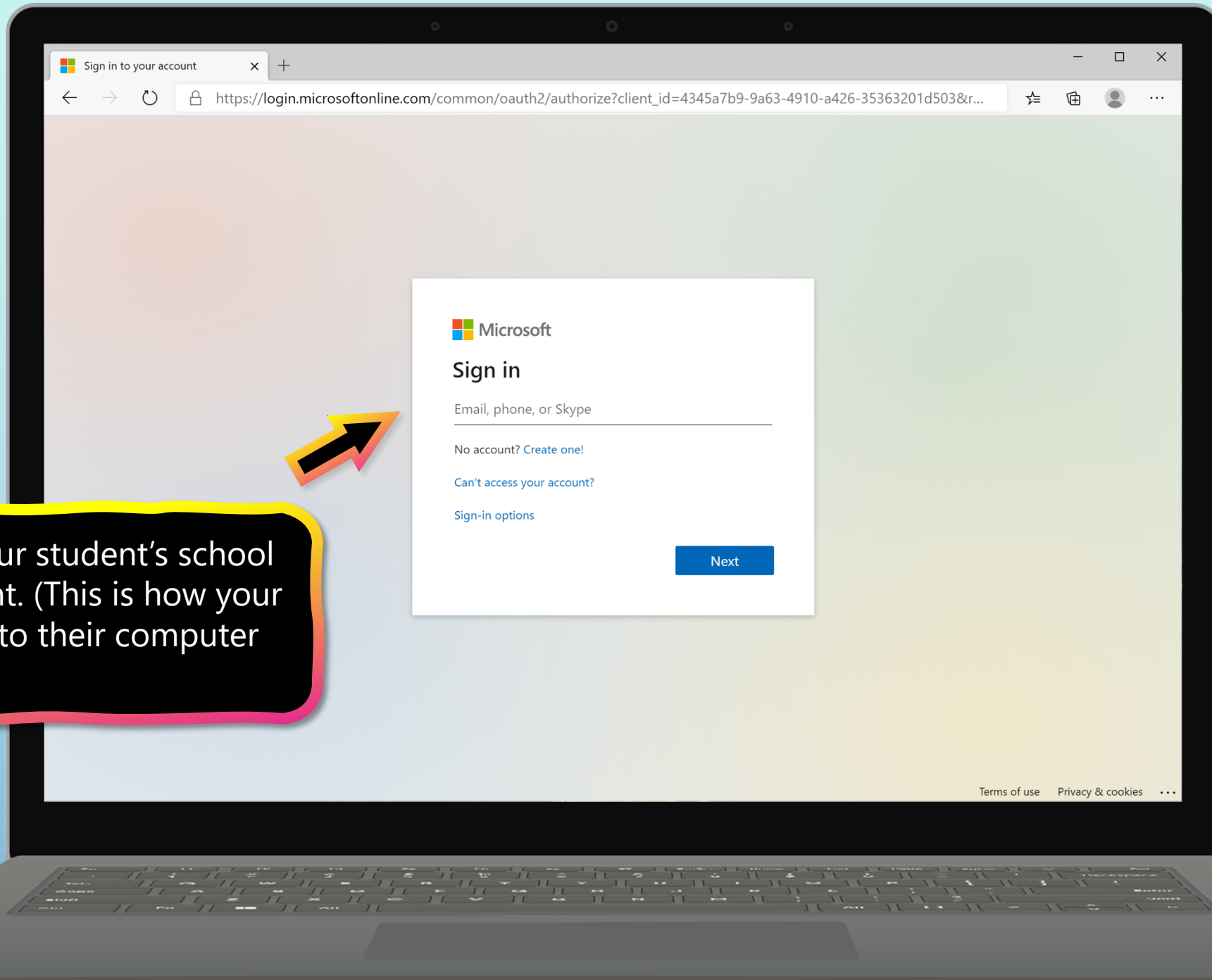
Get started with Teams

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

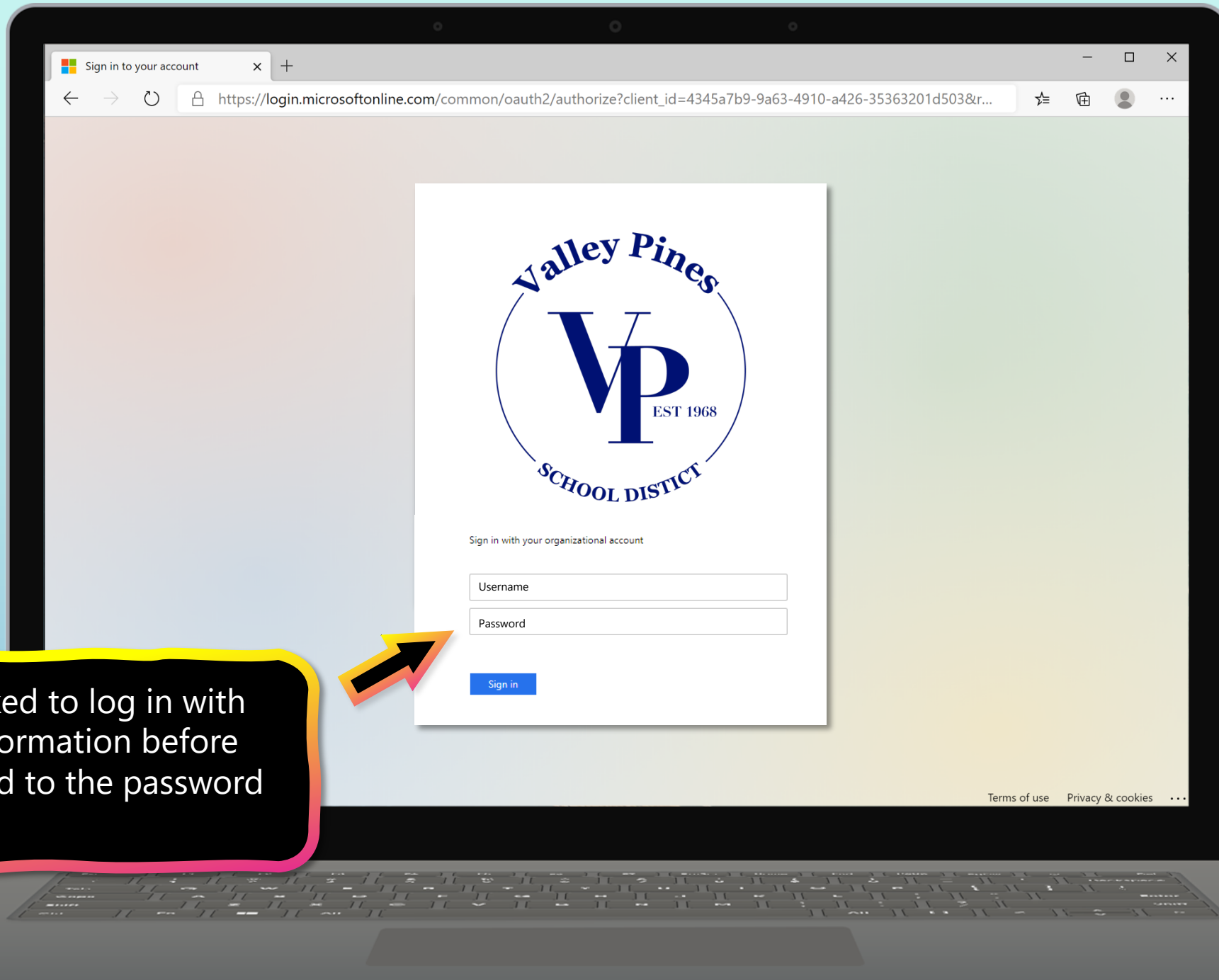




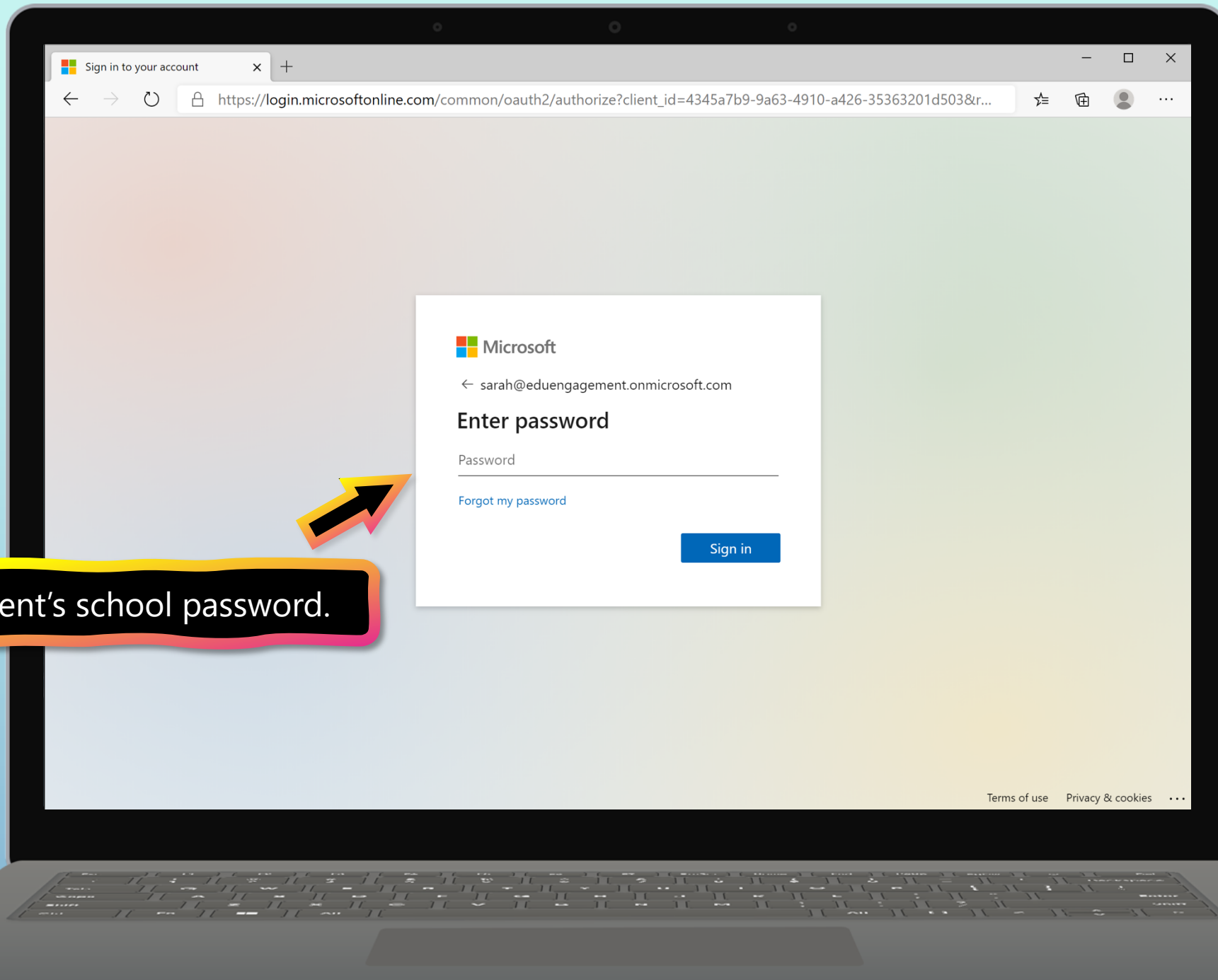
Go to [Office.com](https://www.office.com) and click **Sign In**.



Sign in with your student's school or work account. (This is how your student logs into their computer at school.)



You may be asked to log in with your district information before being redirected to the password prompt.



Sign in to your account

https://login.microsoftonline.com/common/oauth2/authorize?client_id=4345a7b9-9a63-4910-a426-35363201d503&r...



← sarah@eduengagement.onmicrosoft.com

Enter password

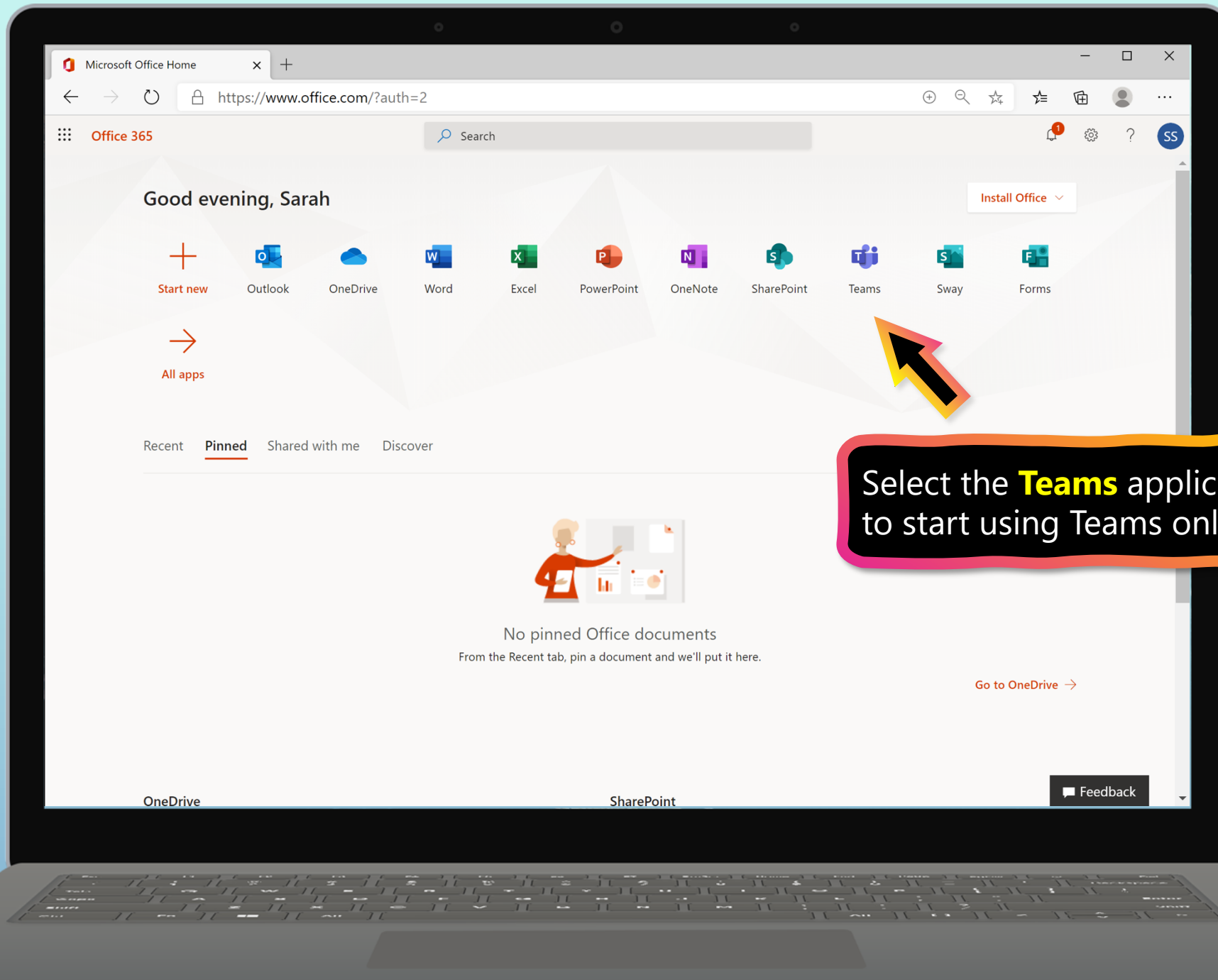
Password

[Forgot my password](#)

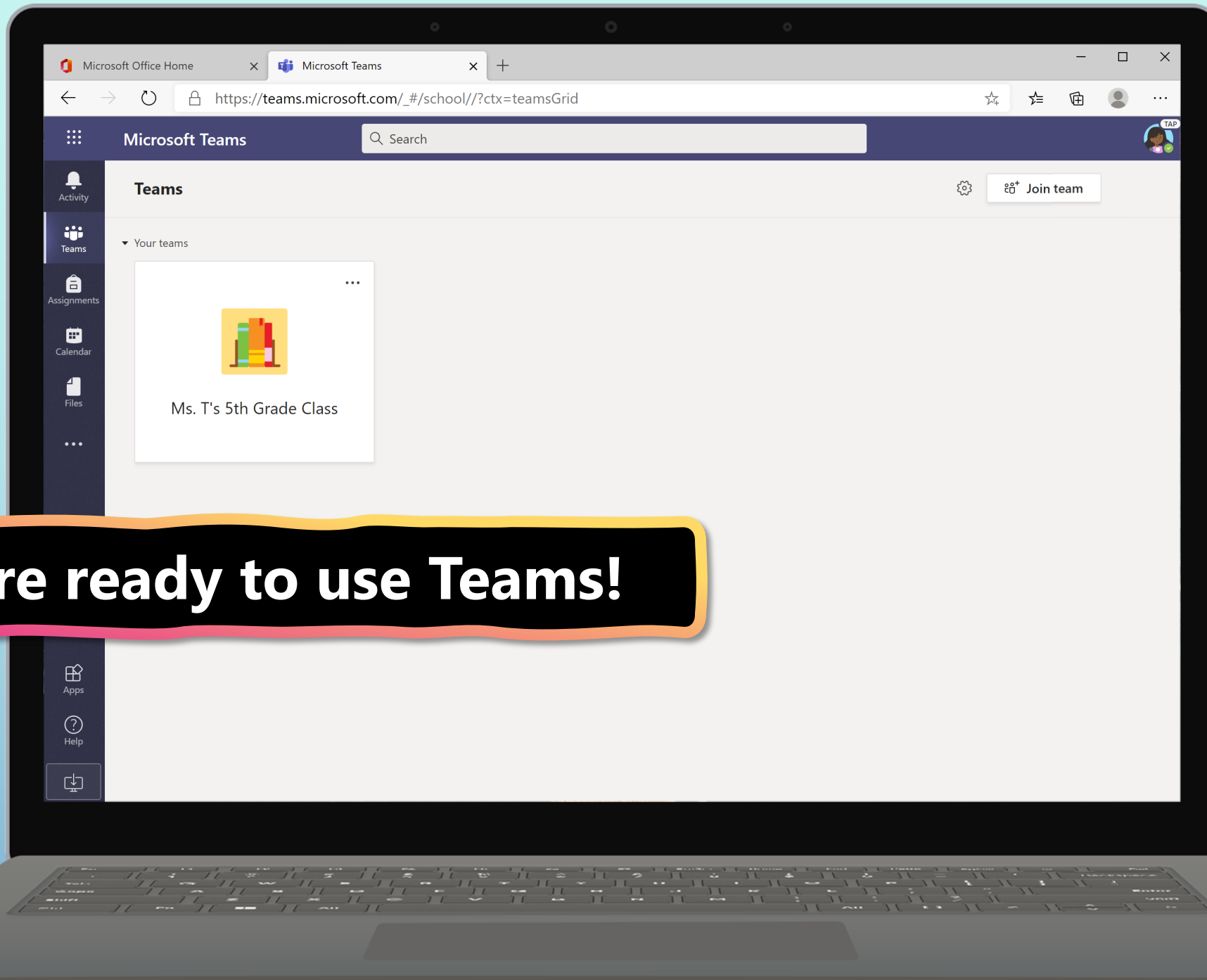
Sign in

[Terms of use](#) [Privacy & cookies](#) ...

Enter your student's school password.



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



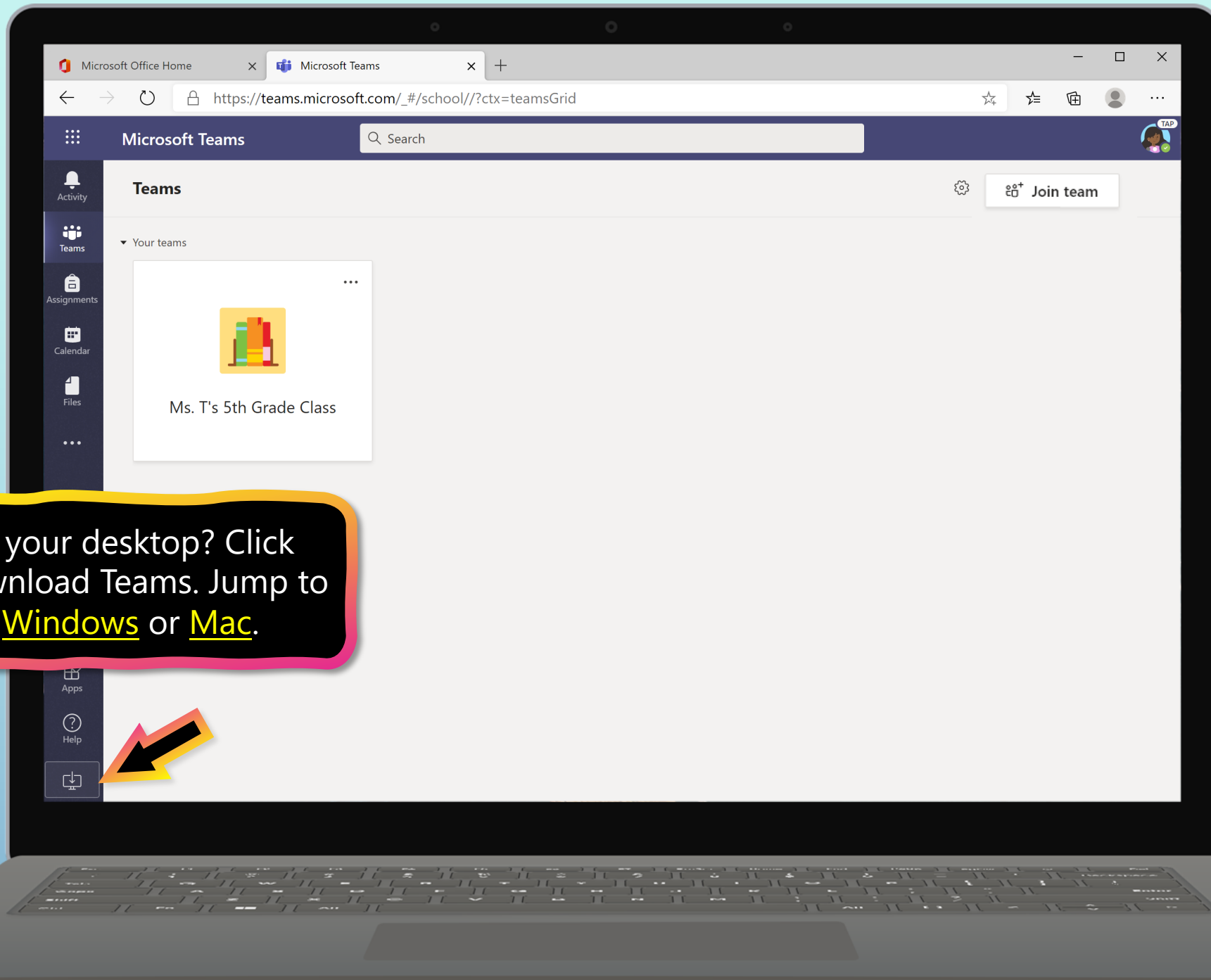
You're ready to use Teams!

Chapter 1

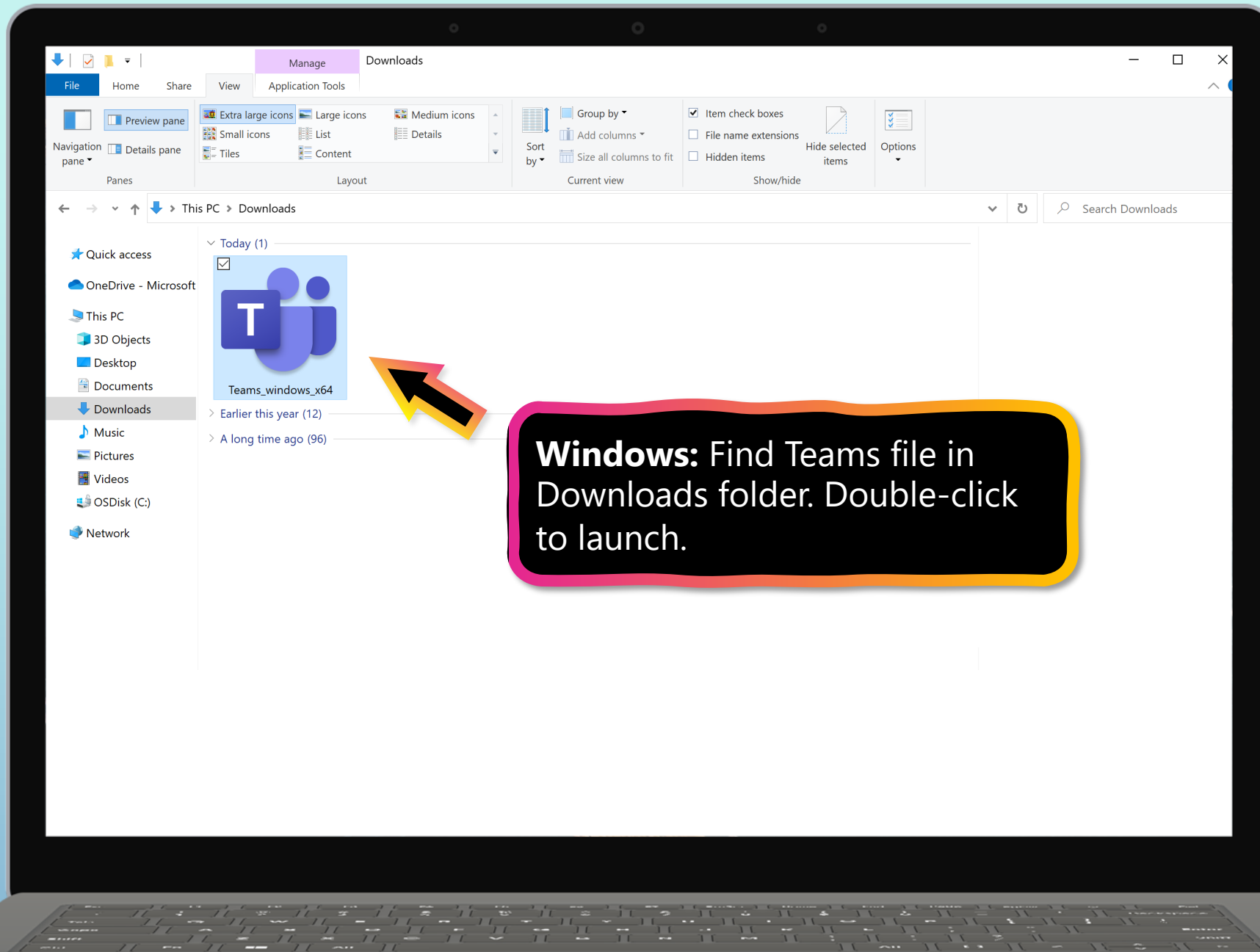
Get started with Teams

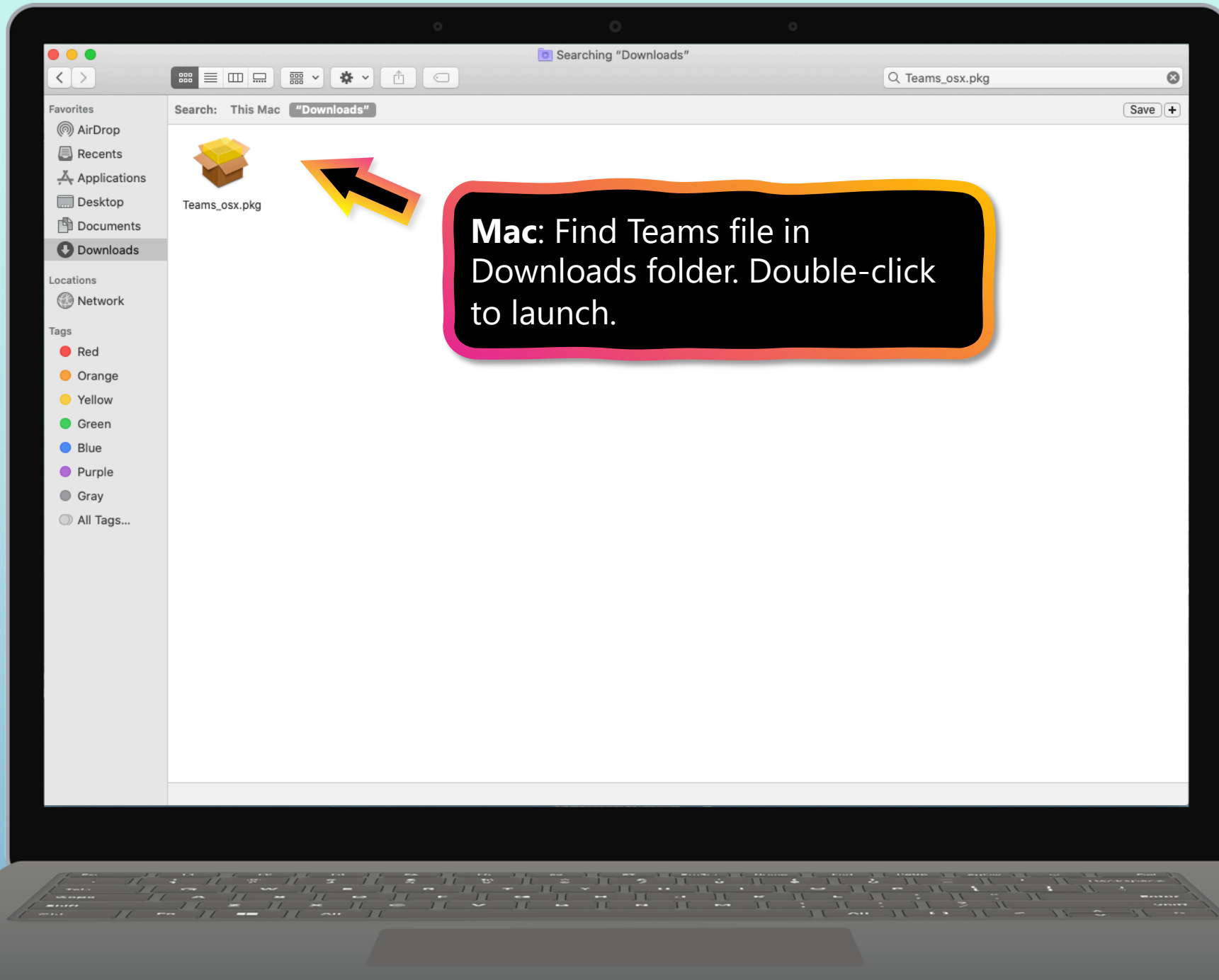
1. Sign into Teams online
2. **Download Teams on desktop**
3. Download Teams on mobile device





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





Chapter 1

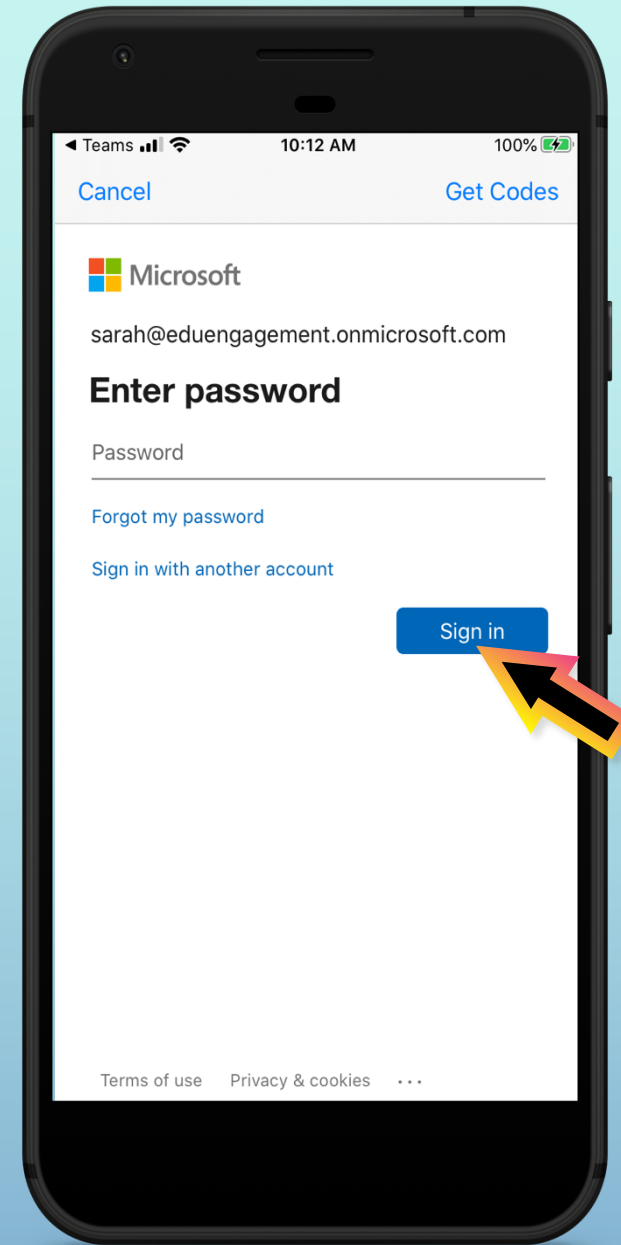
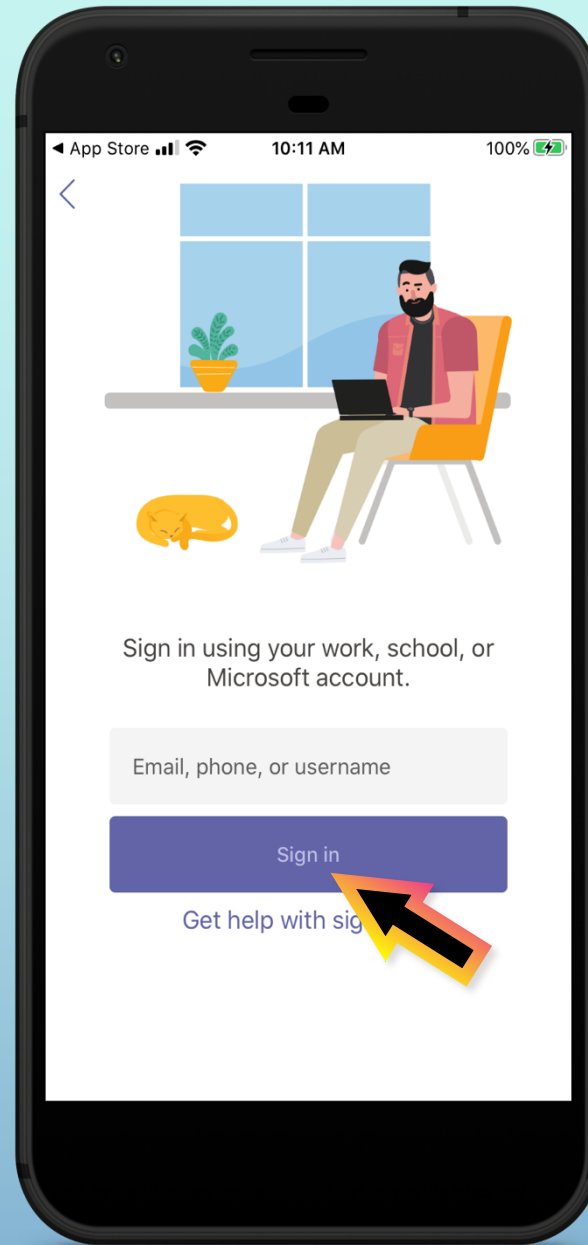
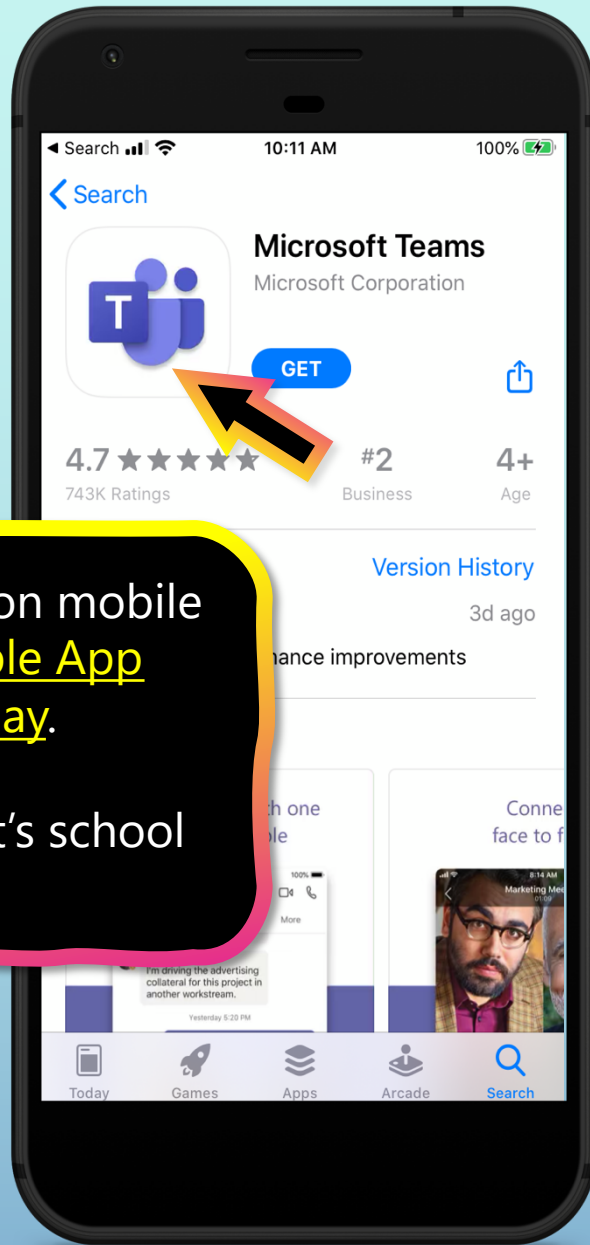
Get started with Teams

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](#).

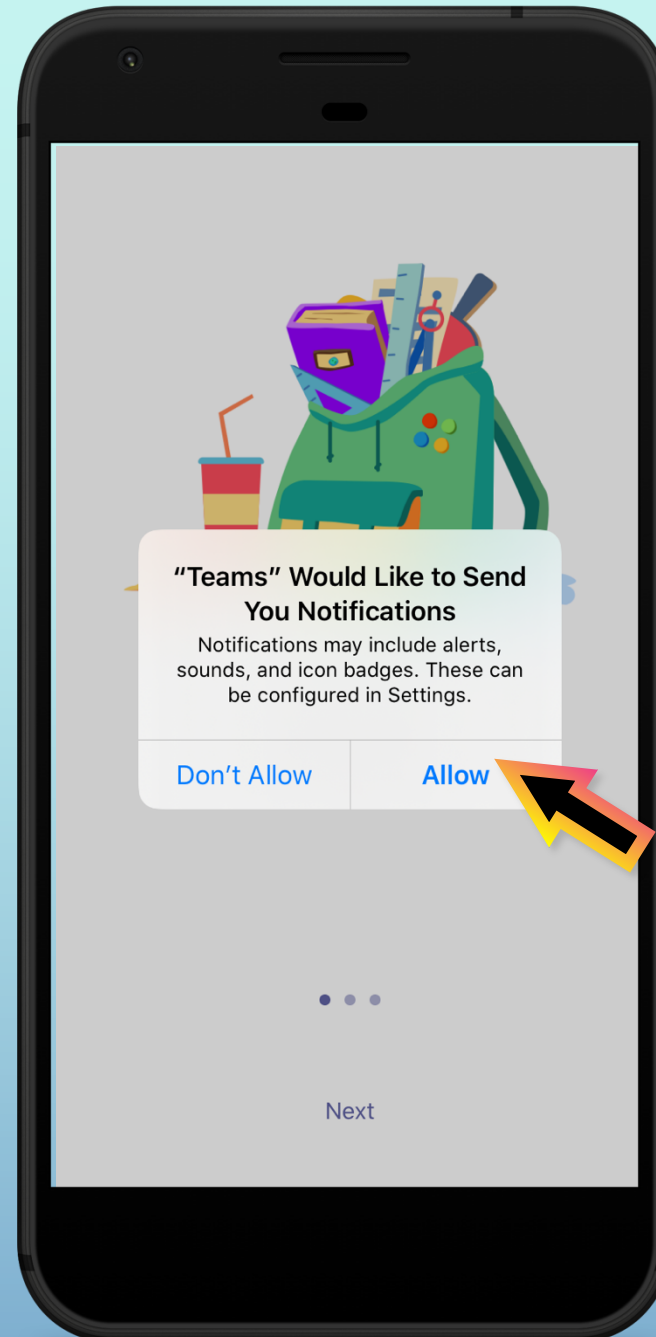
Enter your student's school or work account.



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.

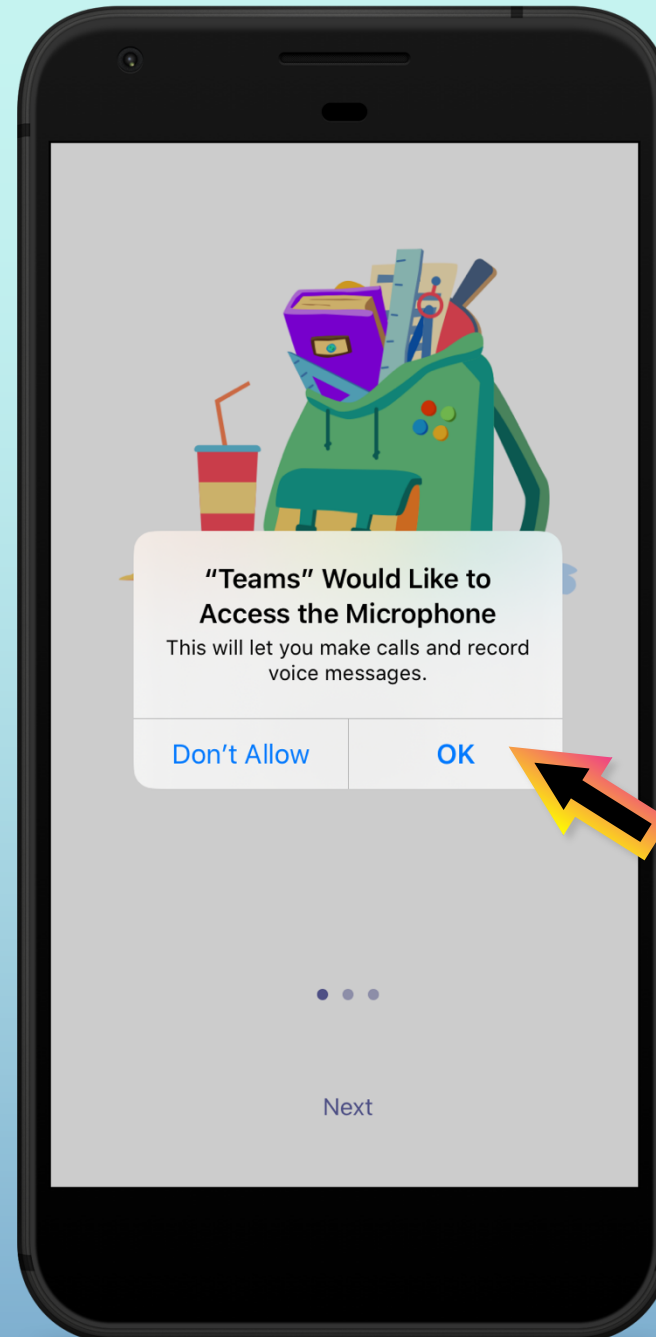
You can adjust this in **Settings**.



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



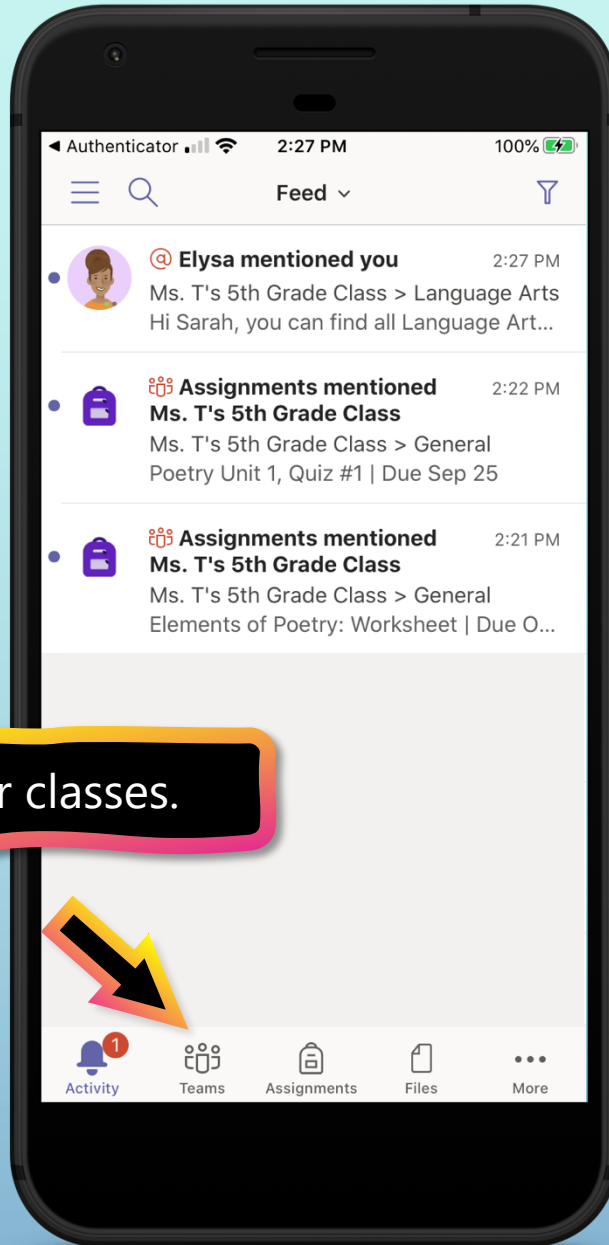
Speak up. Share out.
Soar on.



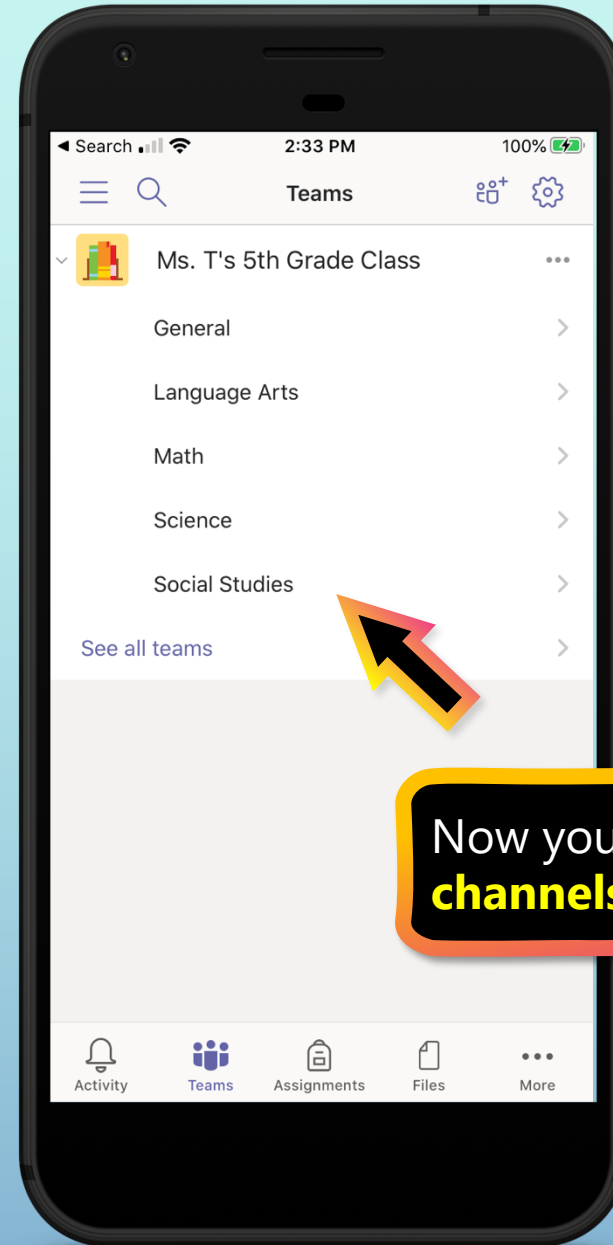
Got it

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





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



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

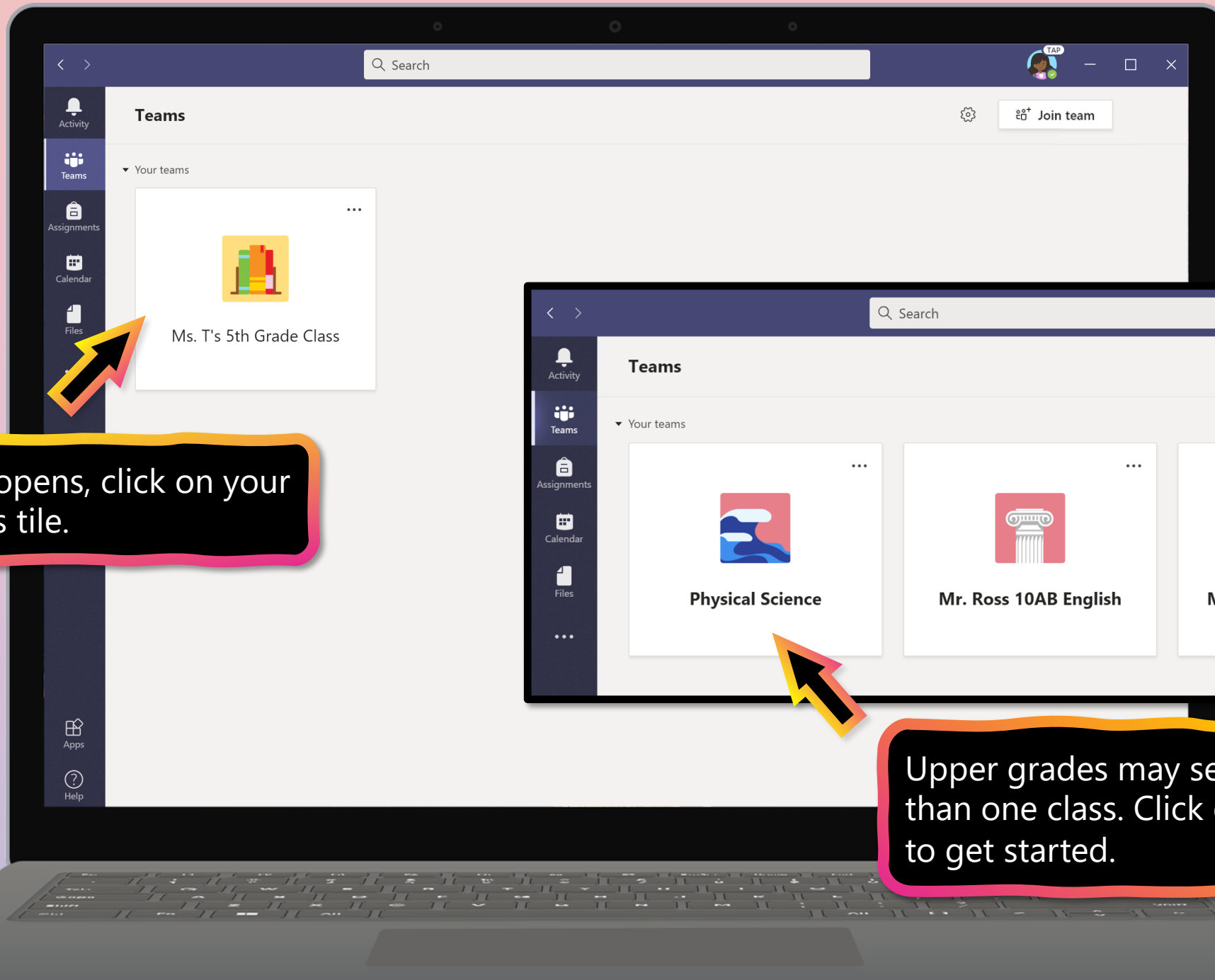


Chapter 2

How to help your student use Teams

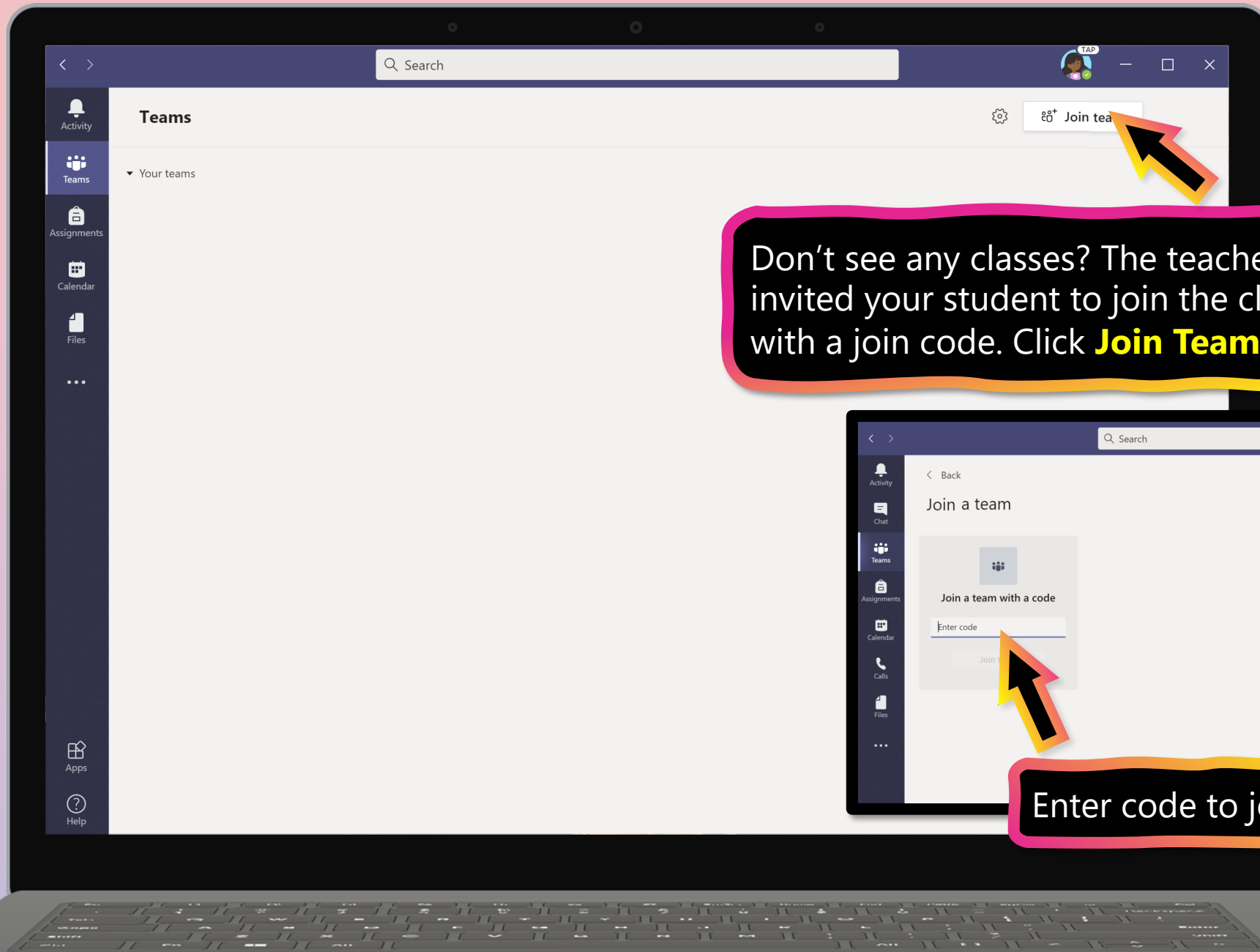
1. **Join a class team**
2. View and turn in assignments
3. Attend a virtual class
4. Find grades
5. Chat with teachers and classmates





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.

The screenshot displays the Microsoft Teams interface on a laptop. On the left sidebar, under 'All teams', the team 'Ms. T's 5th Grade Class' is selected. Below the team name, a list of channels is shown: 'General', 'Language Arts', 'Math', 'Science', and 'Social Studies'. A large yellow and black arrow points to the 'Science' channel. The main pane shows the 'General' channel for 'Ms. T's 5th Grade Class'. At the top, there's a search bar and navigation tabs for 'General', 'Posts', 'Files', 'Class Notebook', 'Assignments', and '2 more'. Below the tabs, a post from 'Tara Teacher' dated '6/1 12:25 PM' is visible. The post has a blue header with the title 'Poetry Unit Introduction' and a decorative image of a pond with a bee. The text of the post says: '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, there's an 'Assignments' section with a post from 'Tara Teacher' dated '6/1 12:31 PM' titled 'Elements of Poetry Worksheet' with a due date of 'Oct 06' and a 'View assignment' button. At the bottom, there's a 'Scheduled a meeting' section with a post from 'Tara Teacher' dated '6/1 12:39 PM' titled 'Poetry Unit Introduction: Elements of Poetry' scheduled for 'Thursday, October 1, 2020 @ 1:00 PM'. The bottom of the screen shows the laptop keyboard.

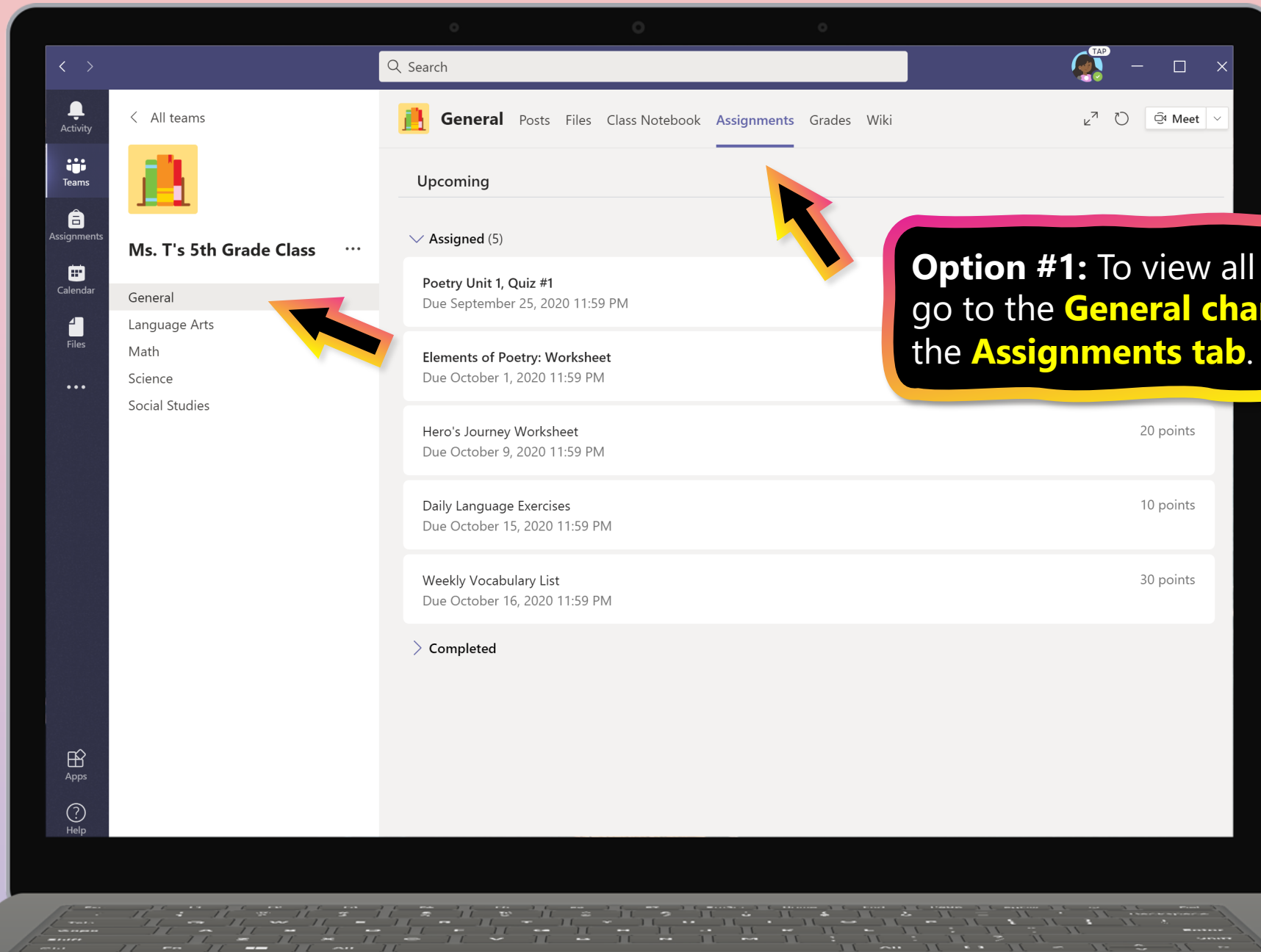
Chapter 2

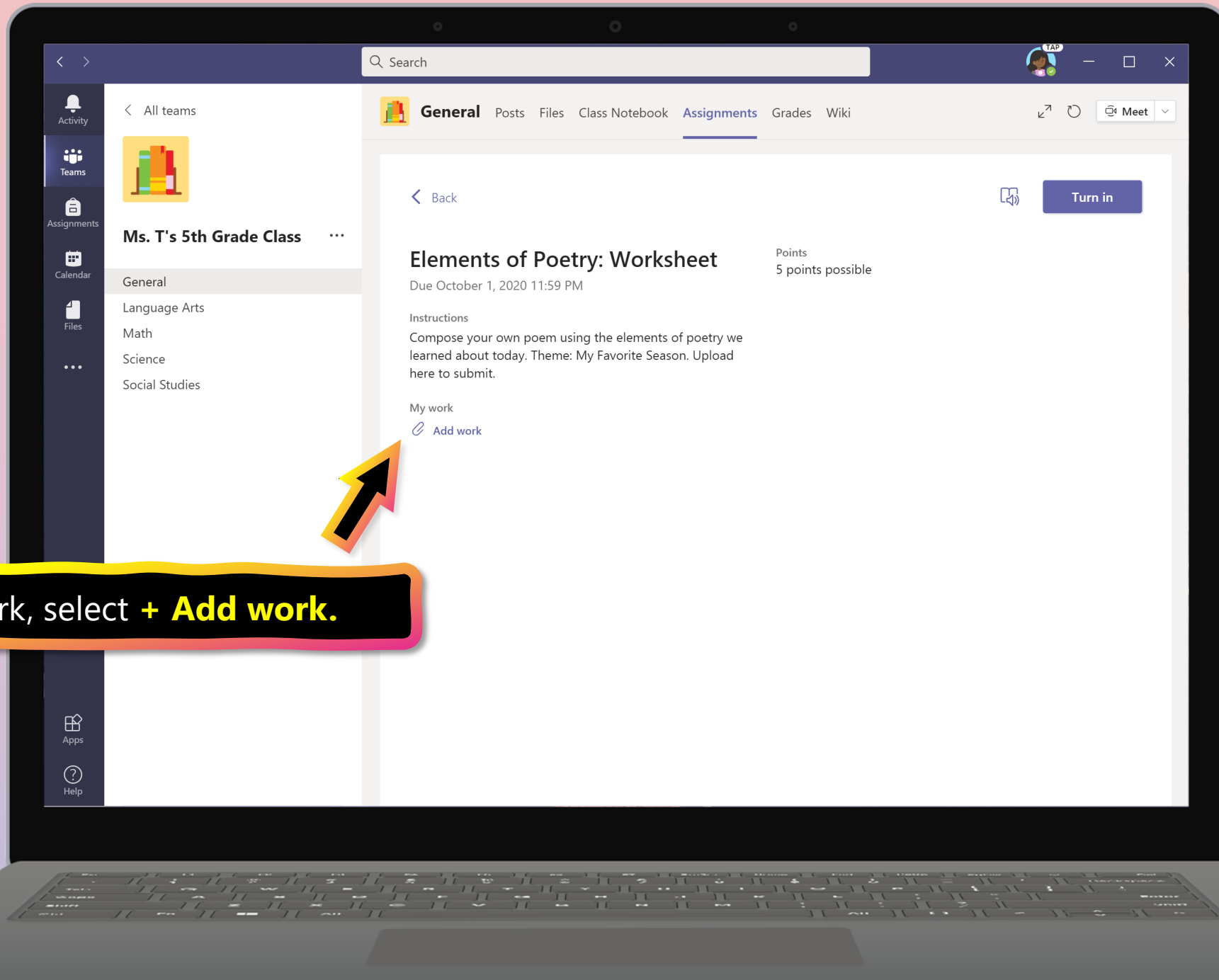
How to help your student use Teams

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



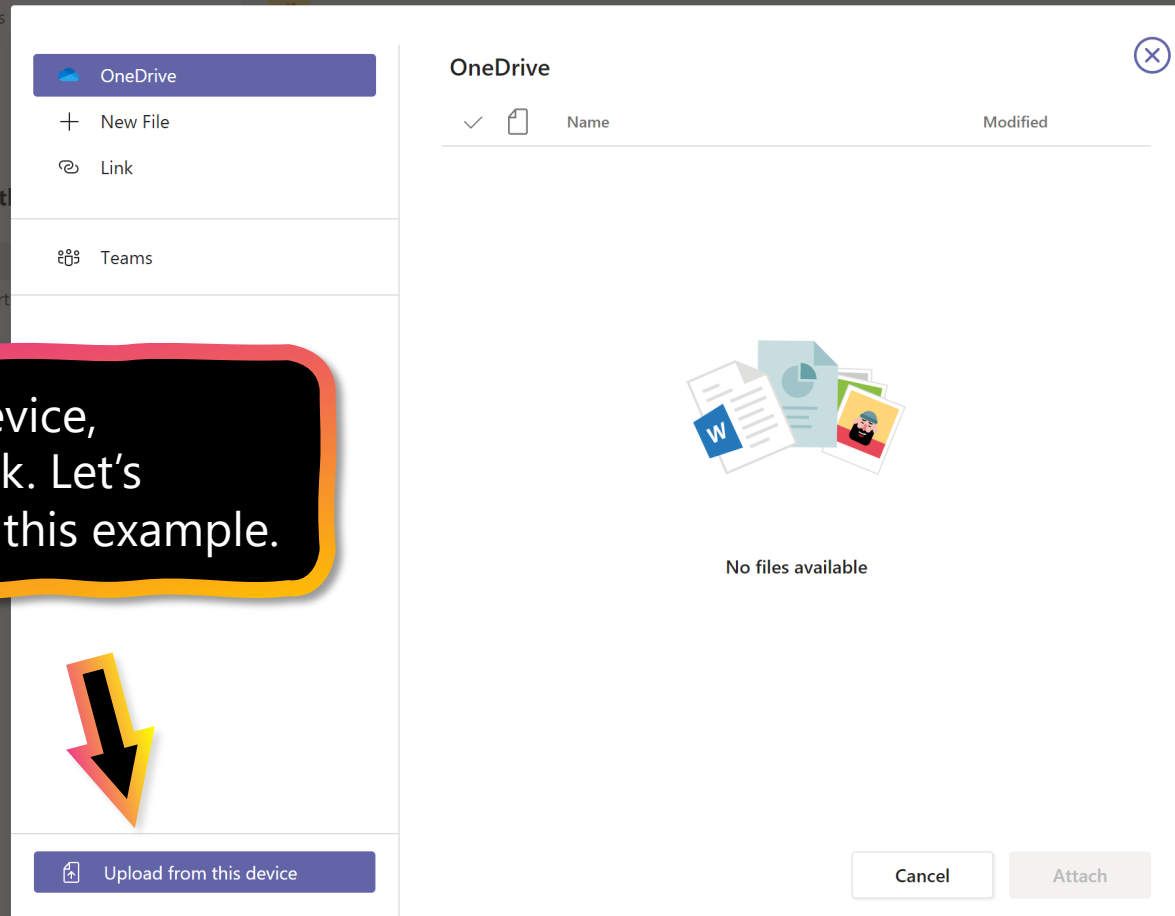
Assignments can be viewed and submitted many ways on Teams. Here are some common options.

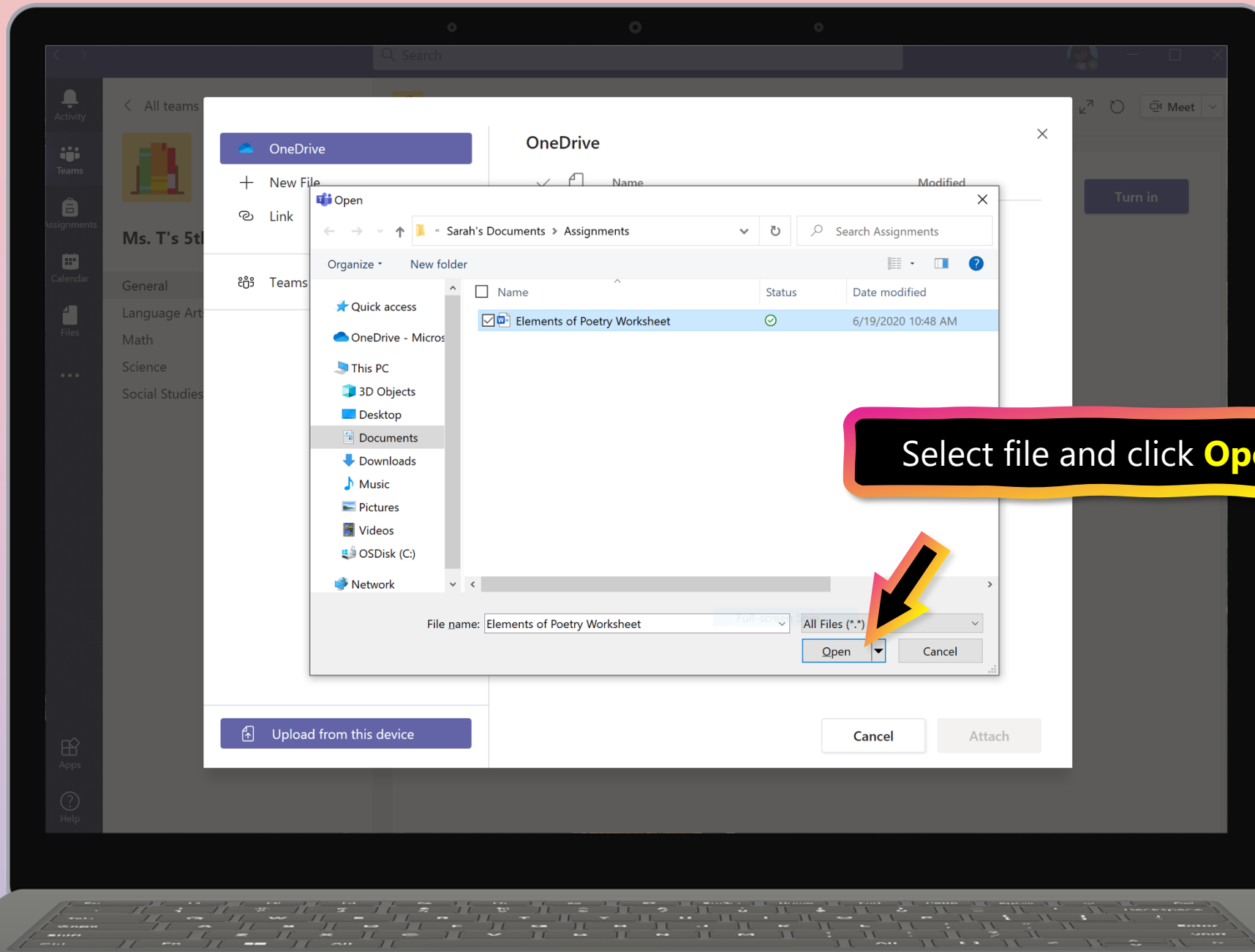


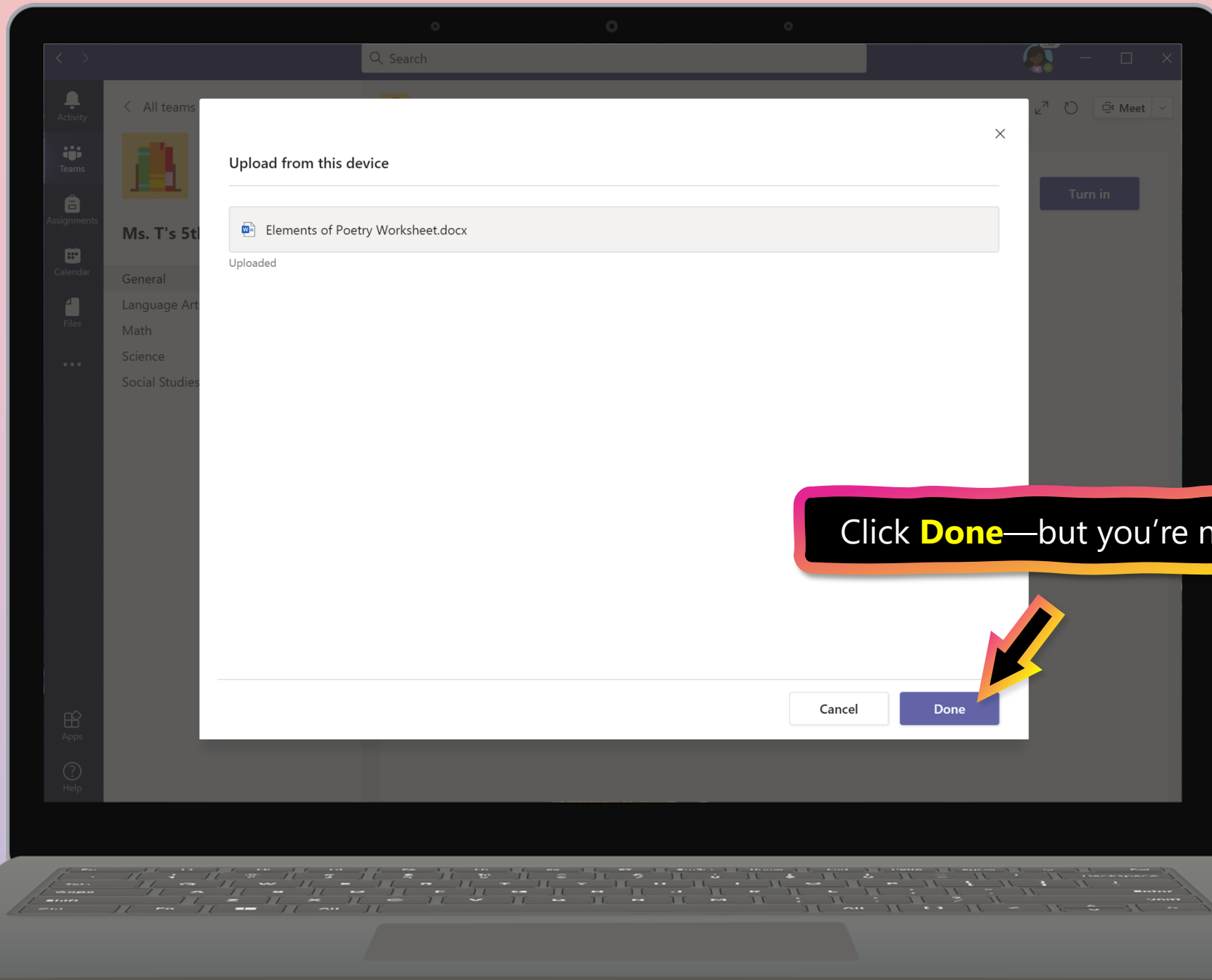


To **upload** work, select + **Add work**.

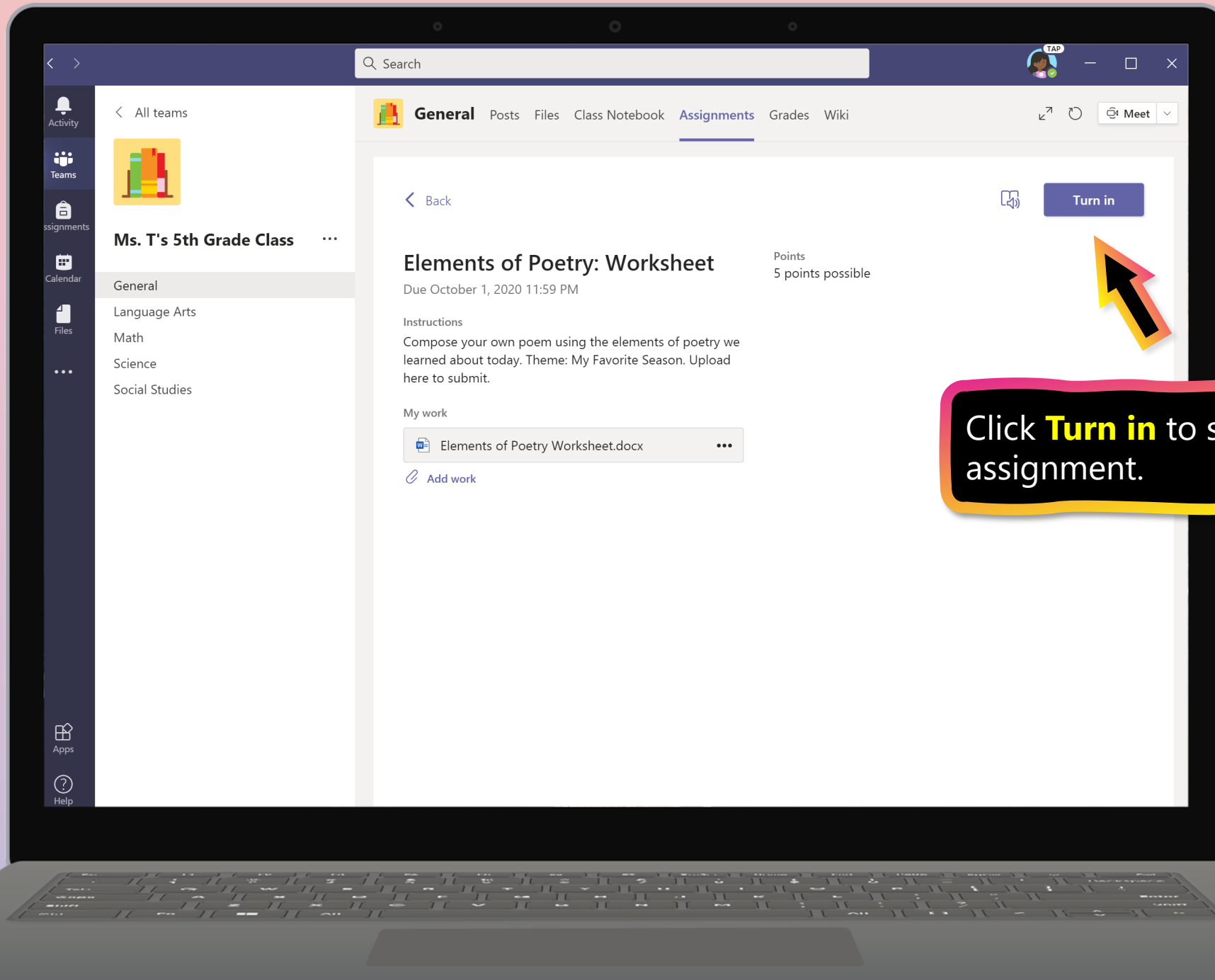
Upload file from your device,
OneDrive, Teams, or a link. Let's
upload from device for this example.



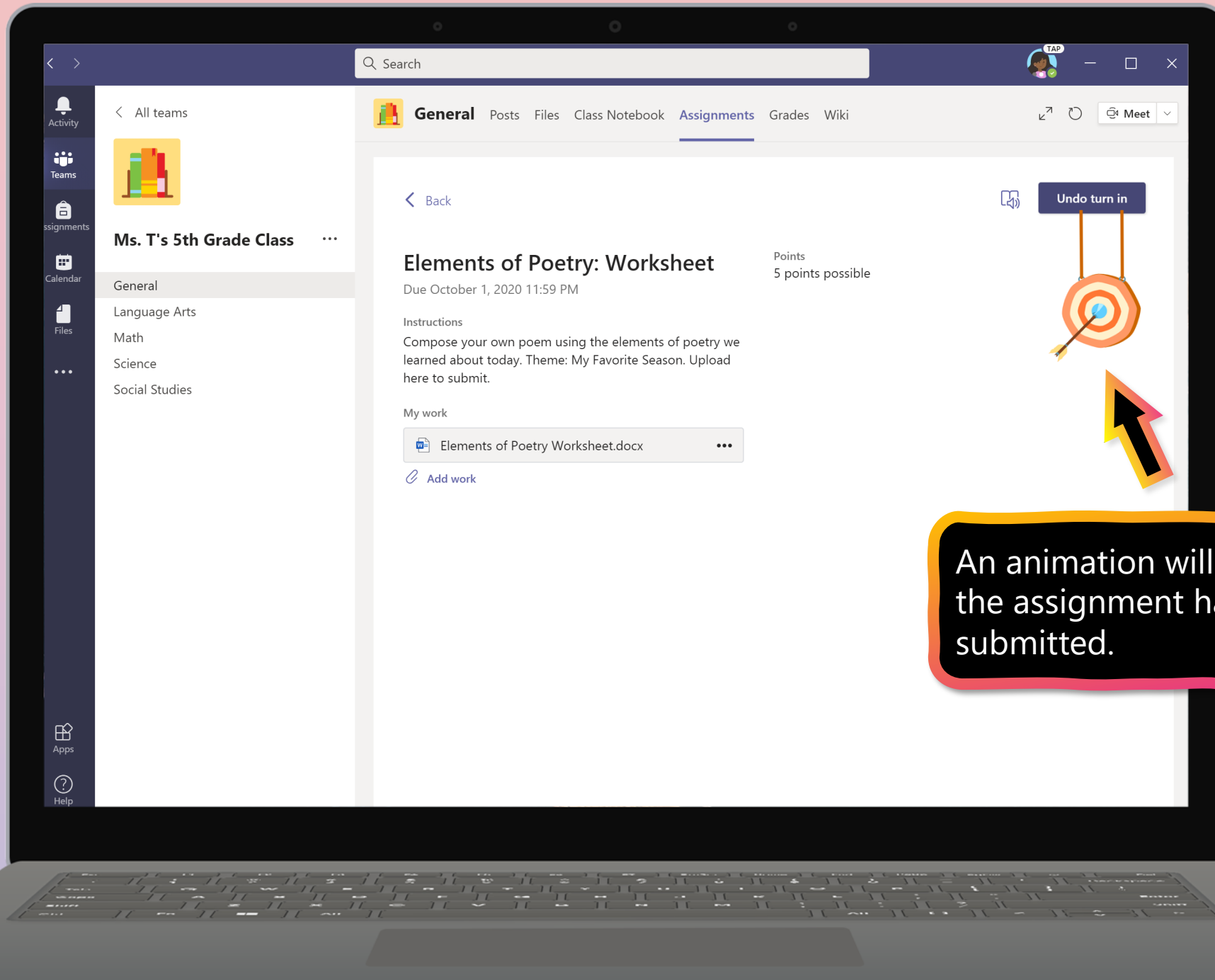




Click **Done**—but you're not done yet.



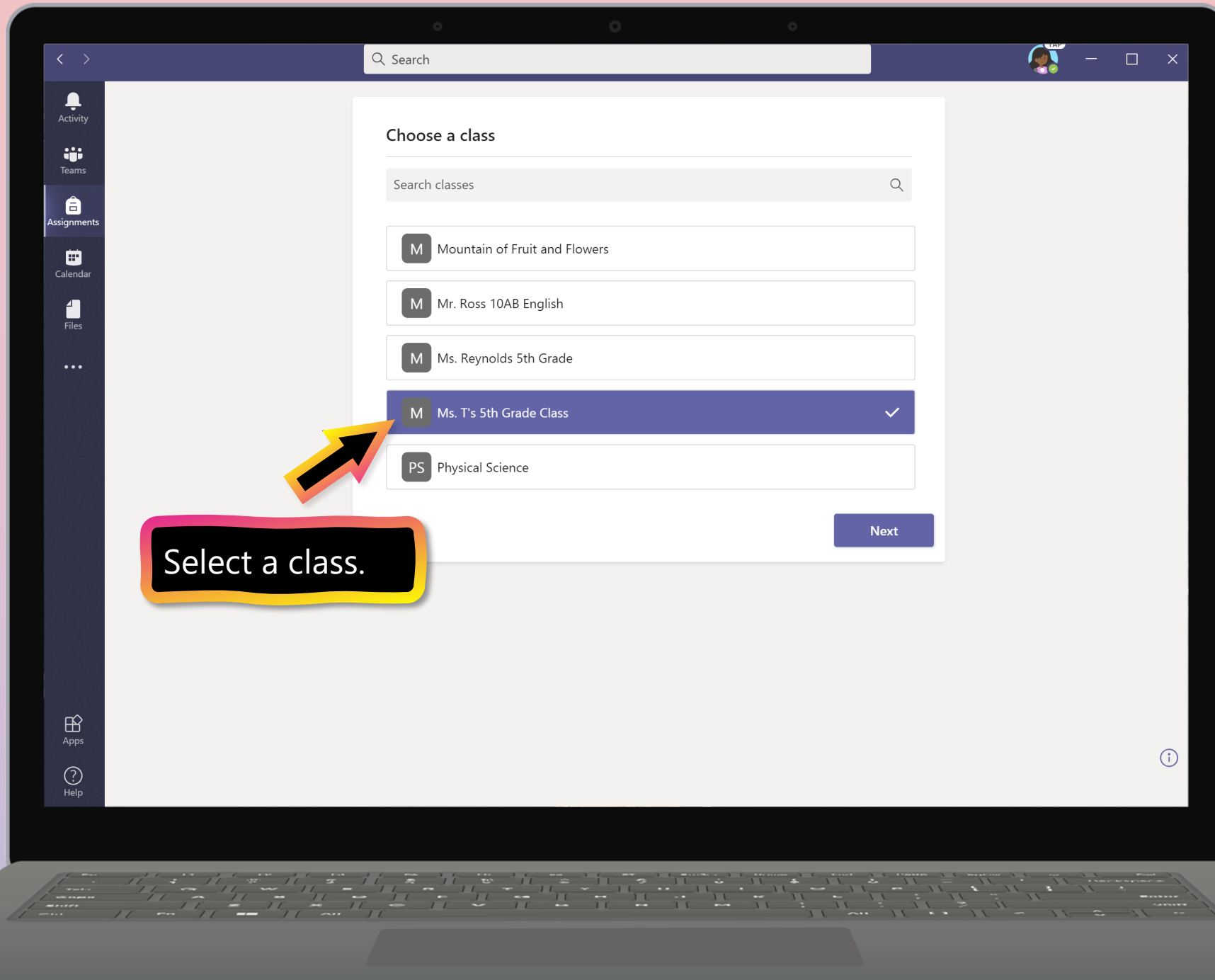
Click **Turn in** to submit assignment.



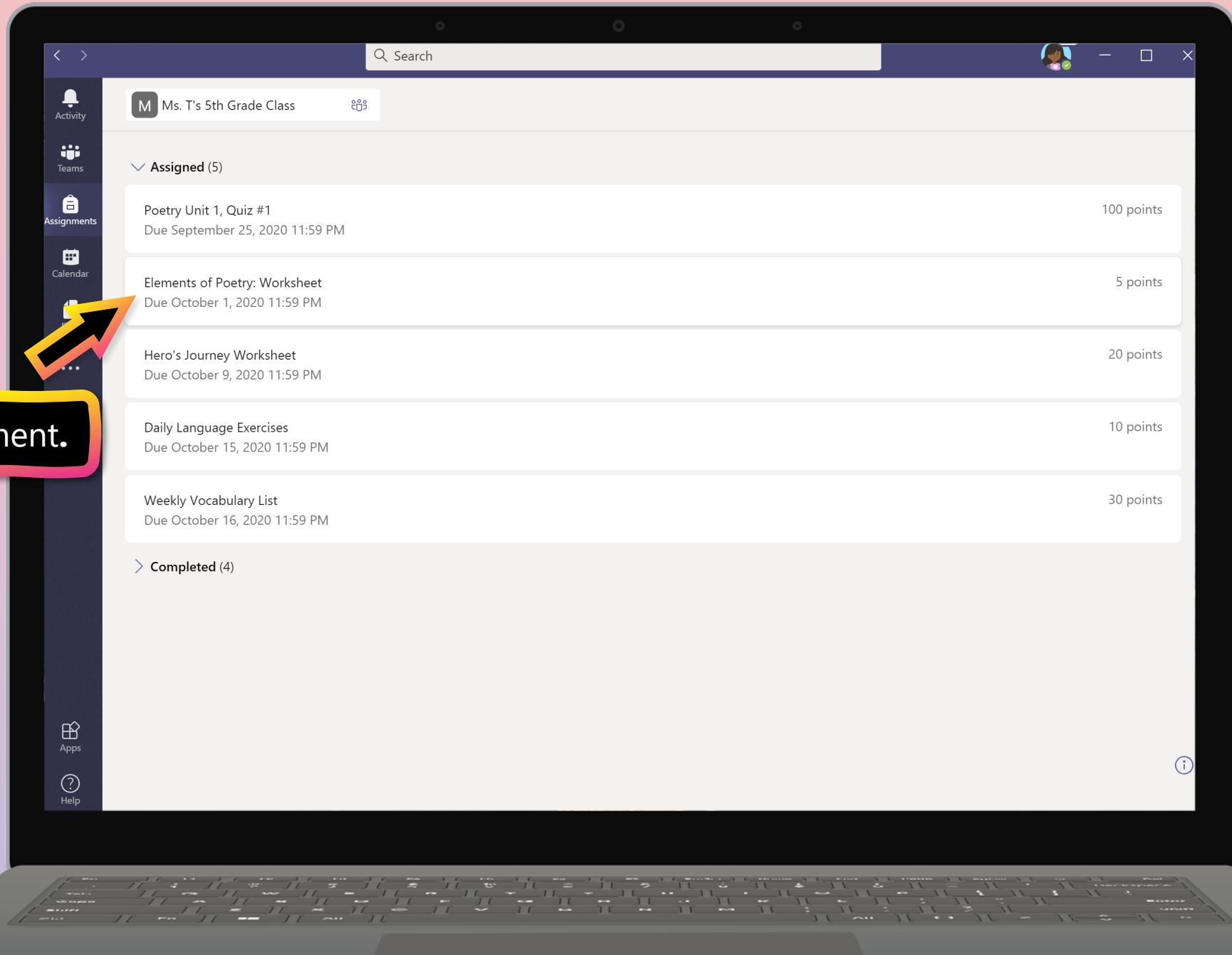
An animation will signal that the assignment has been submitted.

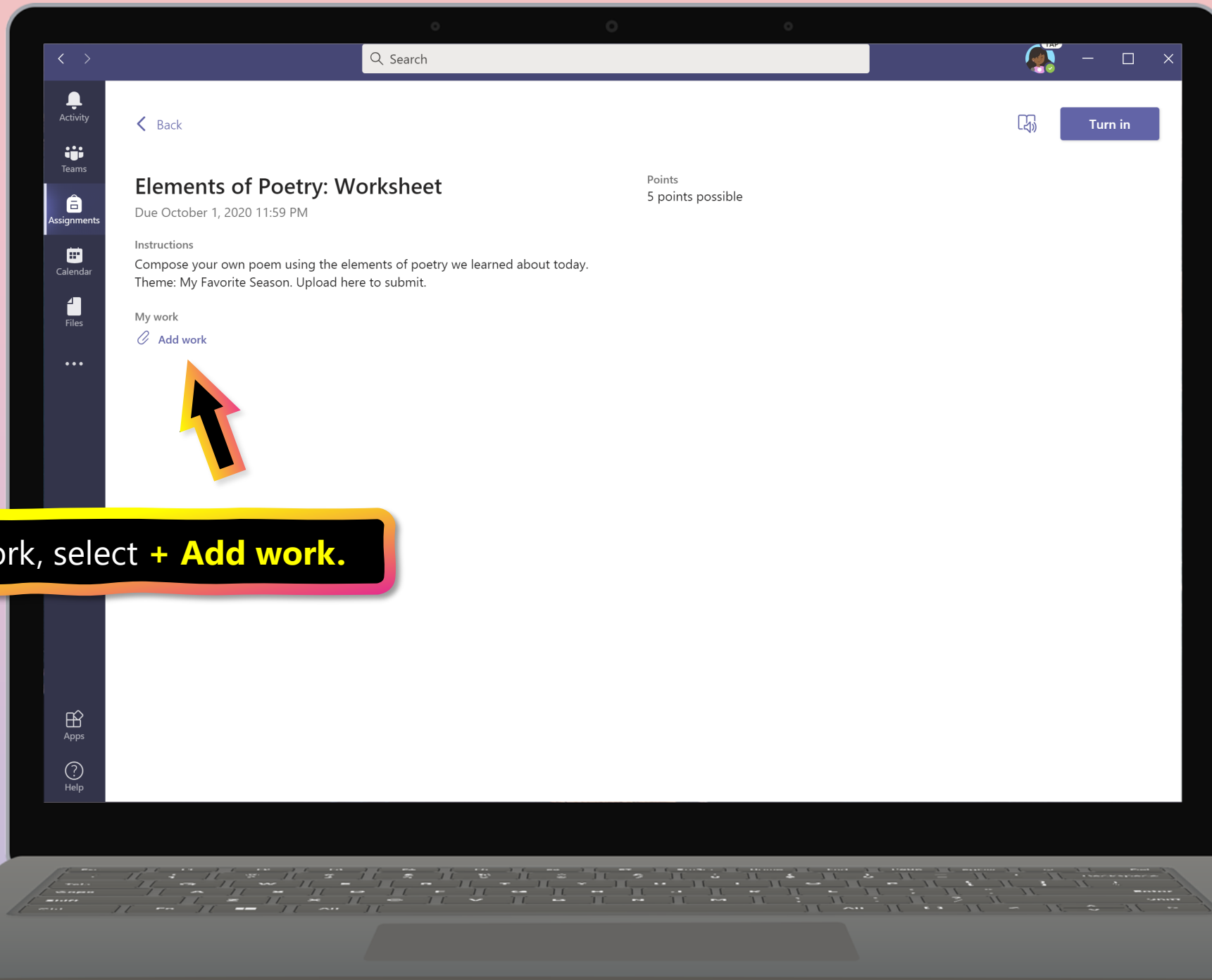
Alternate option for submitting assignments: Select **Assignments** in the left panel.

The screenshot displays the Microsoft Teams application interface on a laptop. The left-hand navigation pane is visible, with the 'Assignments' icon (a document with a checkmark) highlighted by a yellow arrow. The main content area shows a chat window for 'Ms. T's 5th Grade Class'. At the top of the chat, there's a header for 'General' with tabs for 'Posts', 'Files', 'Class Notebook', 'Assignments', and '2 more'. The first post is from 'Tara Teacher' at 6/1 12:25 PM, titled 'Poetry Unit Introduction'. It includes a blue banner with a bee and flowers, and text stating: '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 an 'Assignments' card from 'Tara Teacher' at 6/1 12:31 PM, titled 'Elements of Poetry Worksheet', due on Oct 06, with a 'View assignment' button. At the bottom, a meeting card is shown: 'Poetry Unit Introduction: Elements of Poetry' scheduled for Thursday, October 1, 2020, at 1:00 PM. The bottom of the screen shows the laptop keyboard.



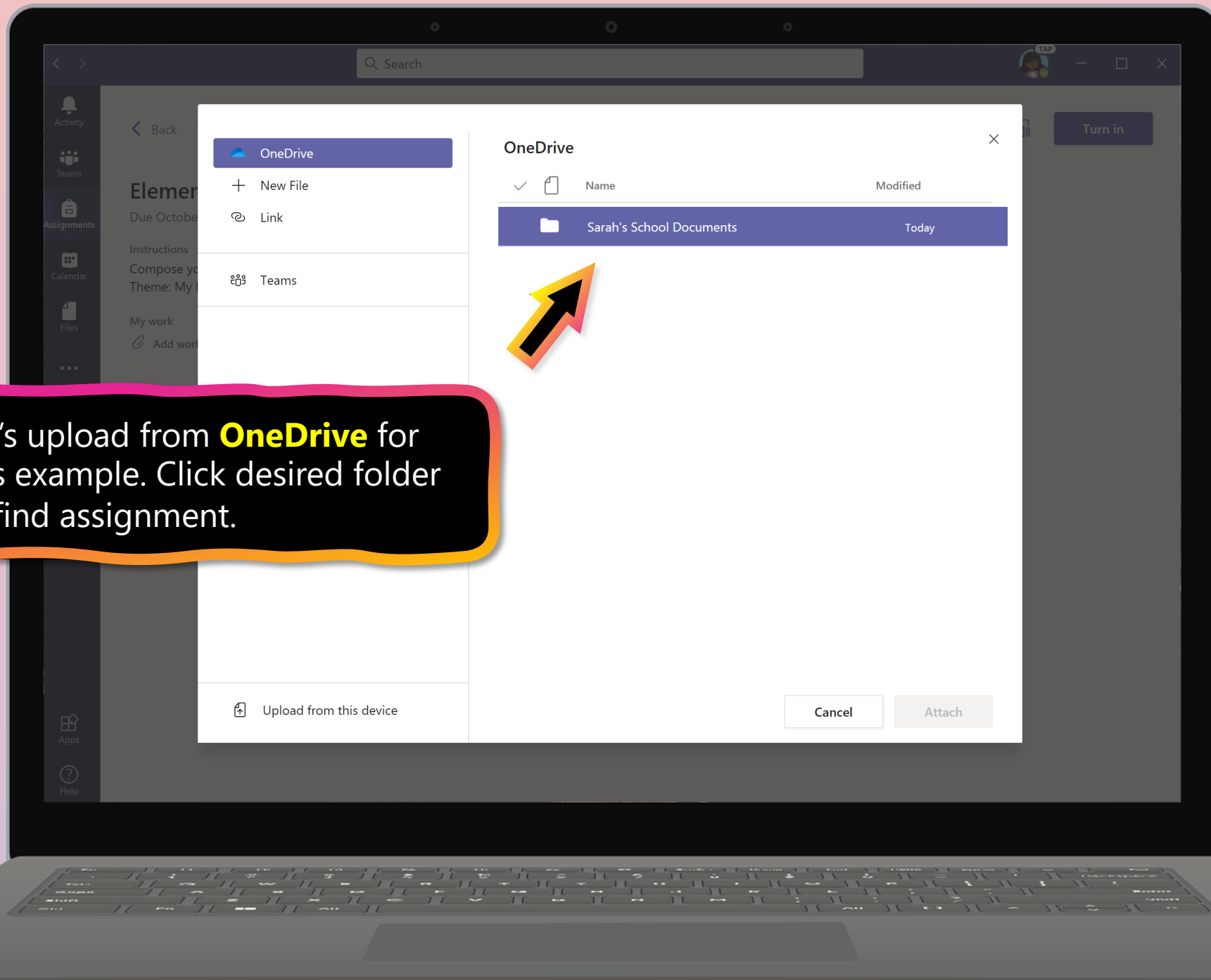
Select assignment.

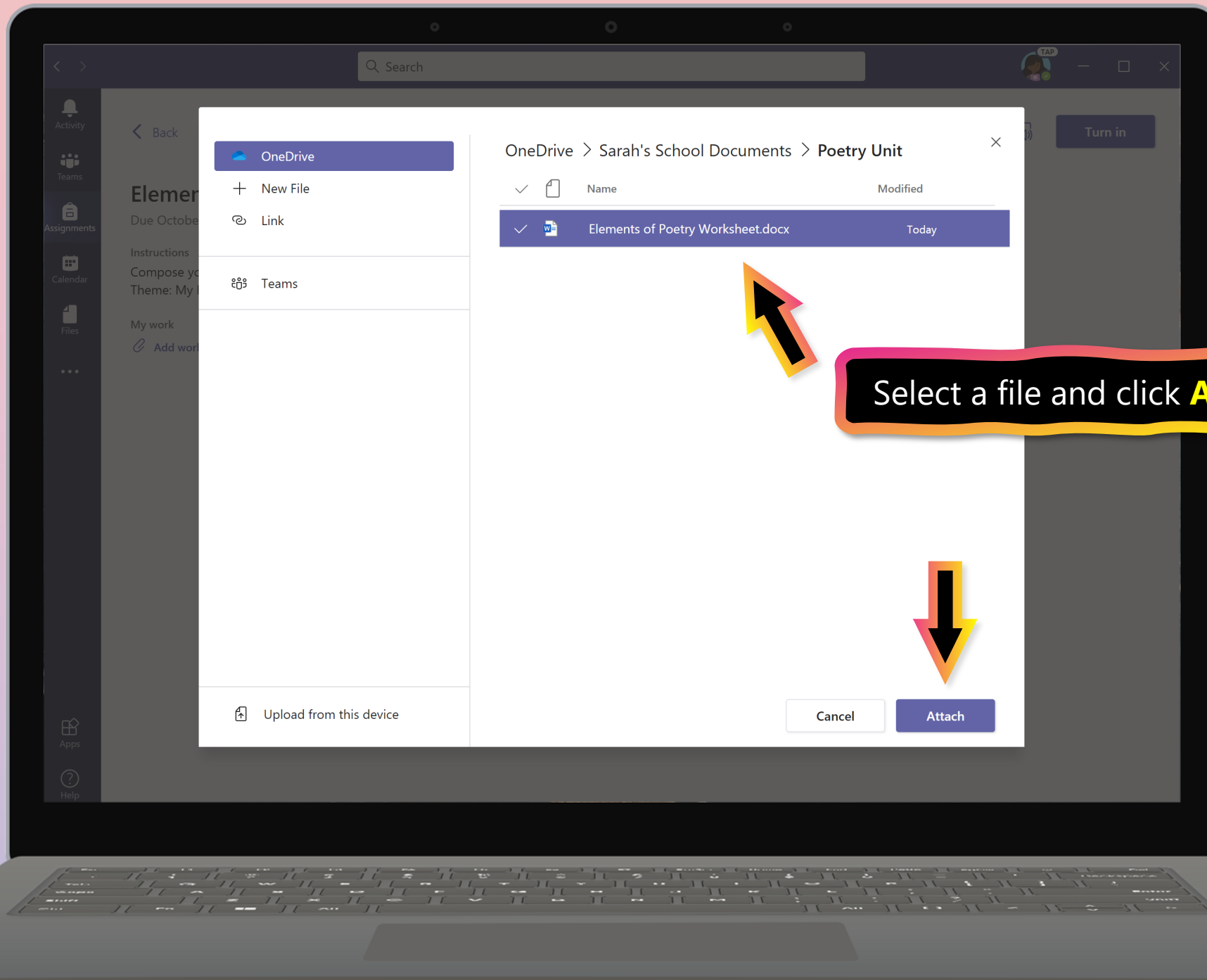




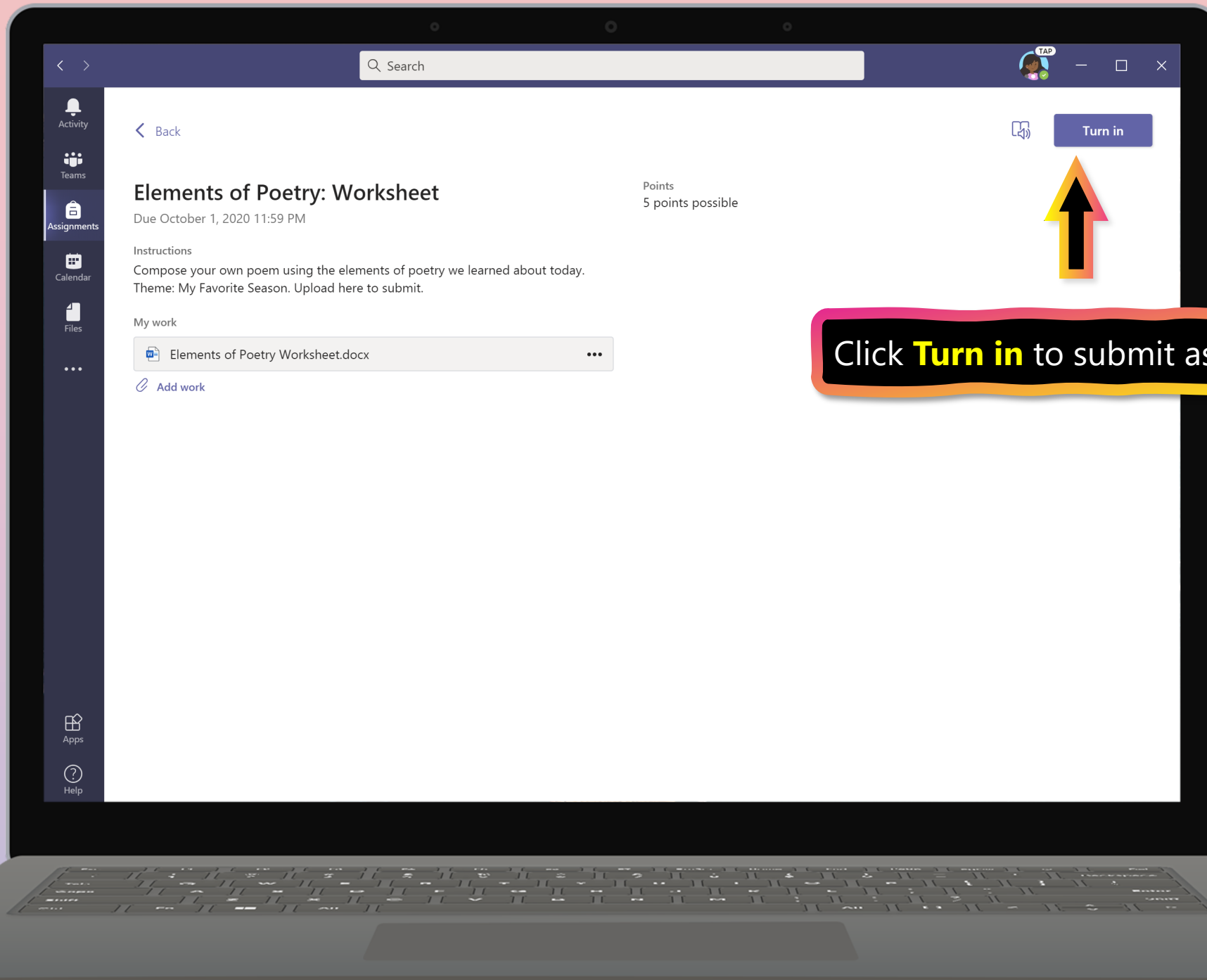
To upload work, select **+ Add work**.

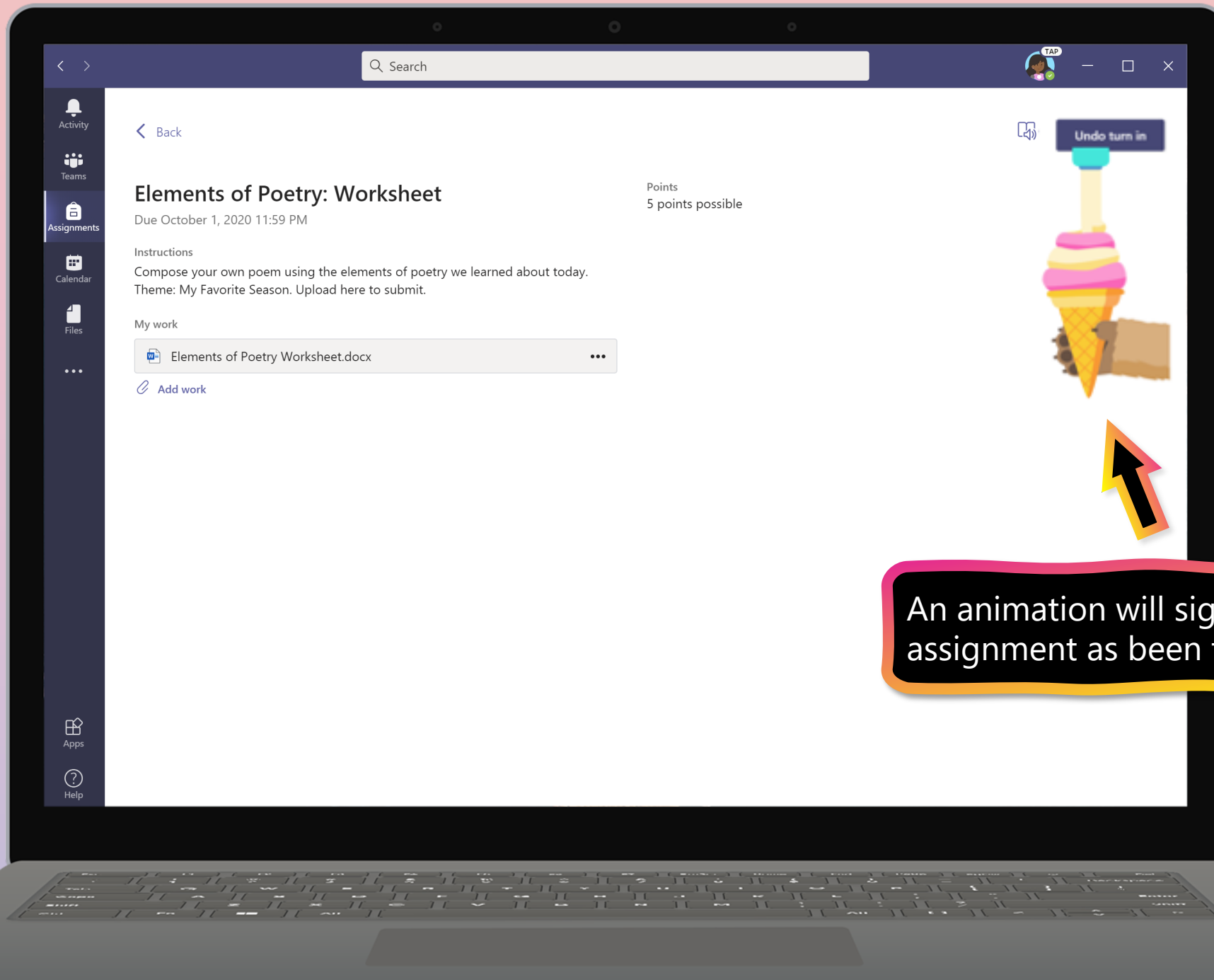
Let's upload from **OneDrive** for this example. Click desired folder to find assignment.





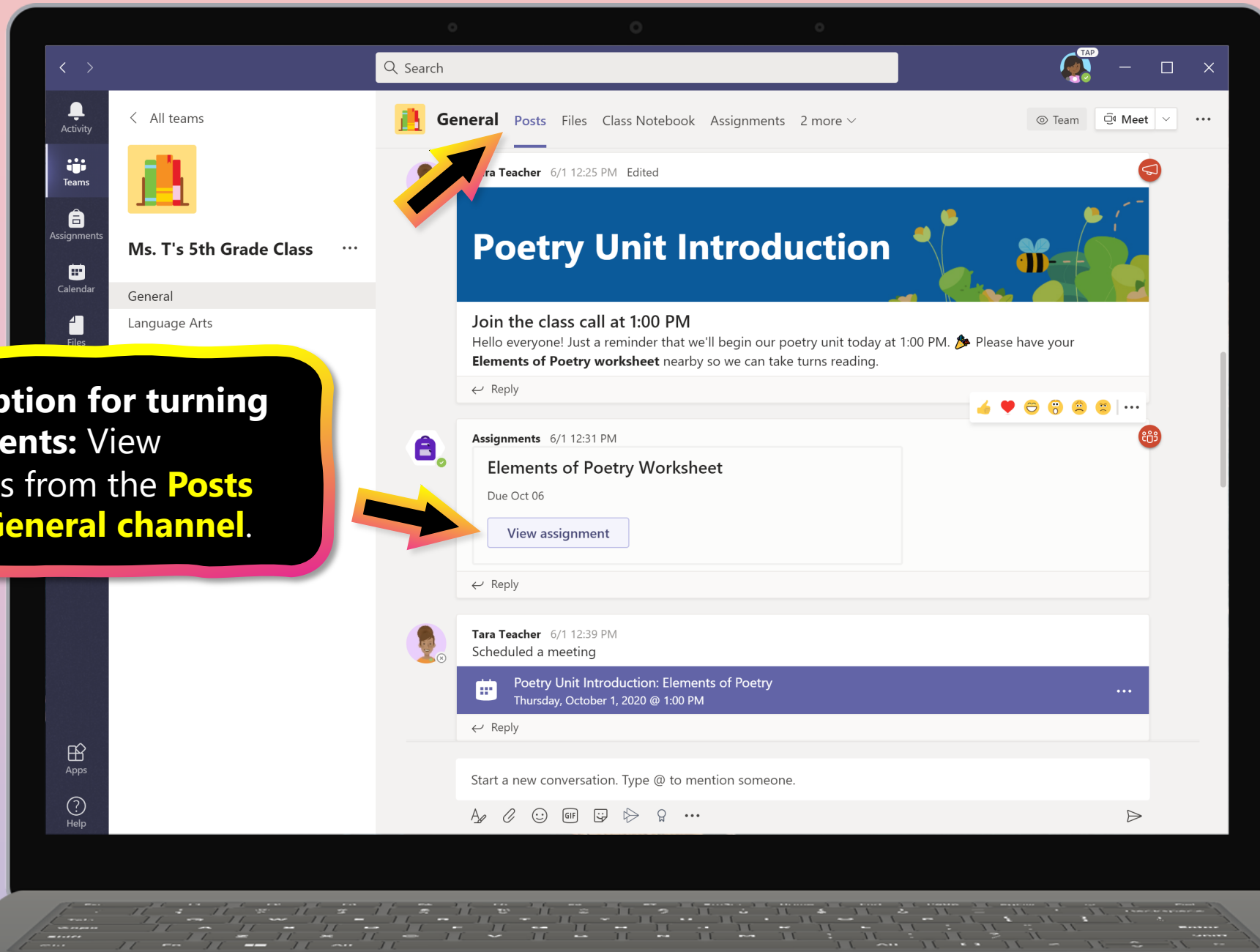
Select a file and click **Attach**.

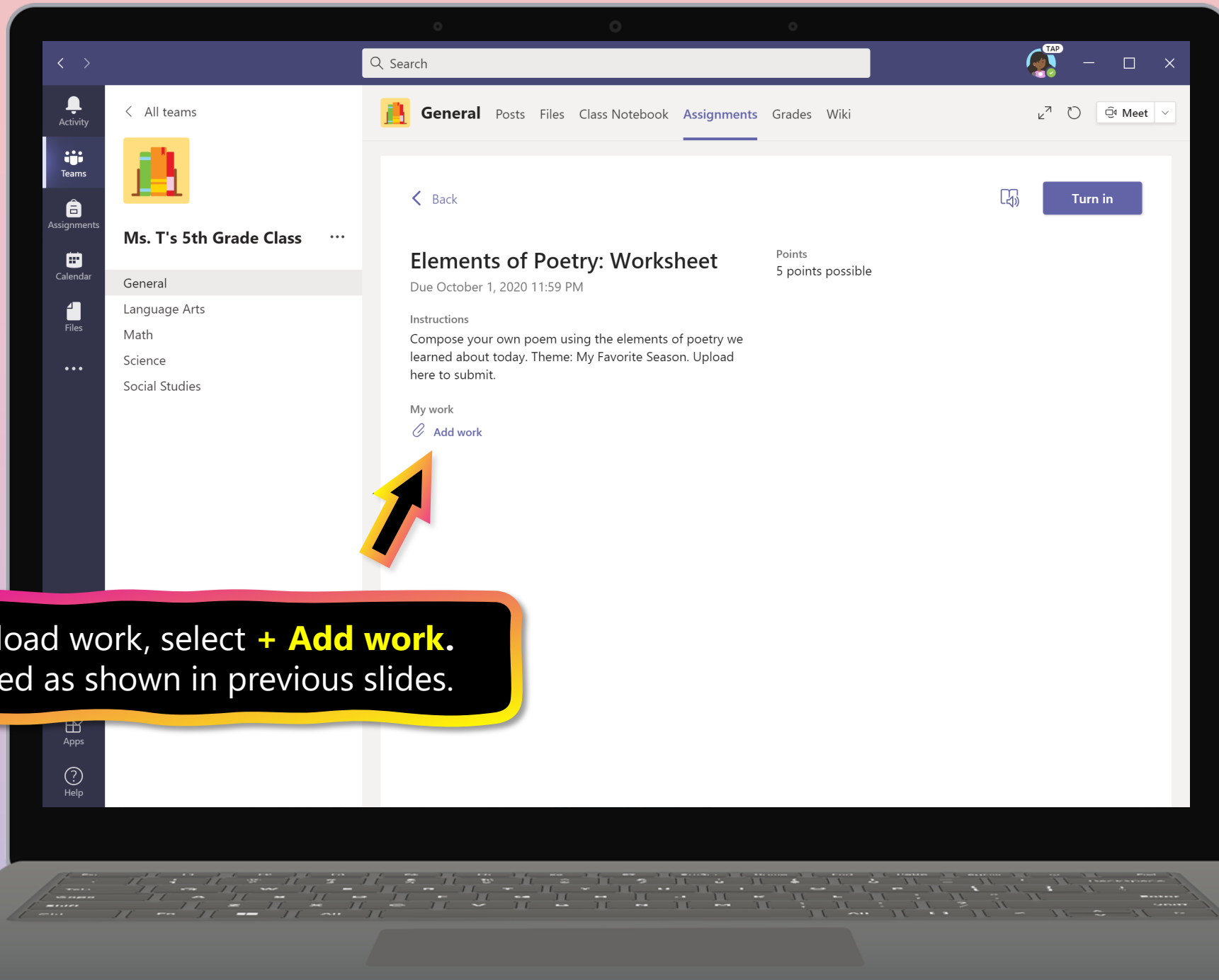




An animation will signal that the assignment as been turned in.

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.

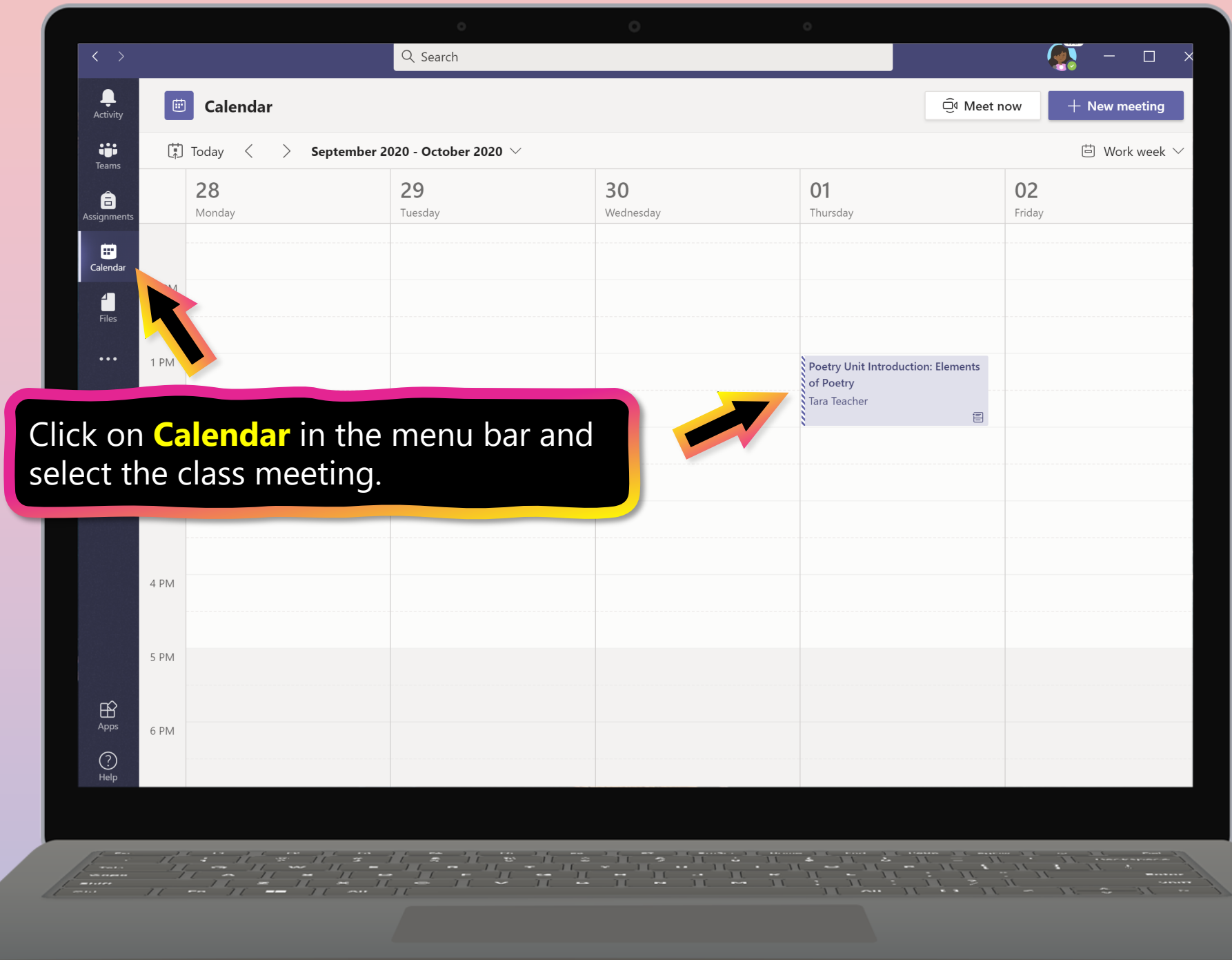
Chapter 2

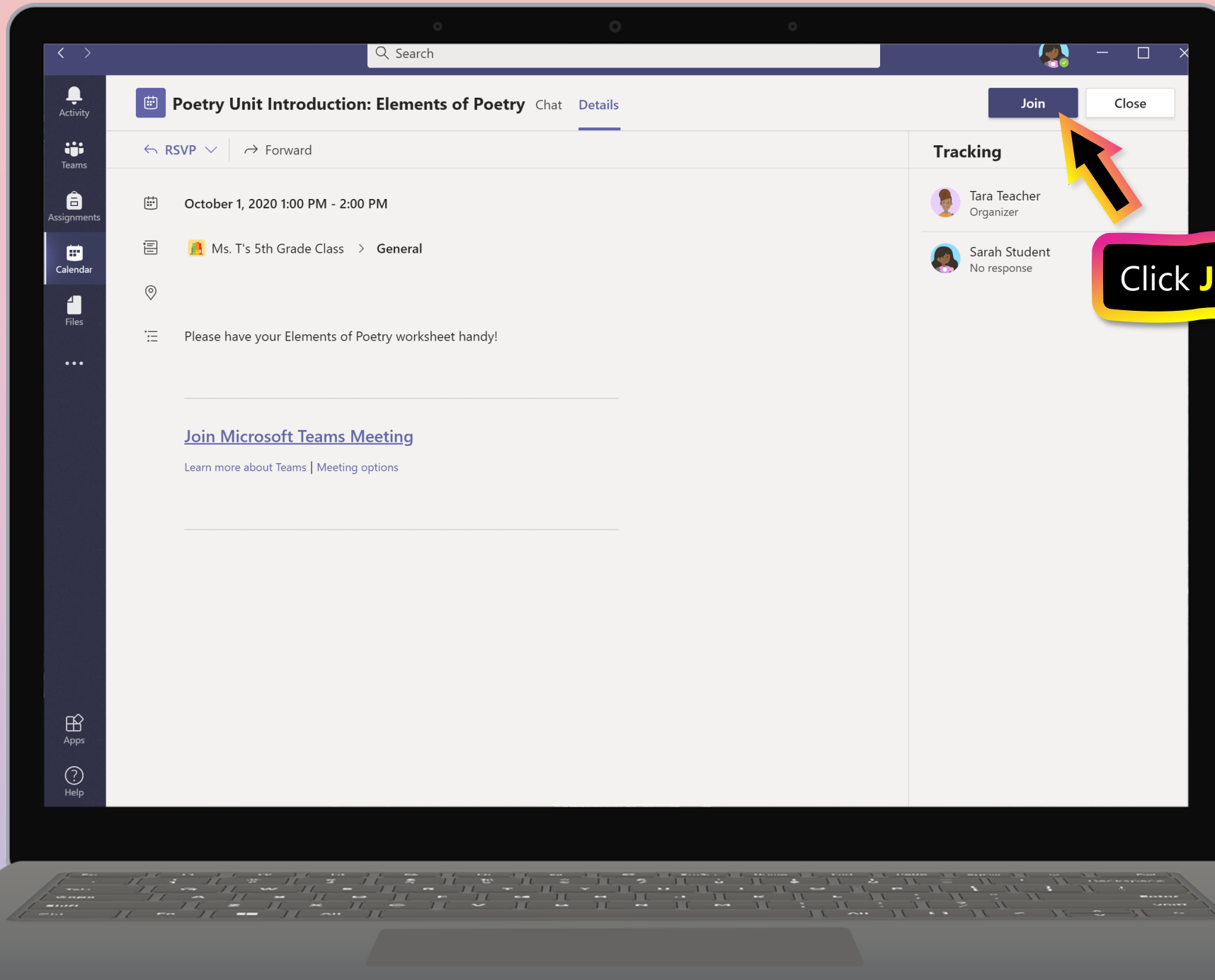
How to help your student use Teams

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



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





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



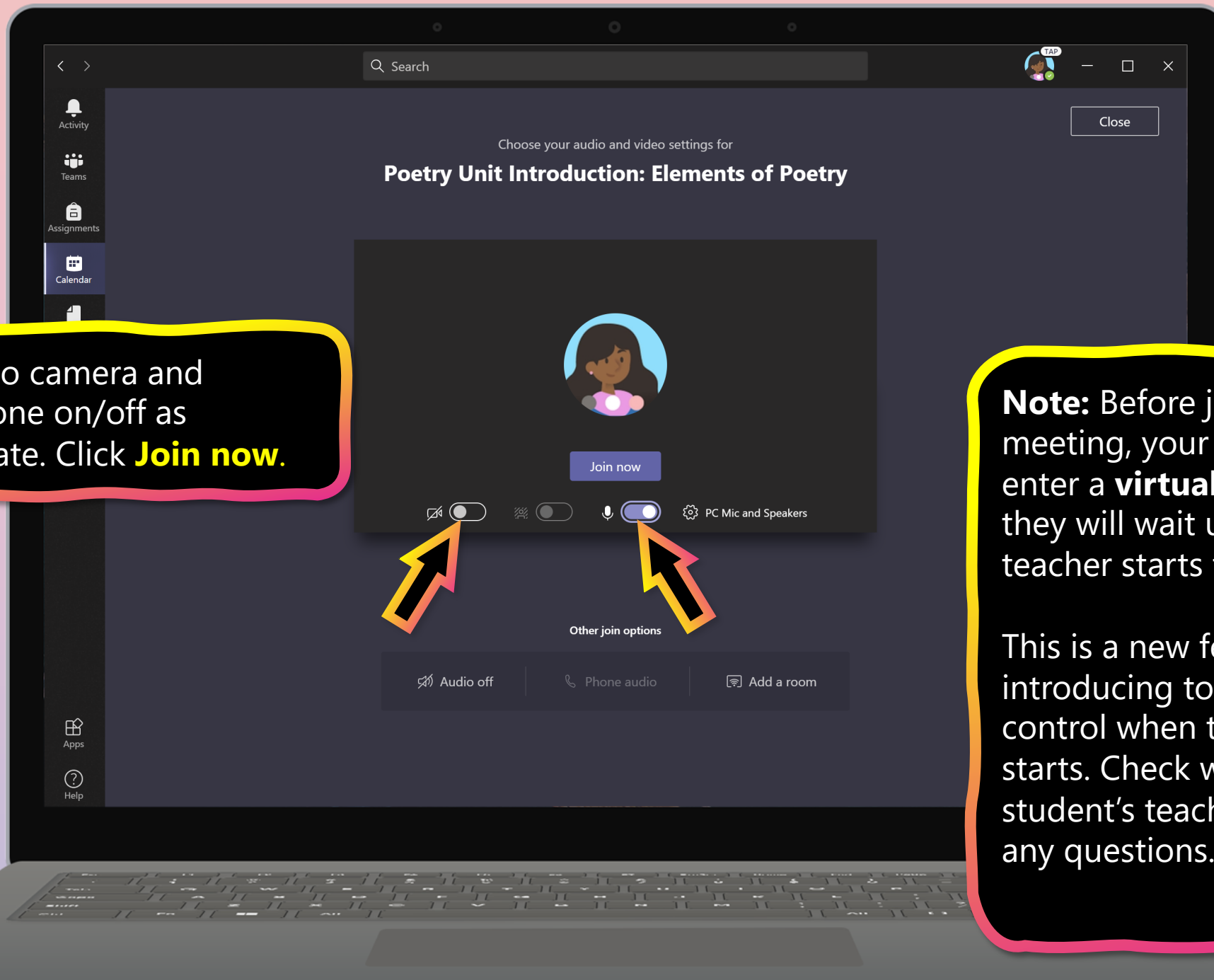
Sarah Student
No response

Join

Close

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.

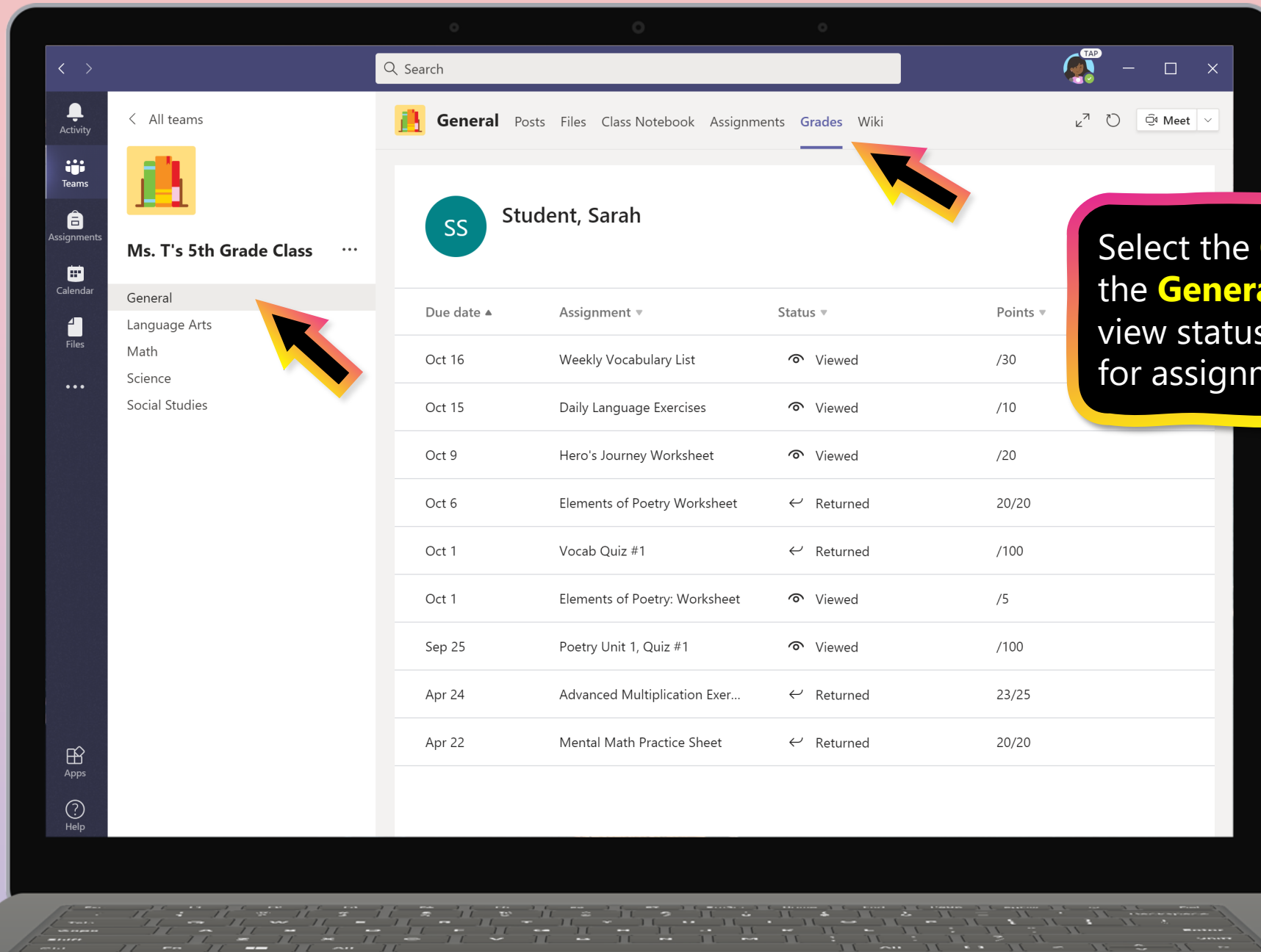
Chapter 2

How to help your student use Teams

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



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



Chapter 2

How to help your student use Teams

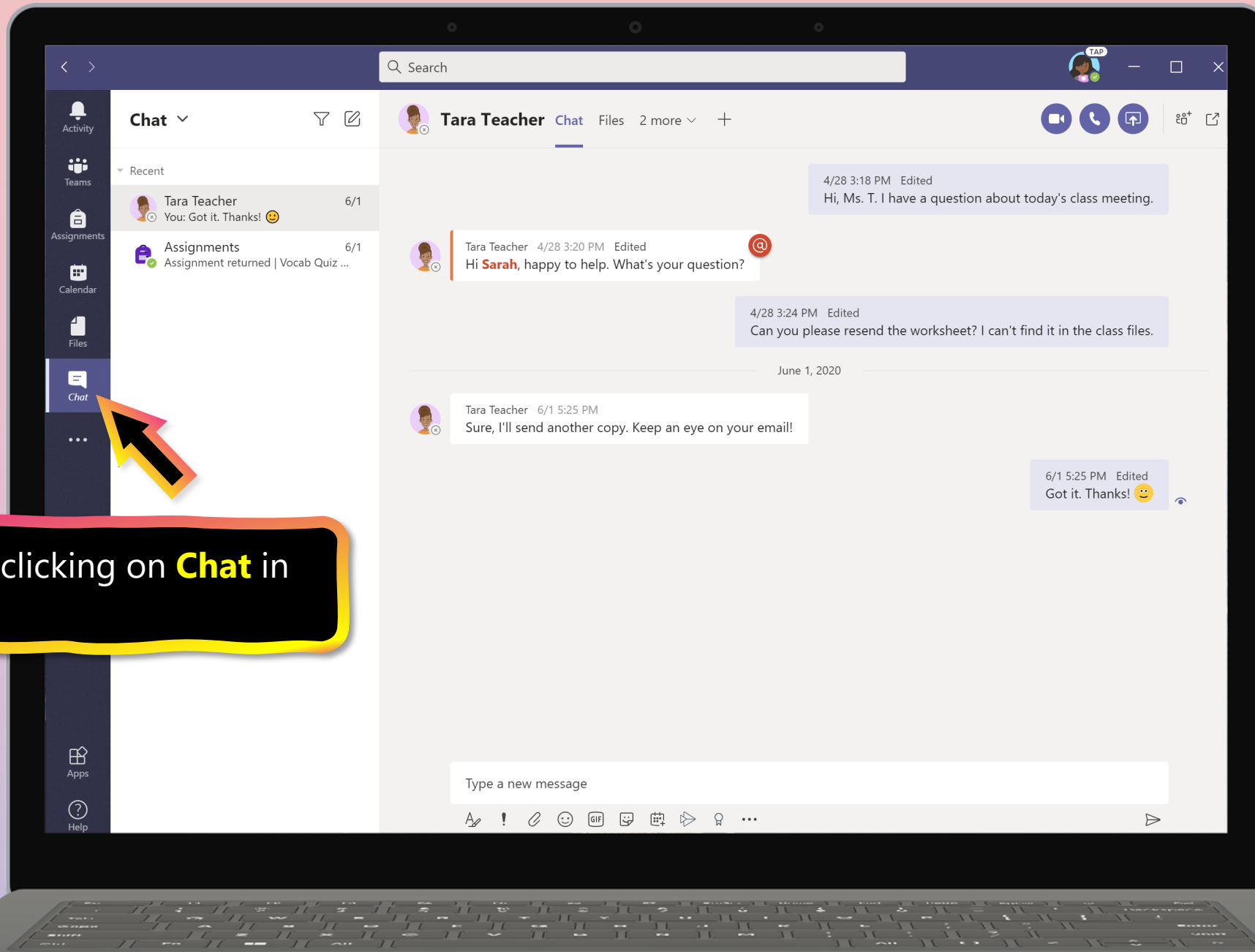
1. Join a class team
2. View and turn in assignments
3. Attend a virtual class
4. Find grades
5. **Chat with teachers and classmates**



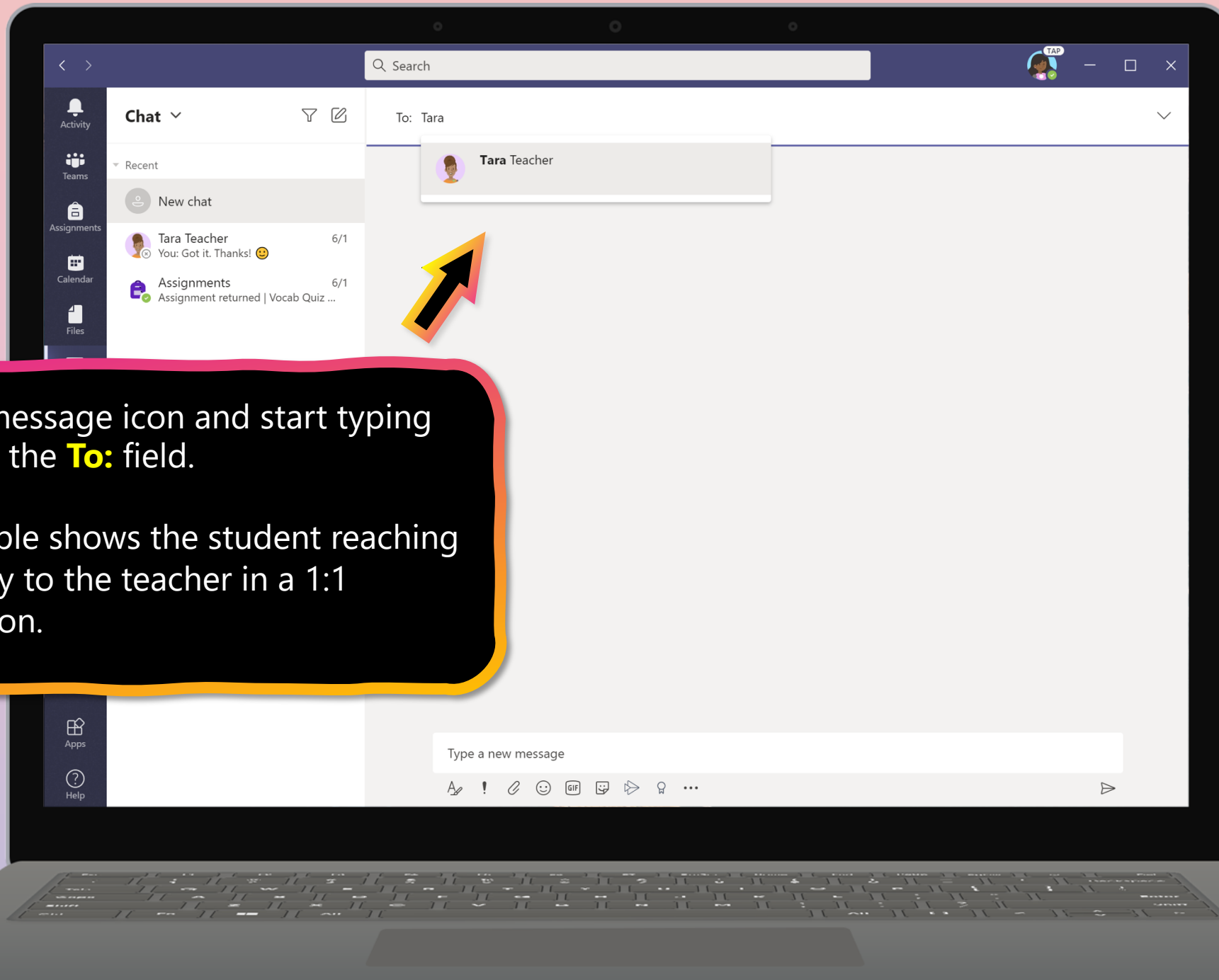
If your school implements **Chat, your student can chat 1-on-1 or collaborate with a small group.**

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

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

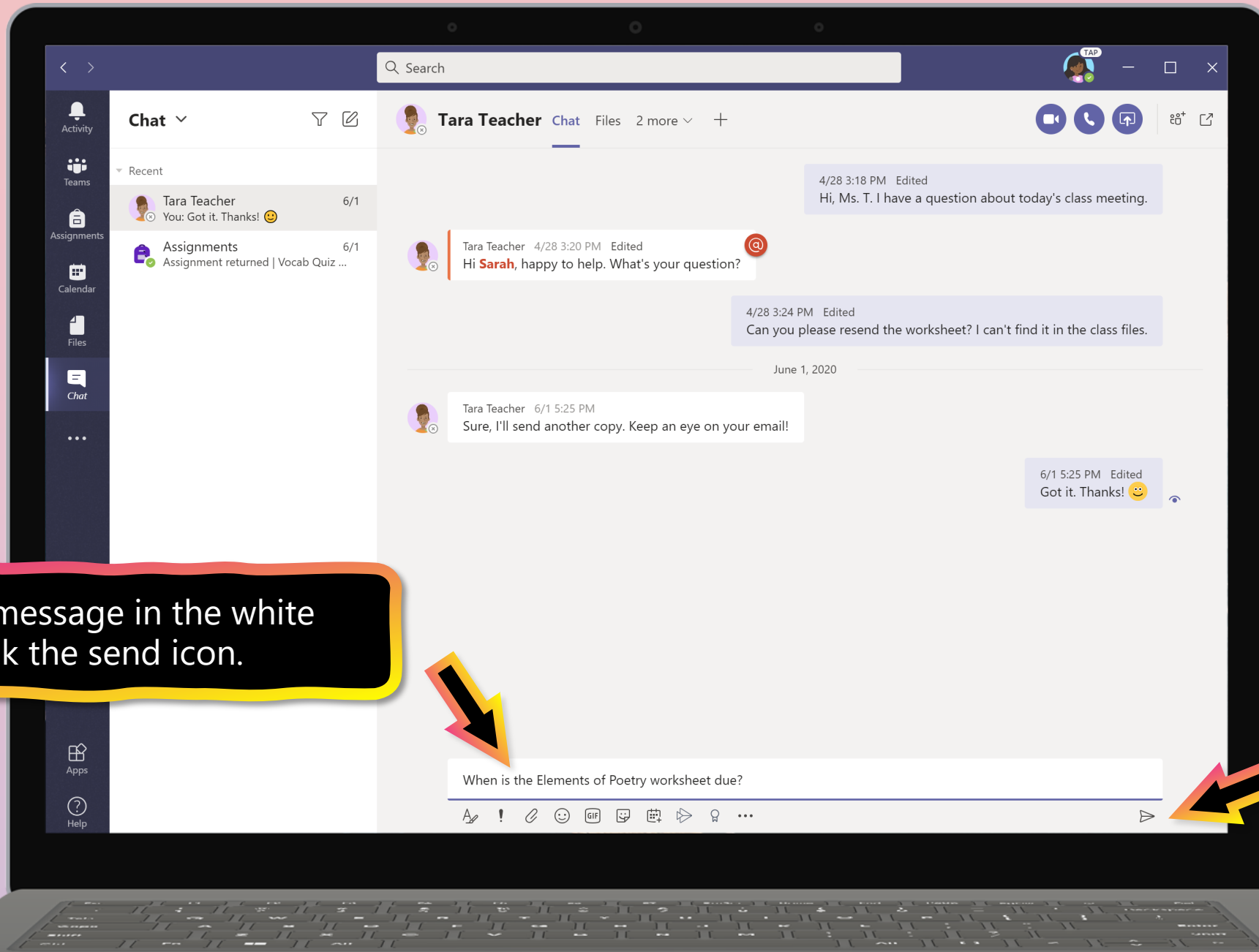


Start a chat by clicking on **Chat** in the left panel.



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

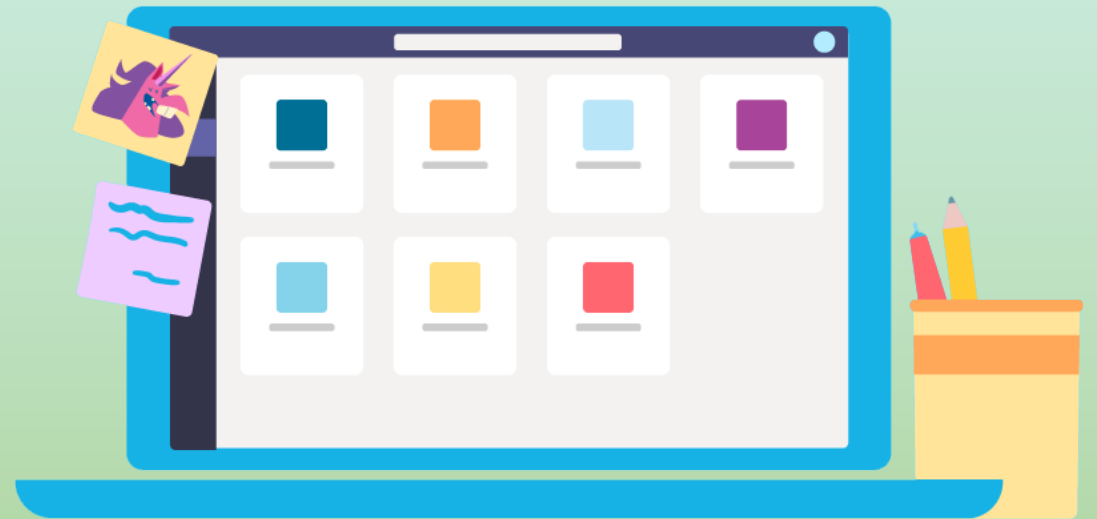
This example shows the student reaching out directly to the teacher in a 1:1 conversation.



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

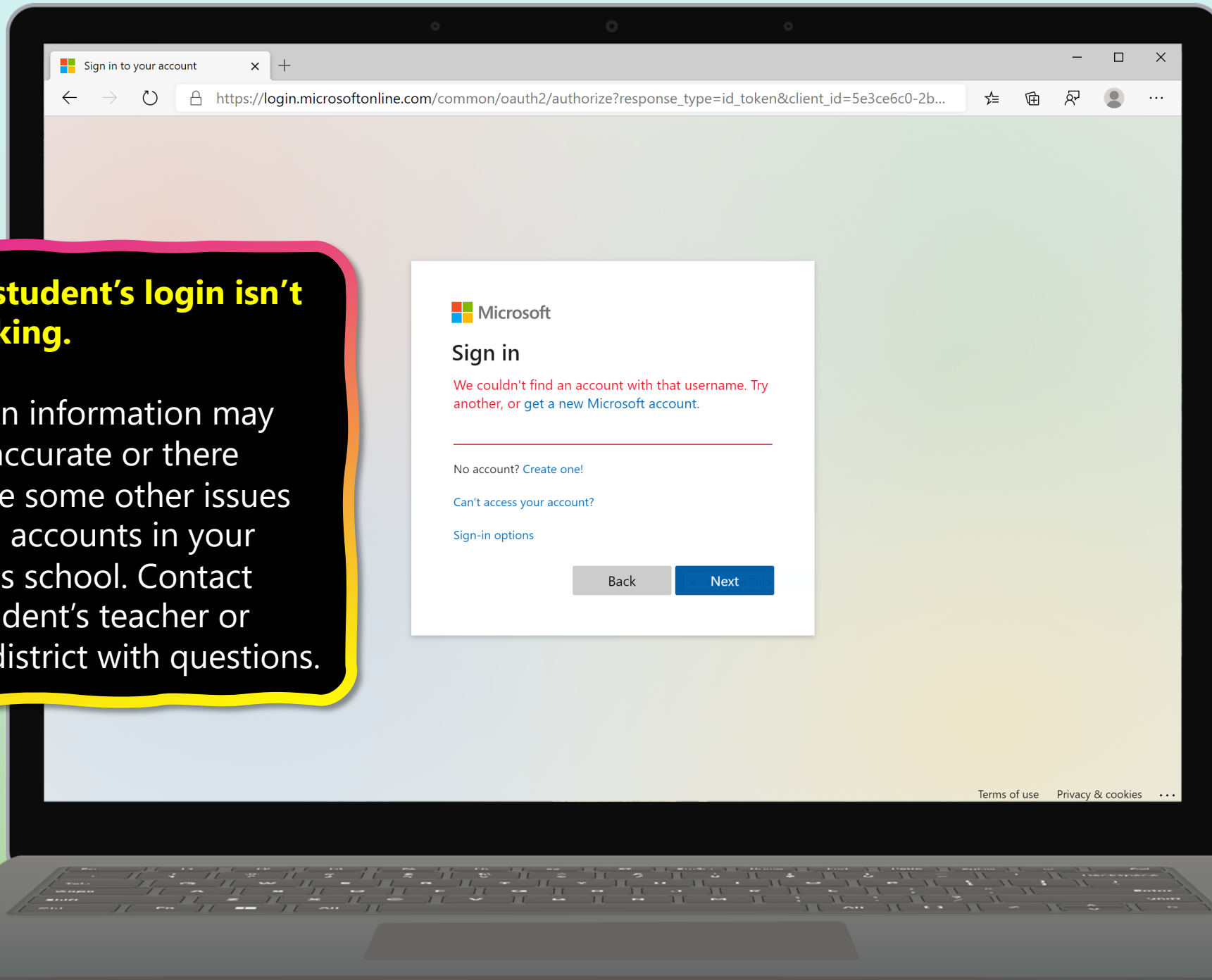
FAQ & Troubleshooting

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.

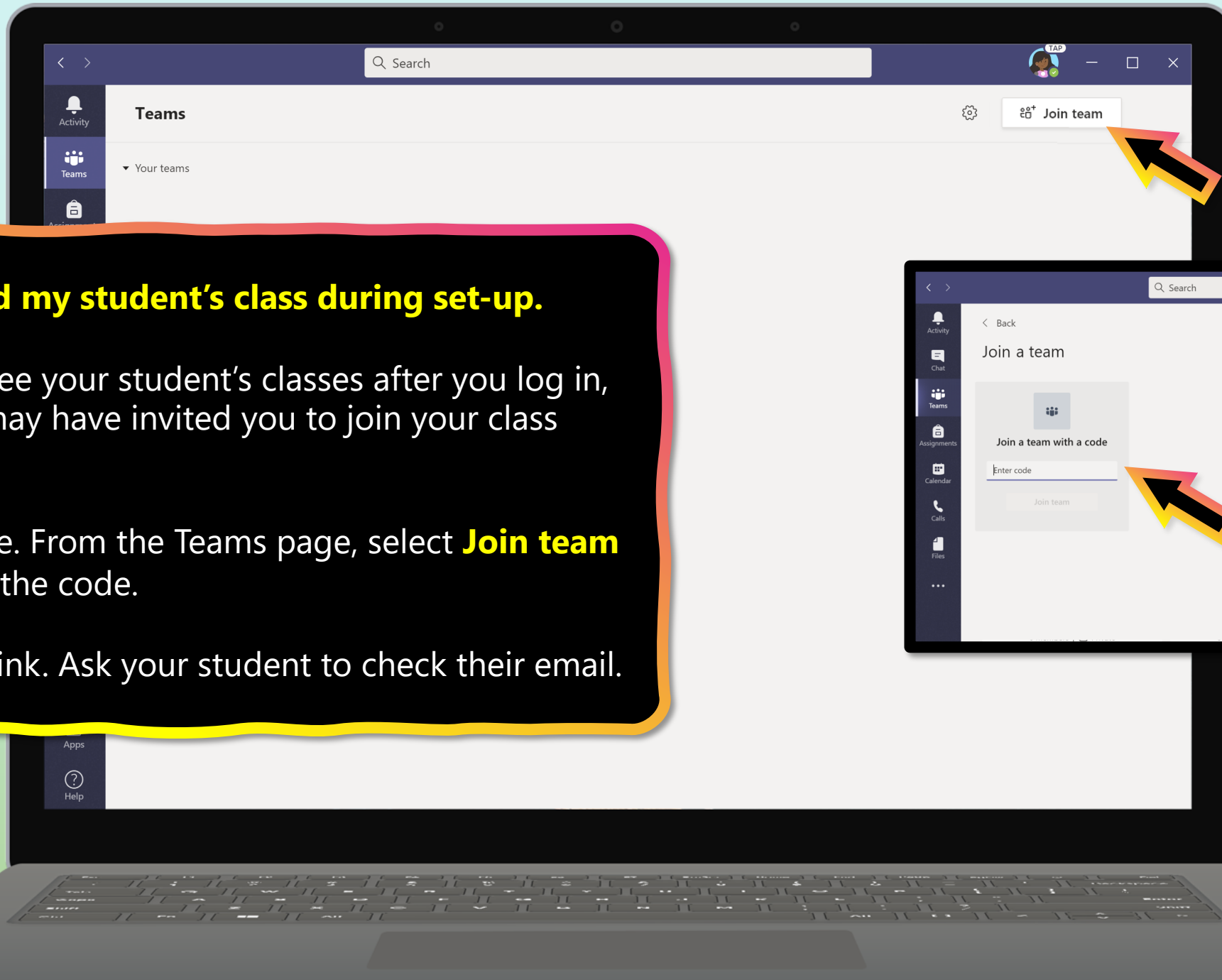
The login information may not be accurate or there might be some other issues with the accounts in your student's school. Contact your student's teacher or school district with questions.

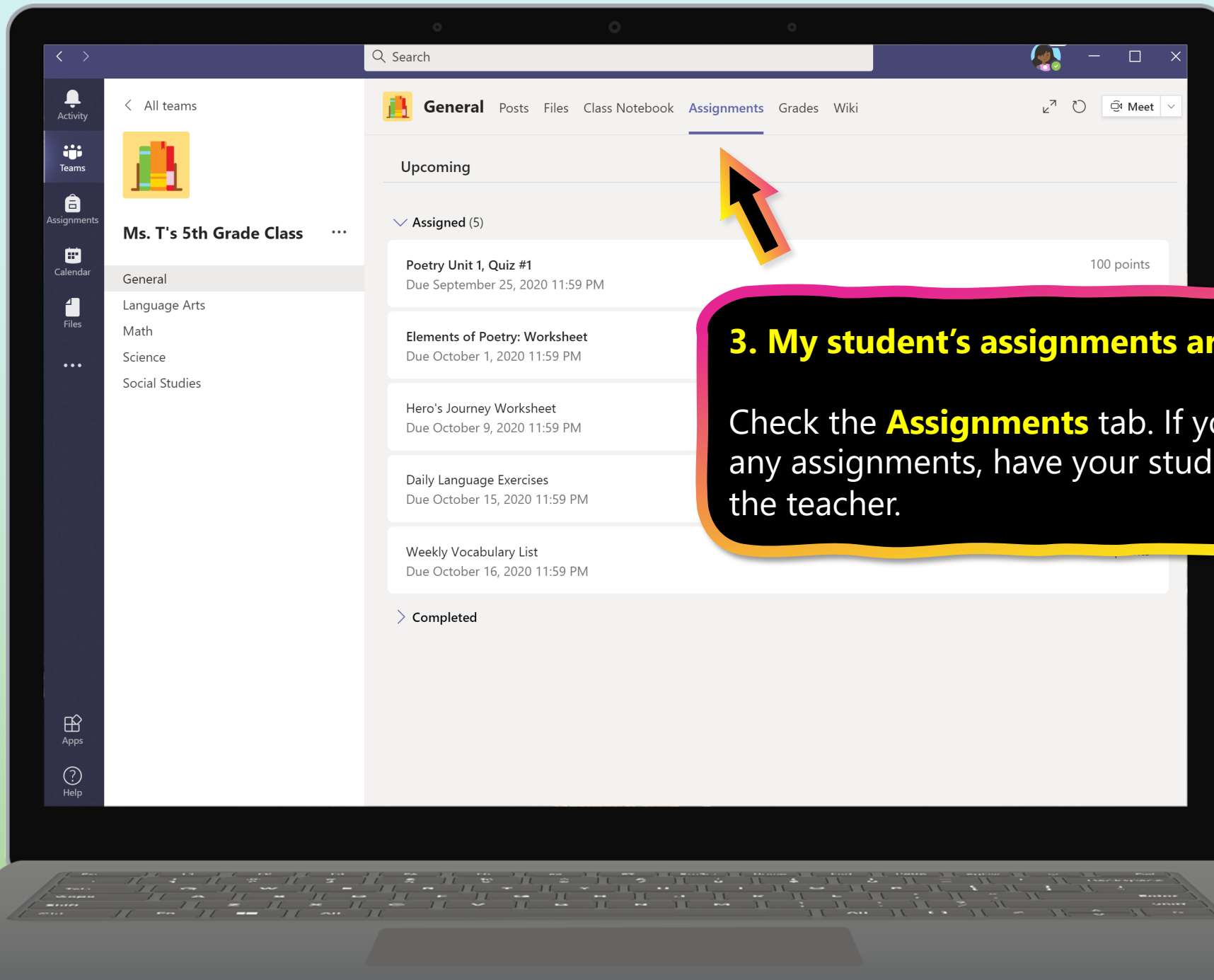


2. I can't find my student's class during set-up.

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.



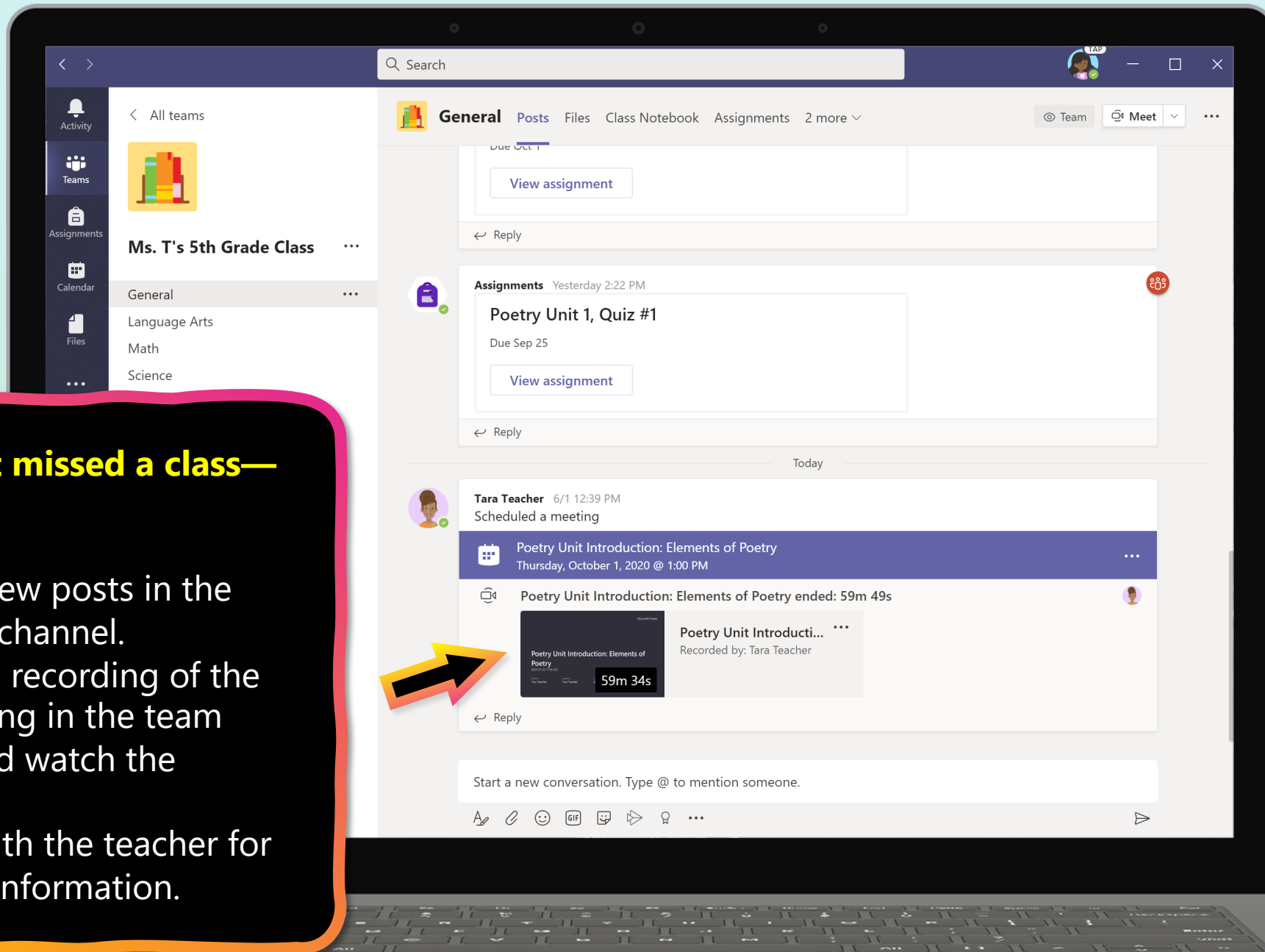


3. My student's assignments are missing.

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?

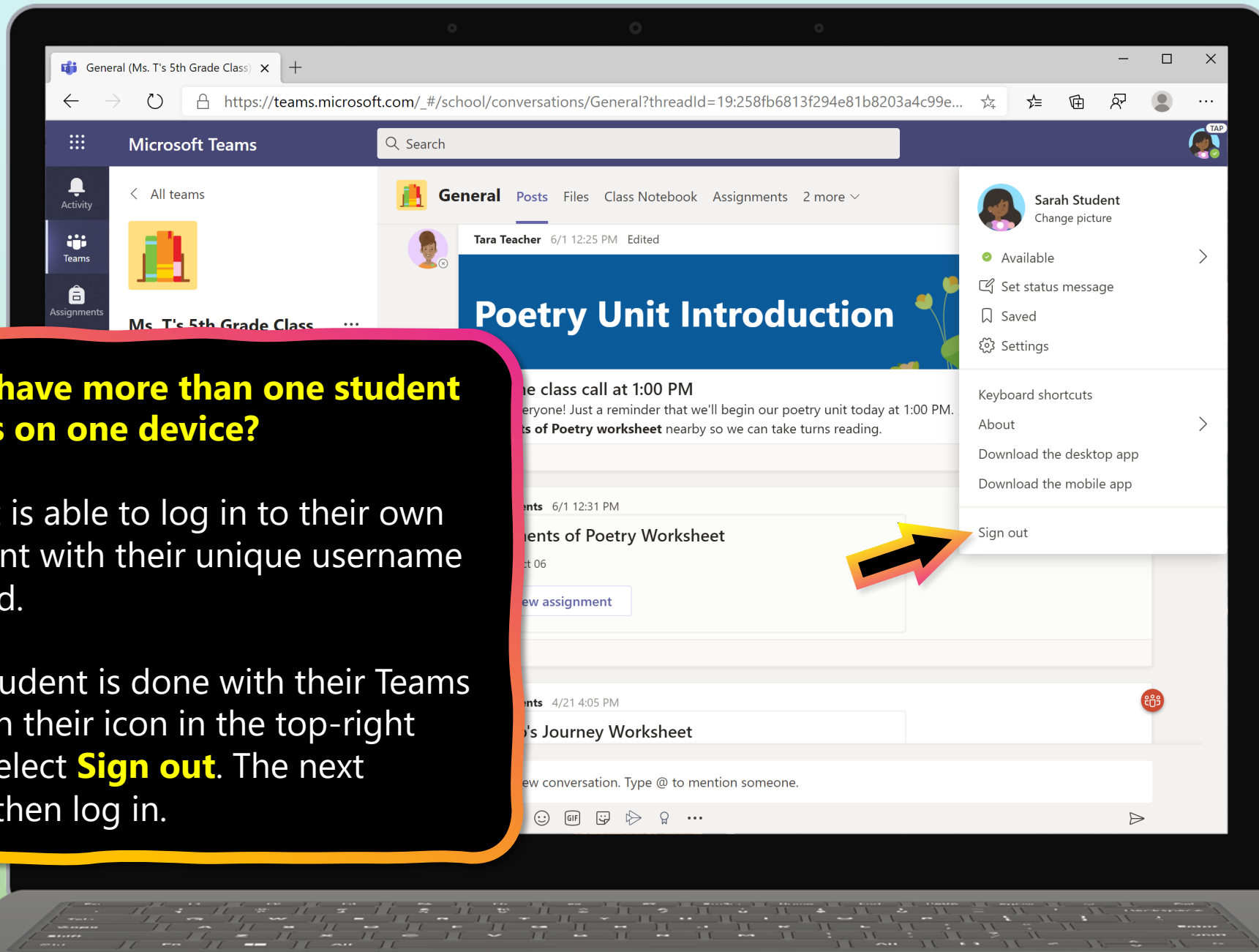
1. Read any new posts in the class team channel.
2. Check for a recording of the class meeting in the team channel and watch the meeting.
3. Check in with the teacher for additional information.

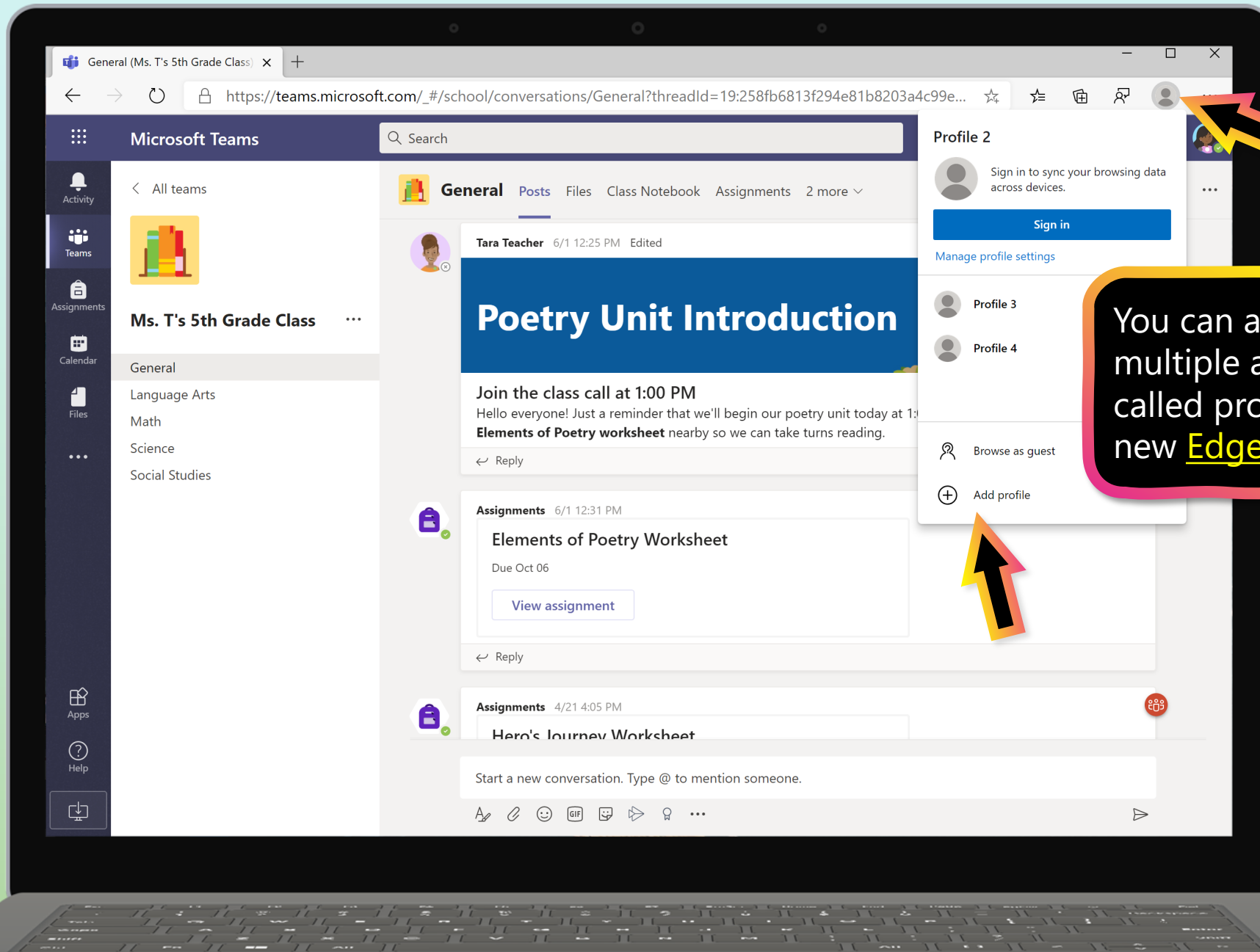


5. What if I have more than one student using Teams on one device?

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.



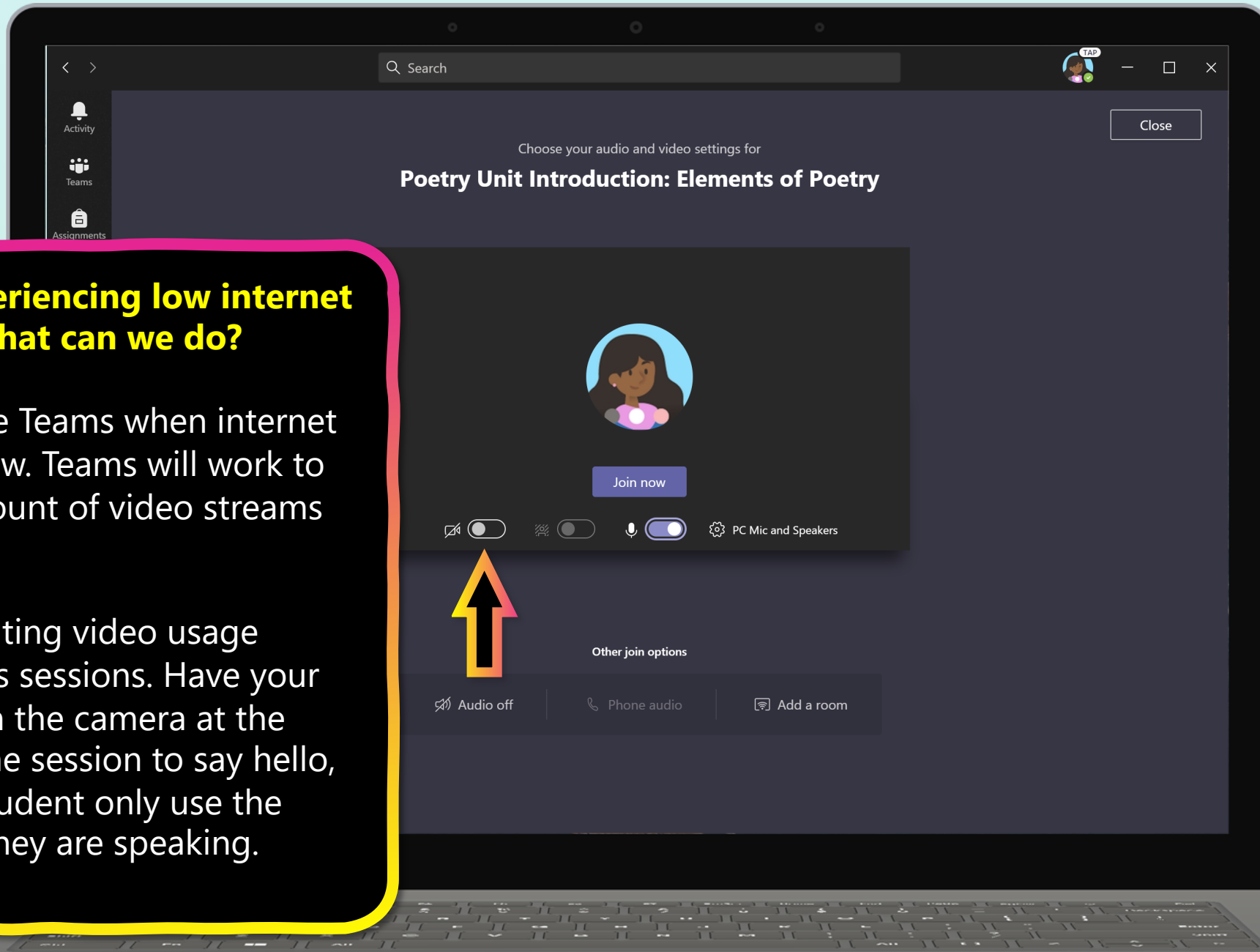


You can also create multiple accounts (also called profiles) in the new Edge browser.

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

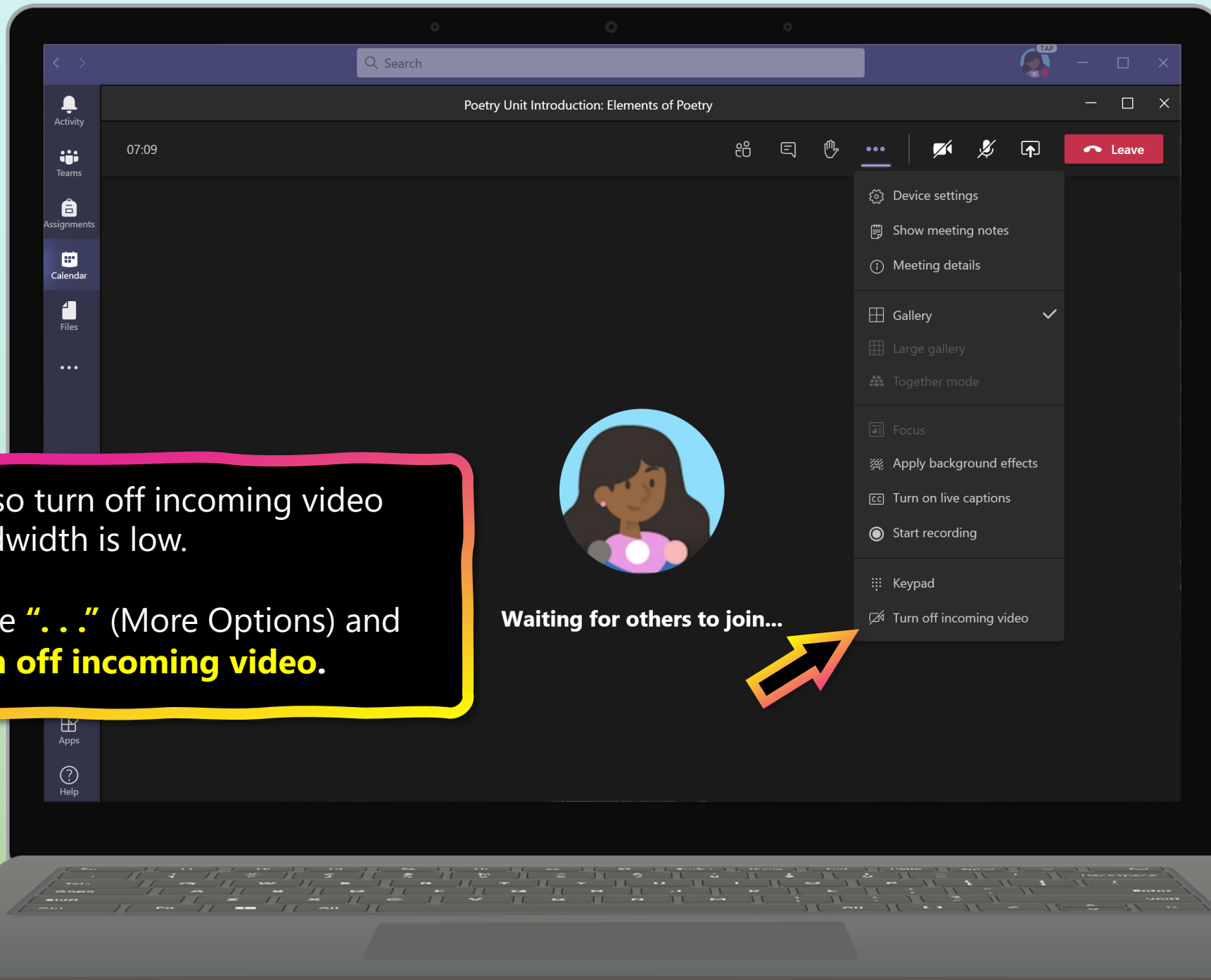
You can still use Teams when internet bandwidth is low. Teams will work to reduce the amount of video streams automatically.

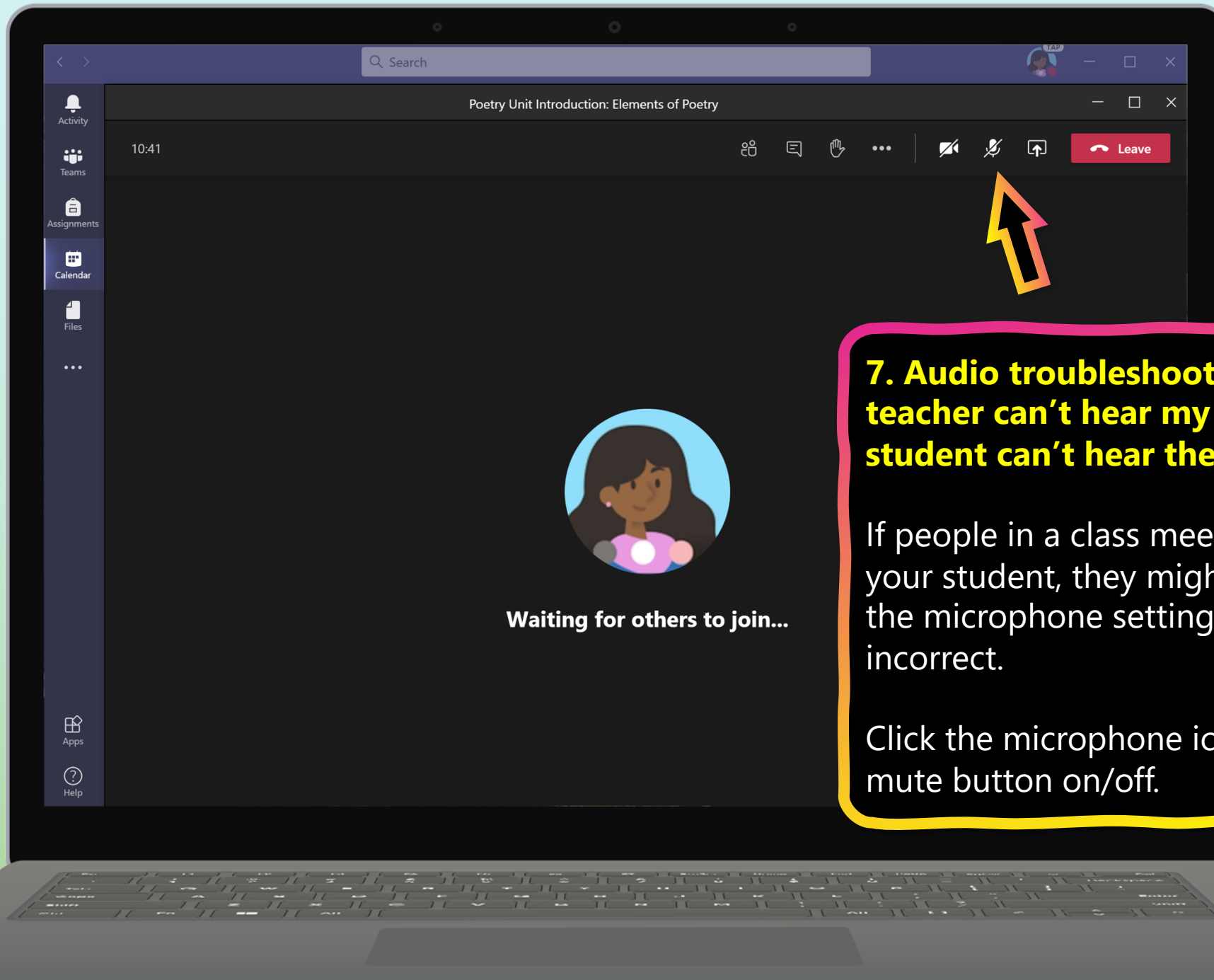
You can try limiting video usage during live class sessions. Have your student turn on the camera at the beginning of the session to say hello, or have your student only use the camera when they are speaking.



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

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

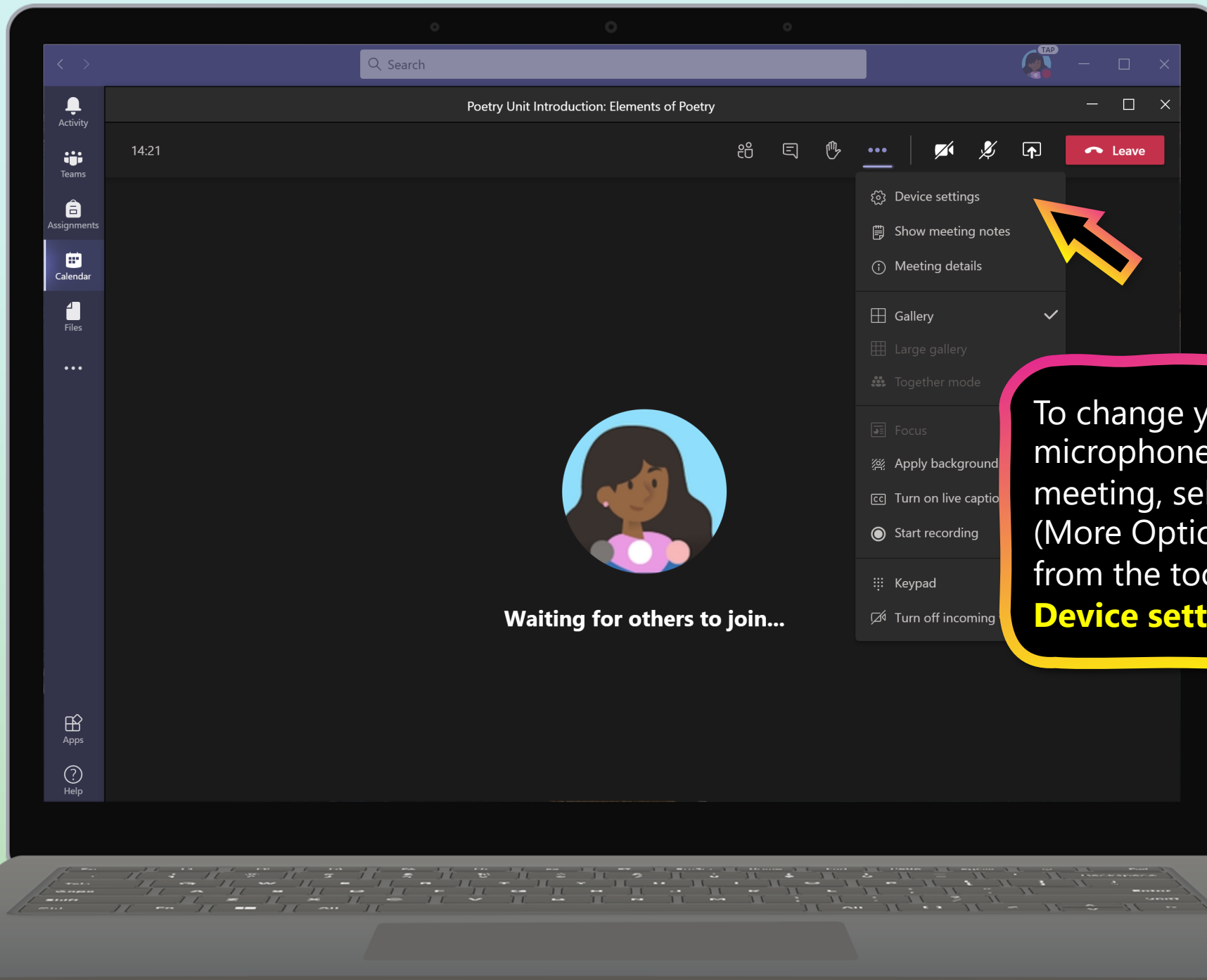




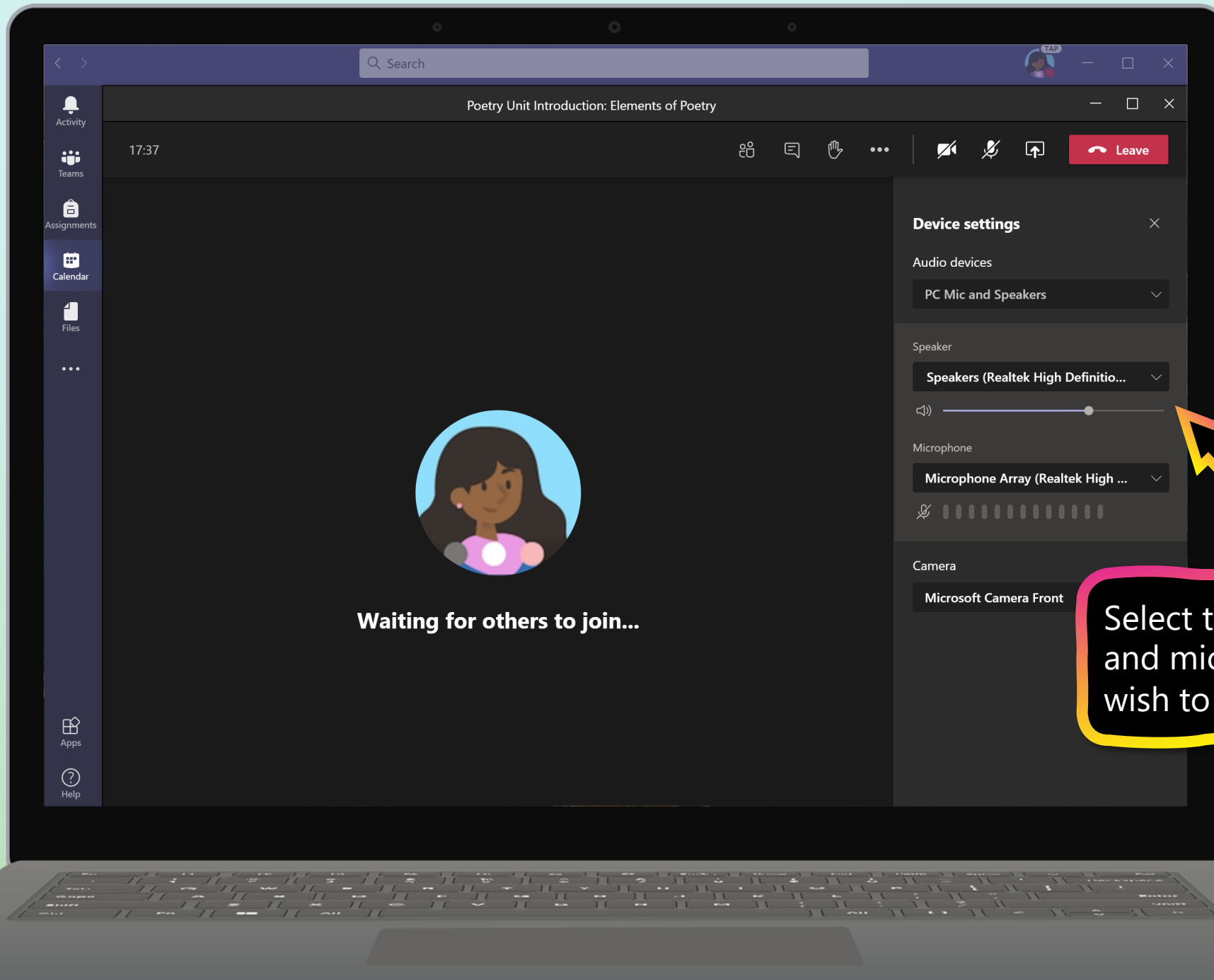
7. Audio troubleshooting: The teacher can't hear my student, or my student can't hear the teacher.

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](#)

Find support articles and troubleshooting assistance:

[Microsoft Teams support center](#)

