

## Accessing MS Teams from Home: Student and Parent guide

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#### **I can't seem to login at all. How do I do this?**

In the first instance please watch this video. The exact detail regarding what students will see when they log on are now slightly different however the log in process remains the same.

<https://youtu.be/BLhol7eRSDE>

#### **MS Teams does not seem to be loading?**

We recommend using Google Chrome as your browser. Other browsers seem to work less well with teams. You can access google chrome from here:

[https://www.google.co.uk/chrome/?brand=CHBD&gclid=EAlalQobChMIsvafqrPe6wIVk2DmCh0EPA4SEAAAYASAAEgJLrfD\\_BwE&gclsrc=aw.ds](https://www.google.co.uk/chrome/?brand=CHBD&gclid=EAlalQobChMIsvafqrPe6wIVk2DmCh0EPA4SEAAAYASAAEgJLrfD_BwE&gclsrc=aw.ds)

#### **I can't find how to access MS teams- where is the link?**

You should go to the following page first. This is the school homepage from here you can access a range of useful locations including you email and MS Teams

[https://sharepoint.heathland.hounslow.sch.uk/\\_layouts/15/start.aspx#/SitePages/Home.aspx](https://sharepoint.heathland.hounslow.sch.uk/_layouts/15/start.aspx#/SitePages/Home.aspx)

Click on the MS teams logo.

### **I don't know my log in details for MS teams. What is my username?**

To login to teams you use your username and password. These are the same as the ones you have used to log on to school computers.

Example of log in detail is below:

USERNAME: [107555@healthland.hounslow.sch.uk](mailto:107555@healthland.hounslow.sch.uk)

PASSWORD: Password1

### **I can't remember my password and I need a new a one.**

Please contact the school on 0208 572 4411. Someone in the reception team will be able to reset this for you. We recommend you keep a record of both your username and password somewhere safe. This is your responsibility just as remembering all important passwords for various website is.

### **I have logged into teams but I cannot find my live lesson- where is it?**

You will be able to see you different class teams. Clicking on one of these teams will allow you to access resources and assignments set to you by teachers.

You can join the live lessons through the calendar. You will see this options on the left hand bar, click through this and you should see that one lesson is live- click "join now".

### **I can't access the live video lesson and I am doing everything right. How will I do my work?**

Your teacher will have created assignments and quizzes for you to complete. These can be accessed through the assignments option on the left hand bar, as well as through your individual team. You should contact the school with this problem on 0208 572 4411 to let us know of the issue.

### **Will I be marked absent if I miss a MS teams lesson?**

Yes you will be marked absent. Attendance to all MS teams lessons is compulsory. Please check the start times of the lessons. We have a phased return in place and some lessons are in school for some years and some are on MS teams.

If you are completing the assignments and quizzes etc but are unable due to technical difficulties join the live lesson you should ring 0208 572 4411. You will be able to be marked present if you submit the completed work during the lesson. This is only the case if you cannot get onto the live lesson.

### **Where can I find more information out about how MS Teams works?**

There are a number of videos and resources available on line. The following link is a Microsoft introduction

<https://teamsdemo.office.com/#/>

Students have access to a range of help guides in the tutor group team. We will all get better at using this and students will become increasingly familiar with it.