

Family & Guardian Guide to Microsoft Teams

Everything your student needs to know to get started with online learning.



The Concord School
www.theconcordschool.org

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 contact the school.



The Concord School

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



Chapter 1

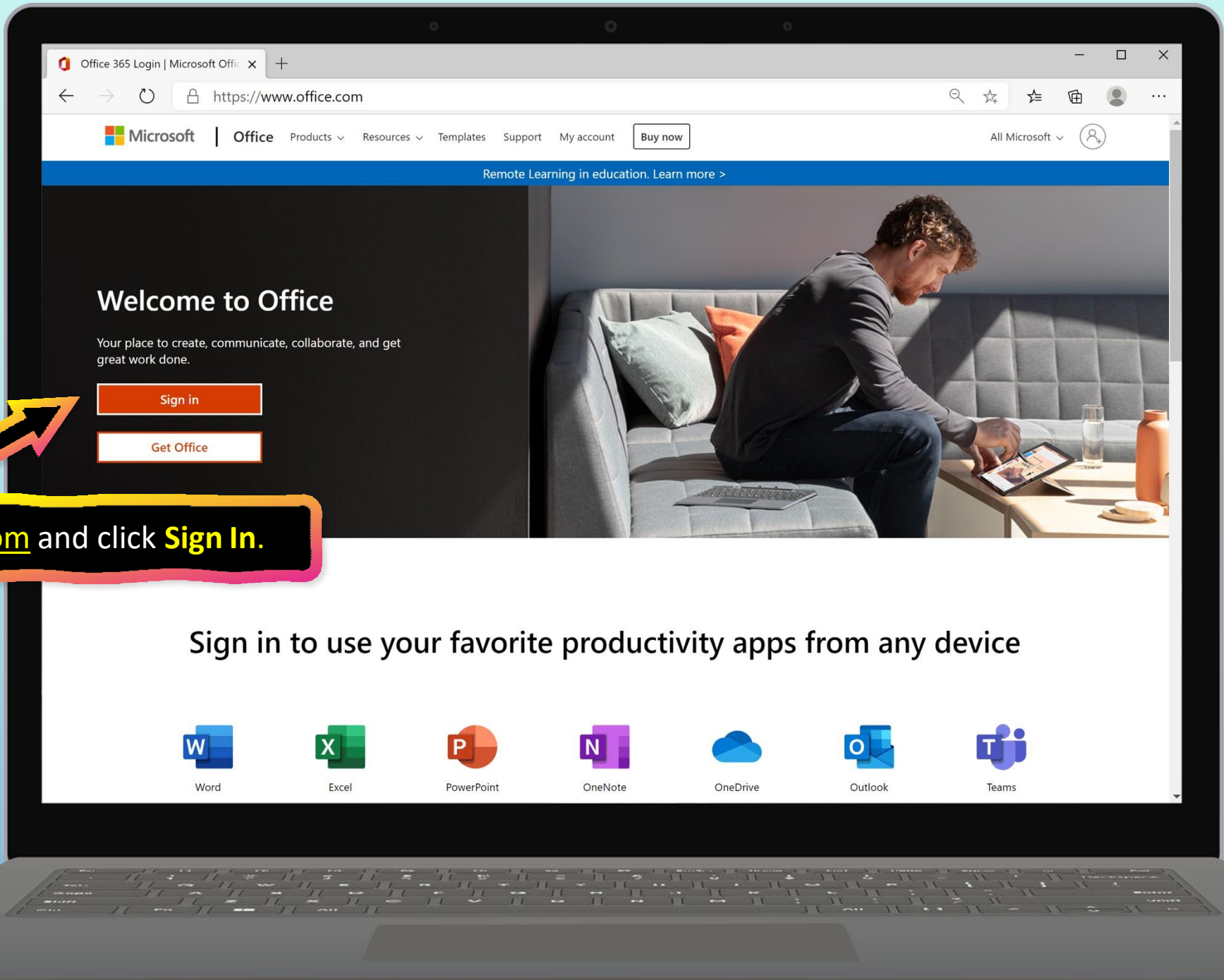
Get started with Teams

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

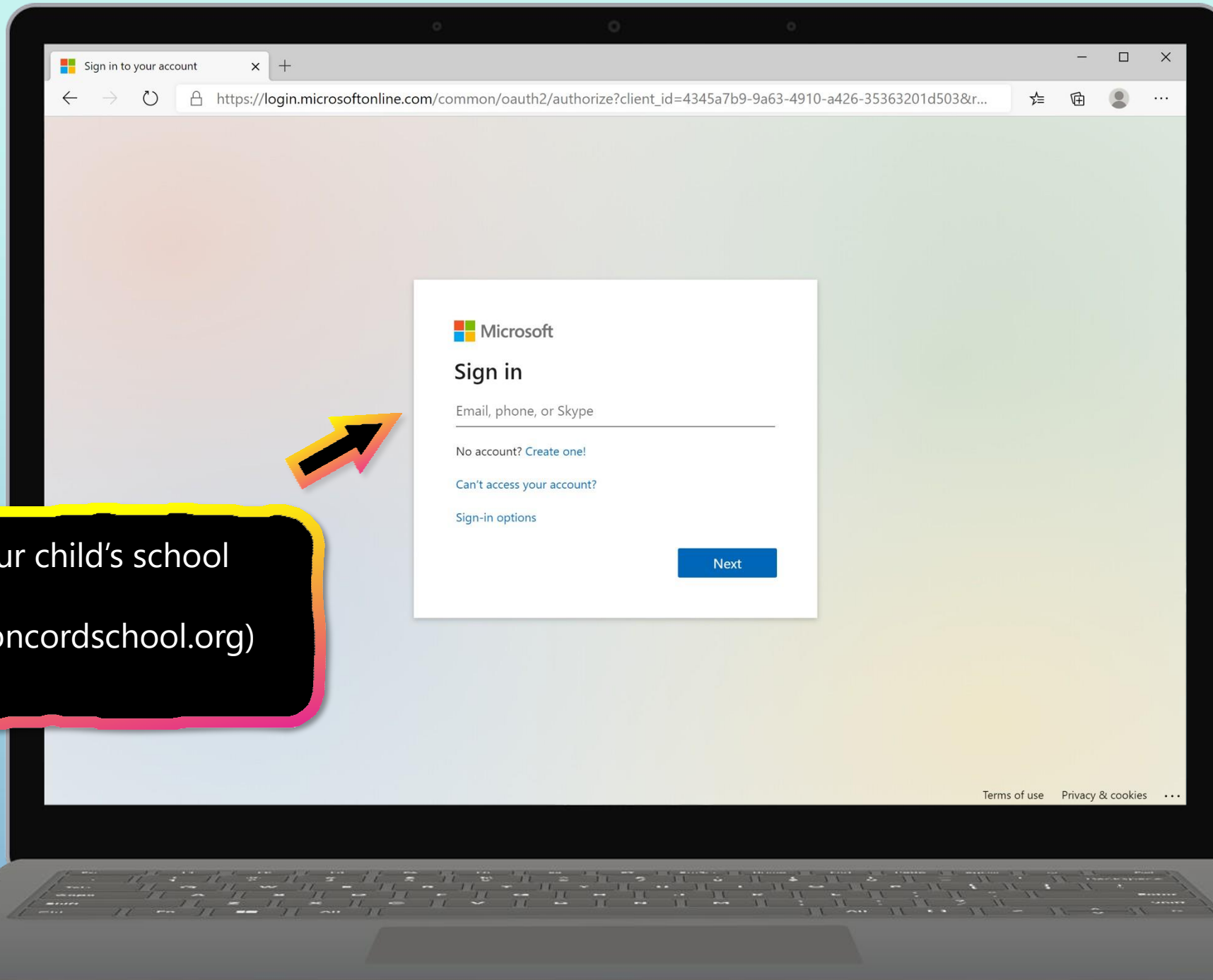


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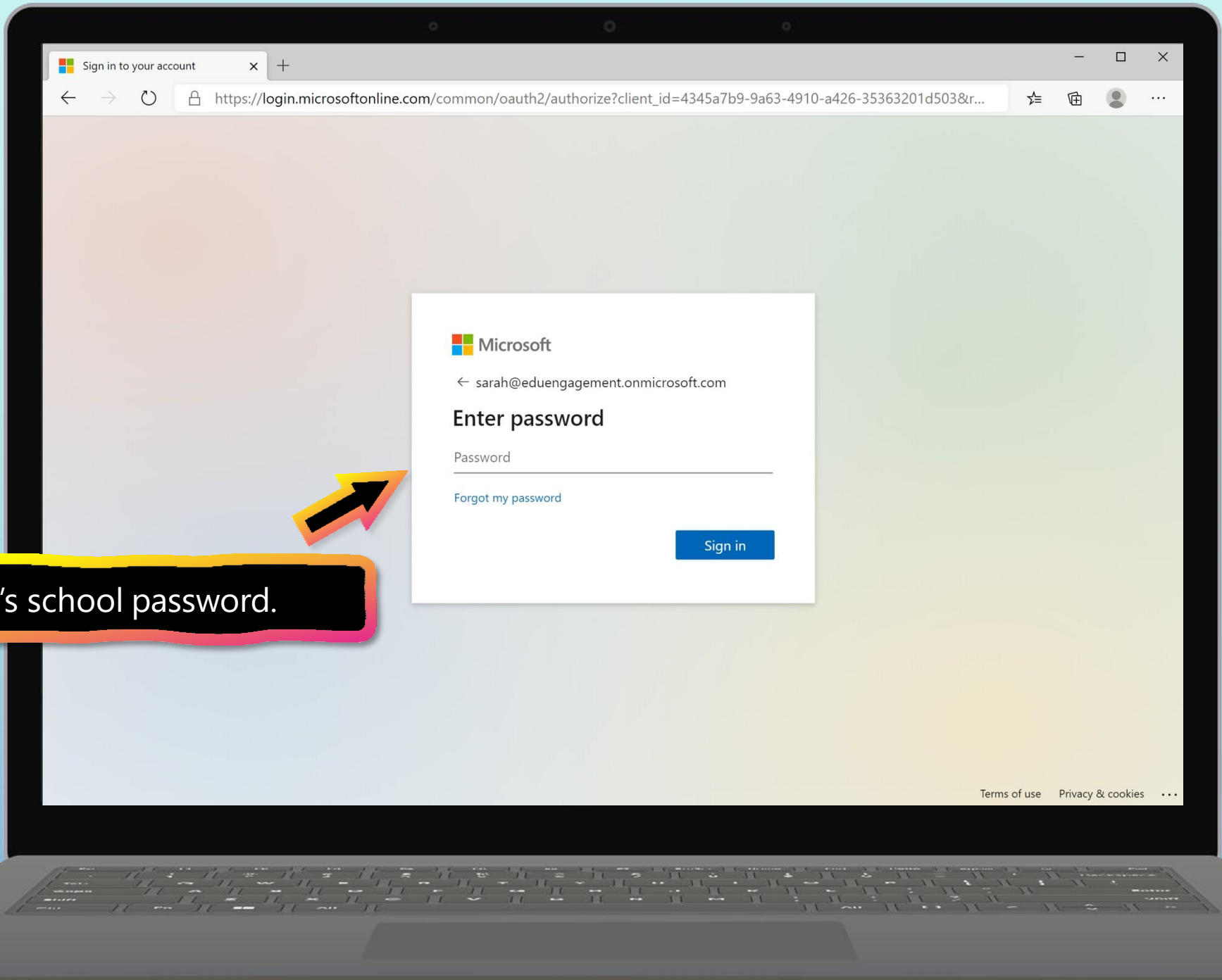


Go to [Office.com](https://www.office.com) and click **Sign In**.



Sign in with your child's school account. (e.g ch.child@theconcordschool.org)





Sign in to your account

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

Microsoft

← sarah@eduengagement.onmicrosoft.com

Enter password

Password

[Forgot my password](#)

Sign in

Enter your child's school password.

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

Microsoft Office Home x +

← → ↻ <https://www.office.com/?auth=2> + 🔍 ☆ ⚙️ 👤 ...


Office 365 Search

Good evening, Sarah Install Office ▾

[Start new](#) [Outlook](#) [OneDrive](#) [Word](#) [Excel](#) [PowerPoint](#) [OneNote](#) [SharePoint](#) [Teams](#) [Sway](#) [Forms](#)

[All apps](#)

Recent Pinned Shared with me Discover

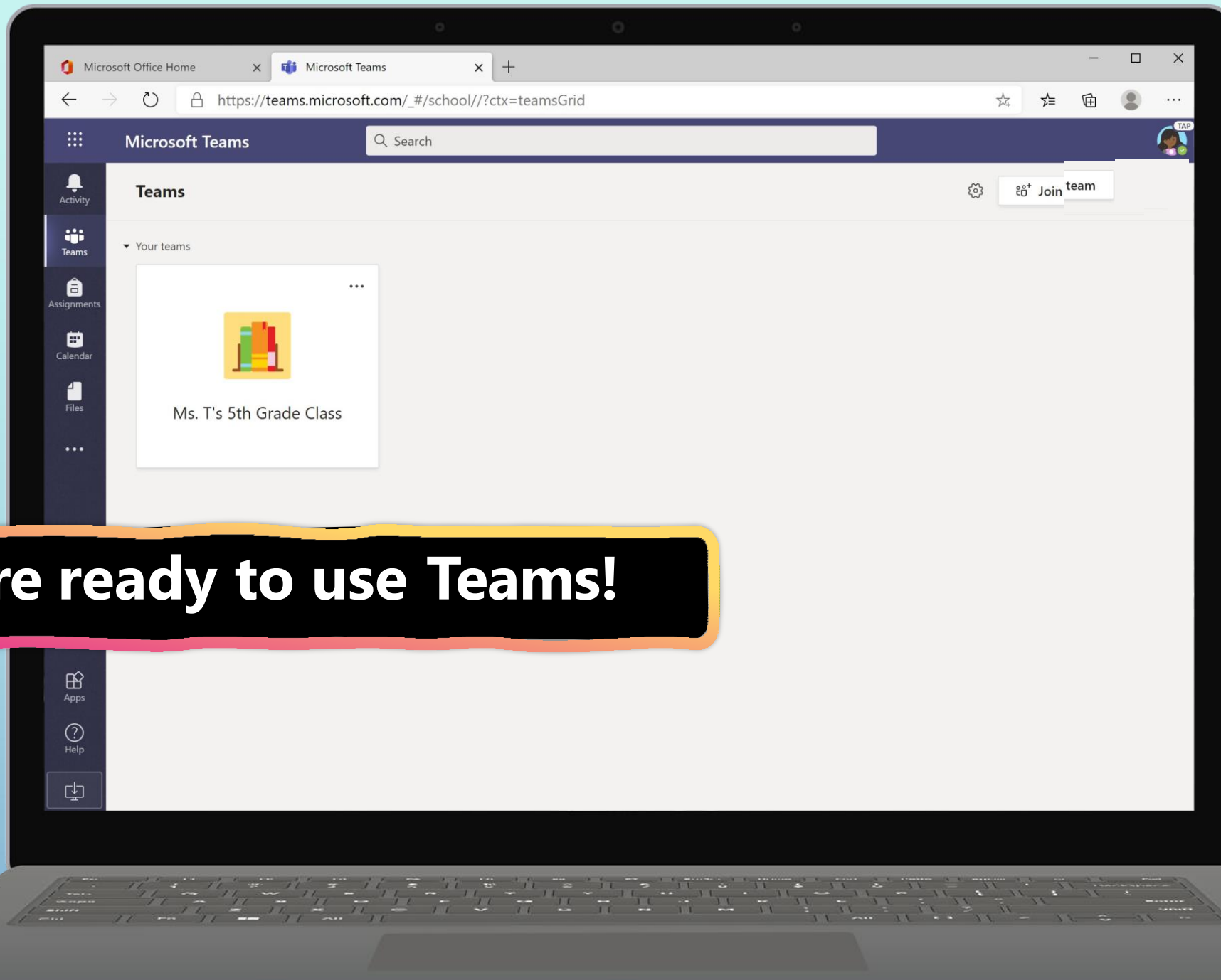


No pinned Office documents
From the Recent tab, pin a document and we'll put it here.

[Go to OneDrive](#) →

OneDrive SharePoint [Feedback](#)

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



You're ready to use Teams!

Chapter 1

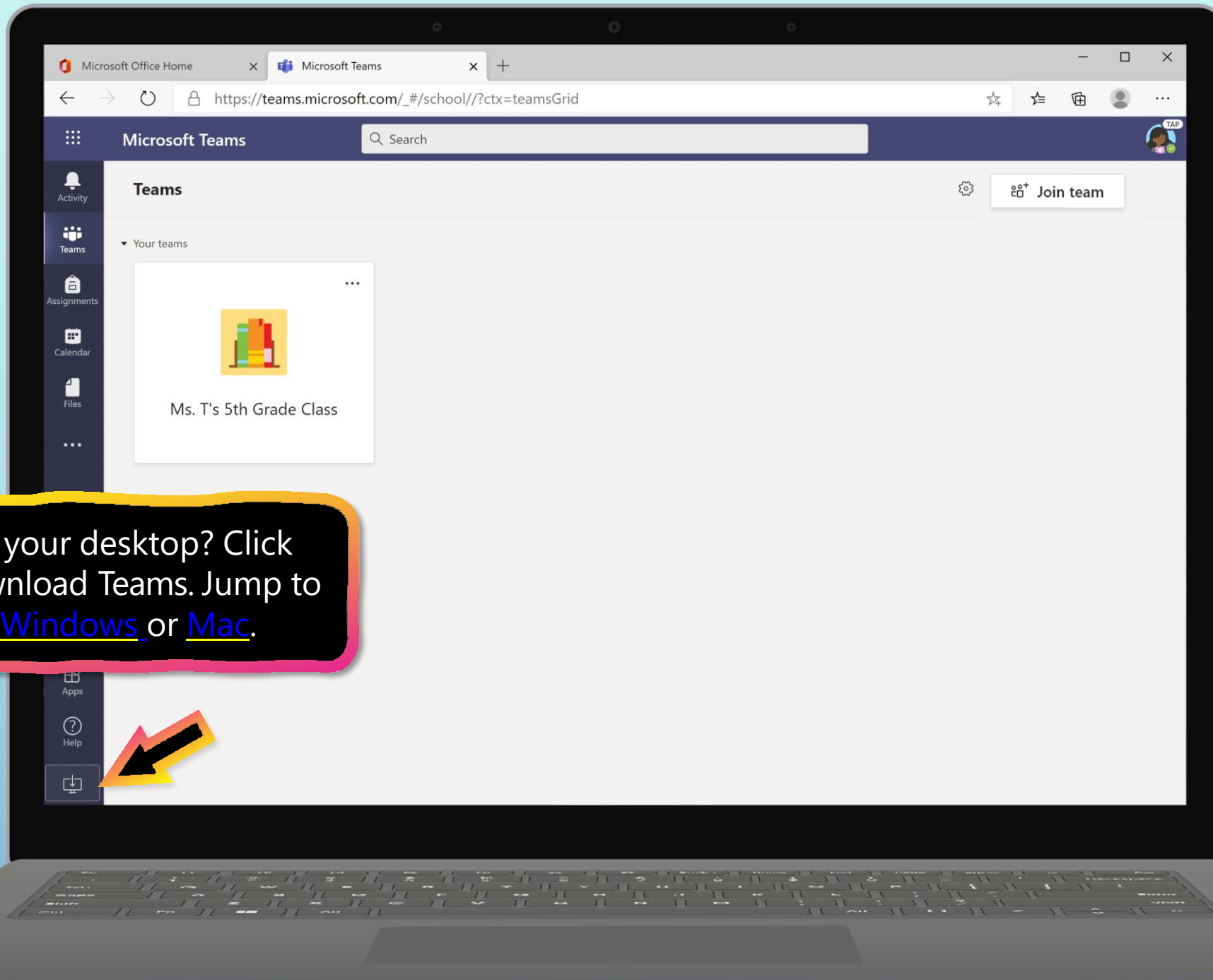
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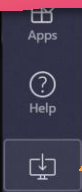


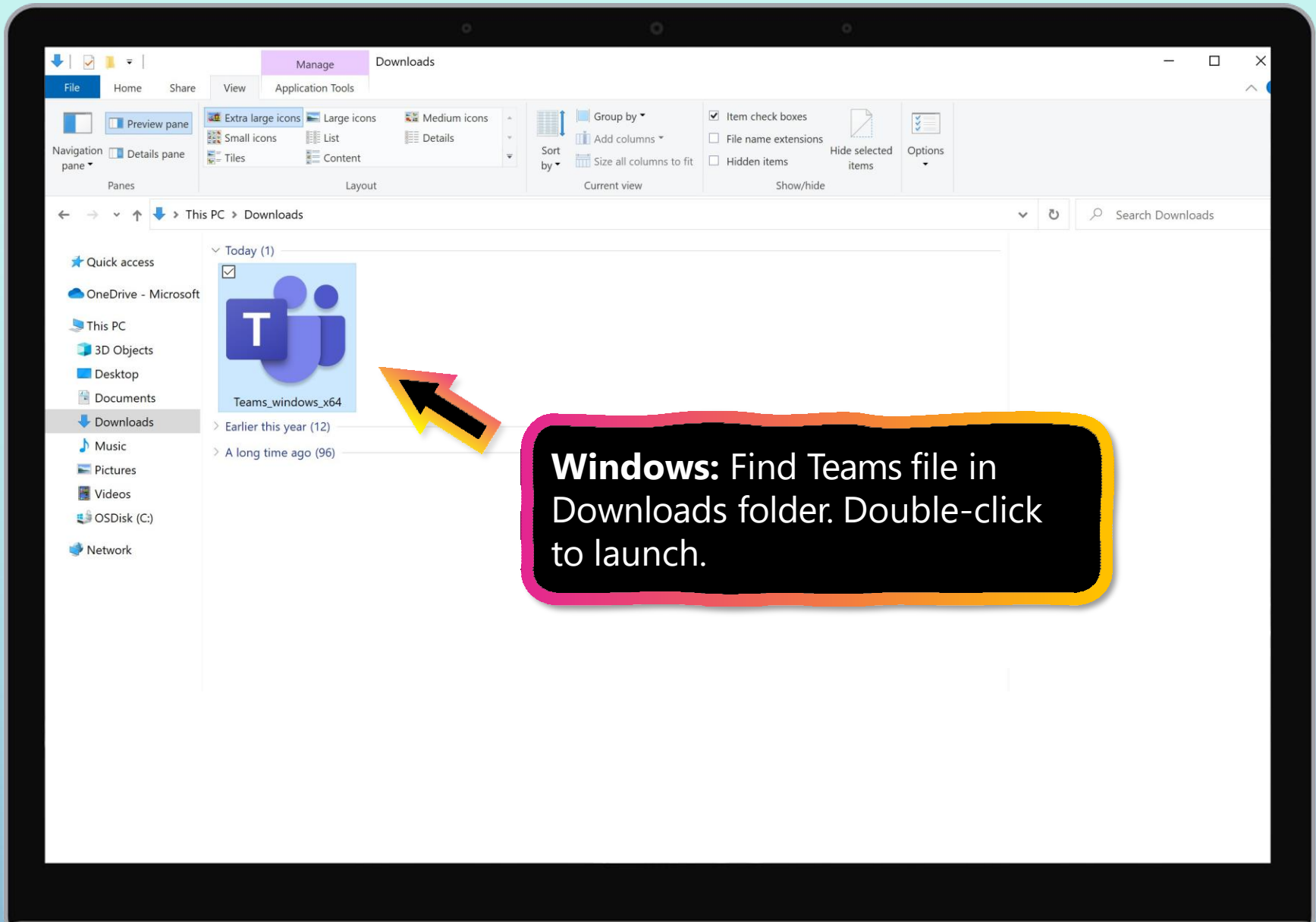
The Concord School



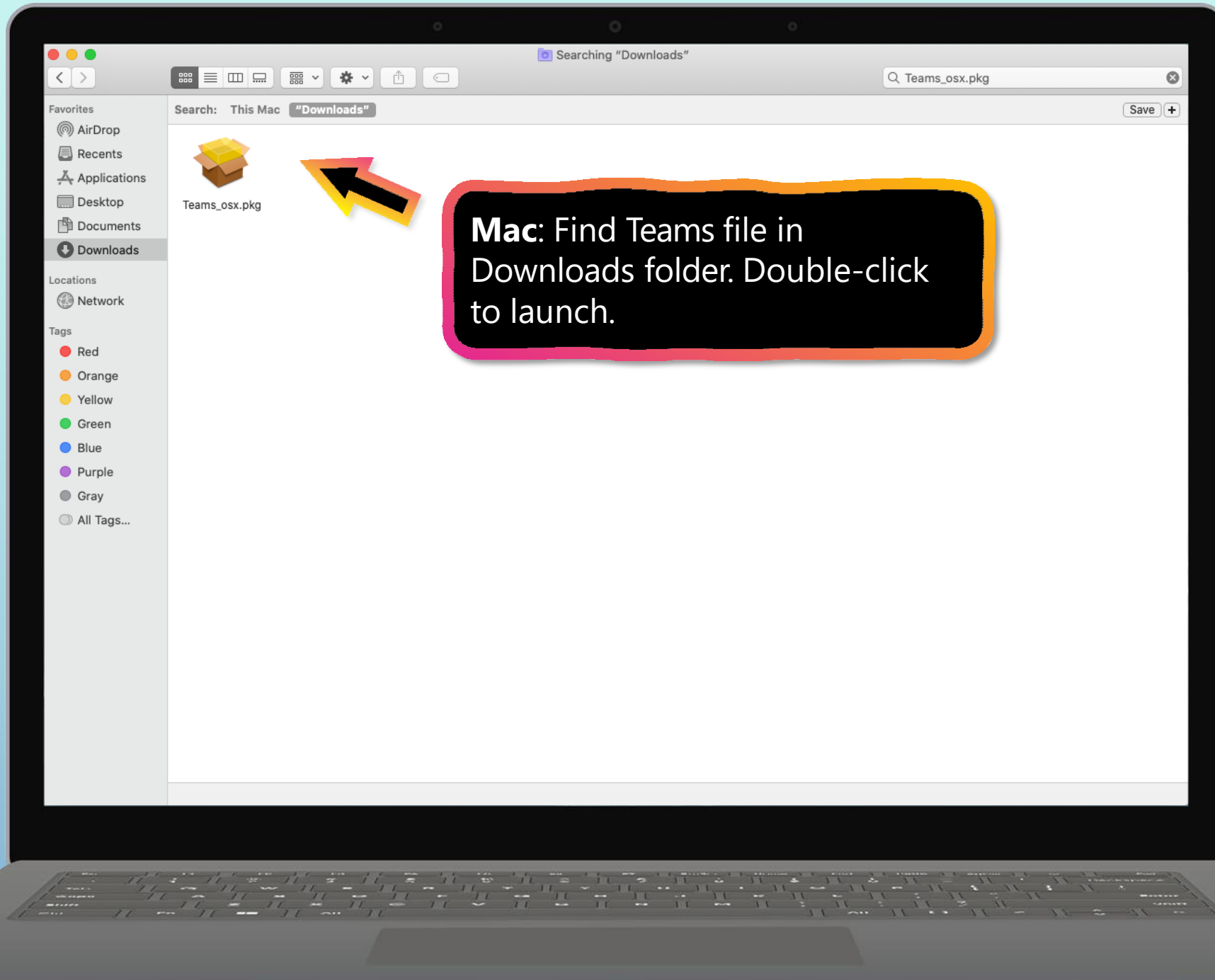


Rather work on your desktop? Click this icon to download Teams. Jump to instructions for [Windows](#) or [Mac](#).





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



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

Chapter 1

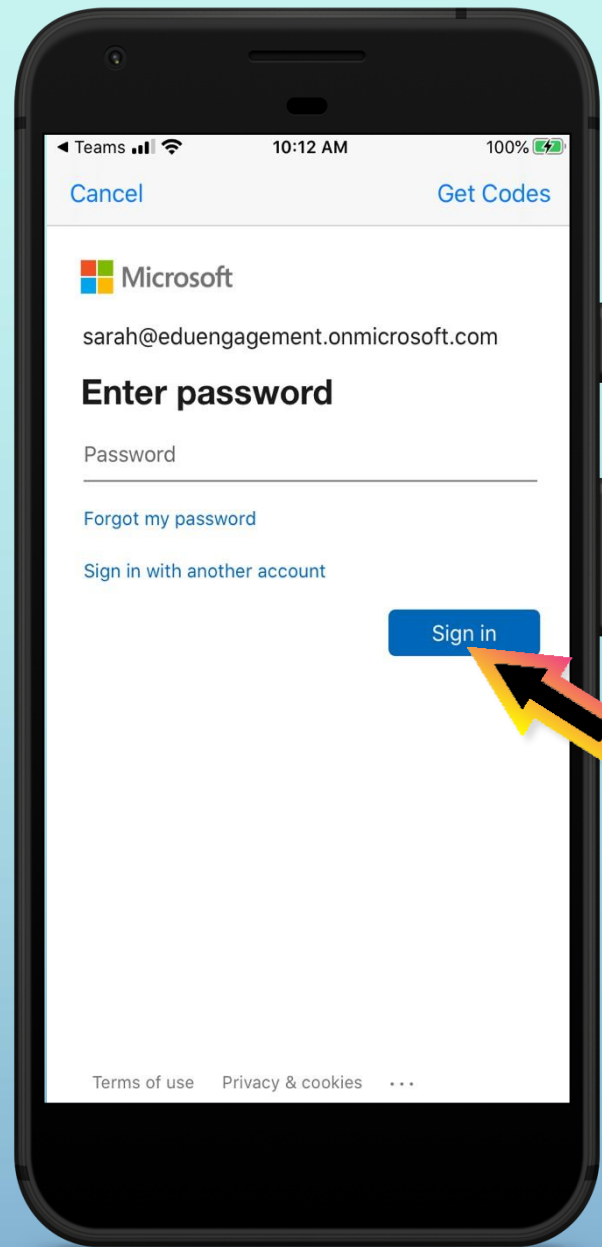
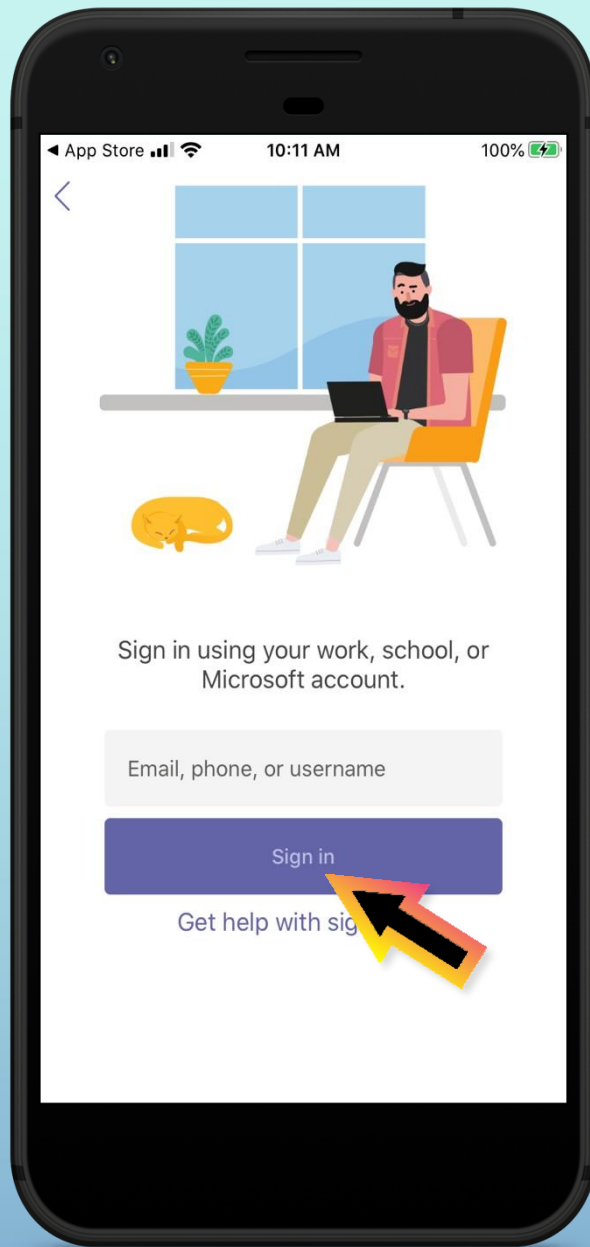
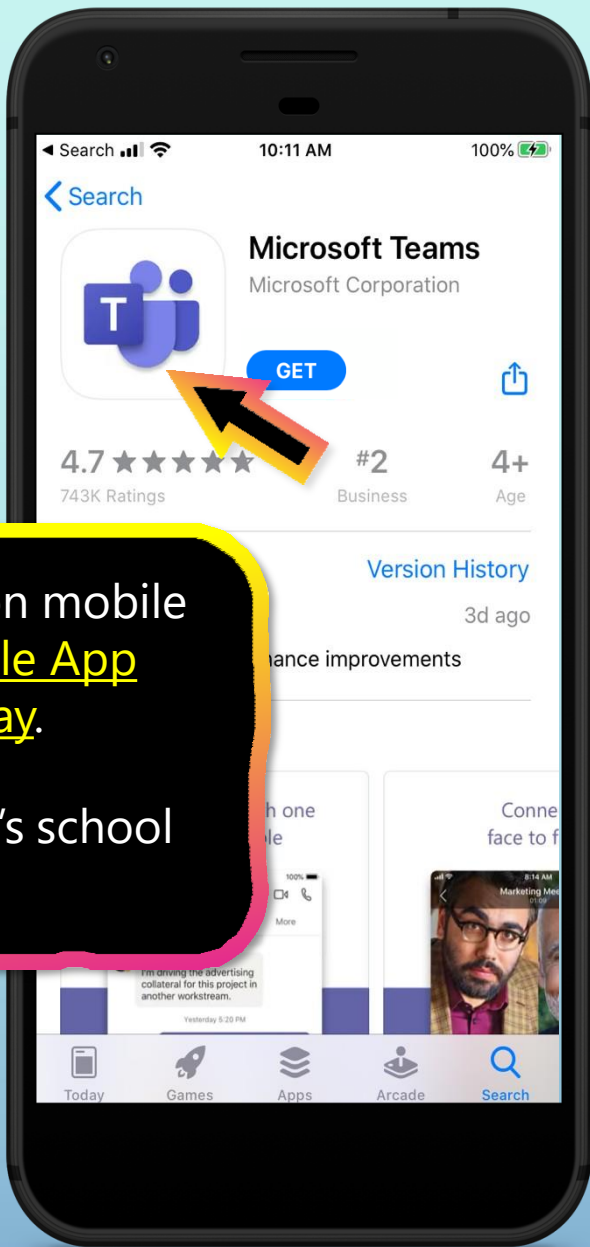
Get started with Teams

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2. [Download Teams on desktop](#)
3. **Download Teams on mobile device**



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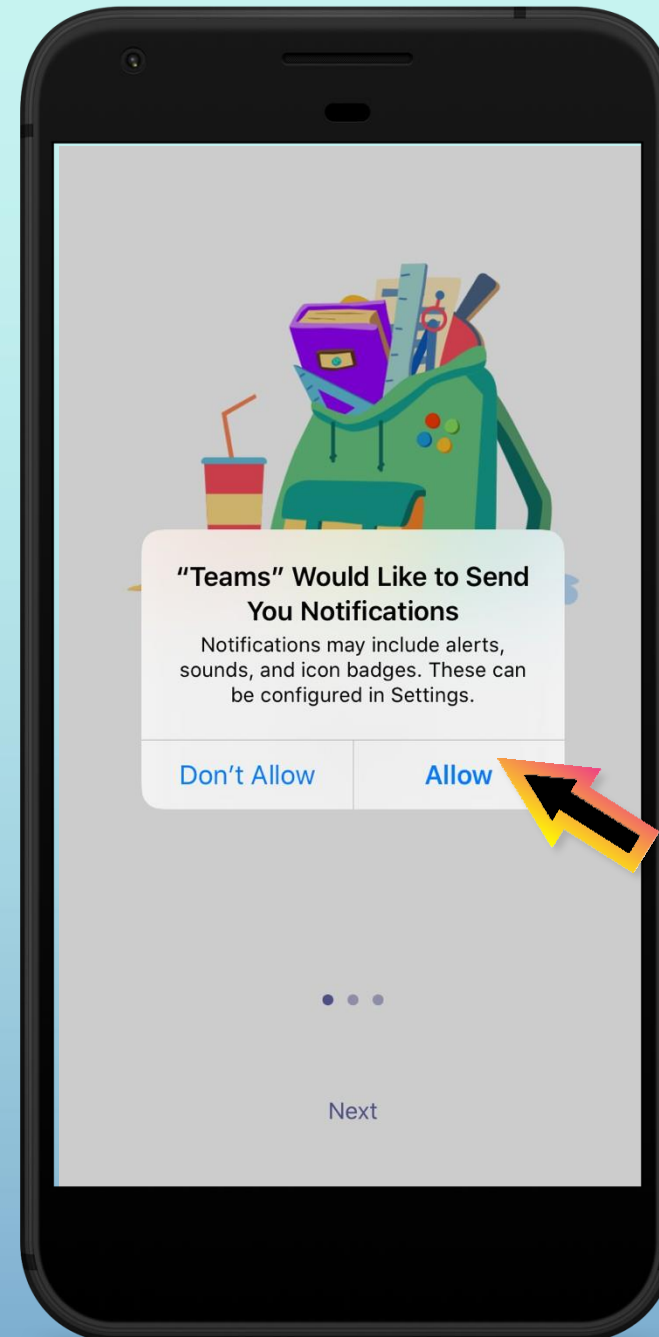
Download Teams on mobile device via the [Apple App Store](#) or [Google Play](#).

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 child's class, like a class meeting, new assignments, or important announcement.

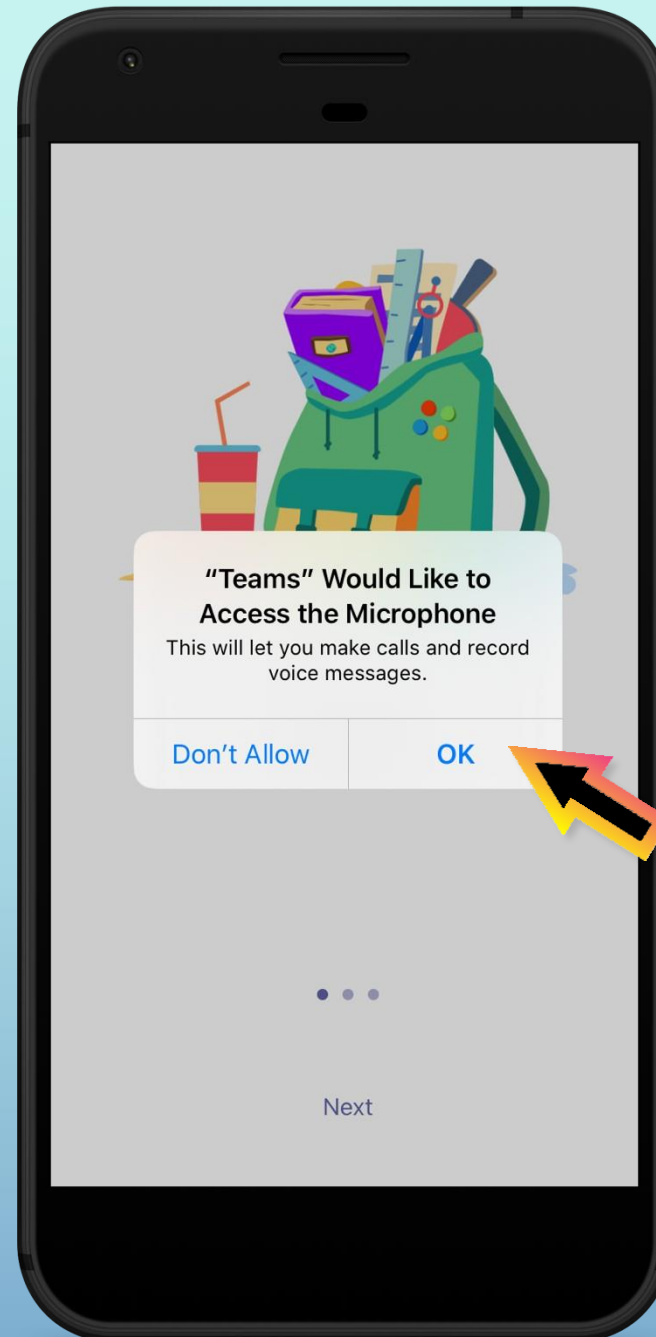
You can adjust this in **Settings**.



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



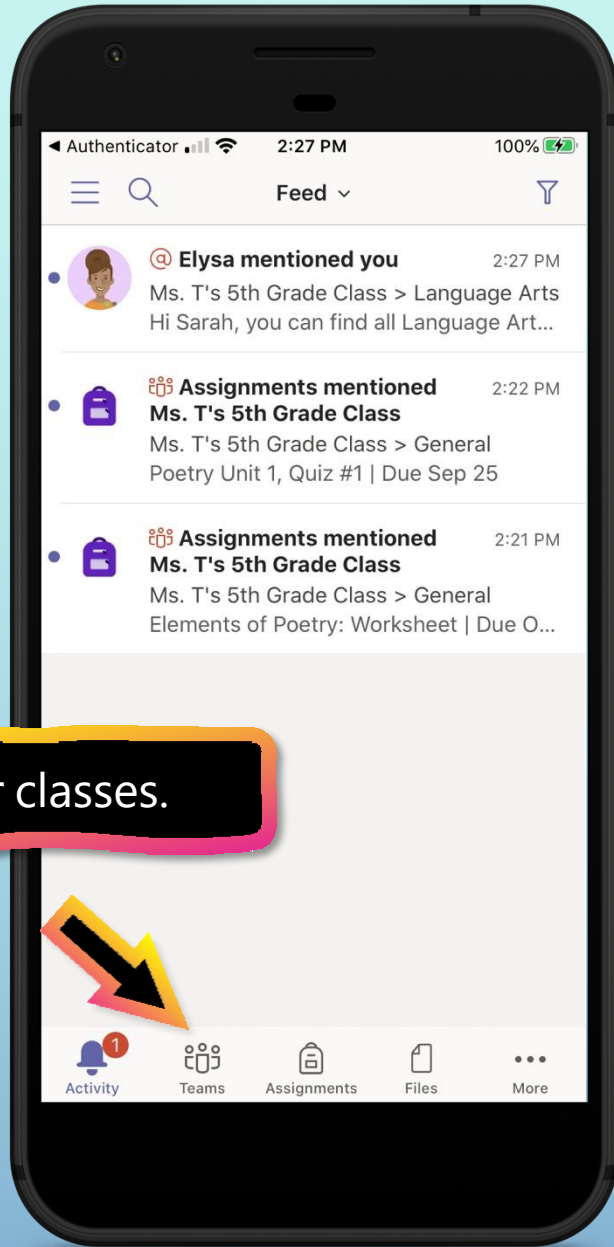
Speak up. Share out.
Soar on.



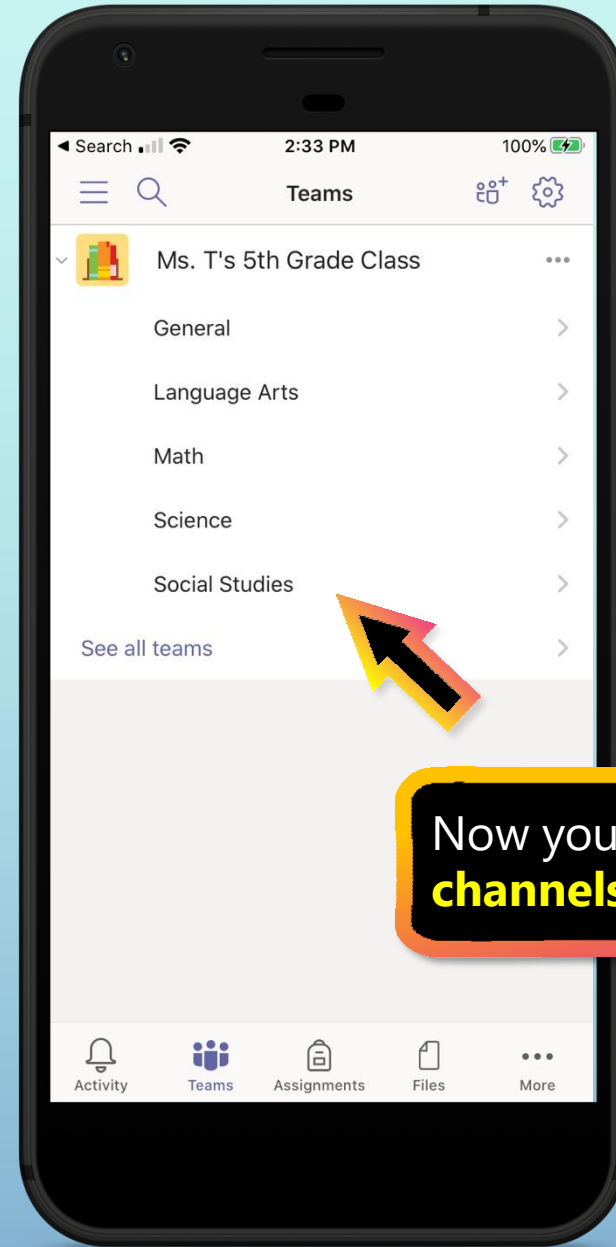
Got it

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





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



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

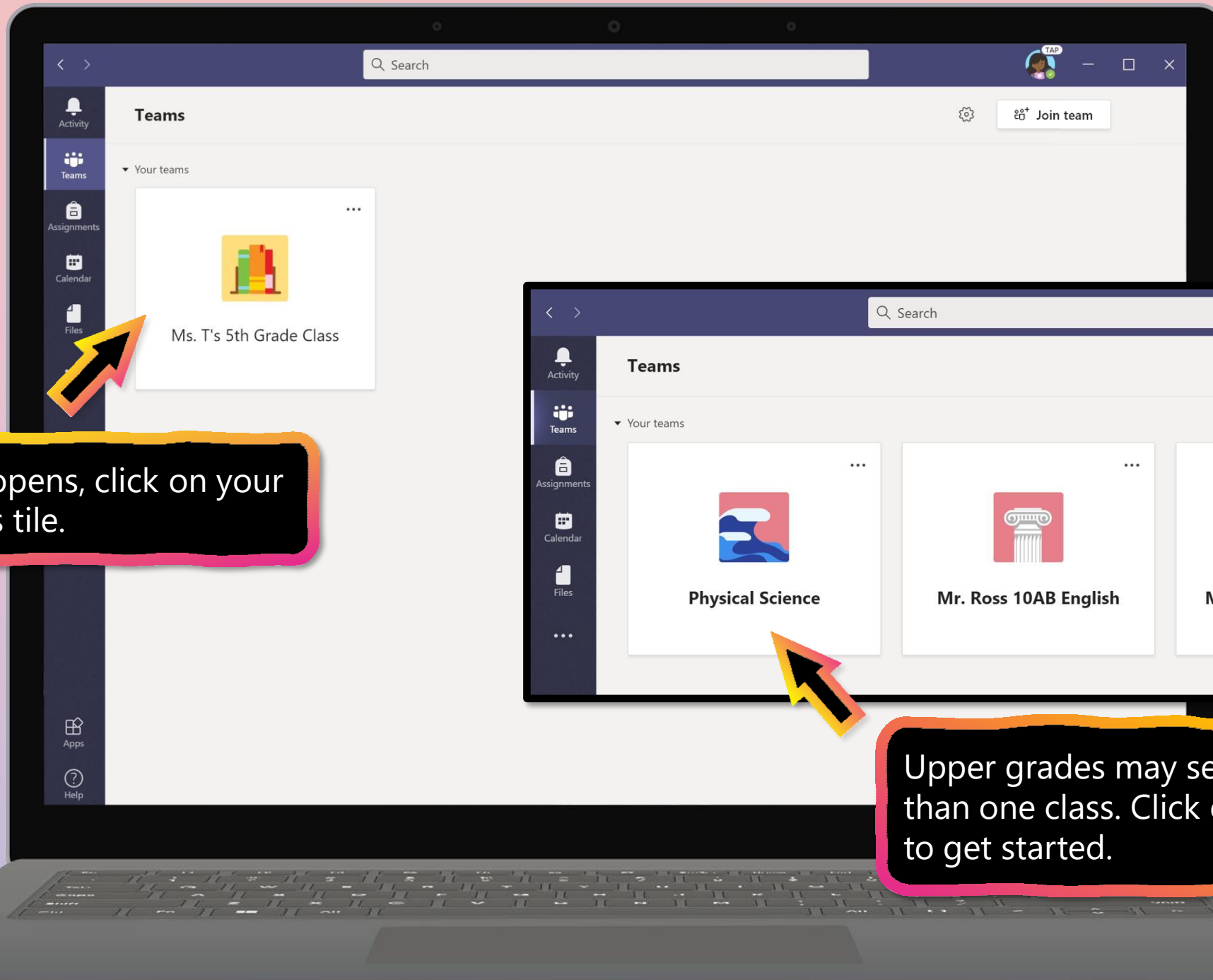


Chapter 2

How to help your child use Teams

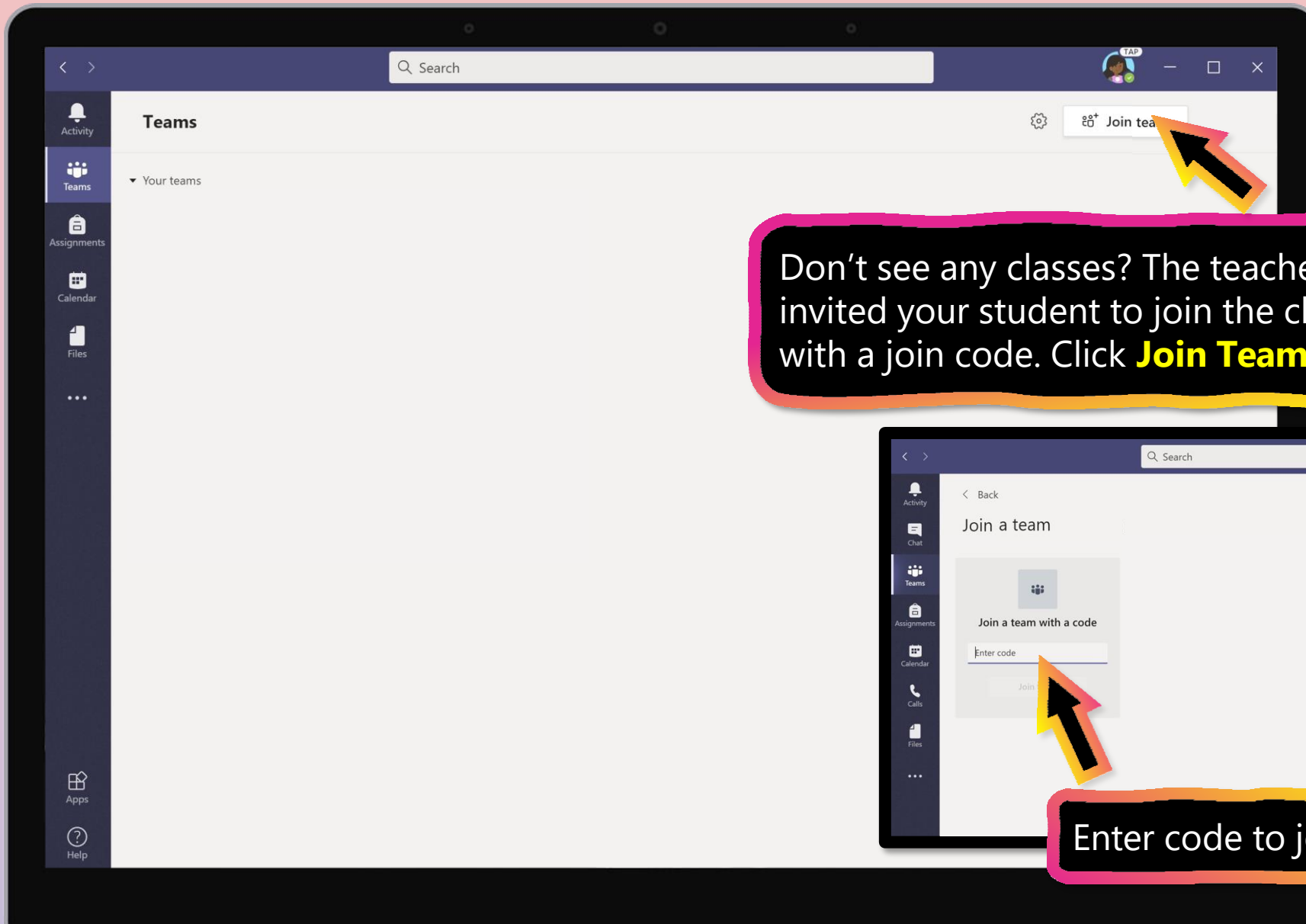
1. **Join a class team**
2. [View and turn in assignments](#)
3. [Attend a virtual class](#)
4. [Find grades](#)
5. [Chat with teachers and classmates](#)



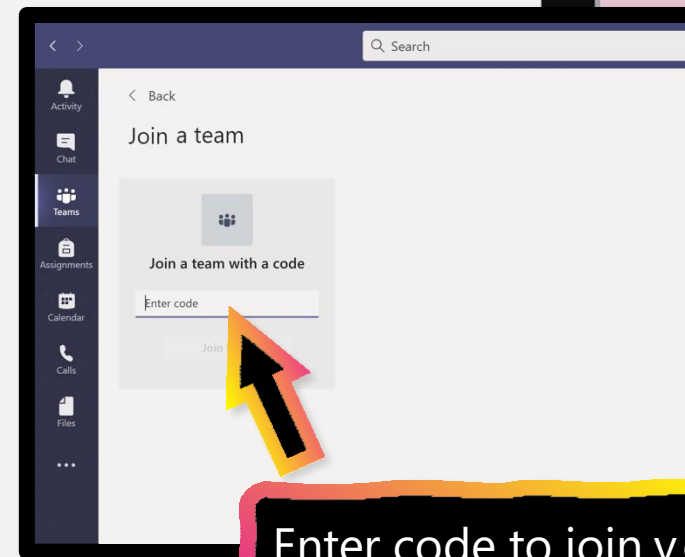


When Teams opens, click on your student's class tile.

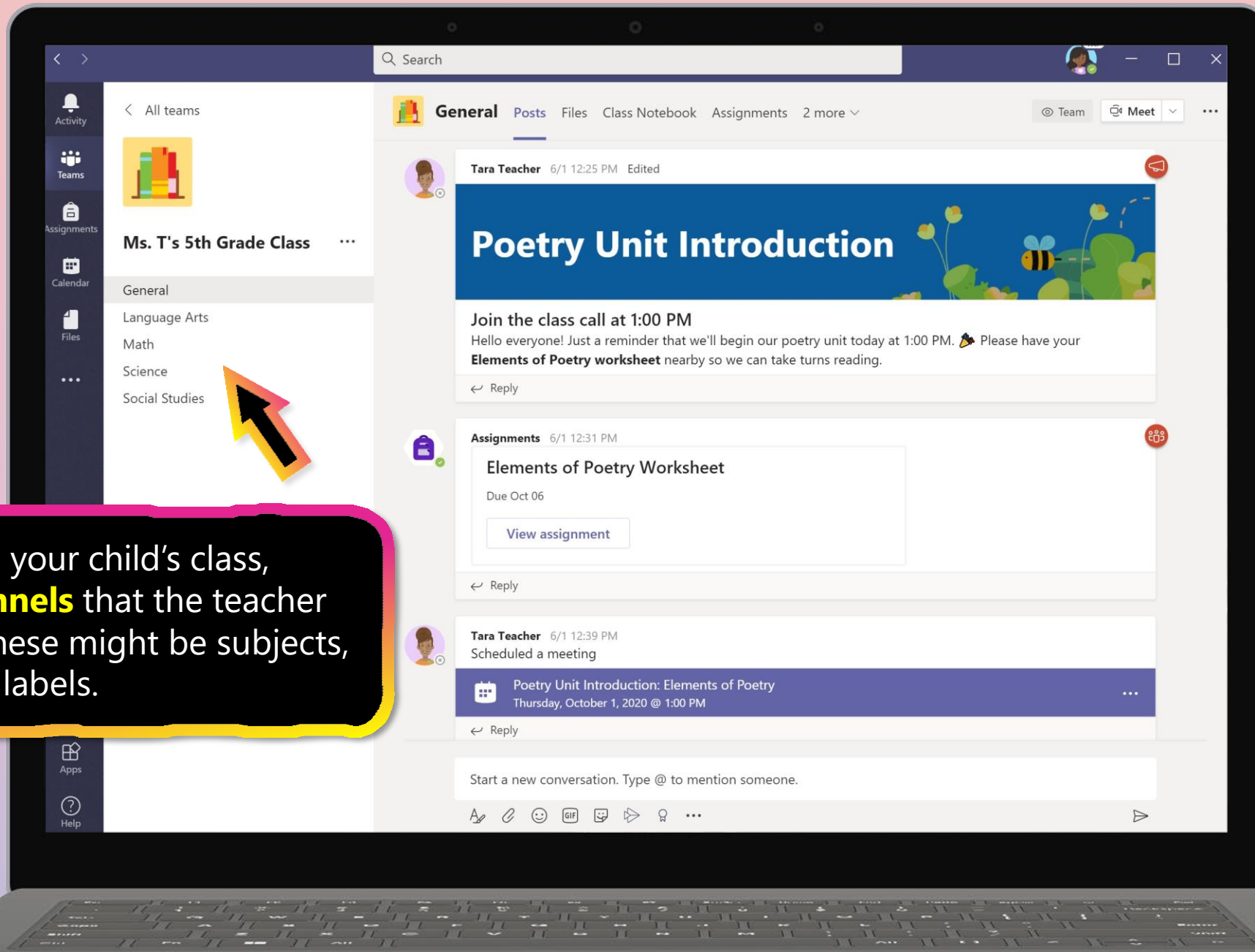
Upper grades may see more than one class. Click on one class to get started.



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

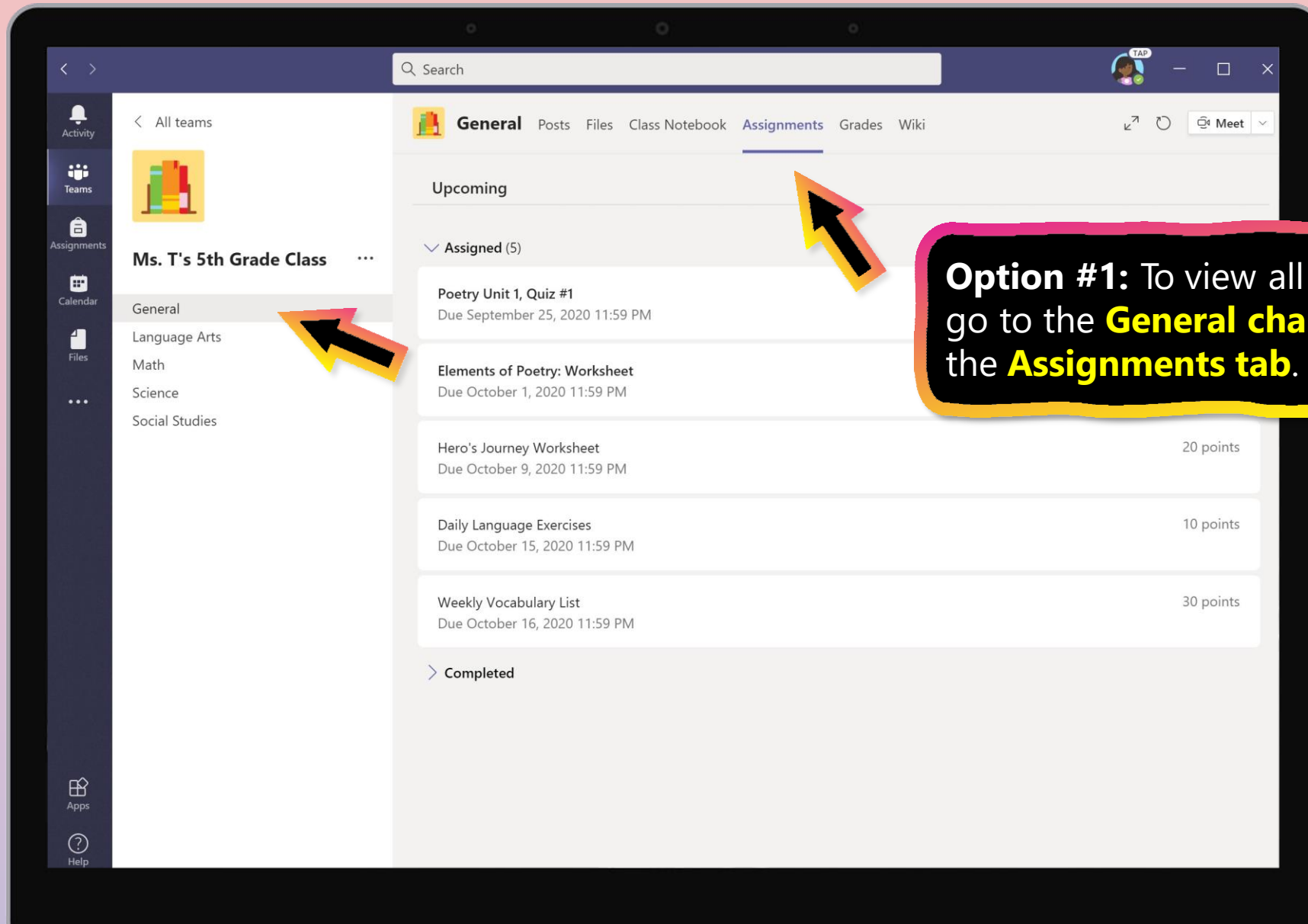
Chapter 2

How to help your child use Teams

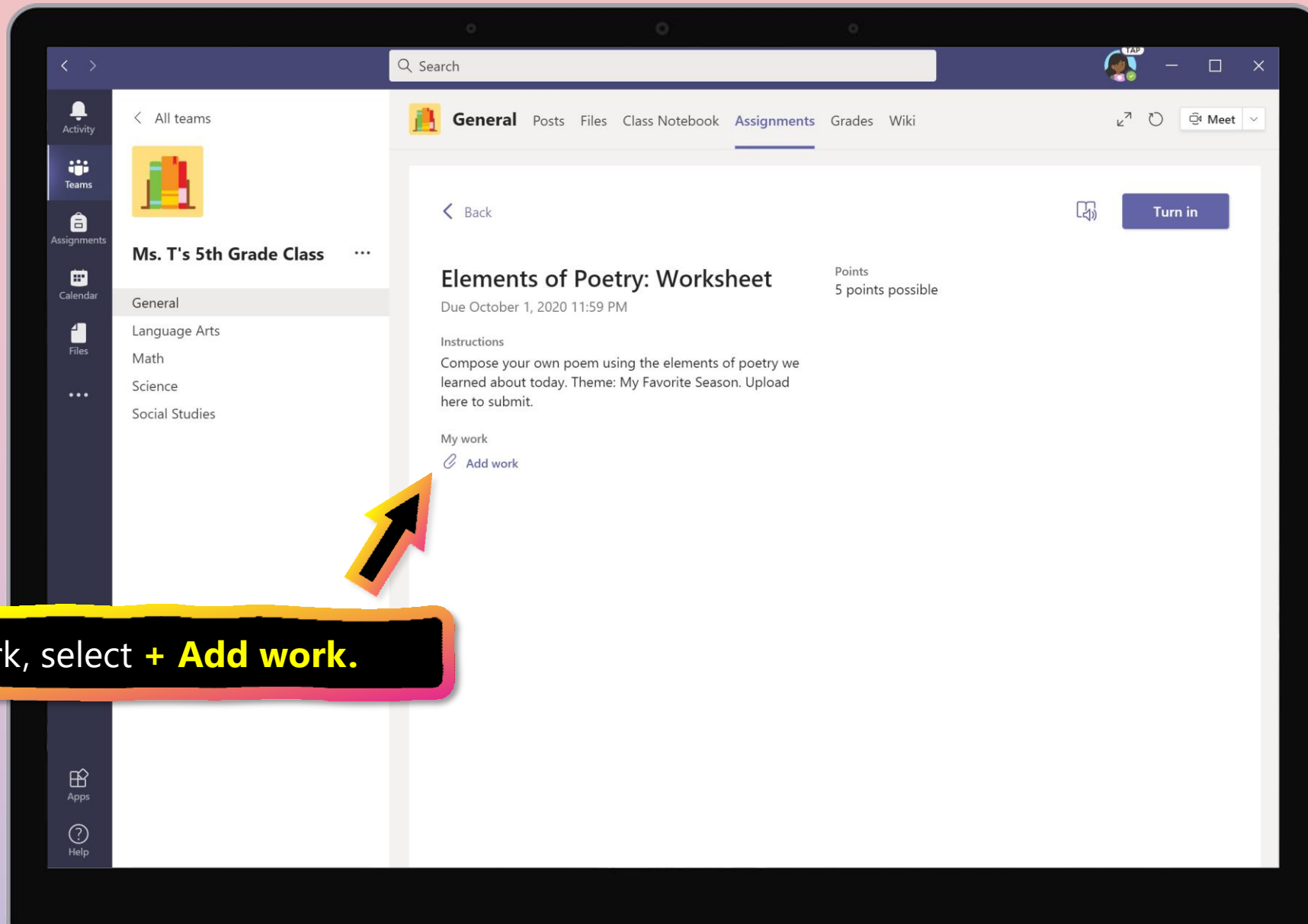
1. [Join a class team](#)
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Assignments can be viewed and submitted many ways on Teams. Here are some common options.



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



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

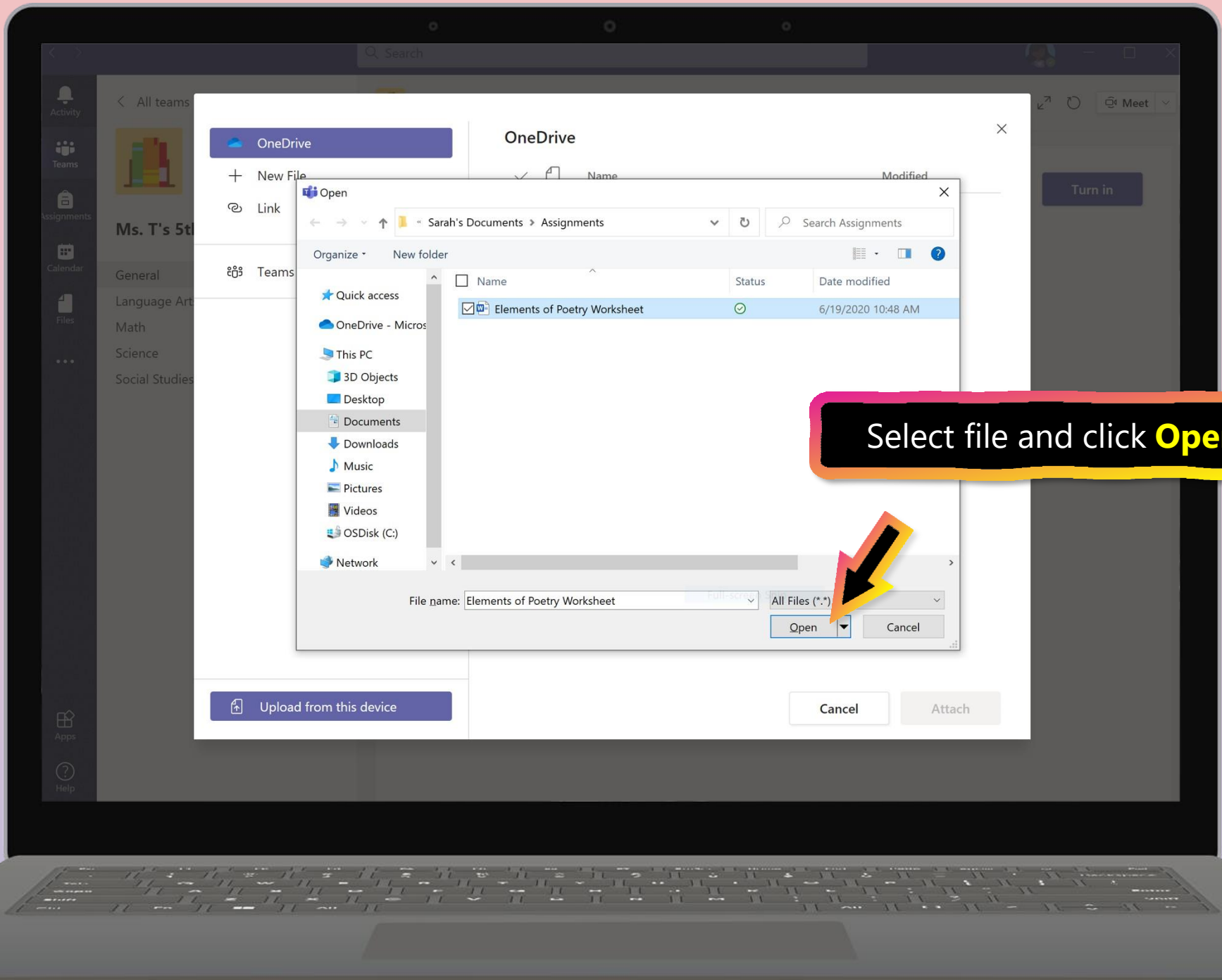
- + New File
- Link
- Teams

✓	📄	Name	Modified
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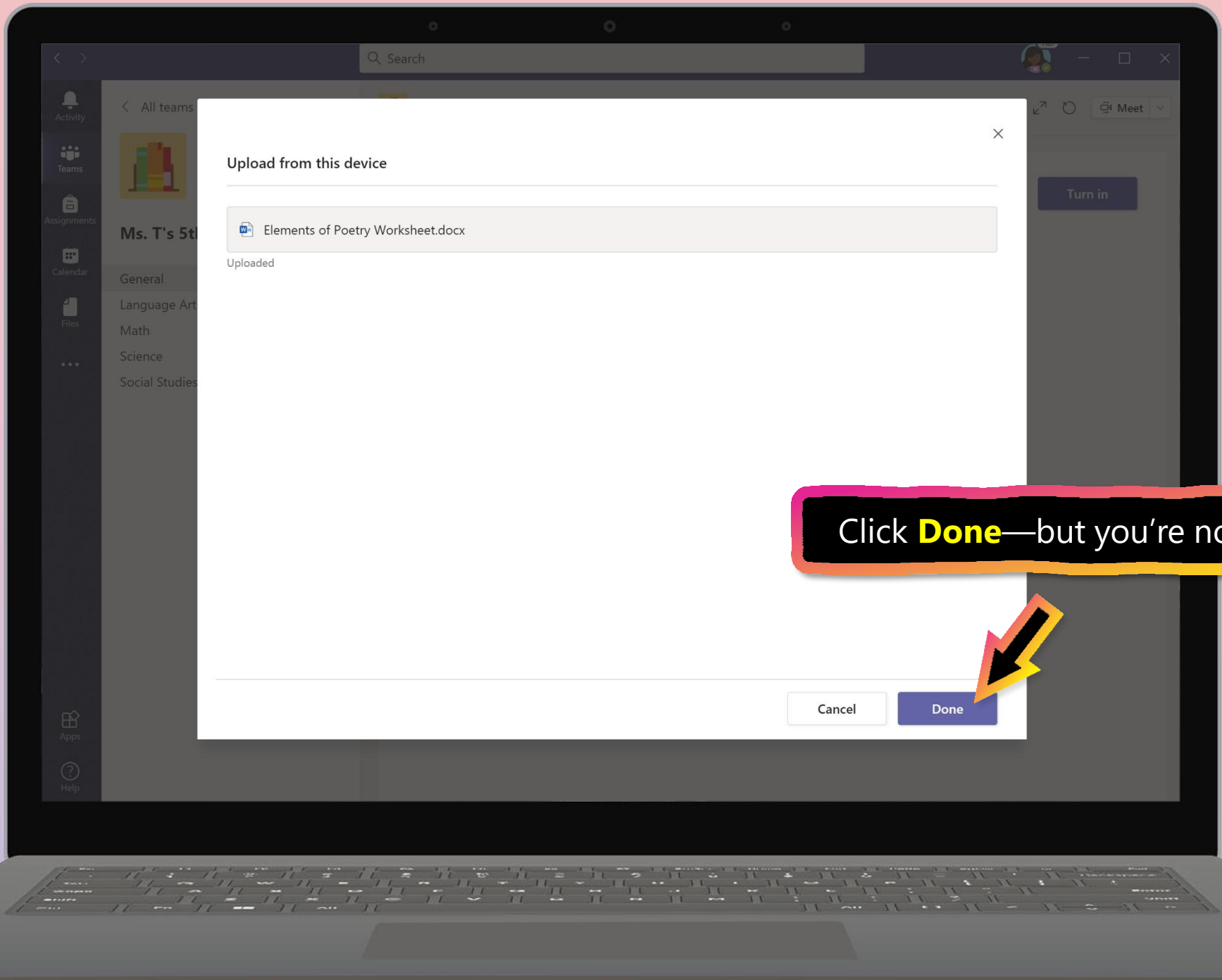
No files available

Upload from this device

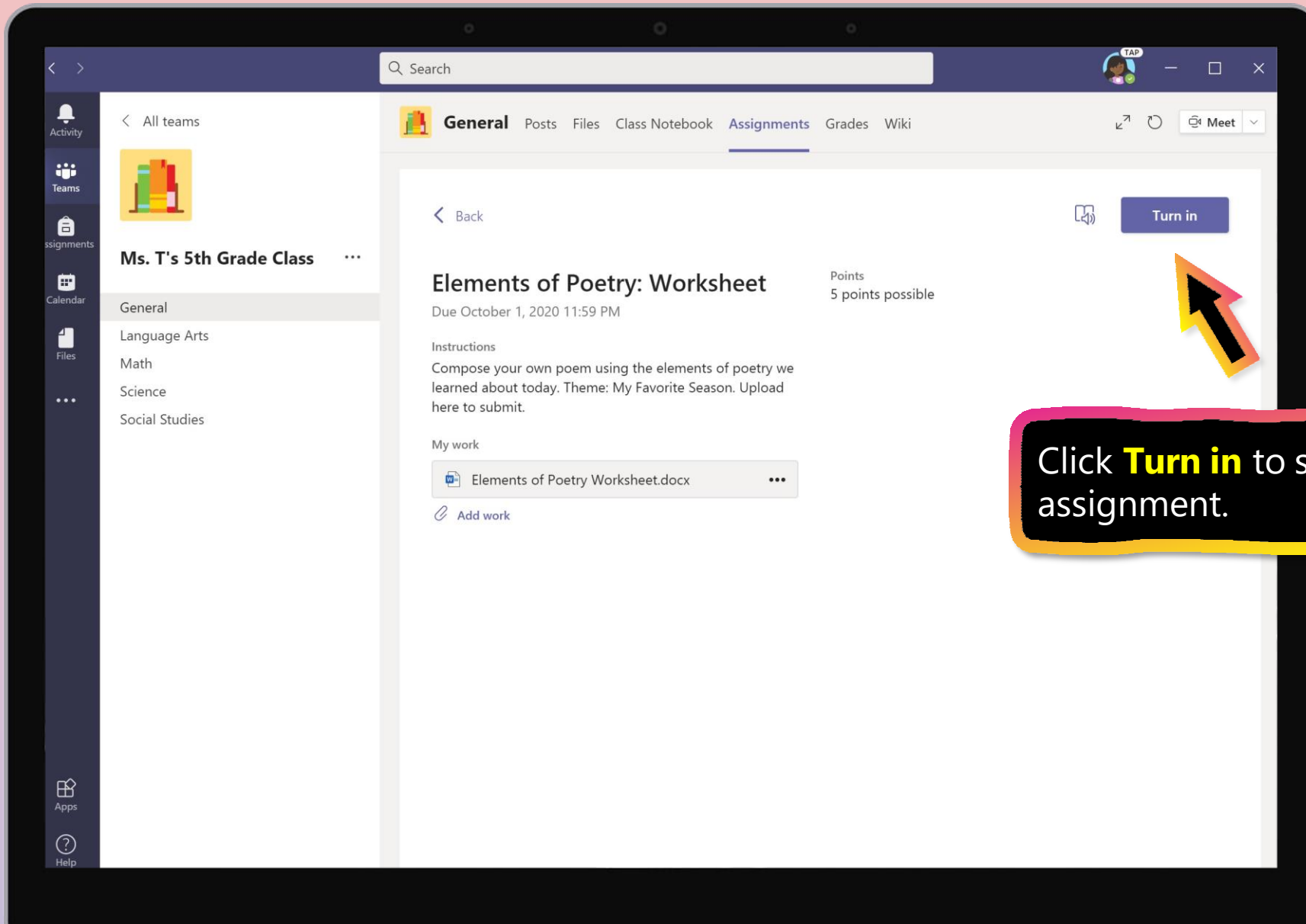
Cancel Attach



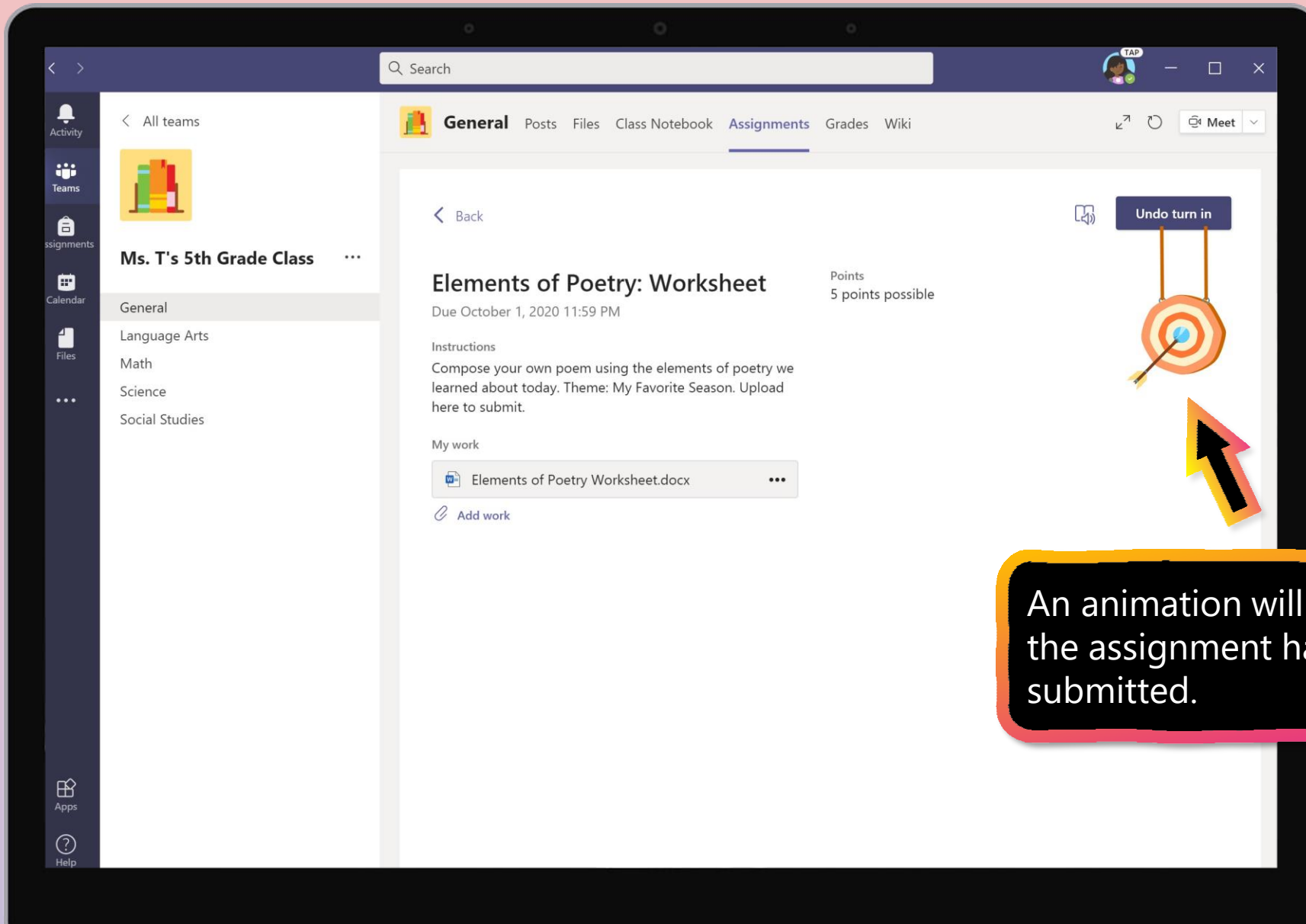
Select file and click **Open**.



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



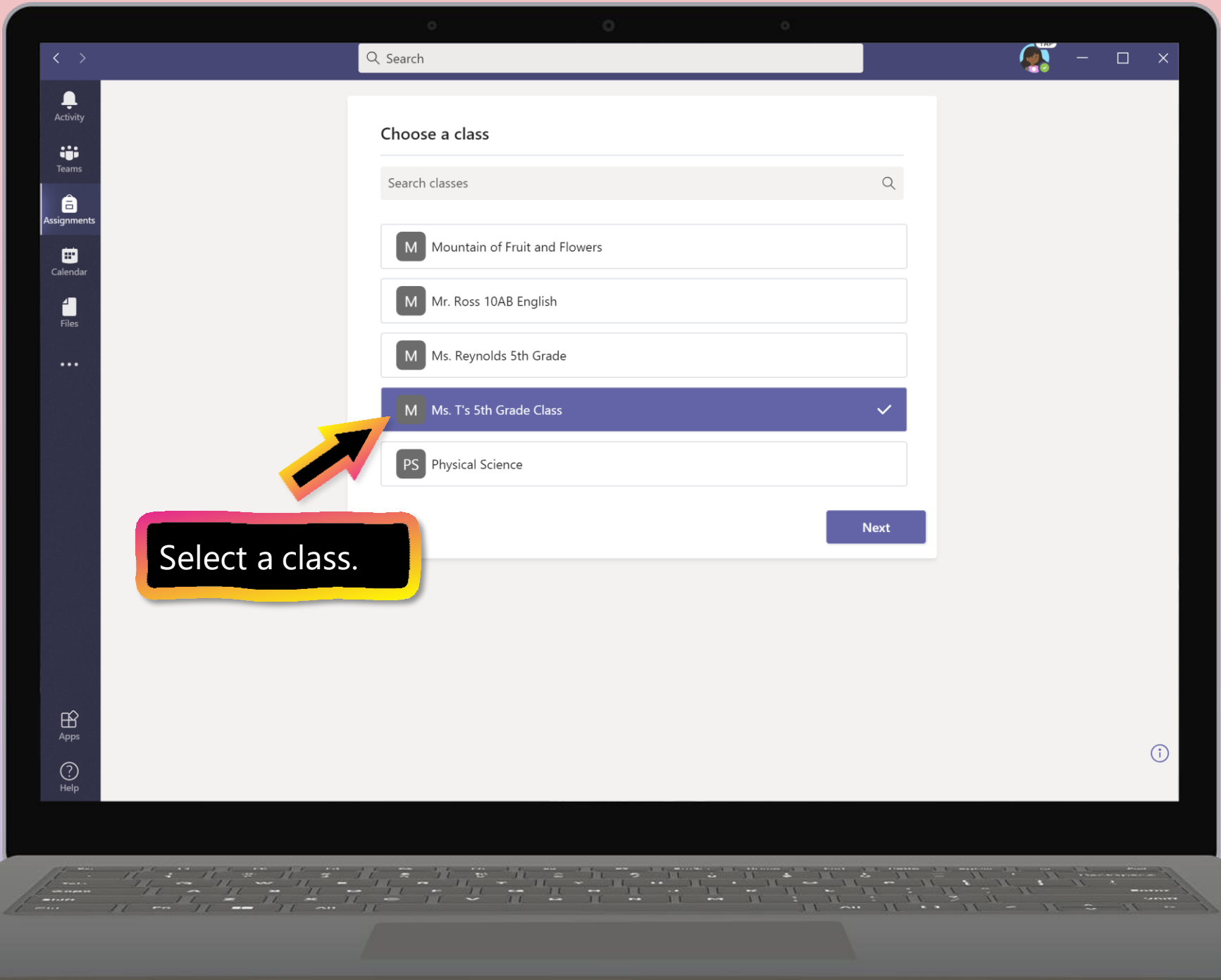
Click **Turn in** to submit assignment.



An animation will signal that the assignment has been submitted.

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

The screenshot displays the Microsoft Teams interface for a team named "Ms. T's 5th Grade Class". The left-hand navigation pane includes "Activity", "Teams", "Assignments" (indicated by a yellow arrow), "Calendar", and "Files". The main chat area shows a post from "Tara Teacher" dated 6/1 12:25 PM, titled "Poetry Unit Introduction". The post content includes a blue banner with a bee illustration 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 this is an "Assignments" card for "Elements of Poetry Worksheet" due on Oct 06, with a "View assignment" button. At the bottom, a meeting card is visible for "Poetry Unit Introduction: Elements of Poetry" on Thursday, October 1, 2020 at 1:00 PM.



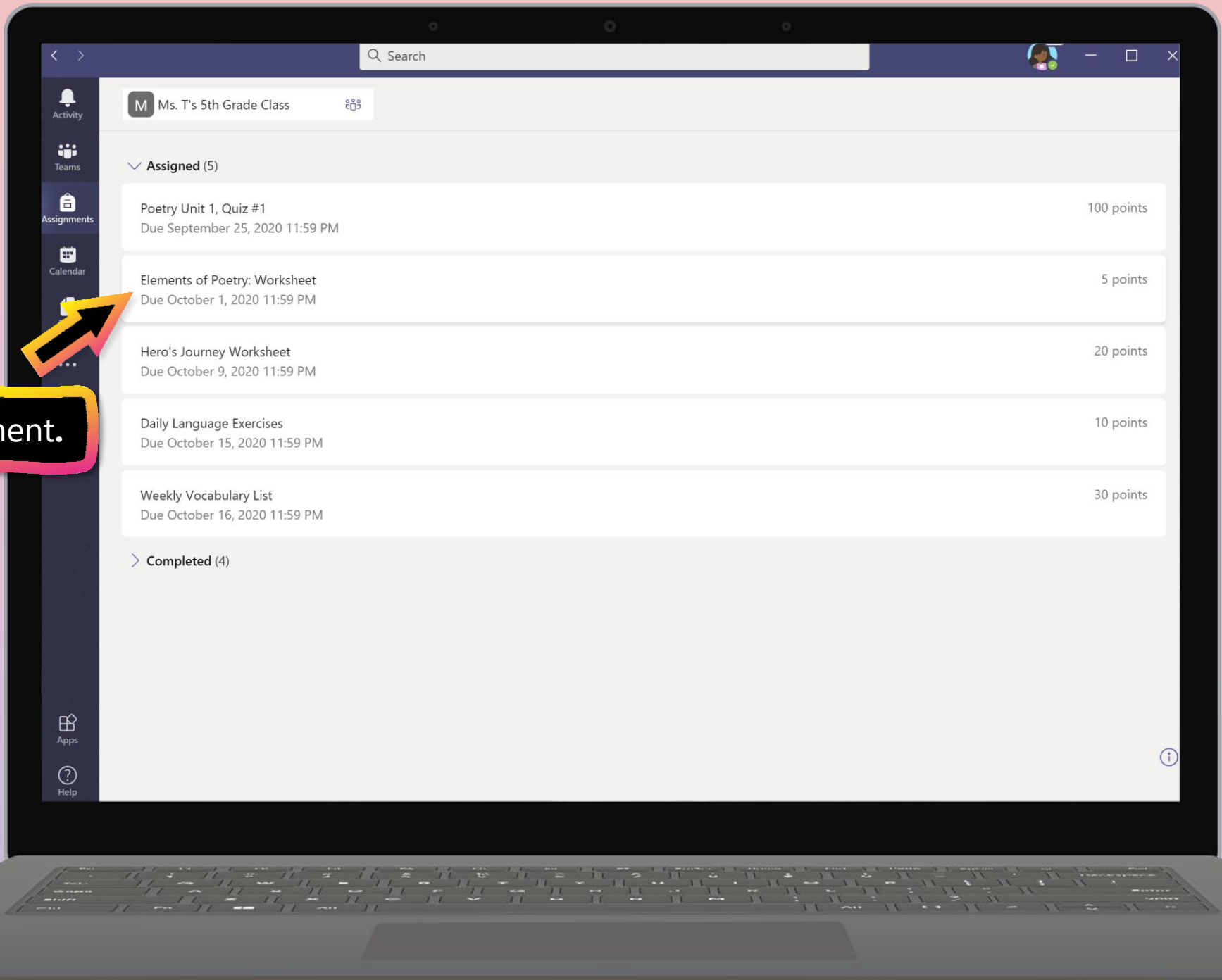
Choose a class

Search classes

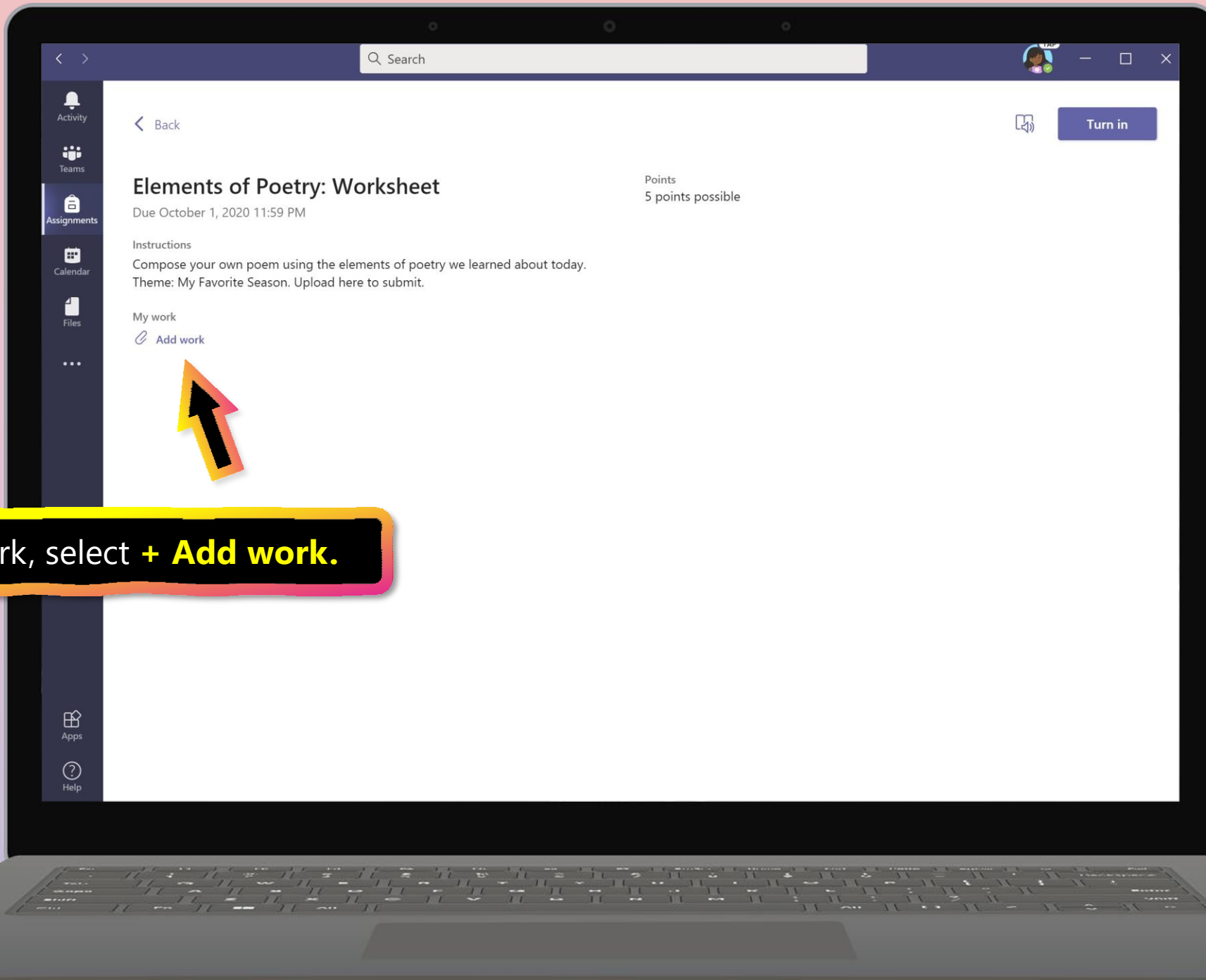
- M Mountain of Fruit and Flowers
- M Mr. Ross 10AB English
- M Ms. Reynolds 5th Grade
- M Ms. T's 5th Grade Class** ✓
- PS Physical Science

Next

Select a class.

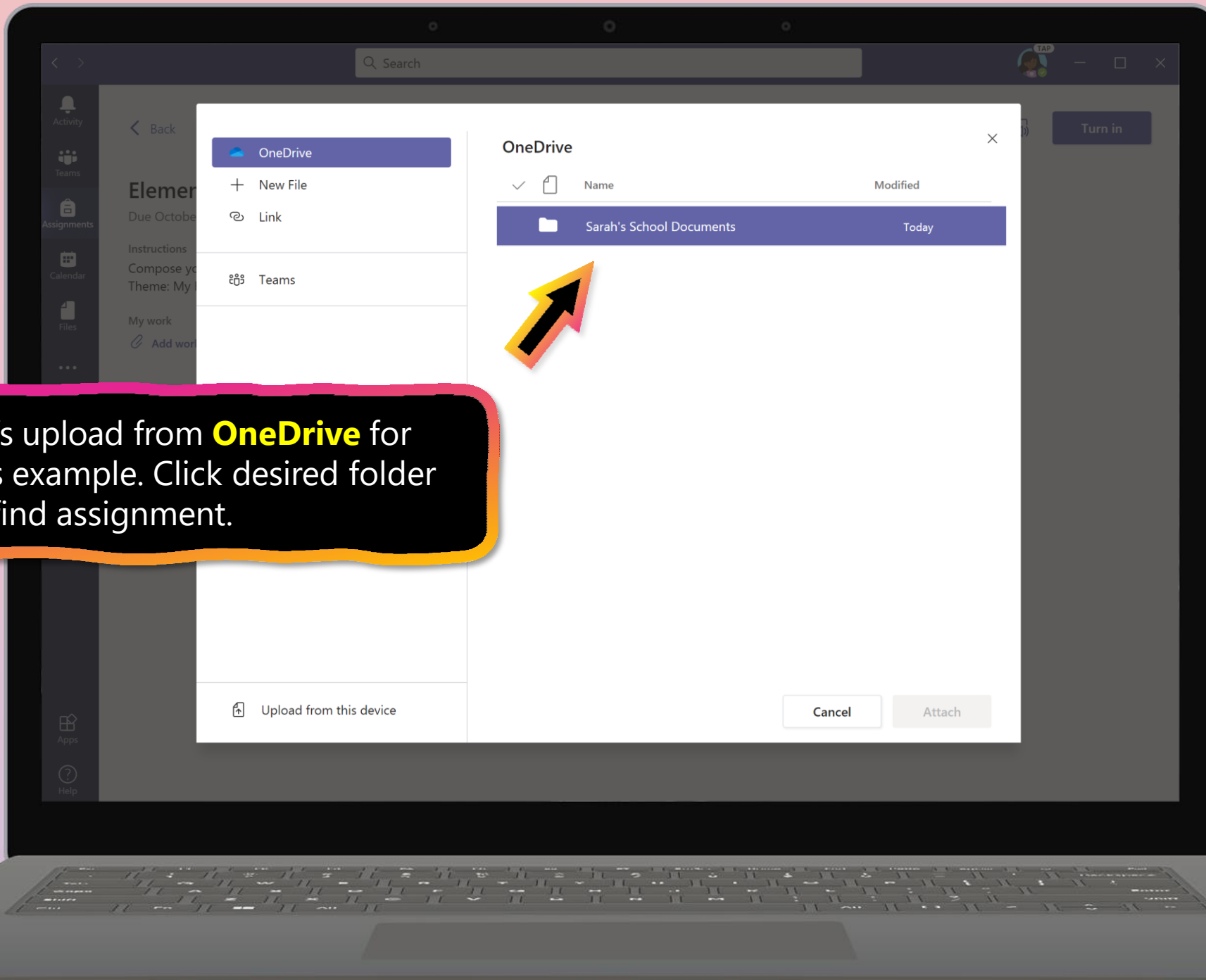


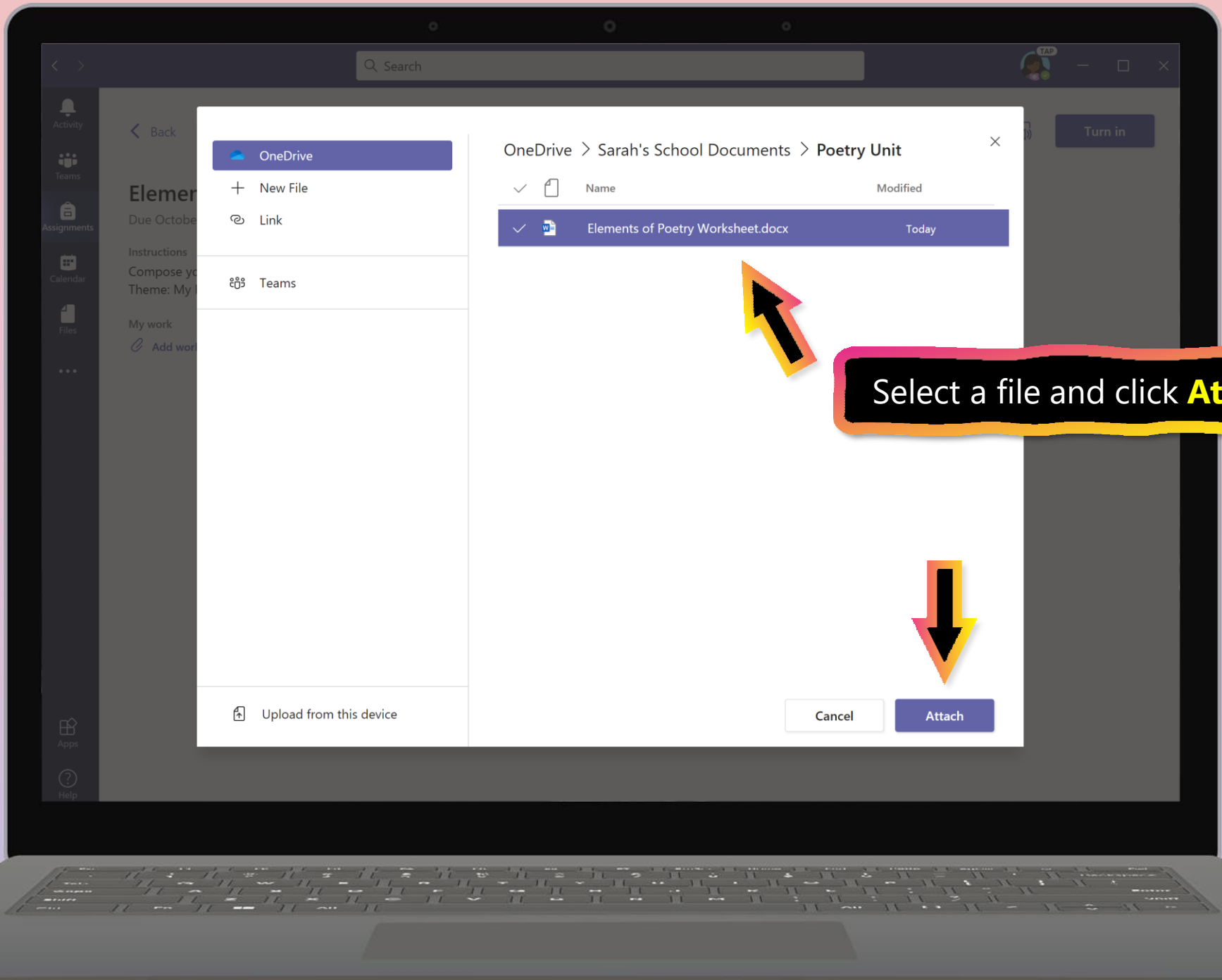
Select assignment.



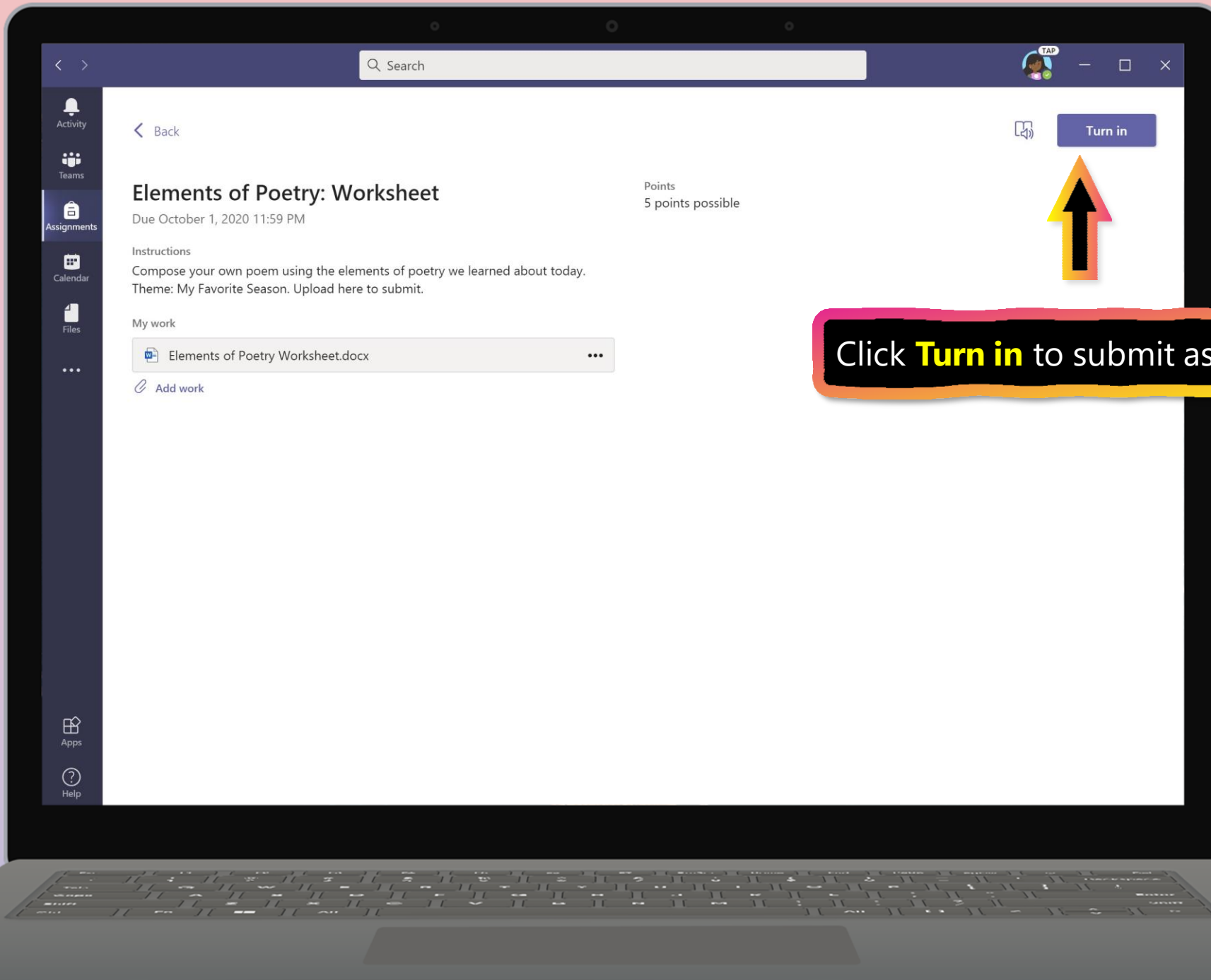
To upload work, select **+ Add work**.

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

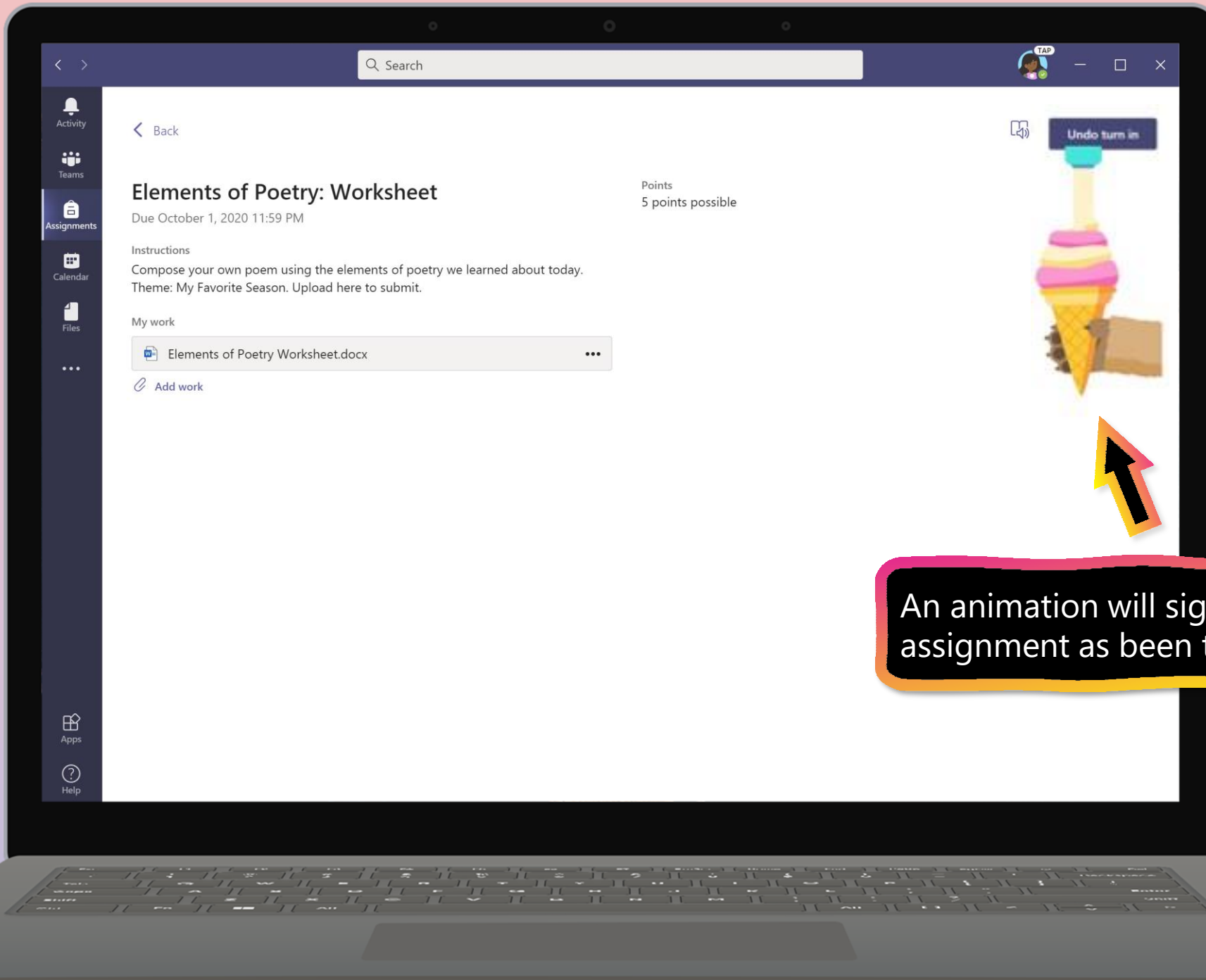




Select a file and click **Attach**.

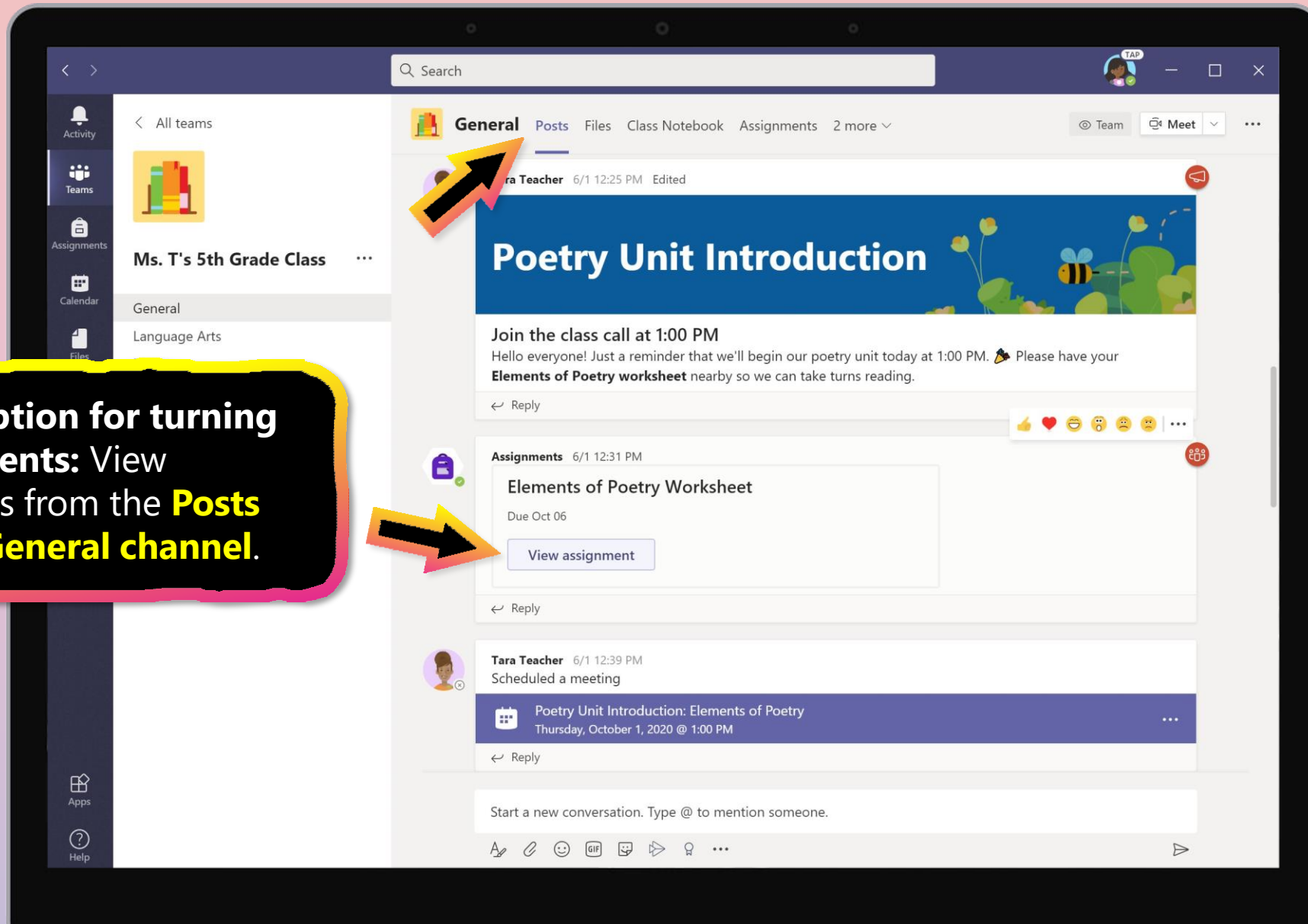


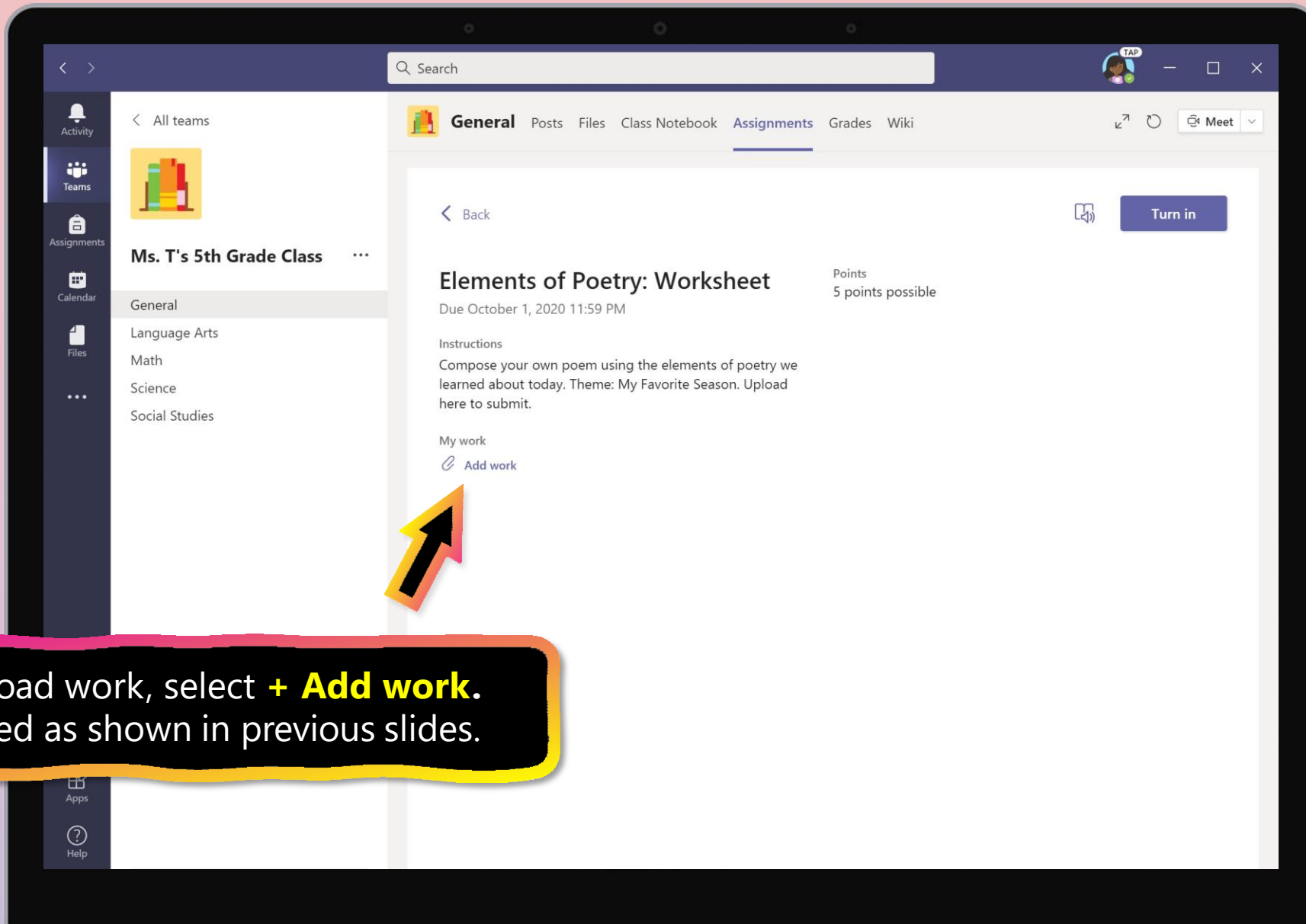
Click **Turn in** to submit assignment.



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.

Chapter 2

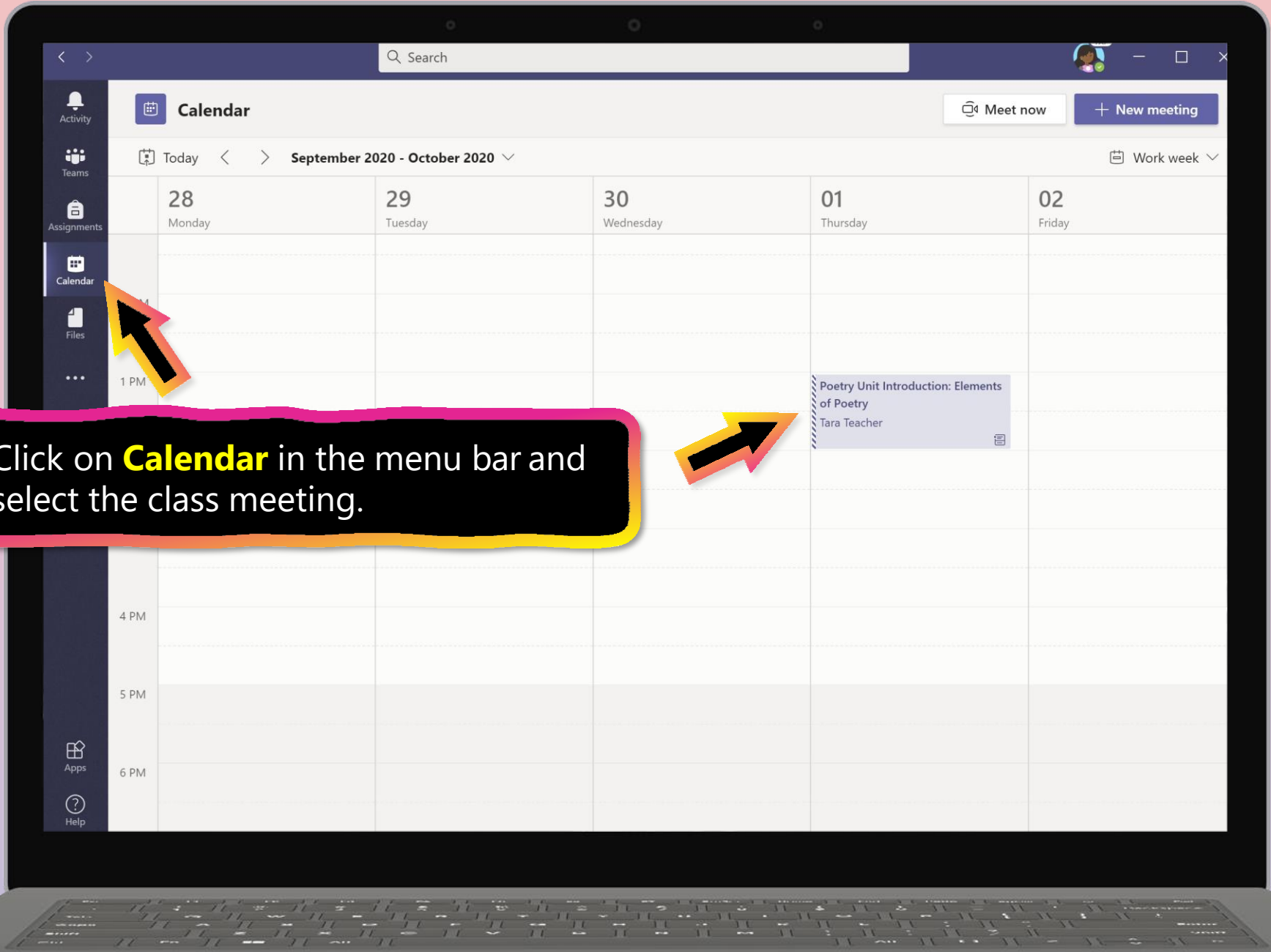
How to help your student use Teams

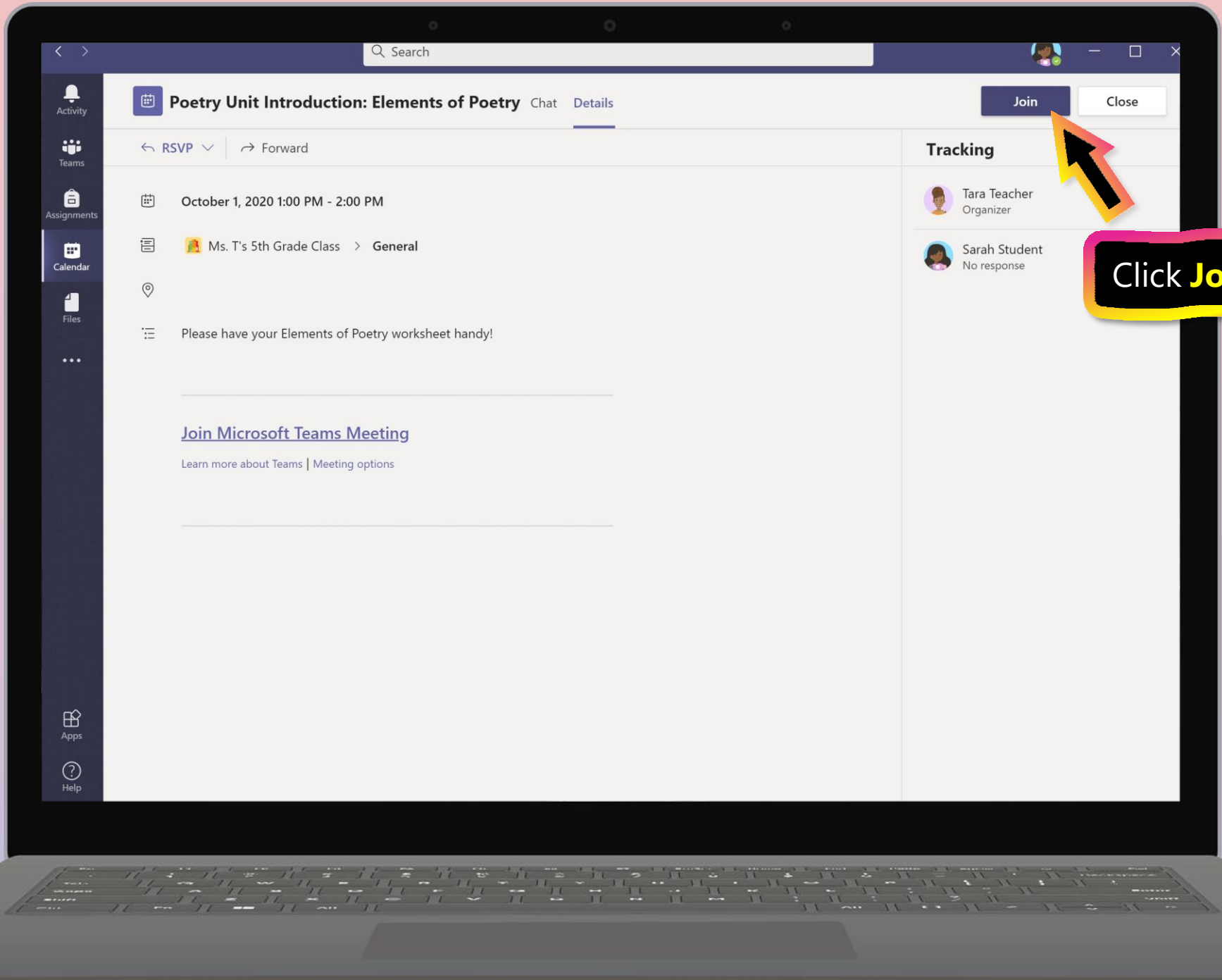
1. [Join a class team](#)
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Students can attend class and customize their virtual experience with video & microphone settings.

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





Poetry Unit Introduction: Elements of Poetry Chat Details

Join

Close

← 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](#)

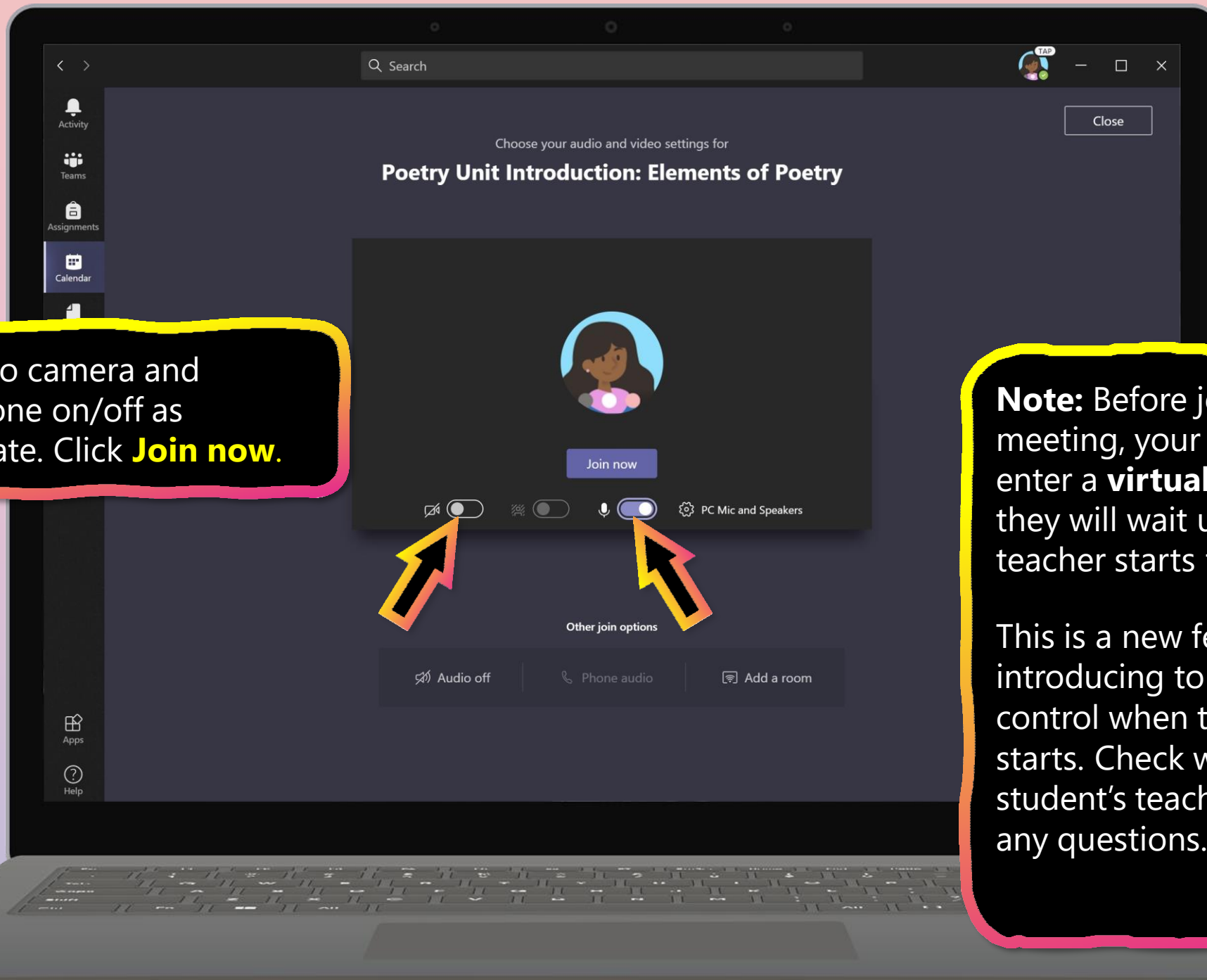
Tracking

Tara Teacher
Organizer

Sarah Student
No response

Click **Join.**

Turn video camera 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.

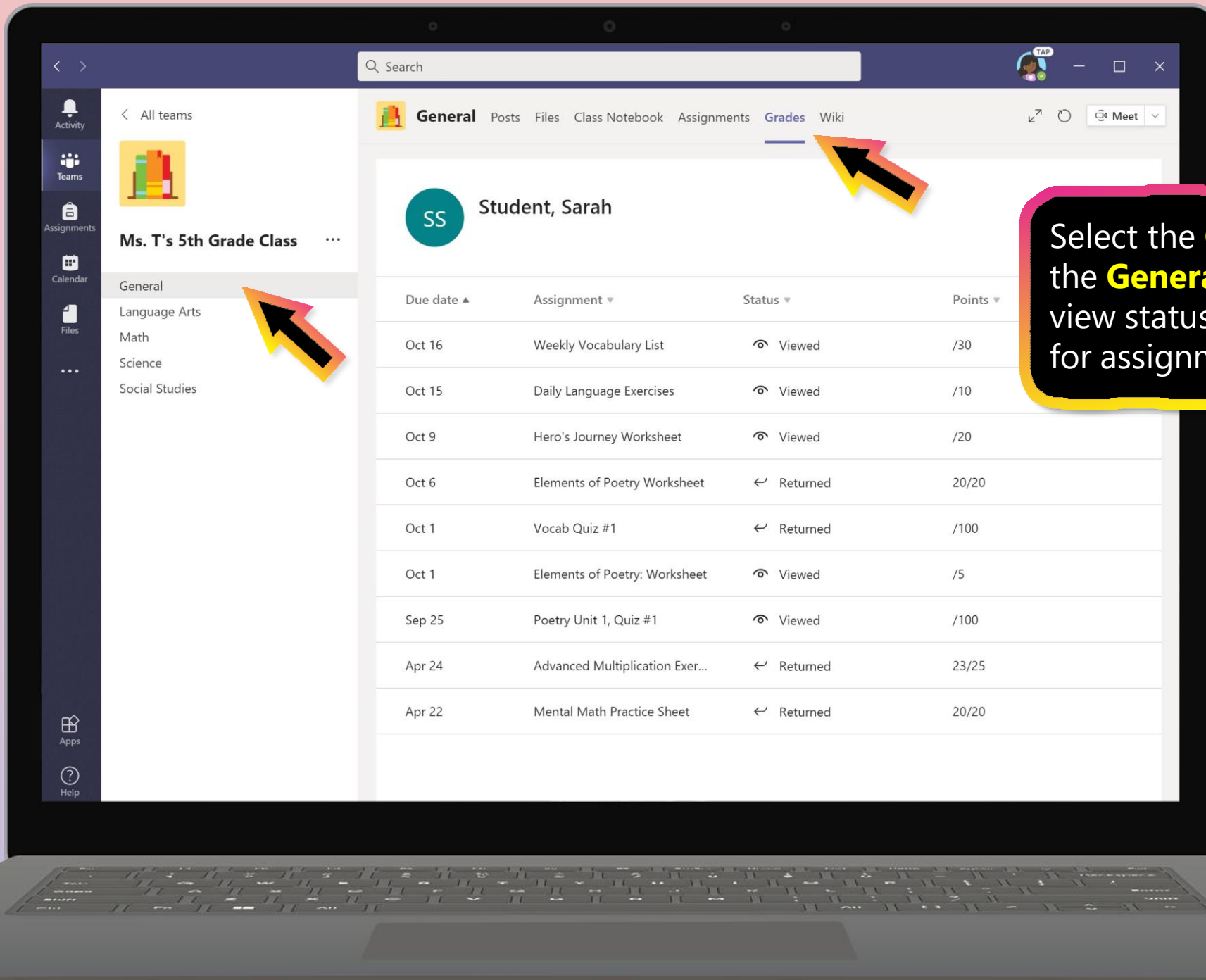
Chapter 2

How to help your child use Teams

1. [Join a class team](#)
2. [View and turn in assignments](#)
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Students 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.

Search

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

- All teams
- Ms. T's 5th Grade Class
- General
- Language Arts
- Math
- Science
- Social Studies

General Posts Files Class Notebook Assignments **Grades** Wiki

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

Chapter 2

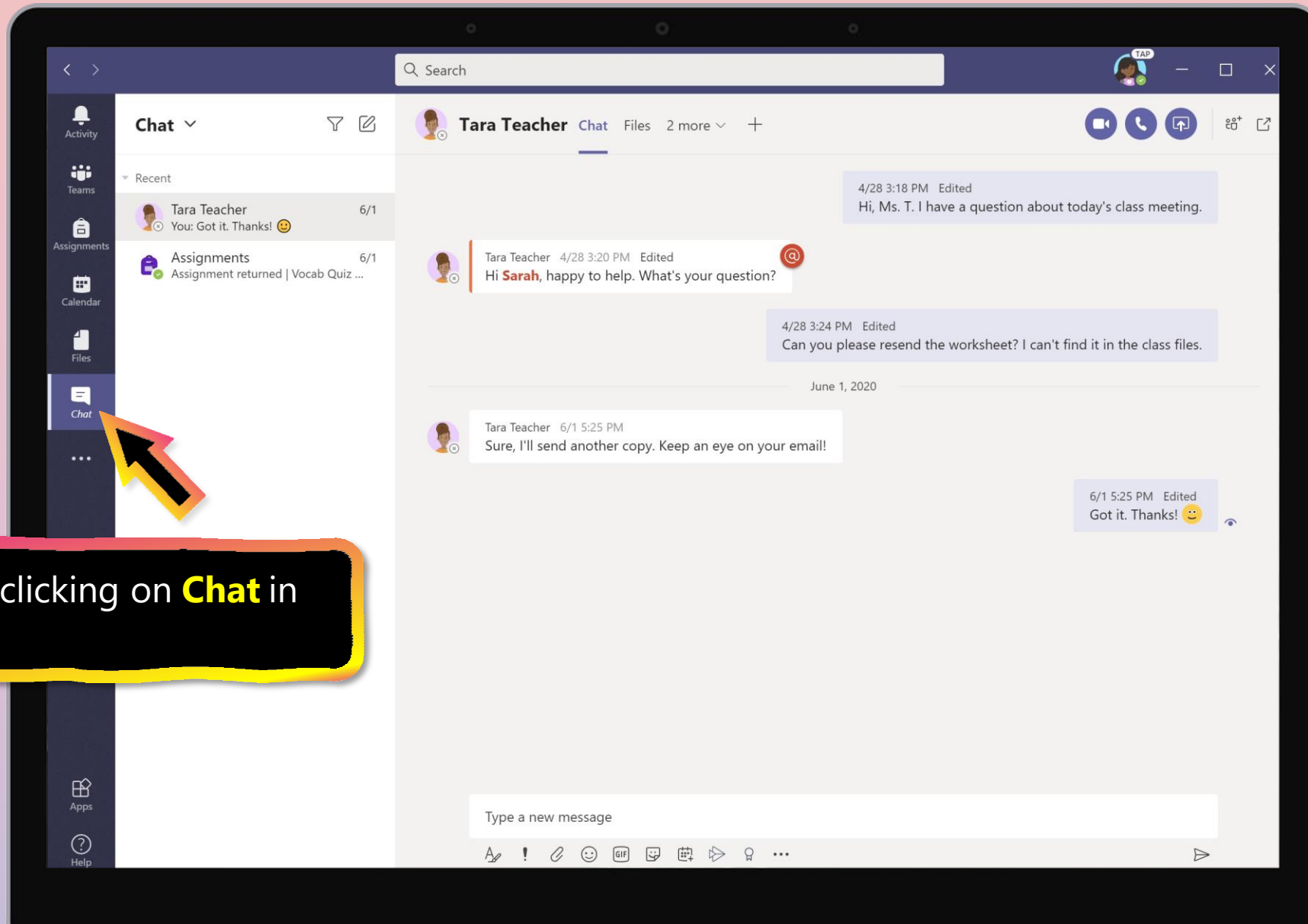
How to help your child use Teams

1. [Join a class team](#)
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3. [Attend a virtual class](#)
4. [Find grades](#)
5. **Chat with teachers and classmates**

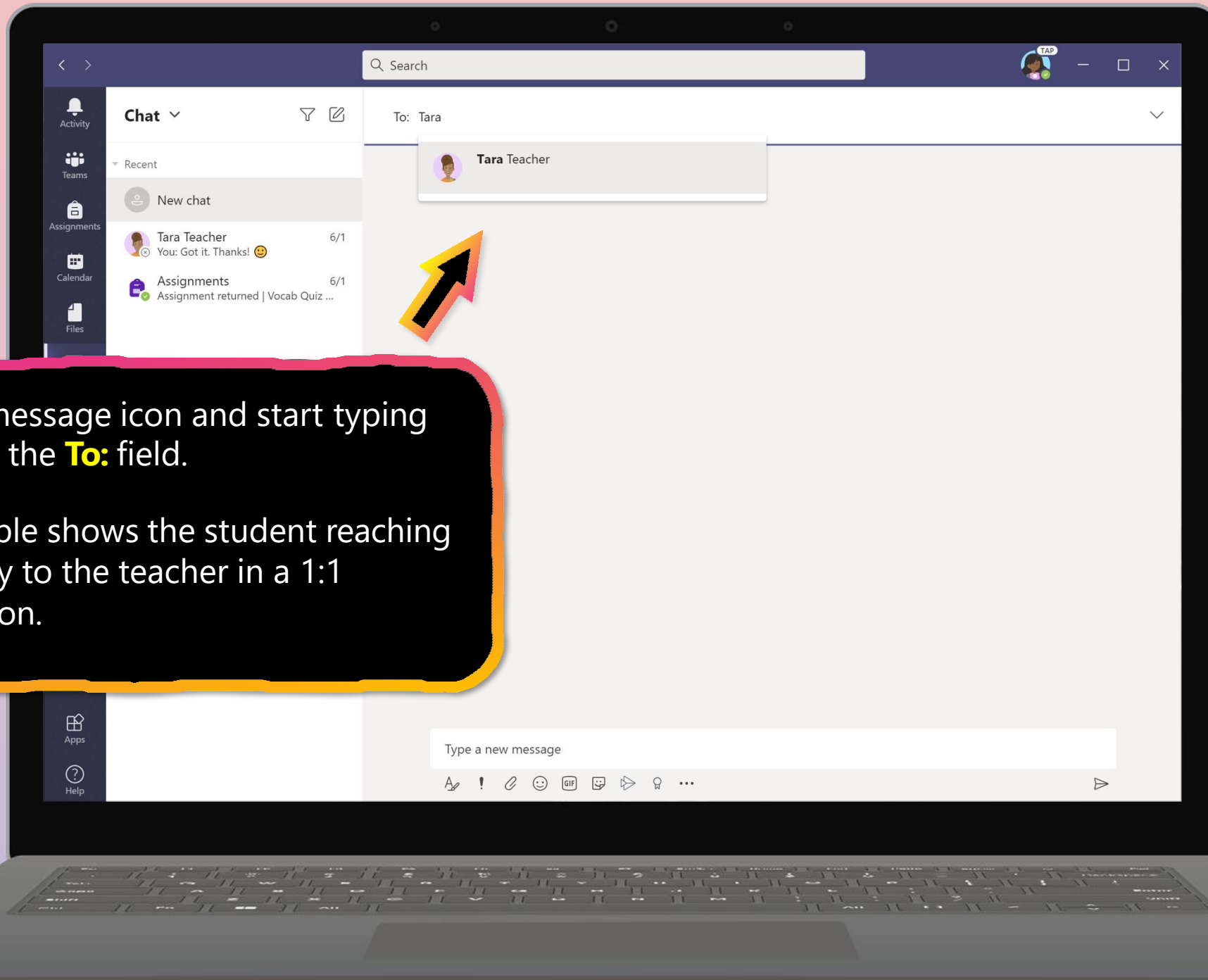


Although one on one and group chats during classes are available, The Concord School has disabled the chat function to curb misuse.

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

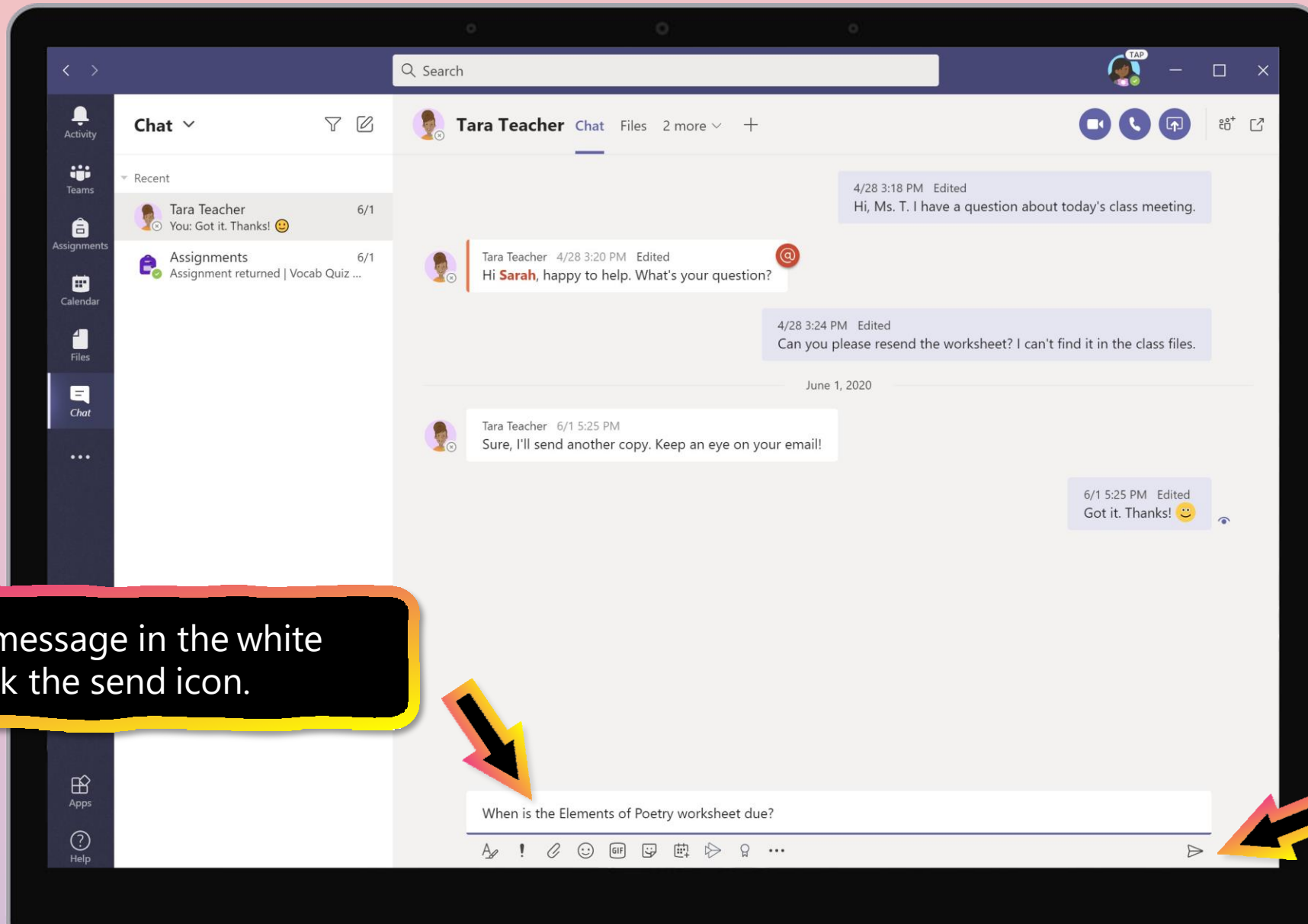


Start a chat by clicking on **Chat** in the left panel.



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.

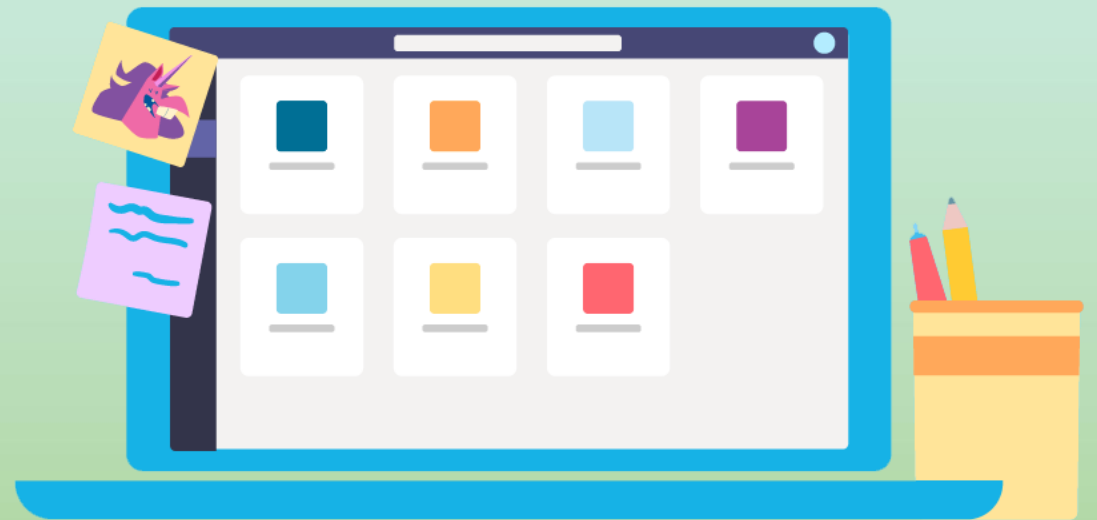


FAQ & Troubleshooting

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](#)

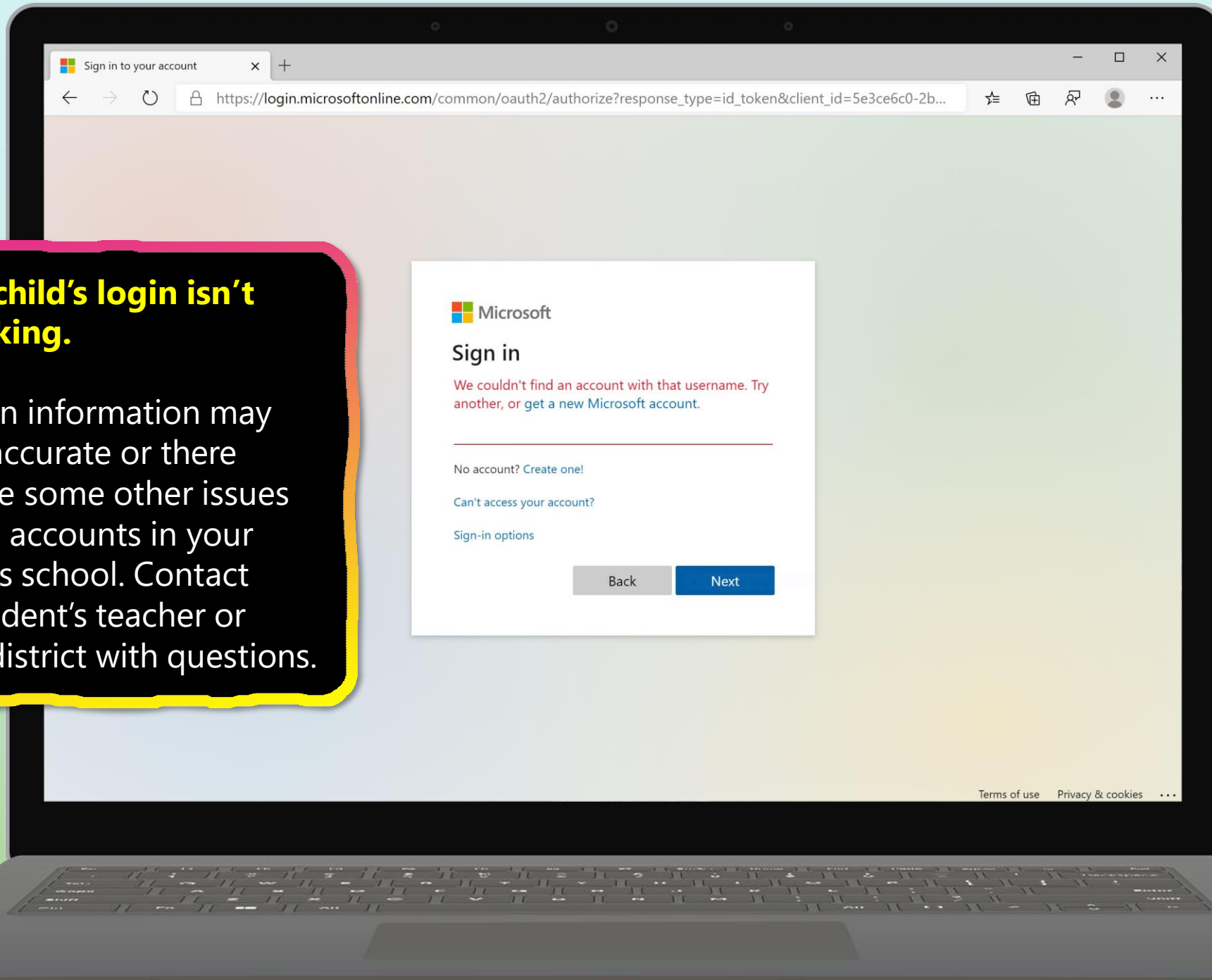


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1. My child's login isn't working.

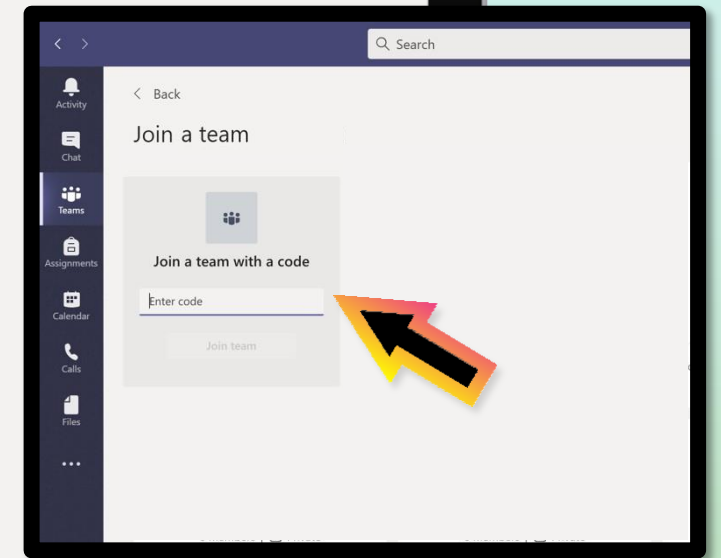
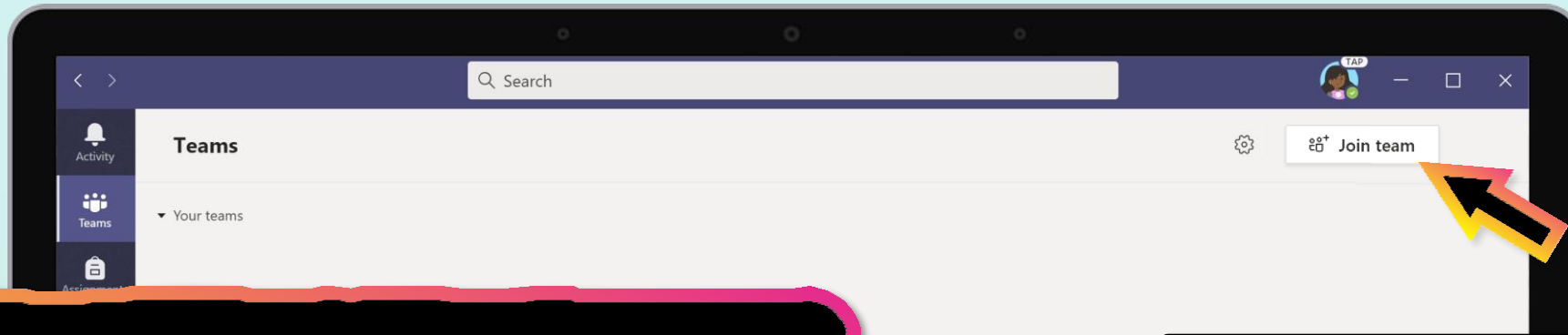
The login information may not be accurate or there might be some other issues with the accounts in your student's school. Contact your student's teacher or school district with questions.

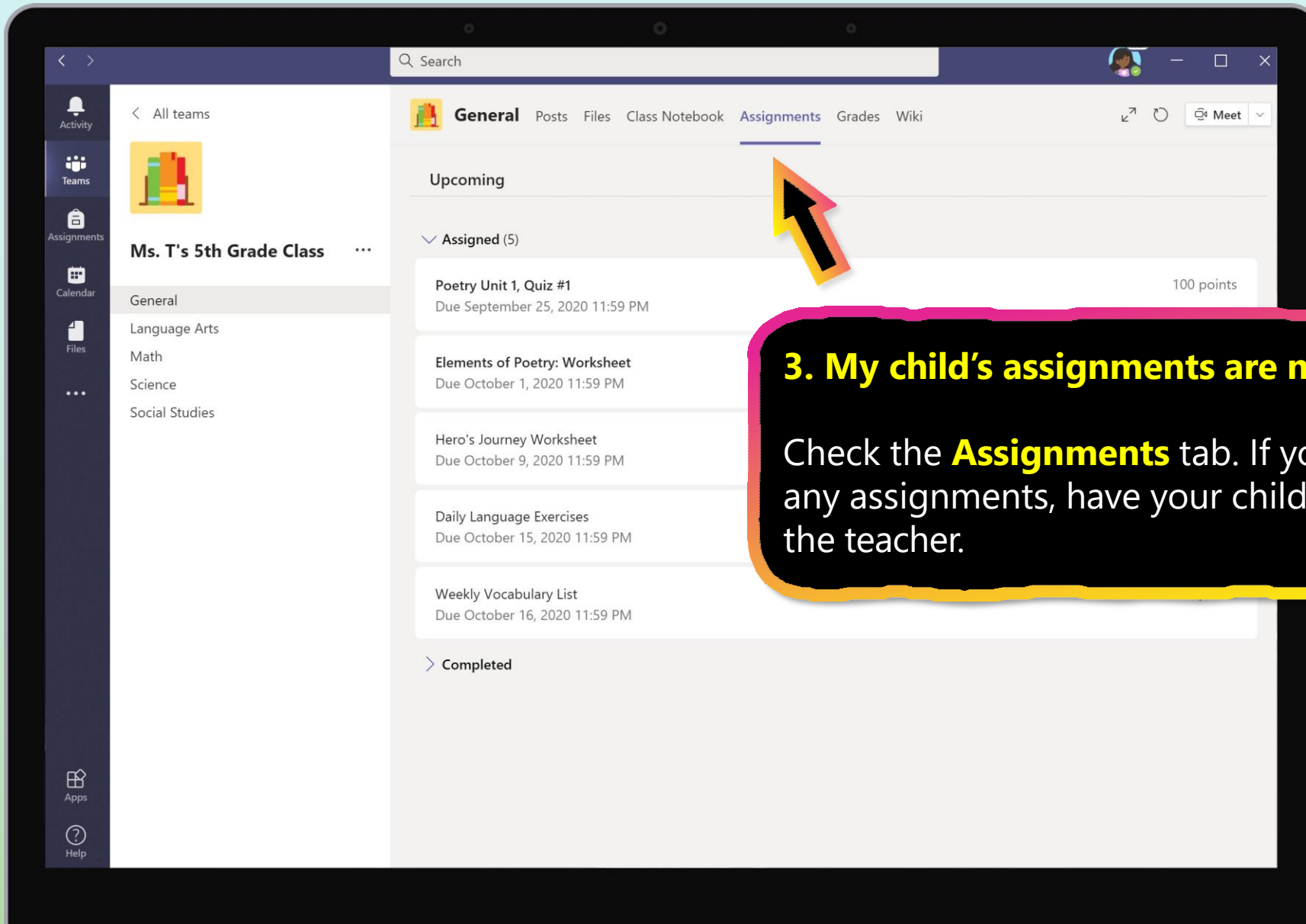


2. I can't find my child's class during set-up.

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 child to check their email.





3. My child's assignments are missing.

Check the **Assignments** tab. If you don't see any assignments, have your child message the teacher.

4. My child missed a class— what now?

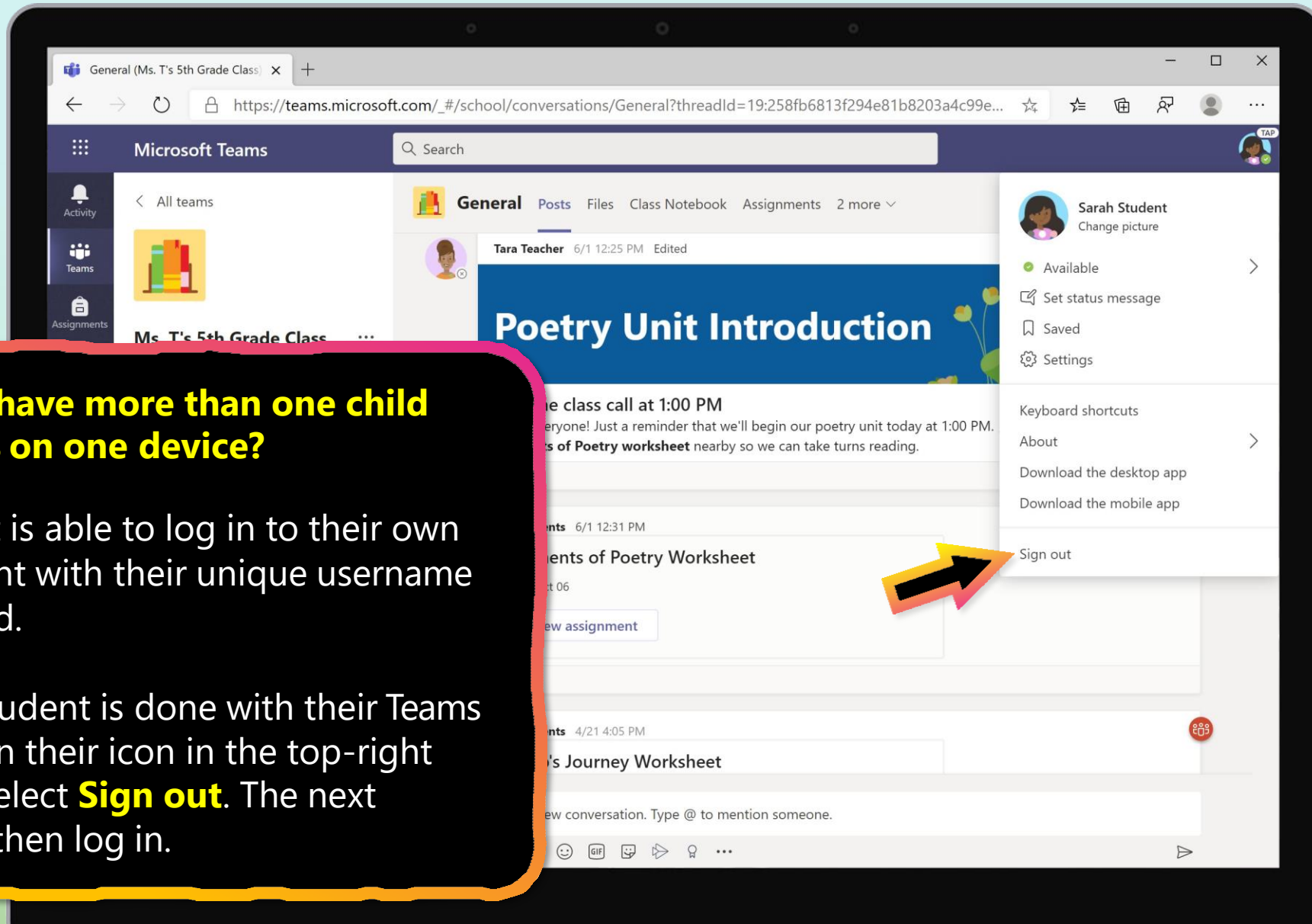
1. Read any new posts in the class team channel.
2. Check for a recording of the class meeting in the team channel and watch the meeting.
3. Check in with the teacher for additional information.

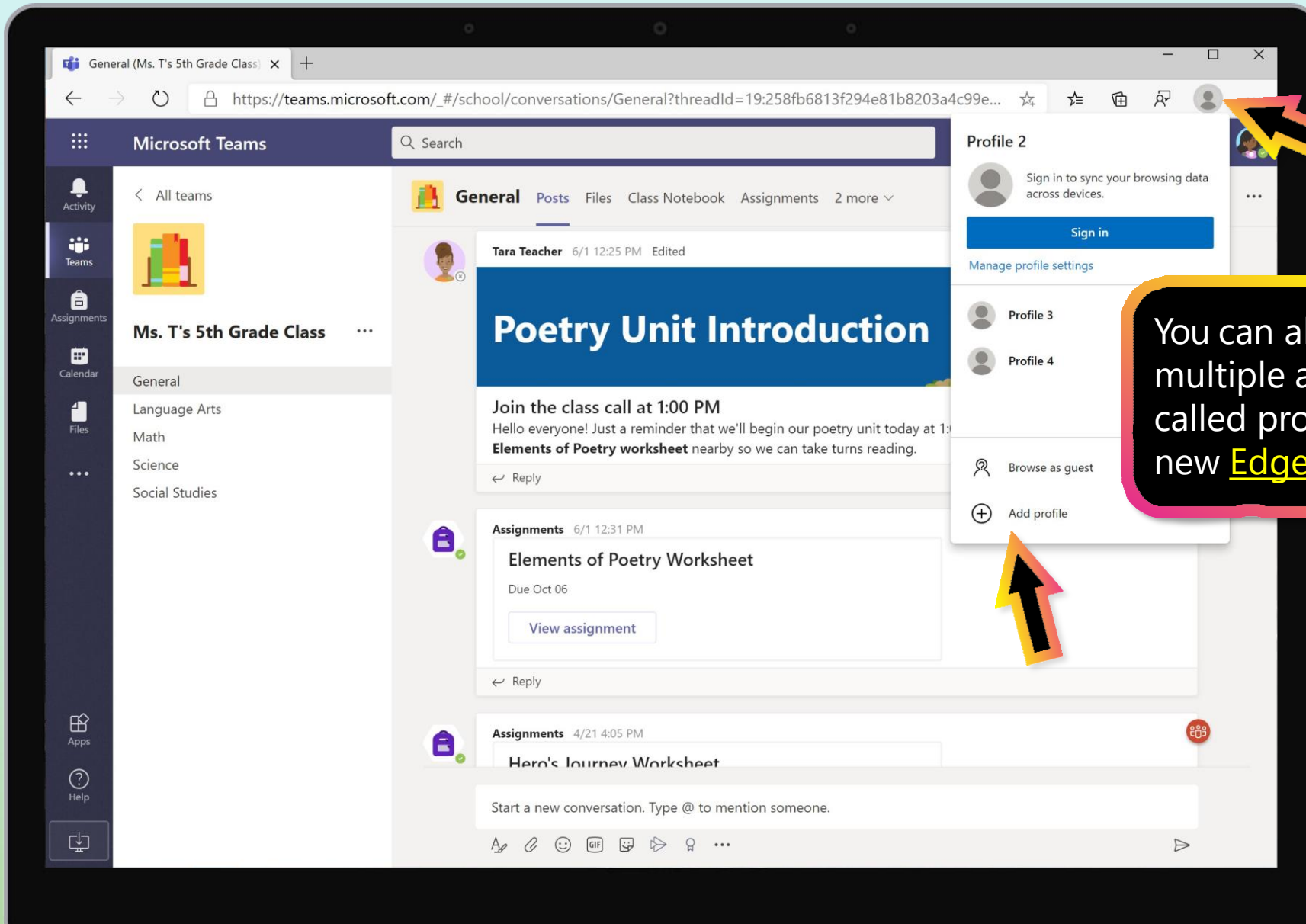
The screenshot shows a Microsoft Teams chat window for a team named "Ms. T's 5th Grade Class". The interface includes a search bar at the top, a navigation pane on the left with options like Activity, Teams, Assignments, Calendar, and Files, and a main chat area. The chat area displays a "General" channel with a "View assignment" button. Below that, an "Assignments" section shows "Poetry Unit 1, Quiz #1" due on Sep 25. A "Today" separator is followed by a post from "Tara Teacher" at 6/1 12:39 PM, stating "Scheduled a meeting". This is followed by a meeting card for "Poetry Unit Introduction: Elements of Poetry" on Thursday, October 1, 2020, at 1:00 PM. Below the meeting card is a recording of the meeting, titled "Poetry Unit Introduction: Elements of Poetry ended: 59m 49s", with a video thumbnail showing a duration of "59m 34s" and "Recorded by: Tara Teacher". A yellow arrow points to the recording thumbnail. At the bottom, there is a text input field with the prompt "Start a new conversation. Type @ to mention someone." and a row of icons for attachments, emojis, GIFs, and more options.

5. What if I have more than one child 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.



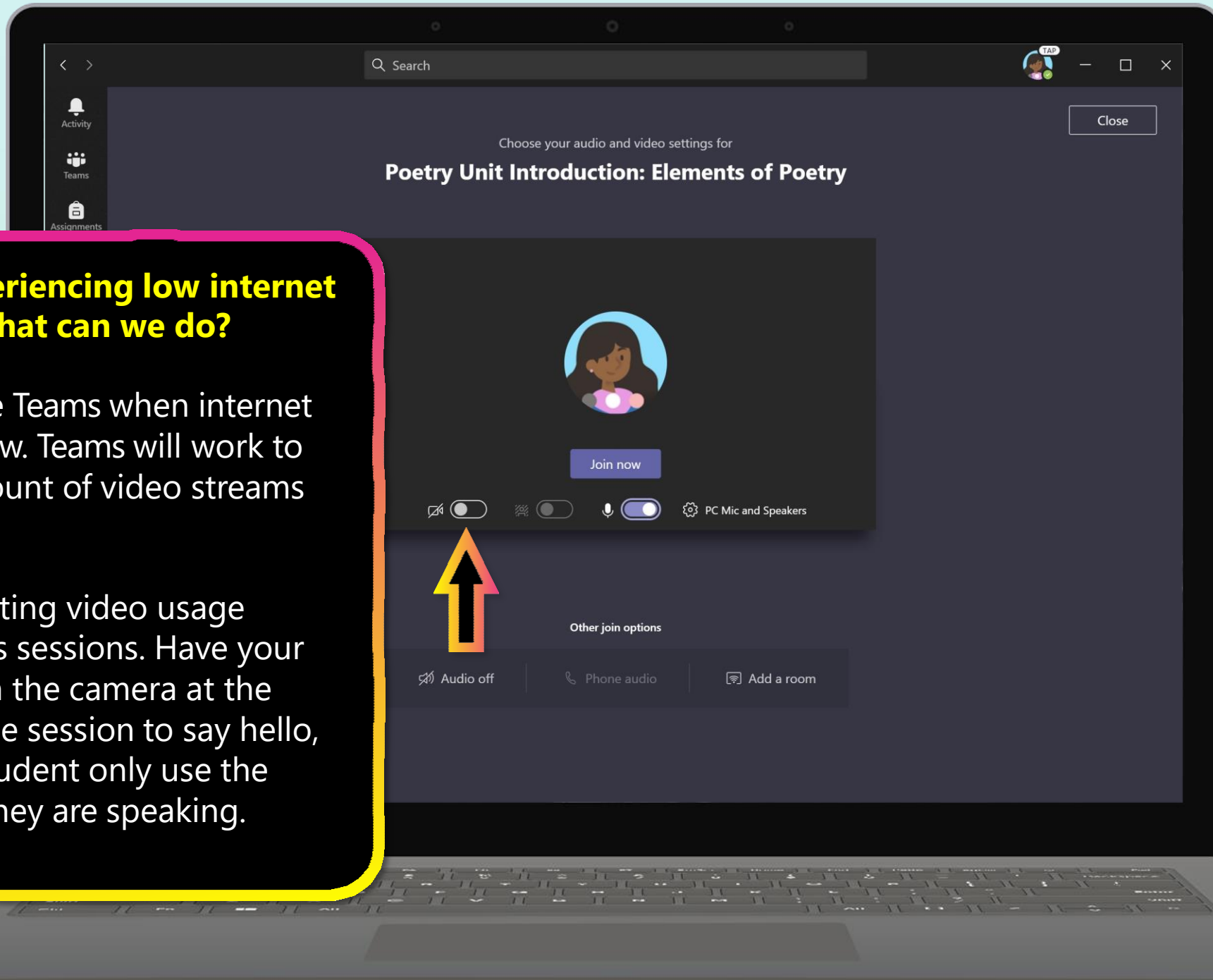


You can also create multiple accounts (also called profiles) in the new Edge browser.

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.

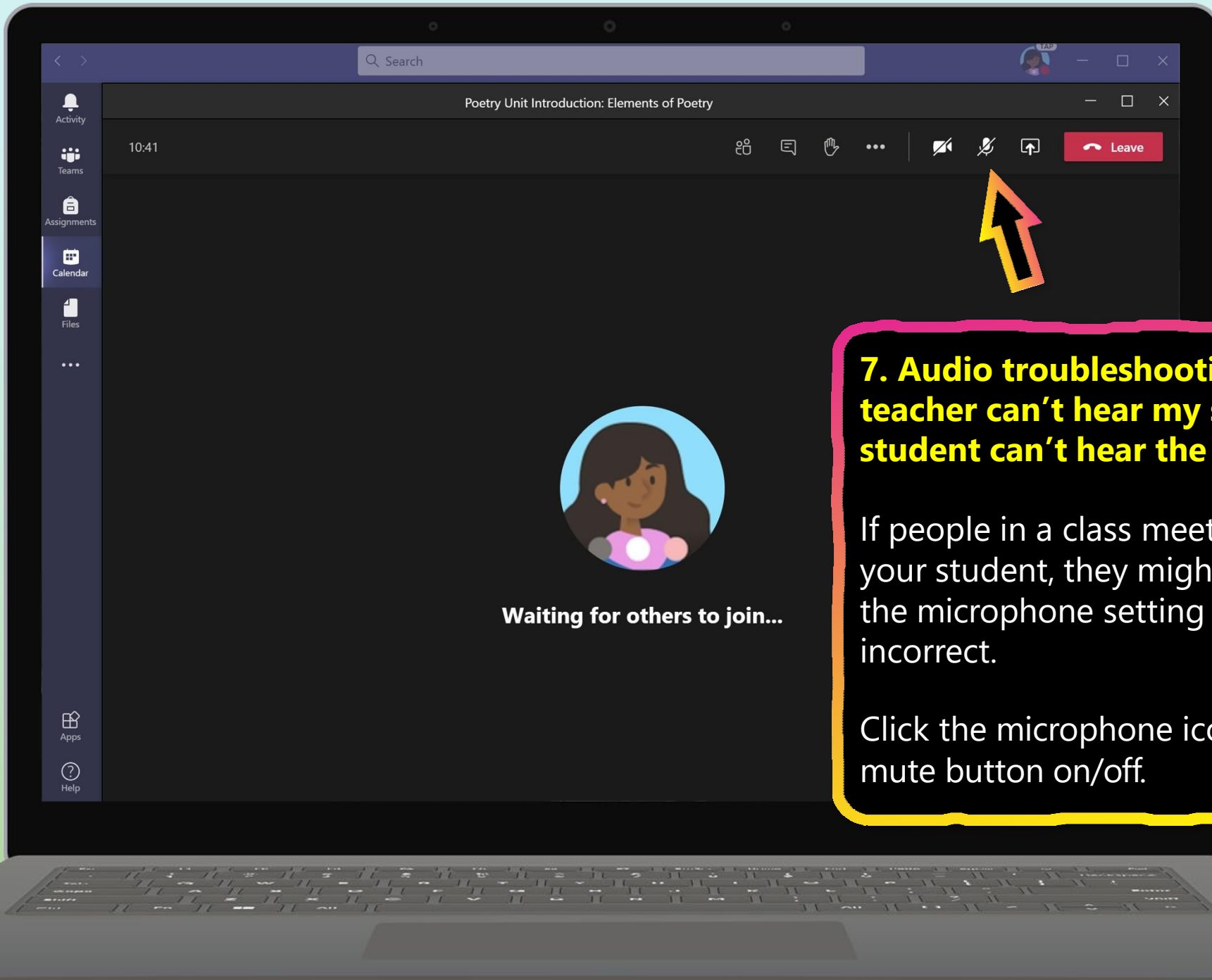
Click on the "... " (More Options) and select **Turn off incoming video**.



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

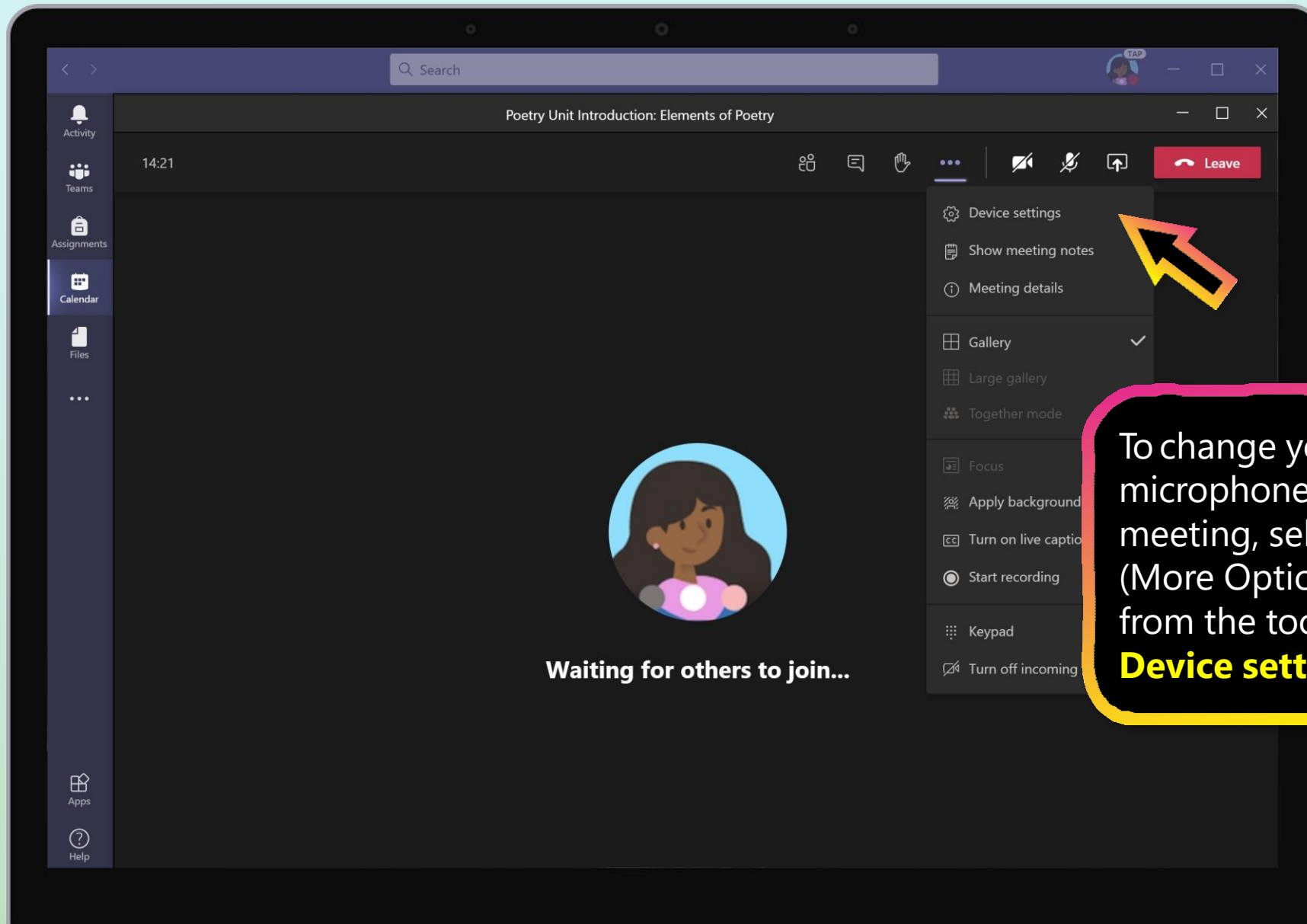




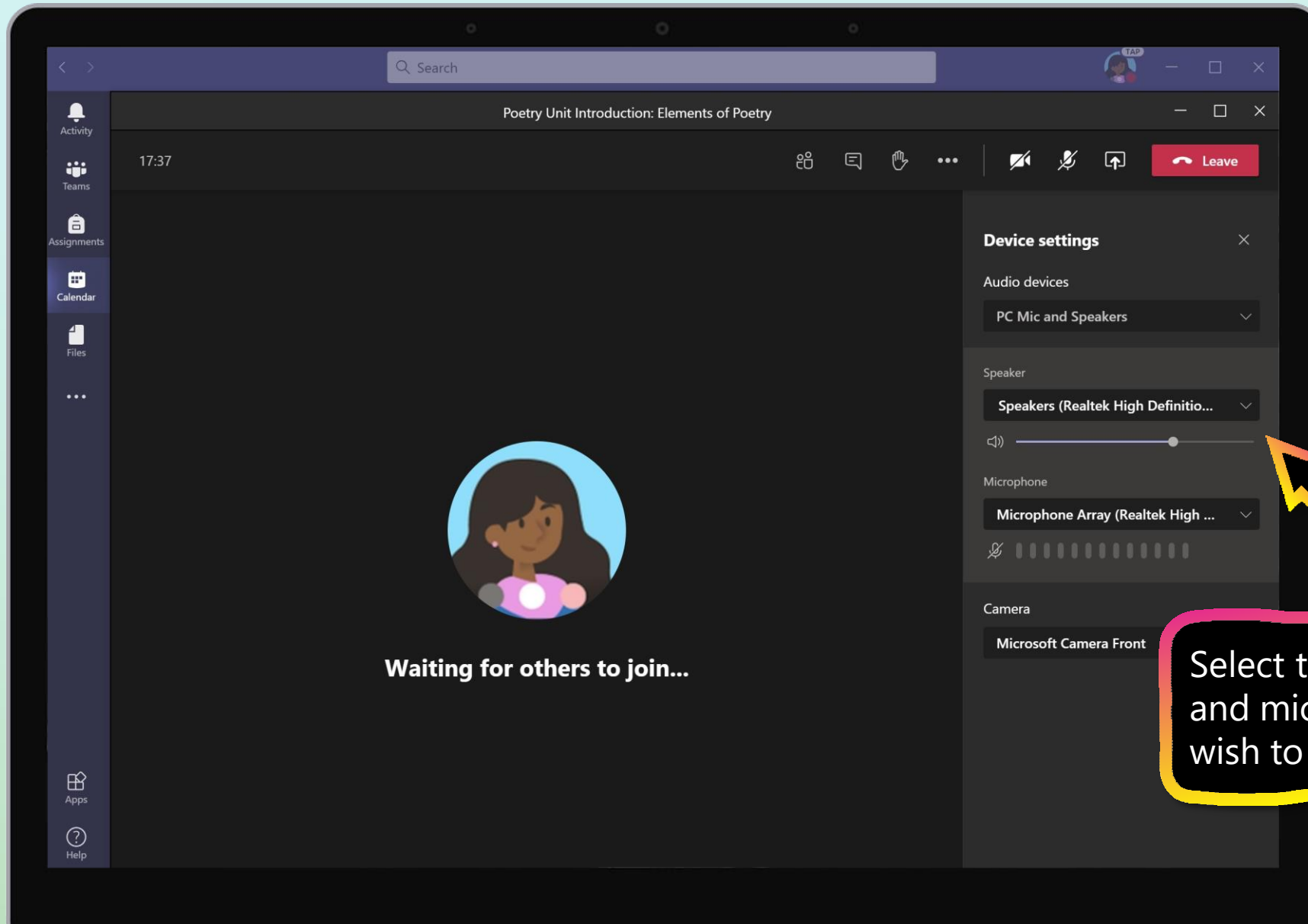
7. Audio troubleshooting: The teacher can't hear my student, or my student can't hear the teacher.

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 child 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](#)

Or contact the school at 0704 446 8561 or

www.theconcordschool.org



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