

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 ask your student's teacher.



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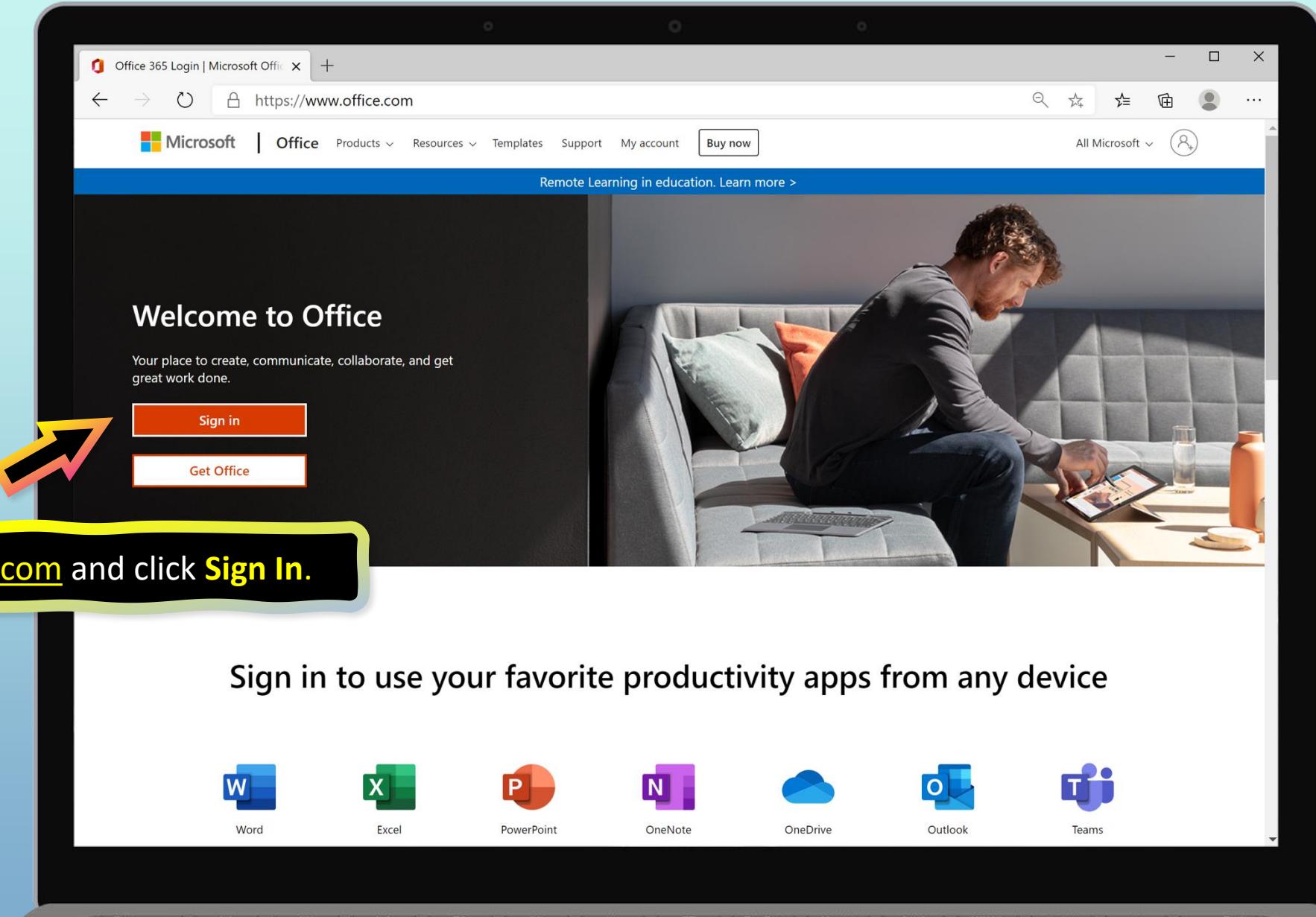


Chapter 1

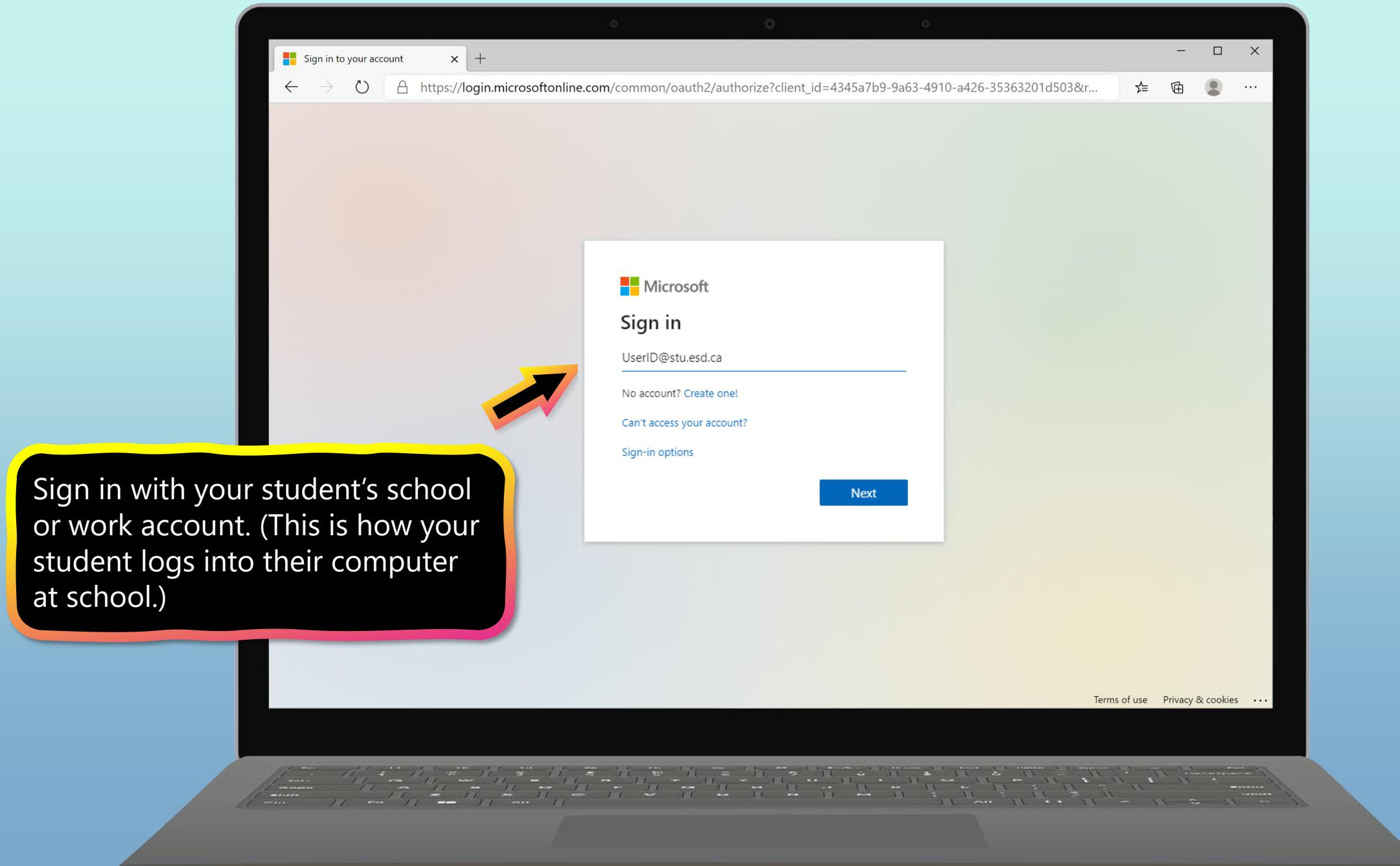
Get started with Teams

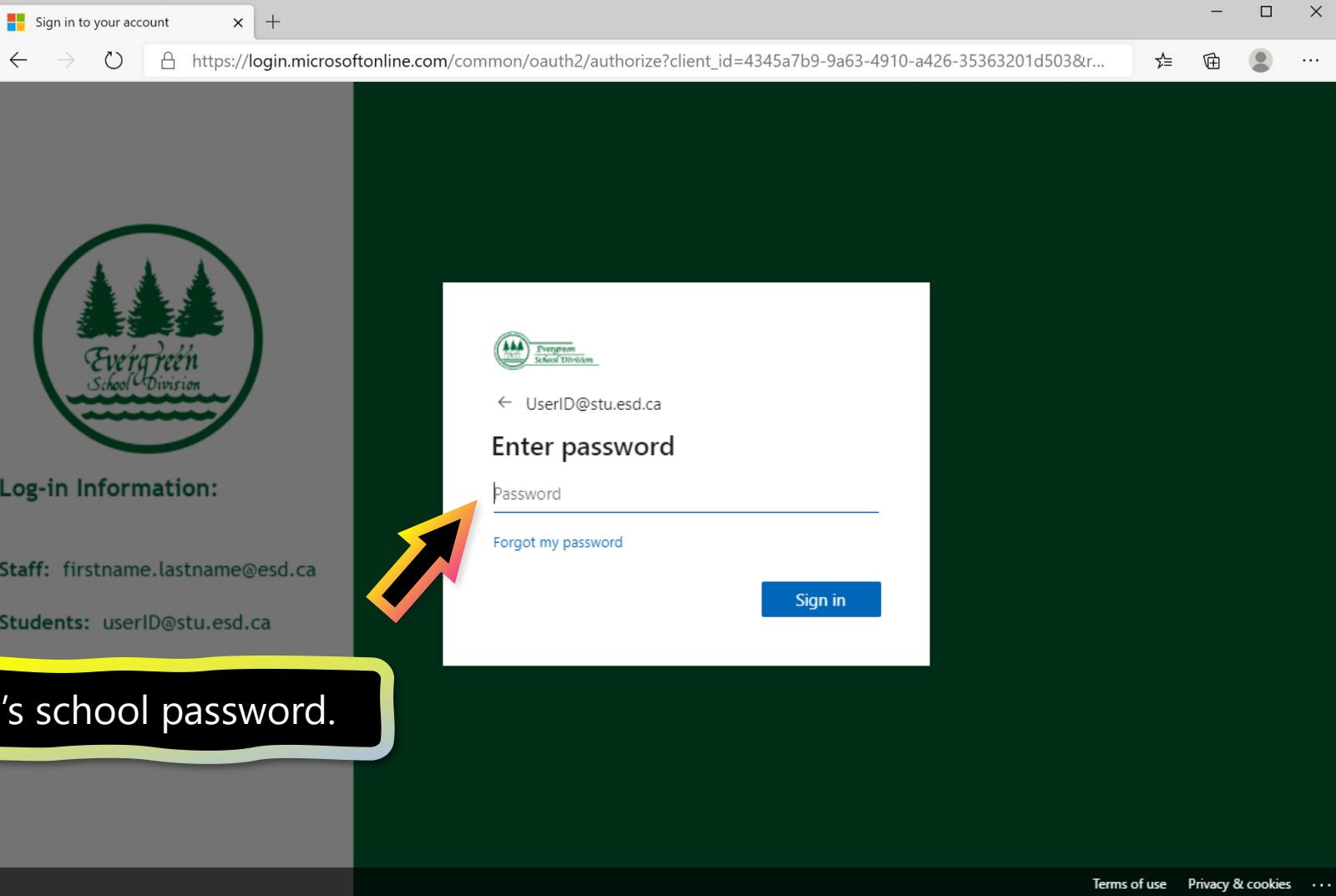
1. **Sign into Teams online**
2. Download Teams on desktop
3. Download Teams on mobile device

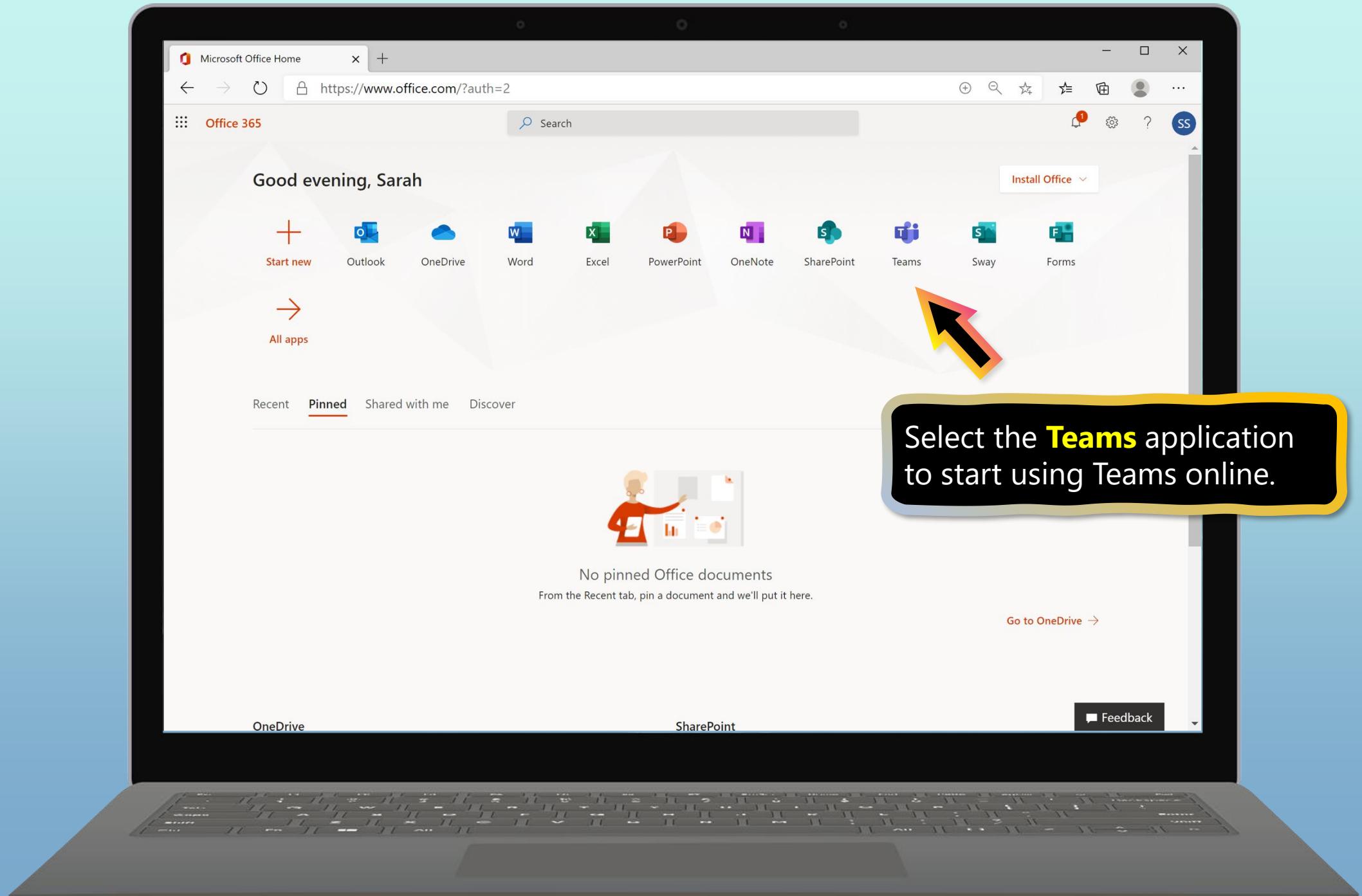




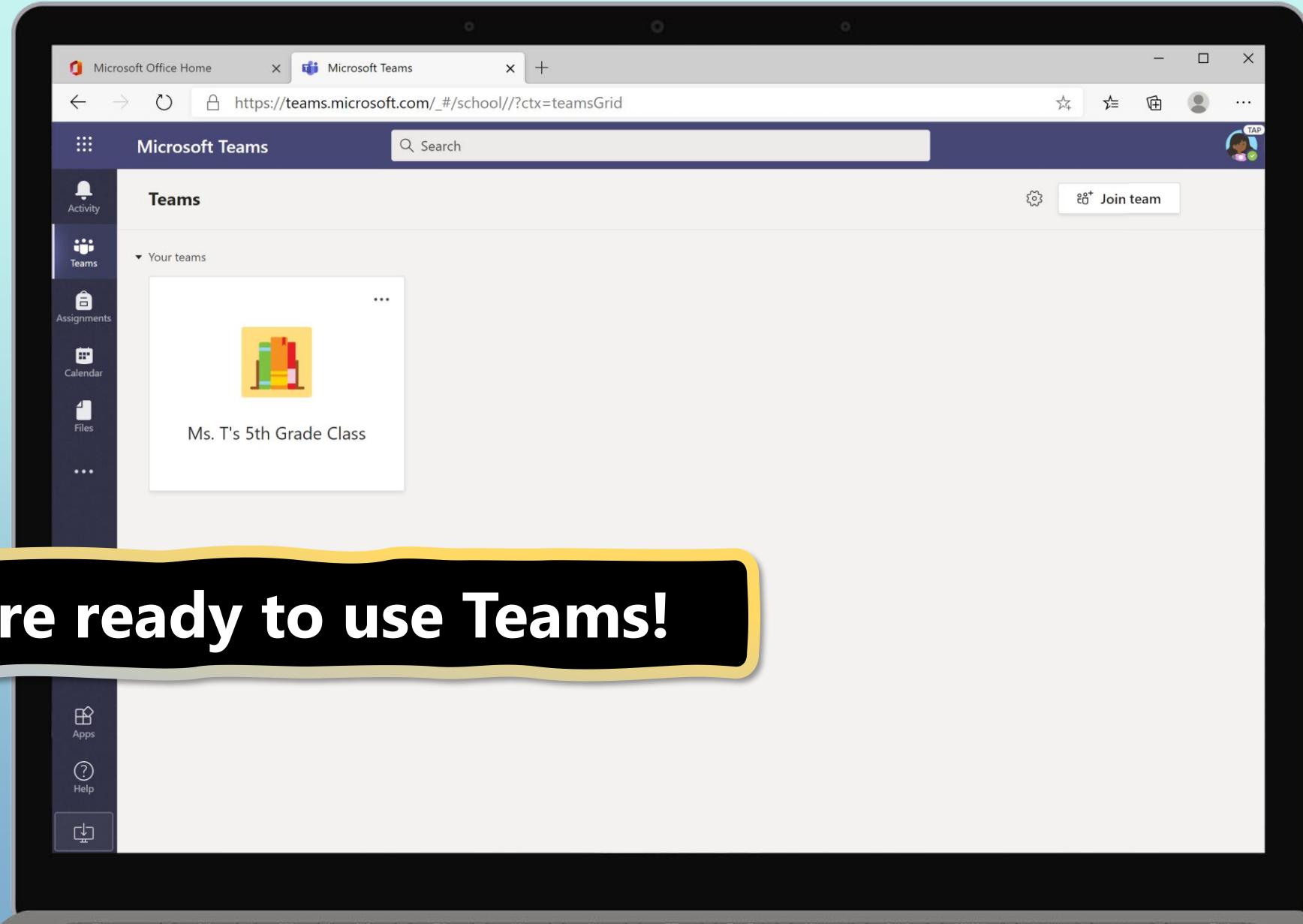
Go to [Office.com](https://www.office.com) and click **Sign In**.







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



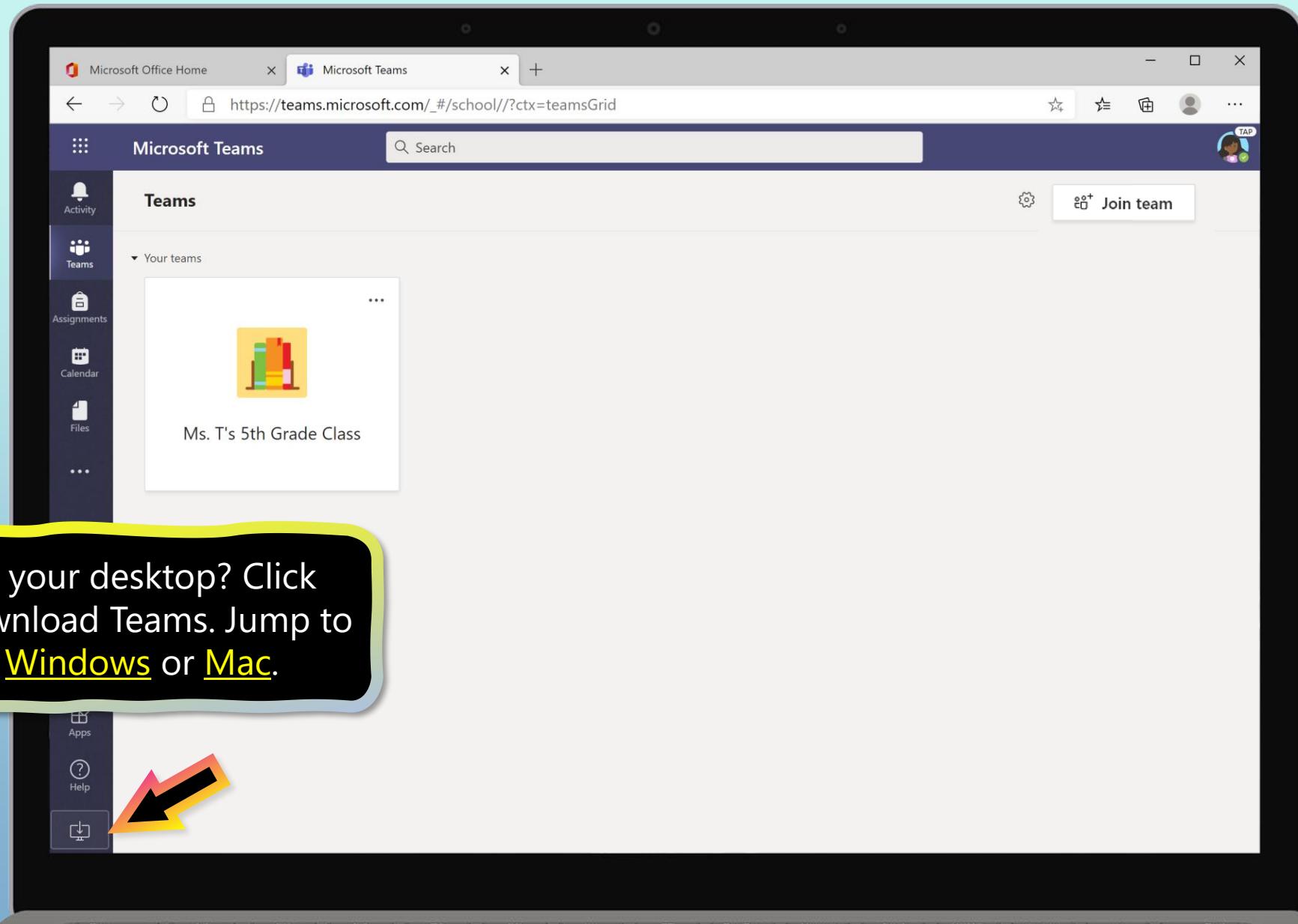
You're ready to use Teams!

Chapter 1

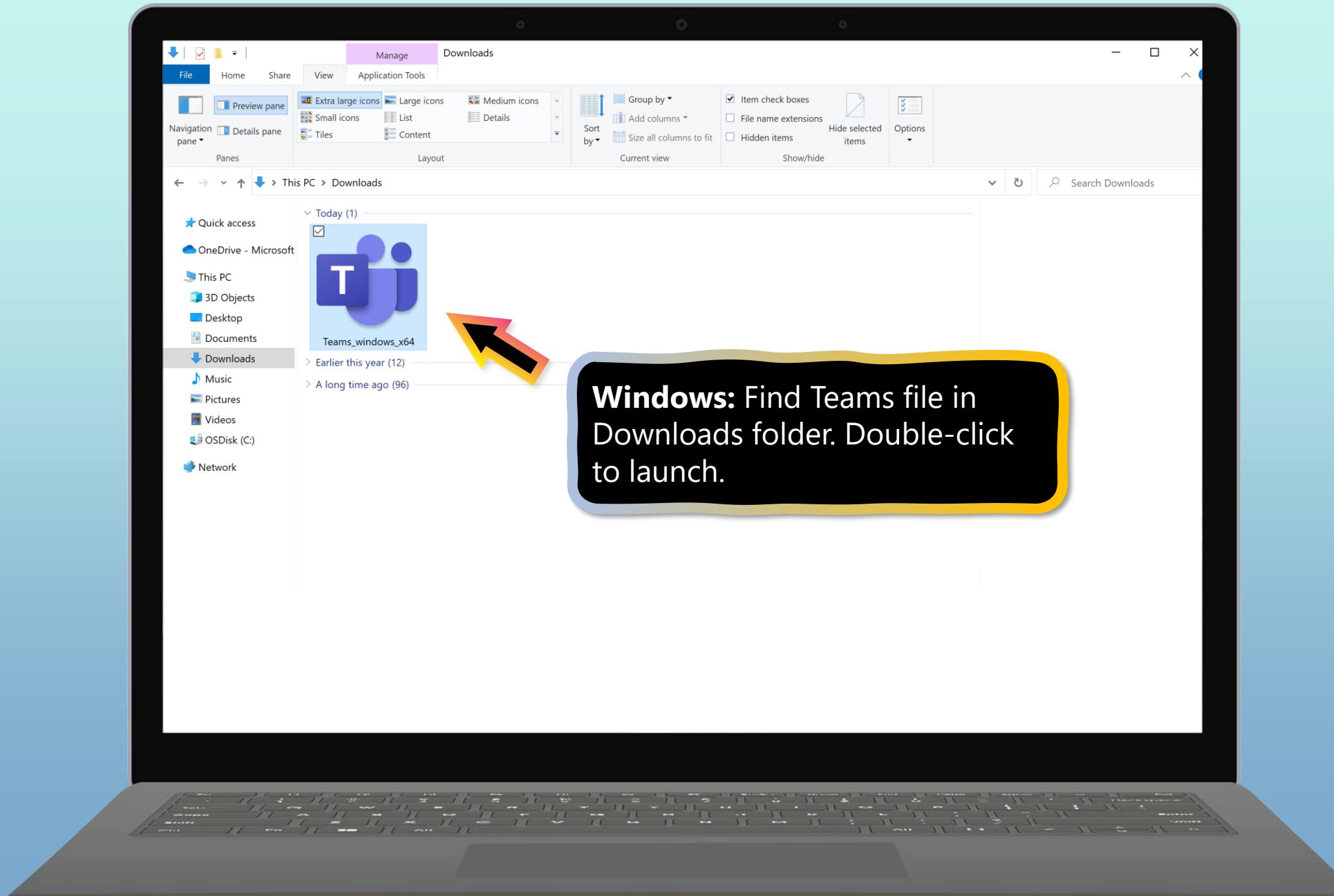
Get started with Teams

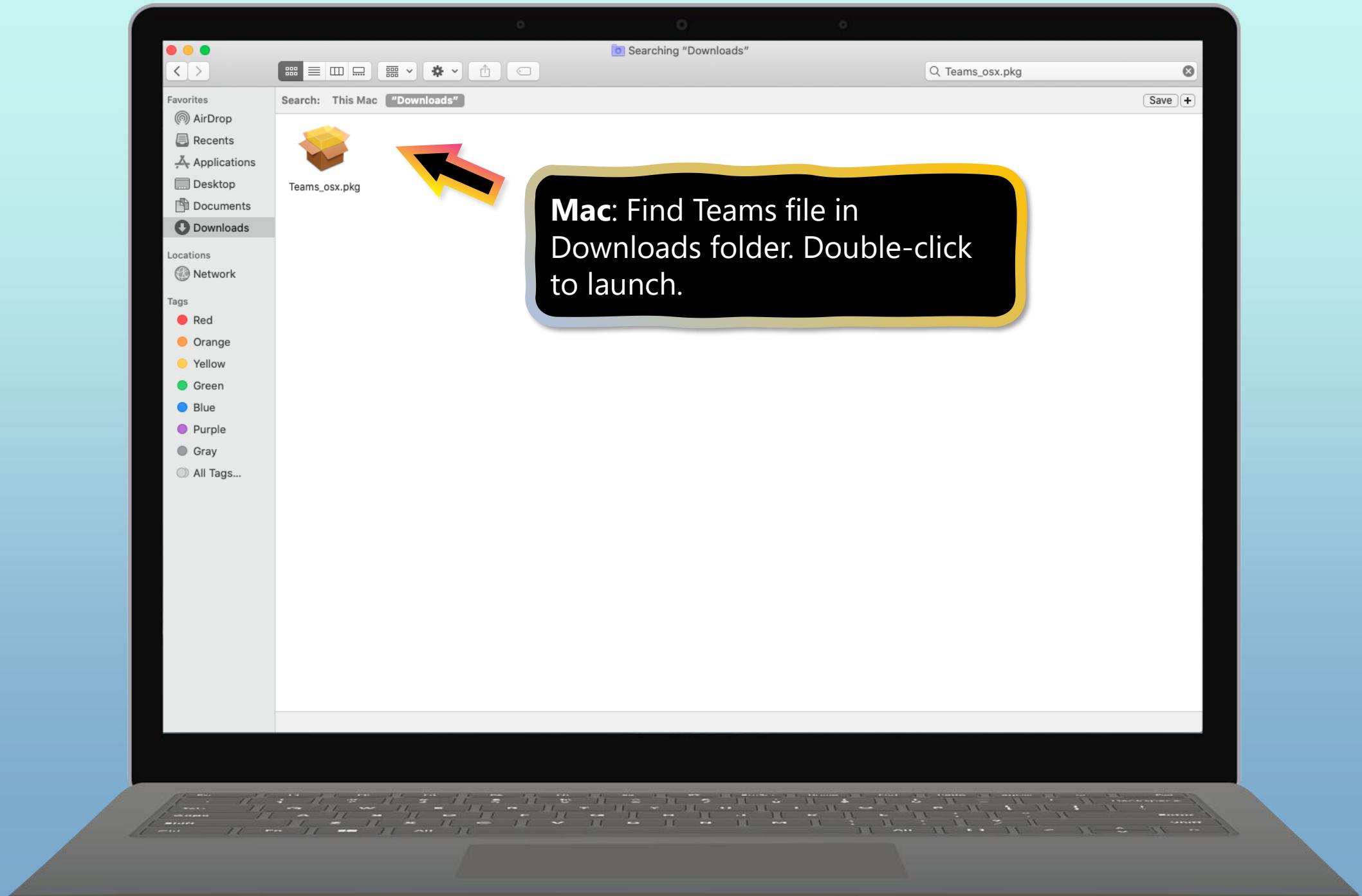
1. [Sign into Teams online](#)
2. **Download Teams on desktop**
3. [Download Teams on mobile device](#)





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





Chapter 1

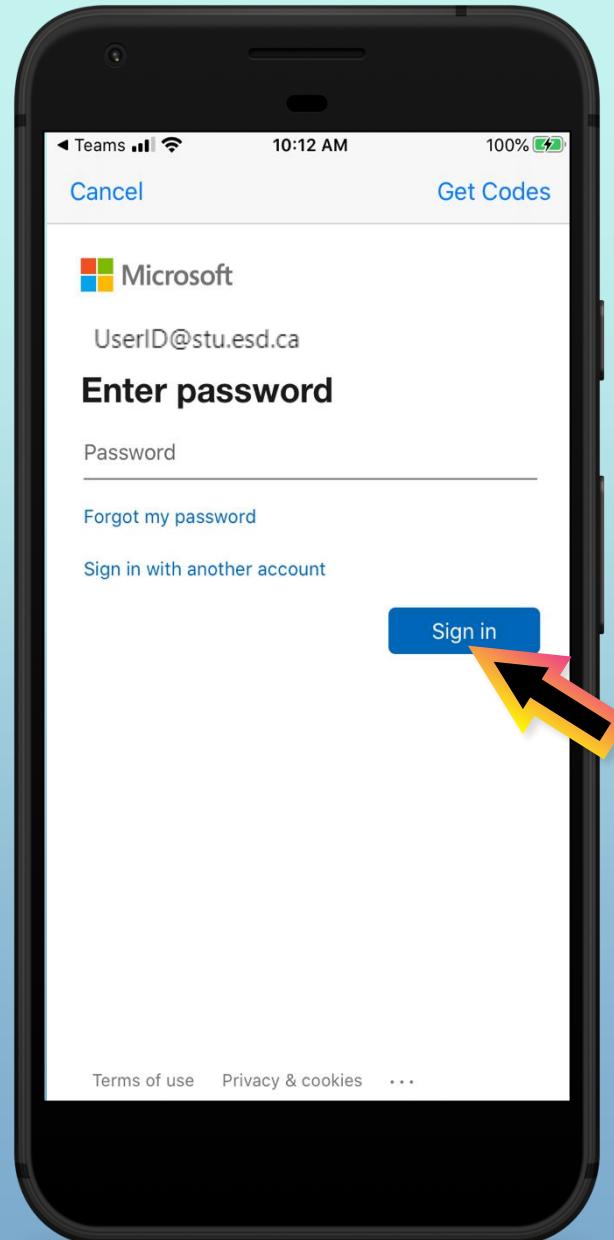
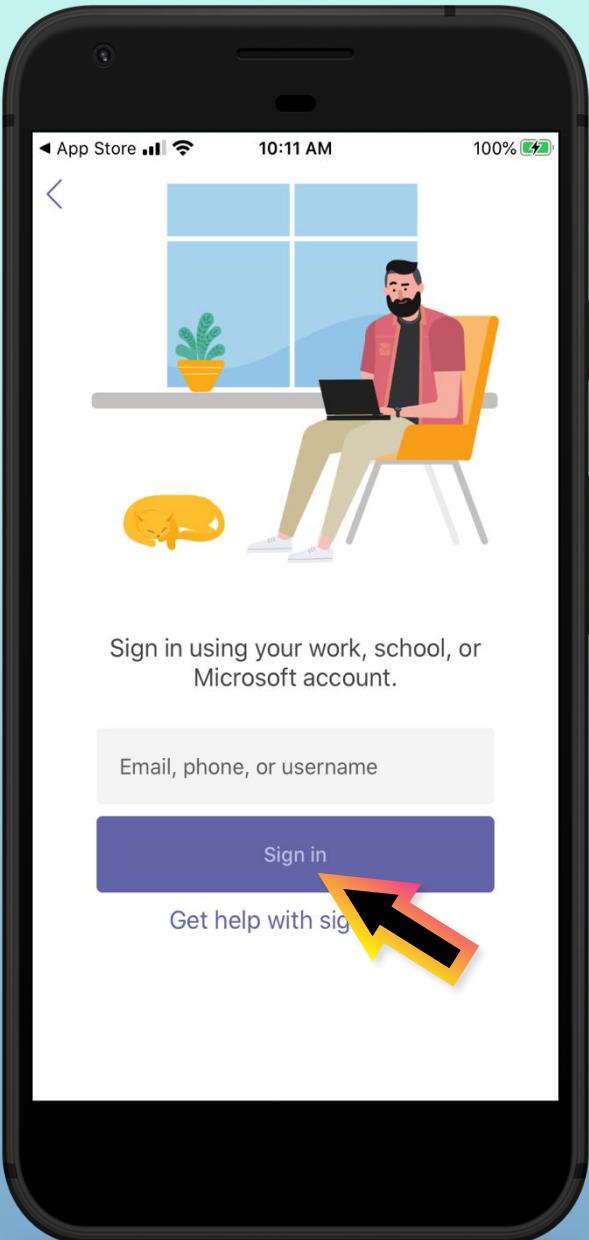
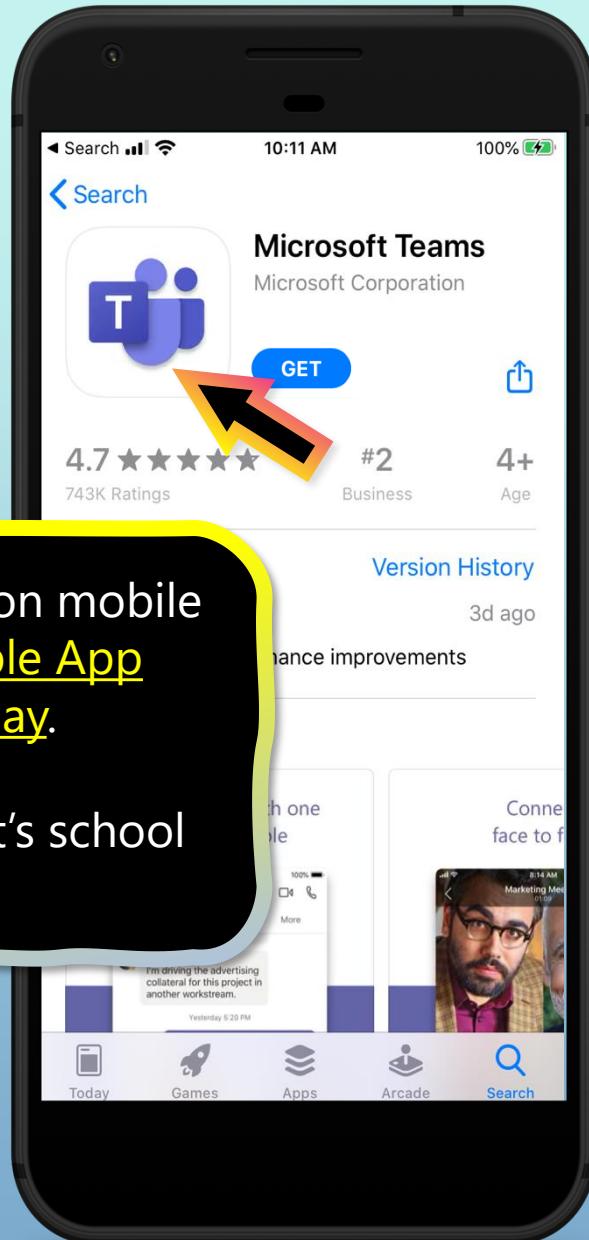
Get started with Teams

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](#).

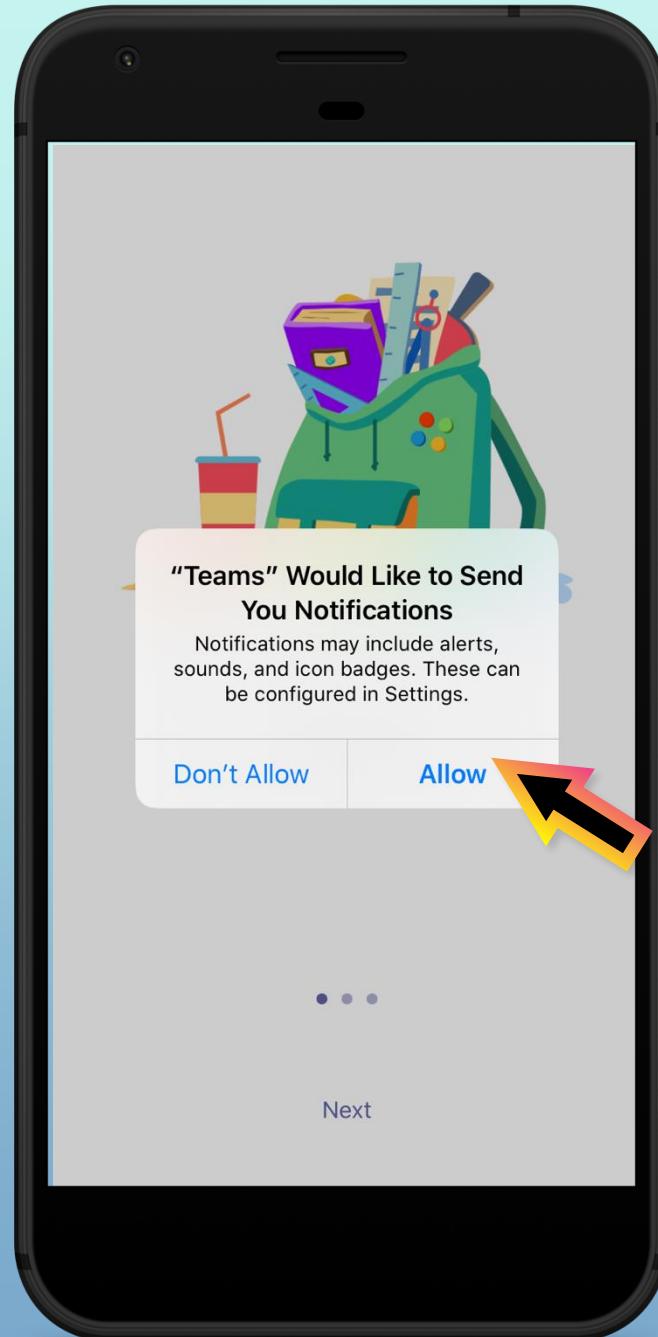
Enter your student's school or work account.



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.

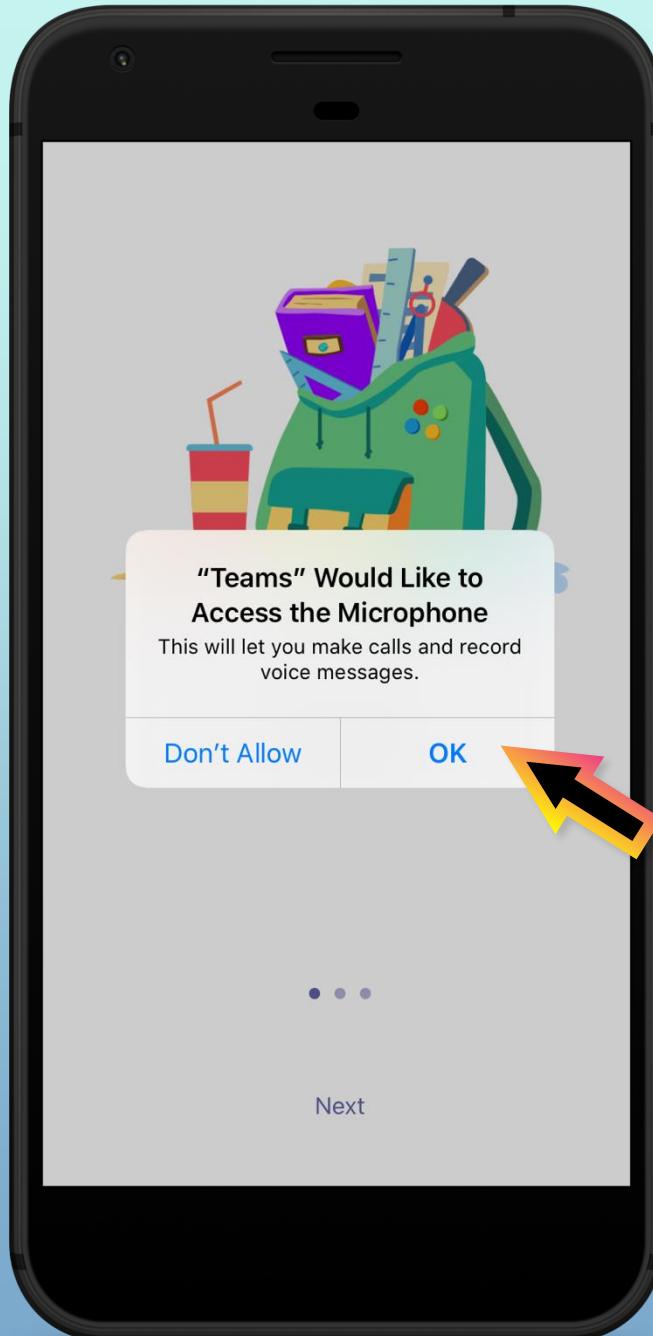
You can adjust this in **Settings**.

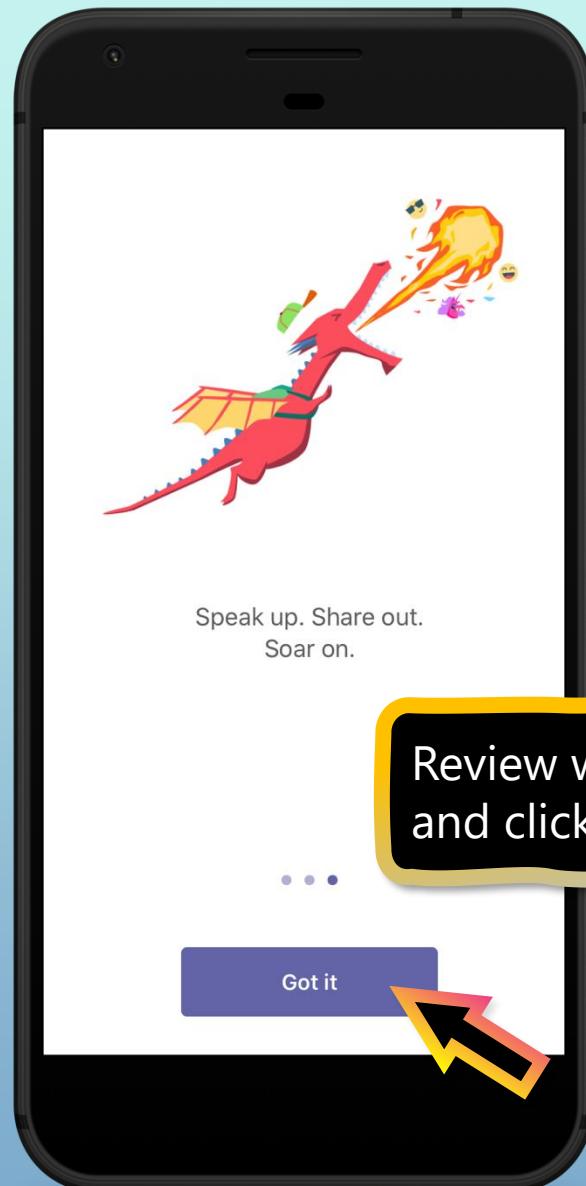
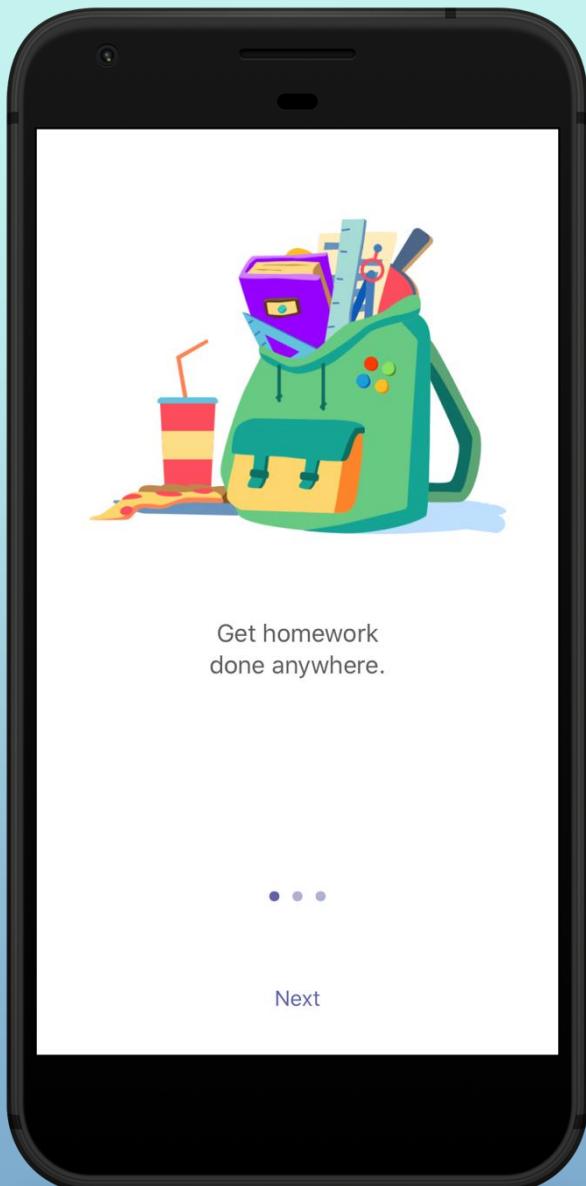
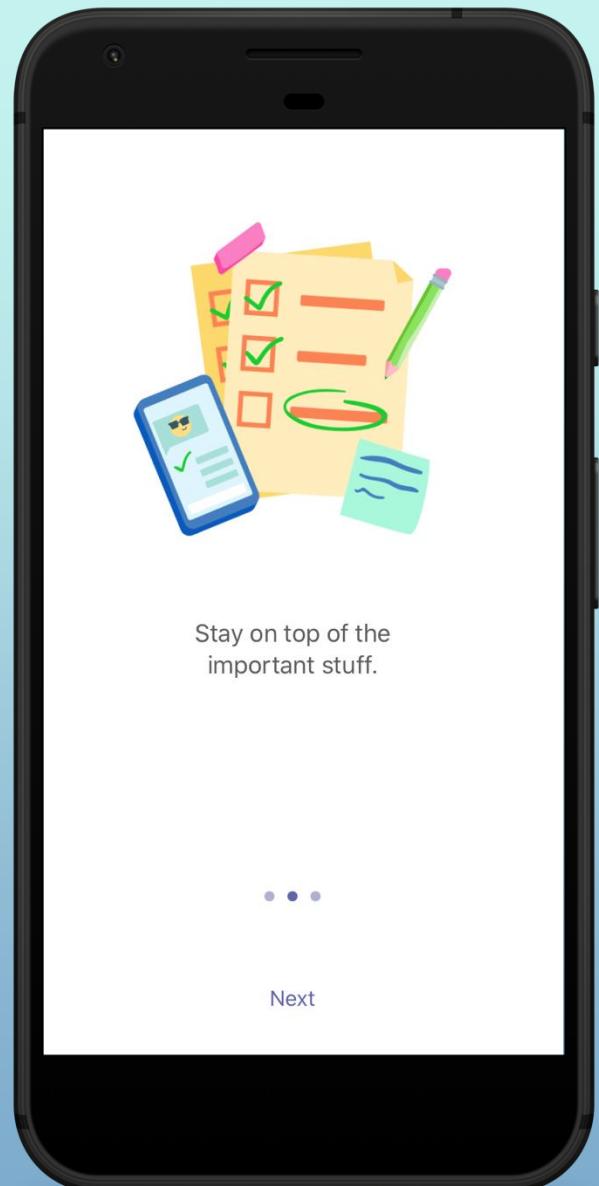


The app will also ask you to allow microphone access. Click **OK**.

Microphone access may enable your student to participate in class discussions with the mobile device.

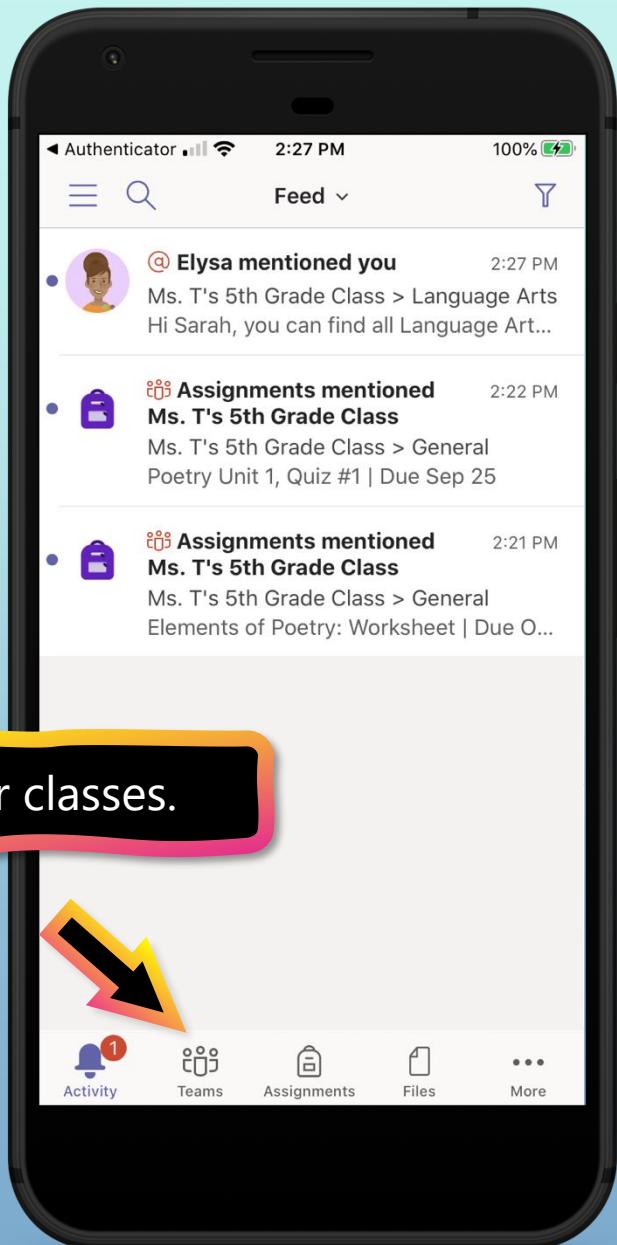
You can adjust this in **Settings**.



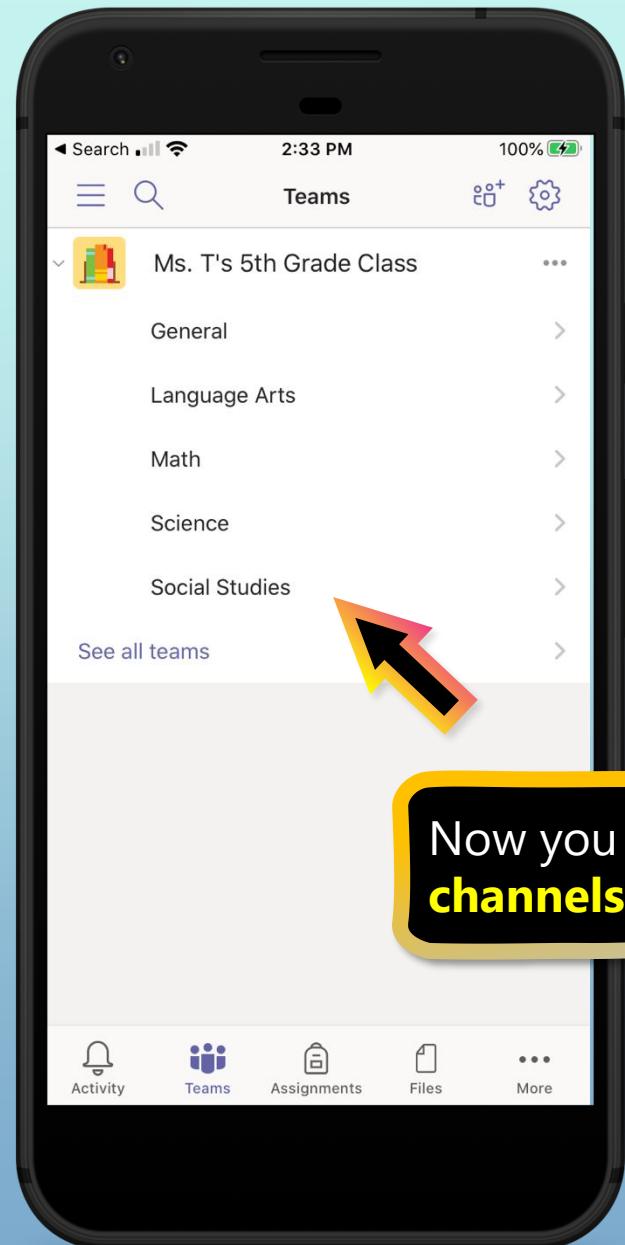


Review welcome screens and click **Got it**.





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



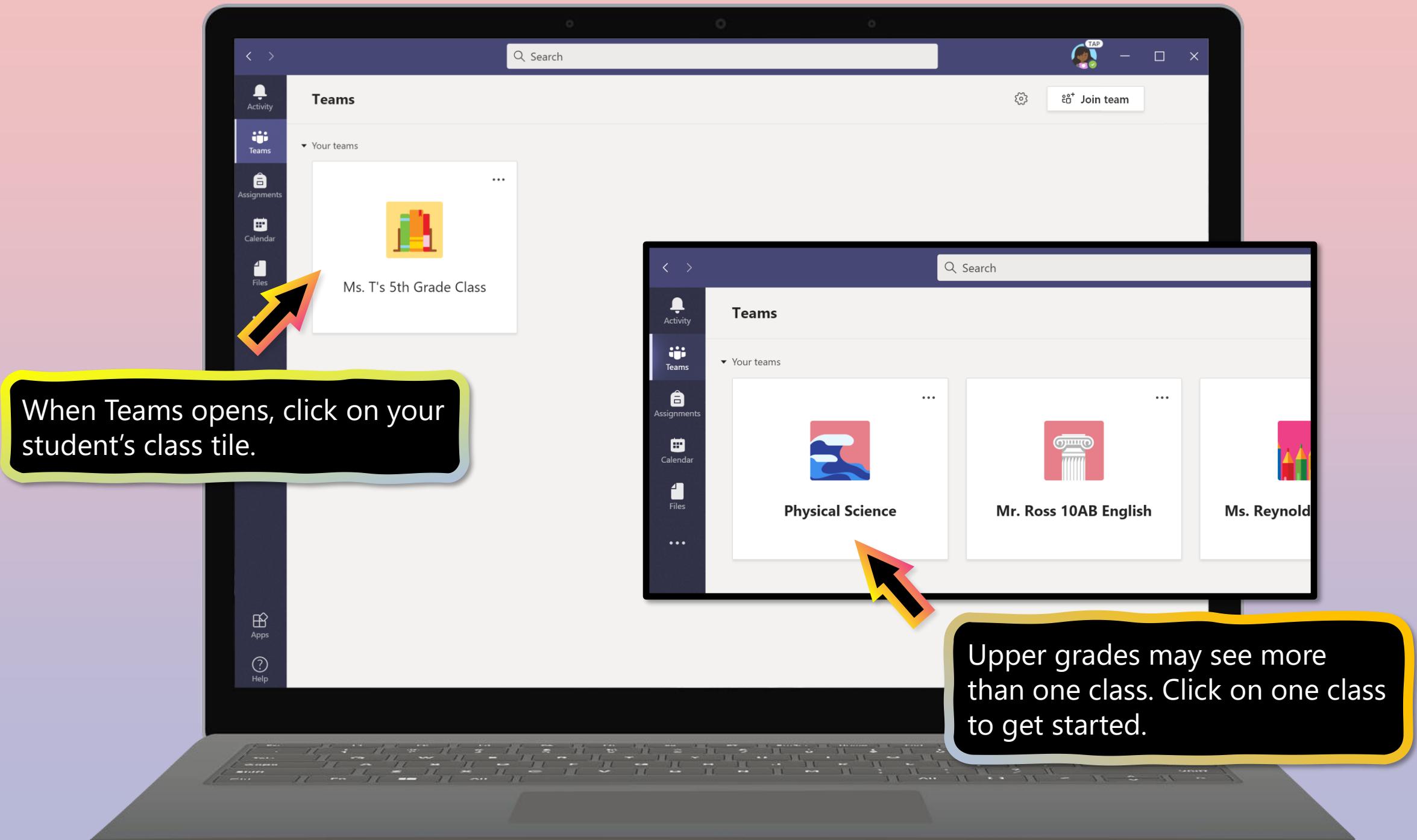
Now you can view the **channels** within your class.

Chapter 2

How to help your student use Teams

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





The screenshot shows a Microsoft Teams interface. On the left, the 'Teams' sidebar is visible with icons for Activity, Teams, Assignments, and Calendar. Below this is a list of channels: 'General' (selected), 'Language Arts', 'Math', 'Science', and 'Social Studies'. A large yellow arrow points from the text in the callout box to the 'General' channel. The main area shows the 'General' channel page. At the top, there's a search bar and a profile picture for 'Tara Teacher'. Below the header, a post from 'Tara Teacher' at 6/1 12:25 PM says: 'Poetry Unit Introduction' with a bee and flower emoji. The post text reads: 'Join the class call at 1:00 PM' and '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' section for 'Elements of Poetry Worksheet' due Oct 06, with a 'View assignment' button. Another post from 'Tara Teacher' at 6/1 12:31 PM says: 'Scheduled a meeting' with a link: 'Poetry Unit Introduction: Elements of Poetry' on 'Thursday, October 1, 2020 @ 1:00 PM'. At the bottom, there's a text input field: 'Start a new conversation. Type @ to mention someone.' with a send button. The bottom navigation bar includes icons for Apps and Help.

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

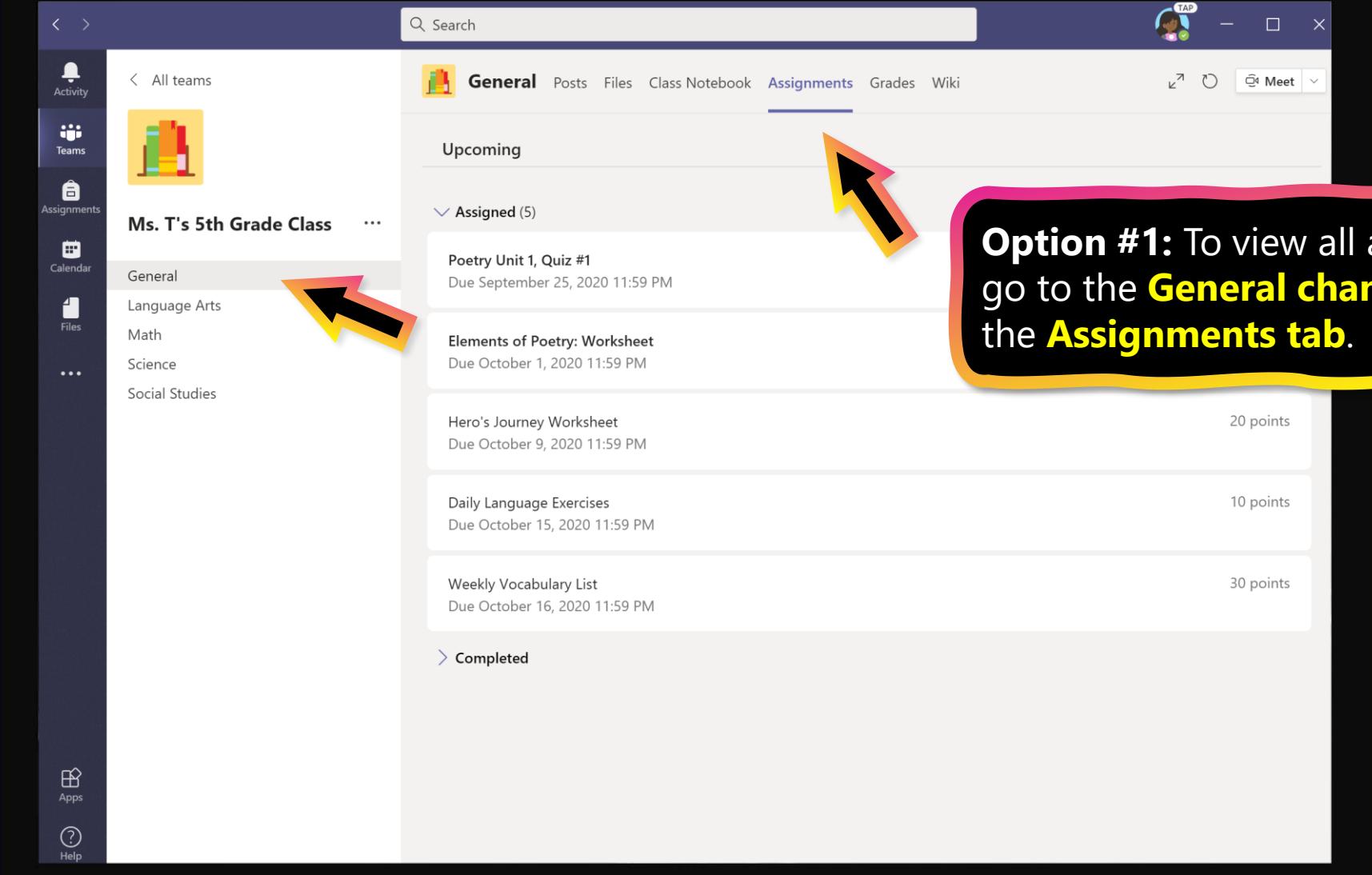
Chapter 2

How to help your student use Teams

1. Finding class teams
2. **View and turn in assignments**
3. Attend a virtual class
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**Assignments can be viewed and submitted
many ways on Teams. Here are some common options.**

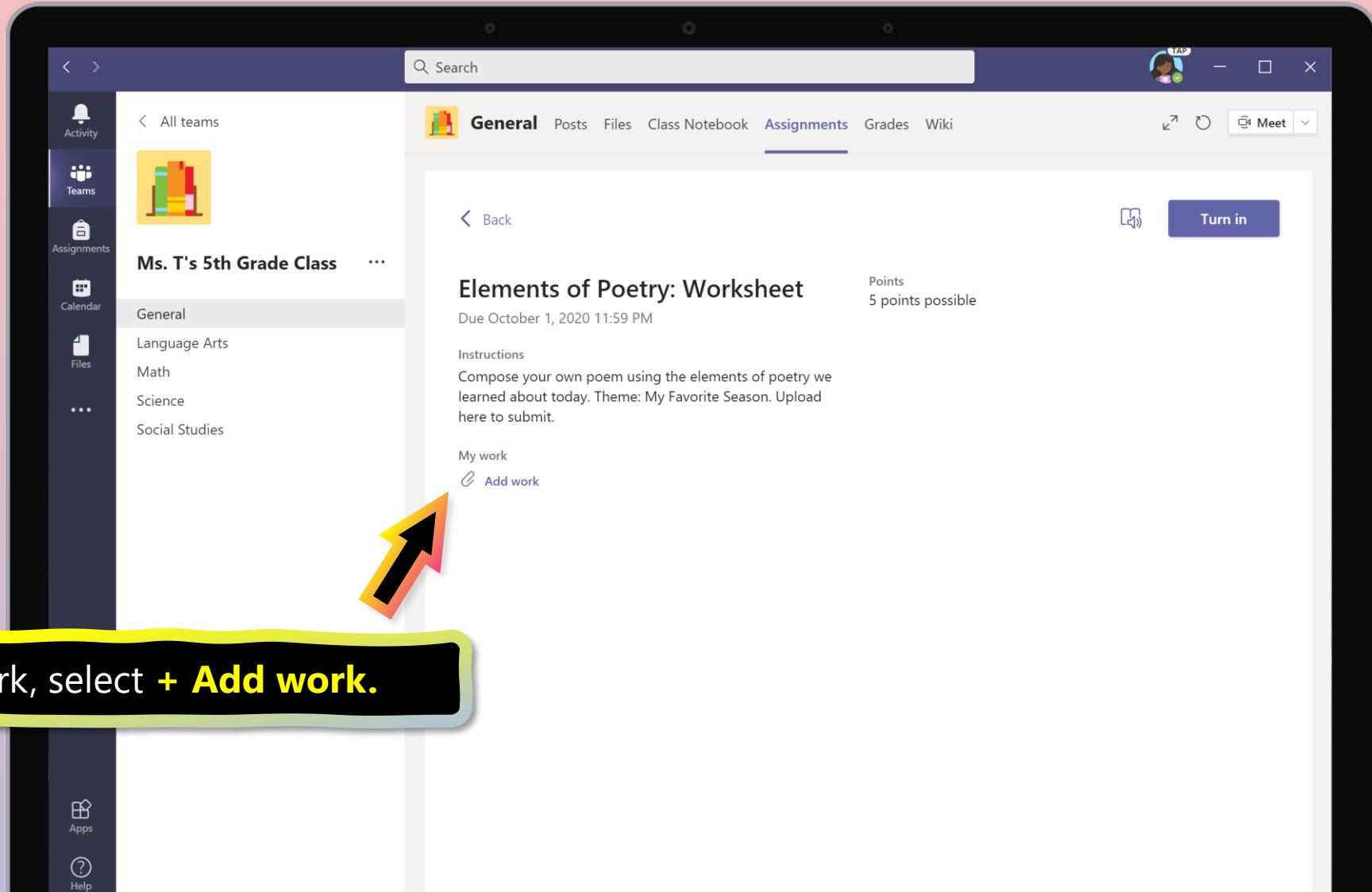


A screenshot of a Microsoft Teams application window. The window title is "General" and the tab "Assignments" is selected. The main content area shows a list of assignments under the "Assigned" section. The assignments are:

- Poetry Unit 1, Quiz #1 (Due September 25, 2020 11:59 PM)
- Elements of Poetry: Worksheet (Due October 1, 2020 11:59 PM)
- Hero's Journey Worksheet (Due October 9, 2020 11:59 PM) - 20 points
- Daily Language Exercises (Due October 15, 2020 11:59 PM) - 10 points
- Weekly Vocabulary List (Due October 16, 2020 11:59 PM) - 30 points

Below the "Assigned" section, there is a "Completed" section with a right-pointing arrow icon. On the left side of the window, there is a sidebar with the following sections: "All teams" (with a Teams icon), "Ms. T's 5th Grade Class" (with a yellow icon showing 4 members), "General" (selected), "Language Arts", "Math", "Science", and "Social Studies". A red arrow points from the "General" section in the sidebar to the "General" section in the main content area. A large red arrow points from the "Assigned" tab in the main content area to the text box containing the instructions.

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



Search

General Posts Files Class Notebook Assignments Grades Wiki

Back Turn in

Elements of Poetry: Worksheet

Due October 1, 2020 11:59 PM

Instructions

Compose your own poem using the elements of poetry we learned about today. Theme: My Favorite Season. Upload here to submit.

My work

Add work

Activity

Teams

Assignments

Calendar

Files

Ms. T's 5th Grade Class

General

Language Arts

Math

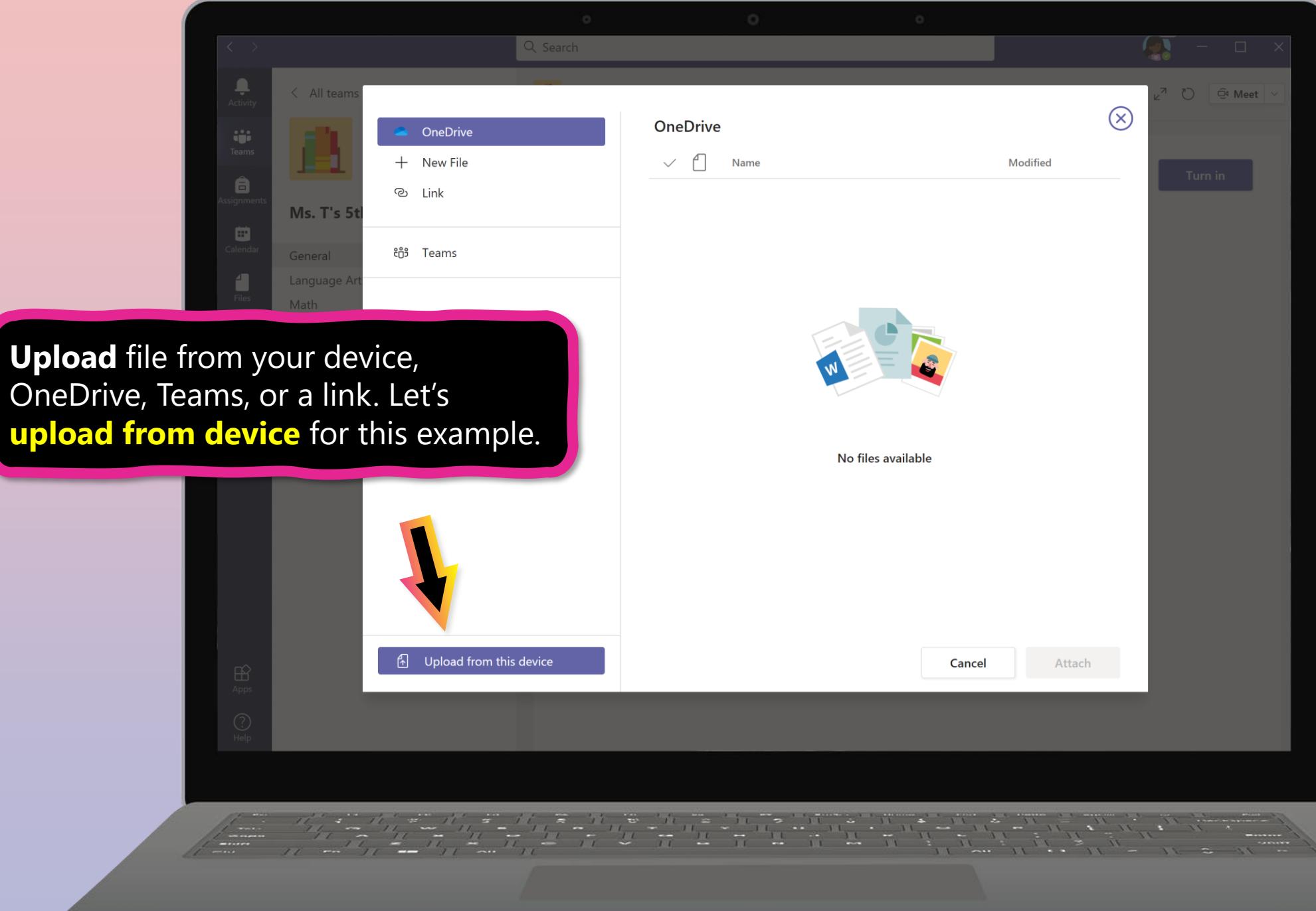
Science

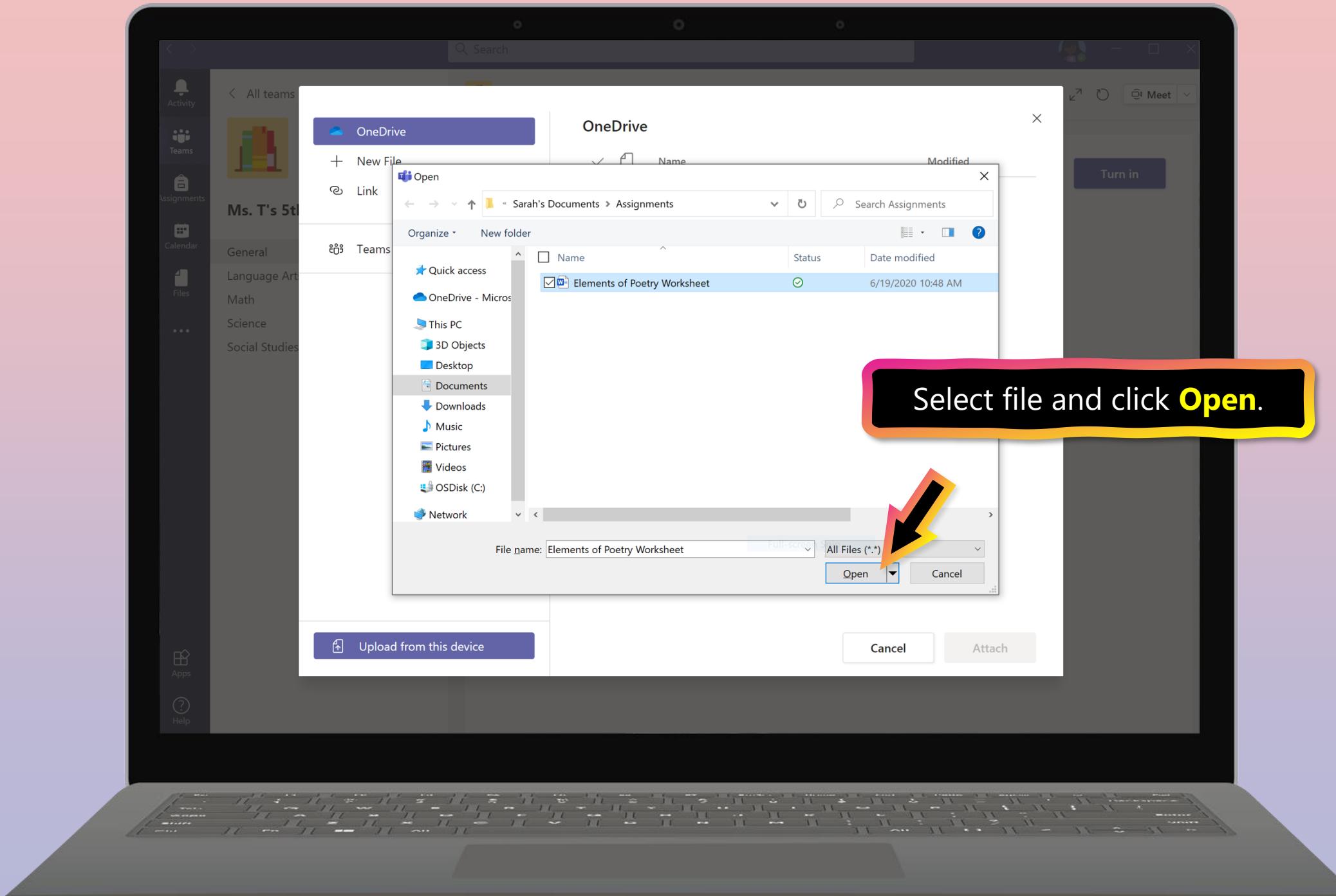
Social Studies

Apps

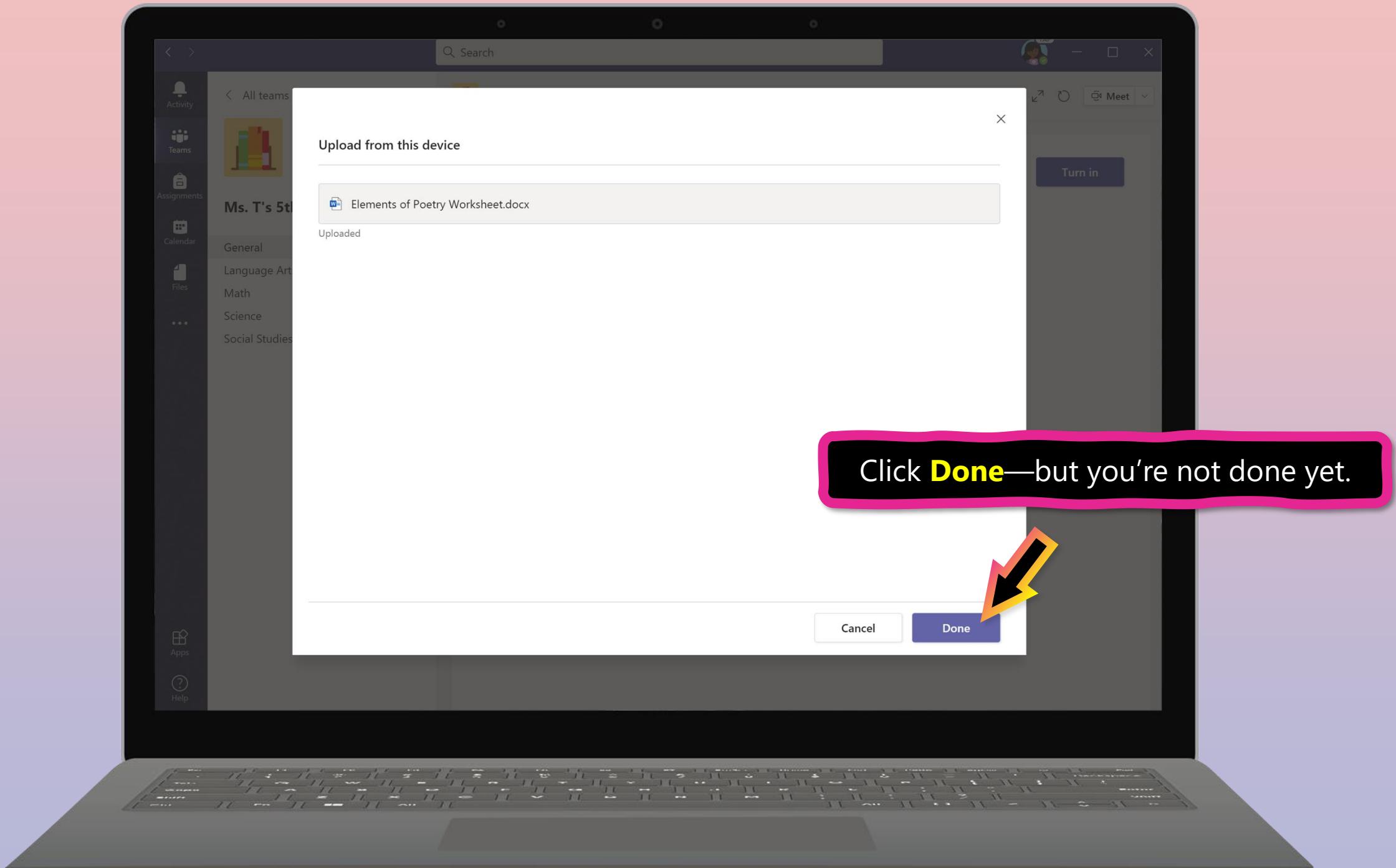
Help

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

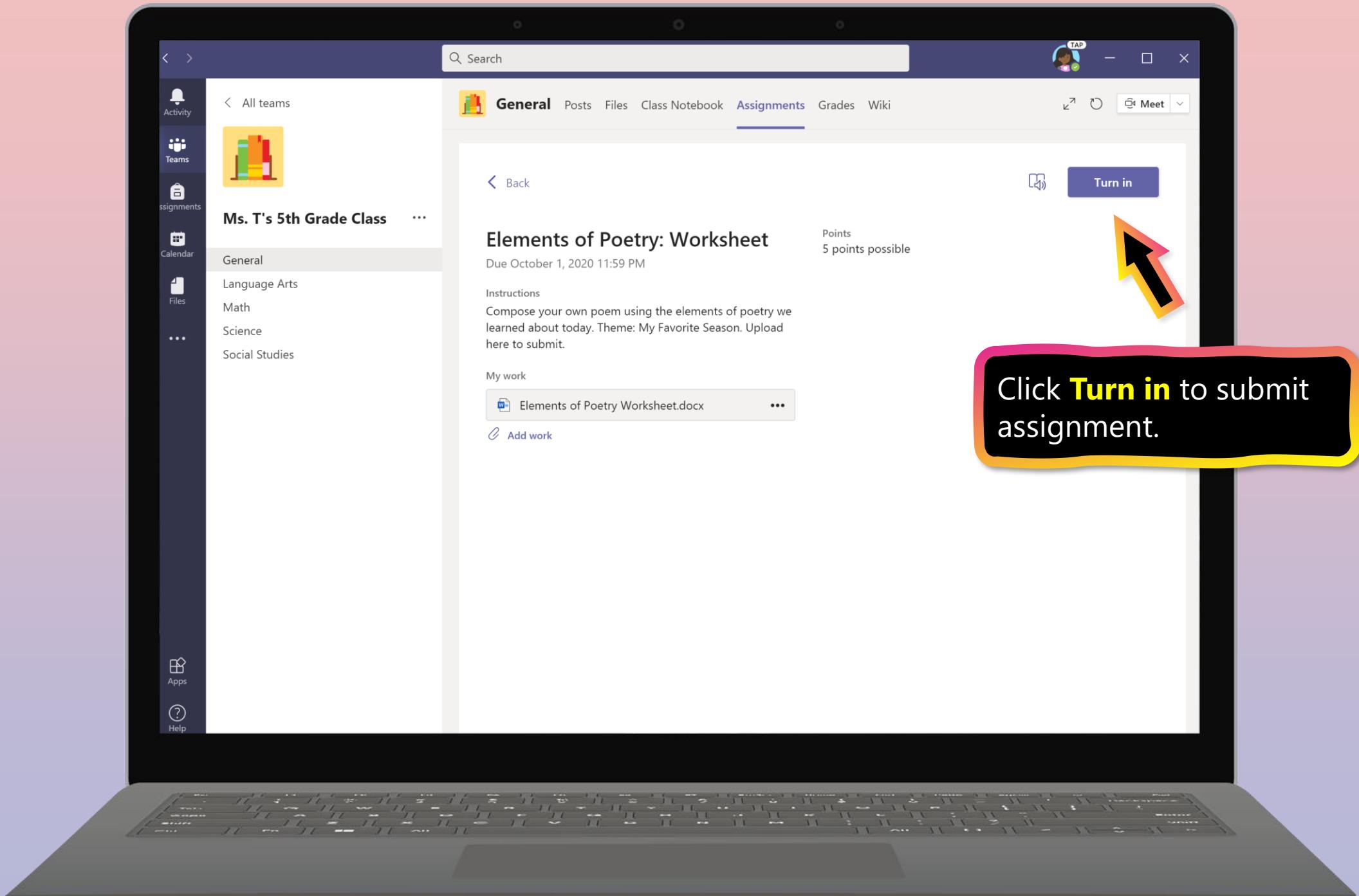




Select file and click **Open**.



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



Click **Turn in** to submit assignment.

The image shows a Microsoft Teams application running on a laptop. The main window displays a class named "Ms. T's 5th Grade Class". The "Assignments" tab is selected, showing an assignment titled "Elements of Poetry: Worksheet". The assignment is due on October 1, 2020, at 11:59 PM. The instructions ask students to compose their own poem using the elements of poetry learned in class, with a theme of "My Favorite Season". A file named "Elements of Poetry Worksheet.docx" is listed under "My work". In the top right corner of the assignment card, there is a "Turn in" button with a blue border and a small "Undo turn in" link. A large, stylized orange and black arrow points from a callout bubble in the bottom right towards this "Turn in" button. The callout bubble contains the text: "An animation will signal that the assignment has been submitted." The laptop's keyboard is visible at the bottom.

Activity

Teams

Assignments

Calendar

Files

...

Apps

Help

Search

TAP

Meet

General Posts Files Class Notebook Assignments Grades Wiki

Back

Elements of Poetry: Worksheet

Due October 1, 2020 11:59 PM

Instructions

Compose your own poem using the elements of poetry we learned about today. Theme: My Favorite Season. Upload here to submit.

My work

Elements of Poetry Worksheet.docx

...

Add work

Points

5 points possible

Undo turn in

An animation will signal that the assignment has been submitted.

The image shows a Microsoft Teams interface on a laptop screen. On the left, a sidebar lists 'All teams' with 'Ms. T's 5th Grade Class' selected. The main 'General' channel is open, showing a post from 'Tara Teacher' about a 'Poetry Unit Introduction' at 1:00 PM. Below the post, an assignment titled 'Elements of Poetry Worksheet' is listed, due on Oct 06. A reminder message from 'Tara Teacher' about the meeting is also present. A large yellow callout box on the left sidebar says: 'Alternate option for submitting assignments: Select **Assignments** in the left panel.' A yellow arrow points from this callout to the 'Assignments' icon in the sidebar.

General Posts Files Class Notebook Assignments 2 more

Tara Teacher 6/1 12:25 PM Edited

Poetry Unit Introduction

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.

Assignments 6/1 12:31 PM

Elements of Poetry Worksheet

Due Oct 06

[View assignment](#)

Reply

Tara Teacher 6/1 12:39 PM

Scheduled a meeting

Poetry Unit Introduction: Elements of Poetry

Thursday, October 1, 2020 @ 1:00 PM

Reply

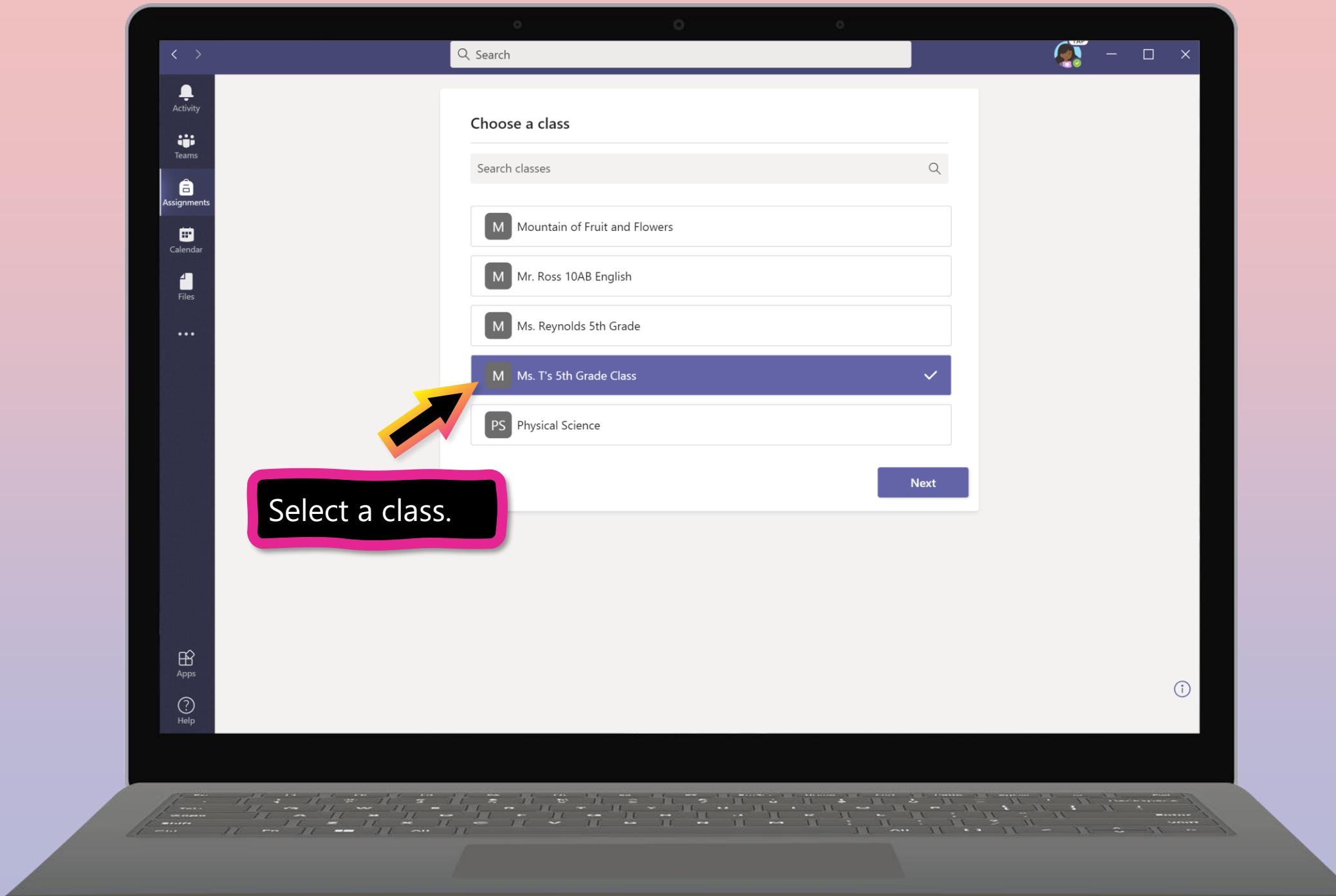
Start a new conversation. Type @ to mention someone.

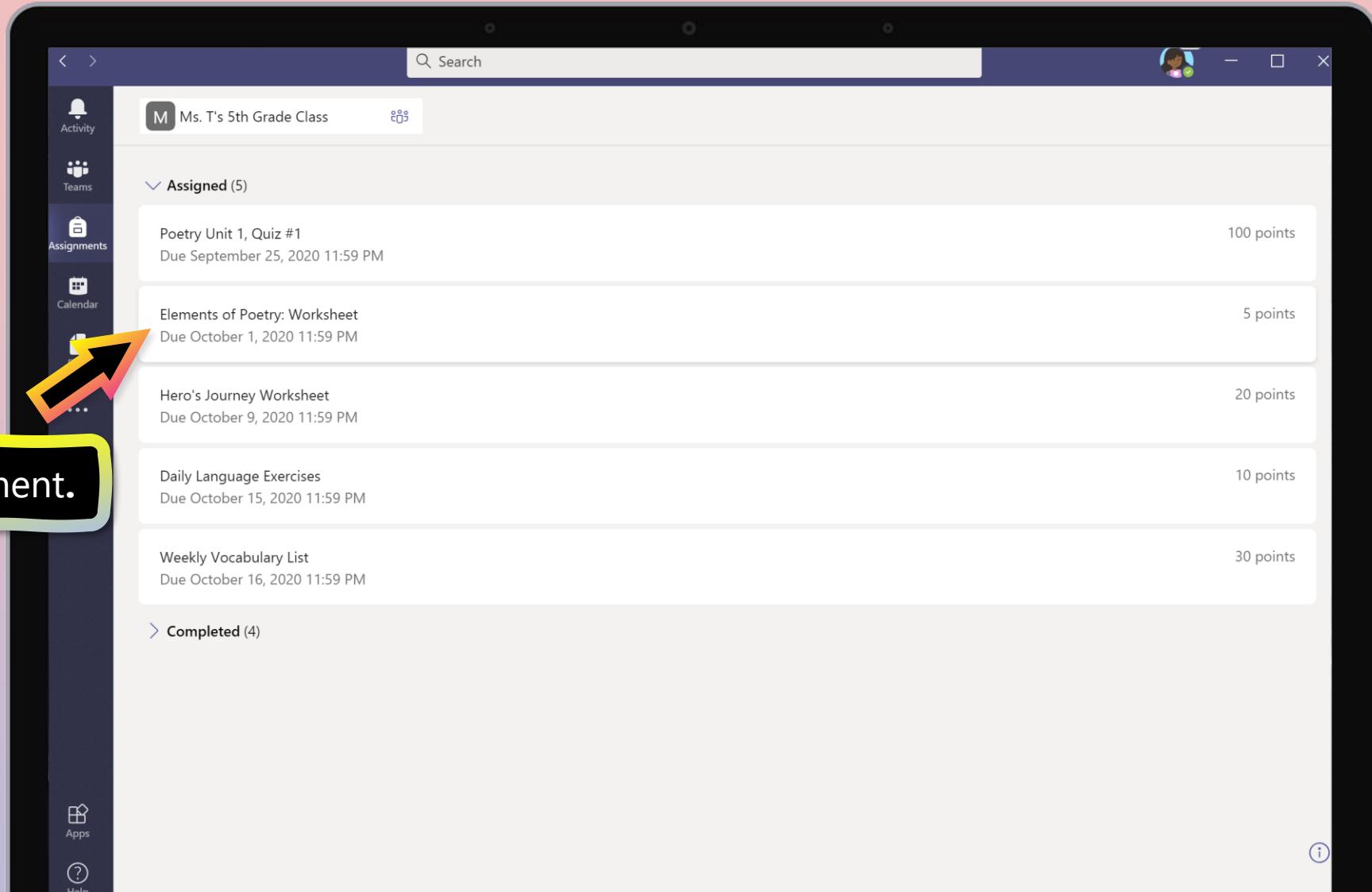
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Activity Teams Assignments Calendar Files Apps Help

Search

Team Meet





Search

Activity

Teams

Assignments

Calendar

...

Apps

Help

M Ms. T's 5th Grade Class

Assigned (5)

- Poetry Unit 1, Quiz #1
Due September 25, 2020 11:59 PM 100 points
- Elements of Poetry: Worksheet
Due October 1, 2020 11:59 PM 5 points
- Hero's Journey Worksheet
Due October 9, 2020 11:59 PM 20 points
- Daily Language Exercises
Due October 15, 2020 11:59 PM 10 points
- Weekly Vocabulary List
Due October 16, 2020 11:59 PM 30 points

Completed (4)

Select assignment.

Search

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Elements of Poetry: Worksheet

Due October 1, 2020 11:59 PM

Instructions

Compose your own poem using the elements of poetry we learned about today.
Theme: My Favorite Season. Upload here to submit.

Points
5 points possible

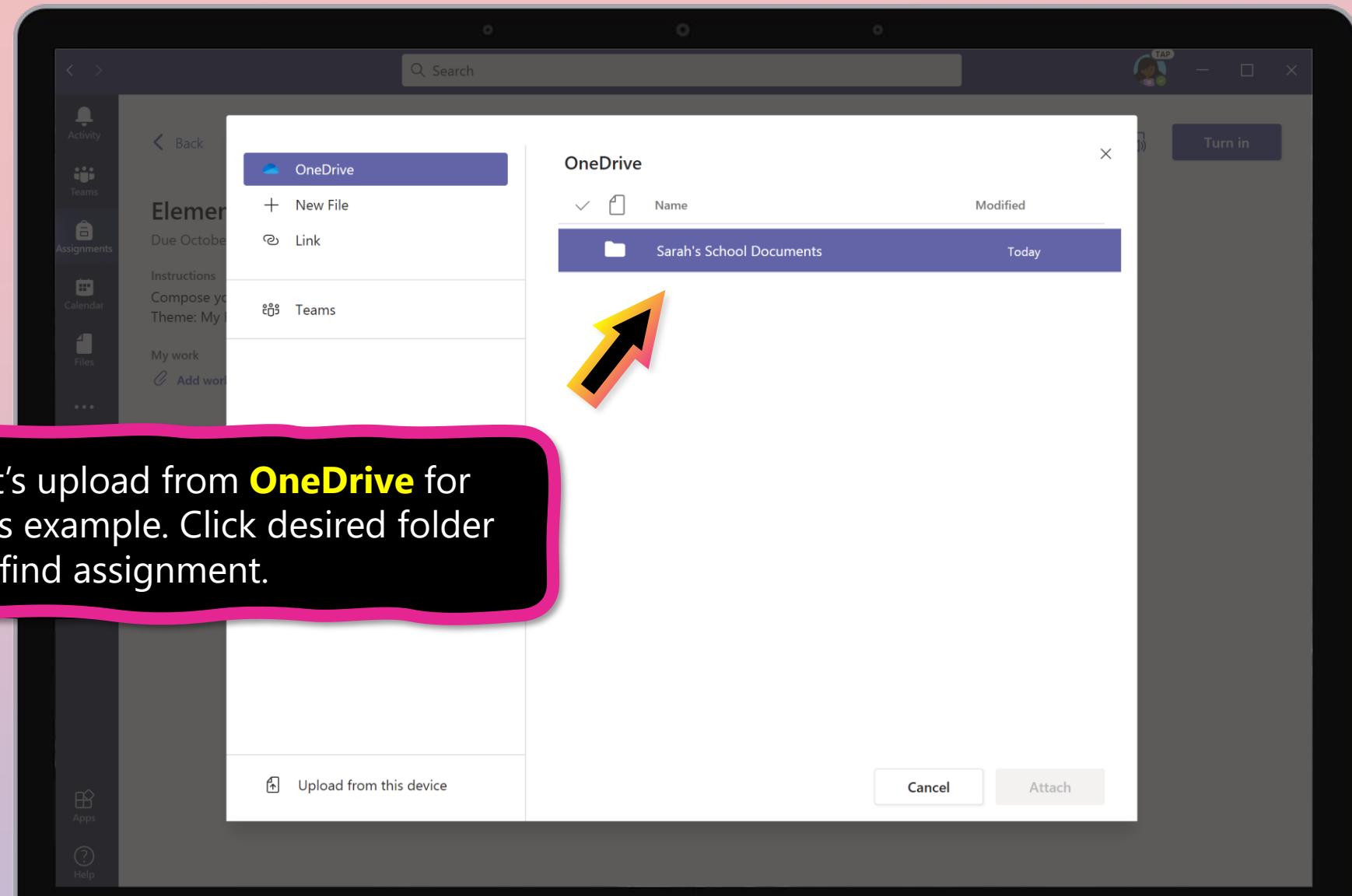
My work

Add work

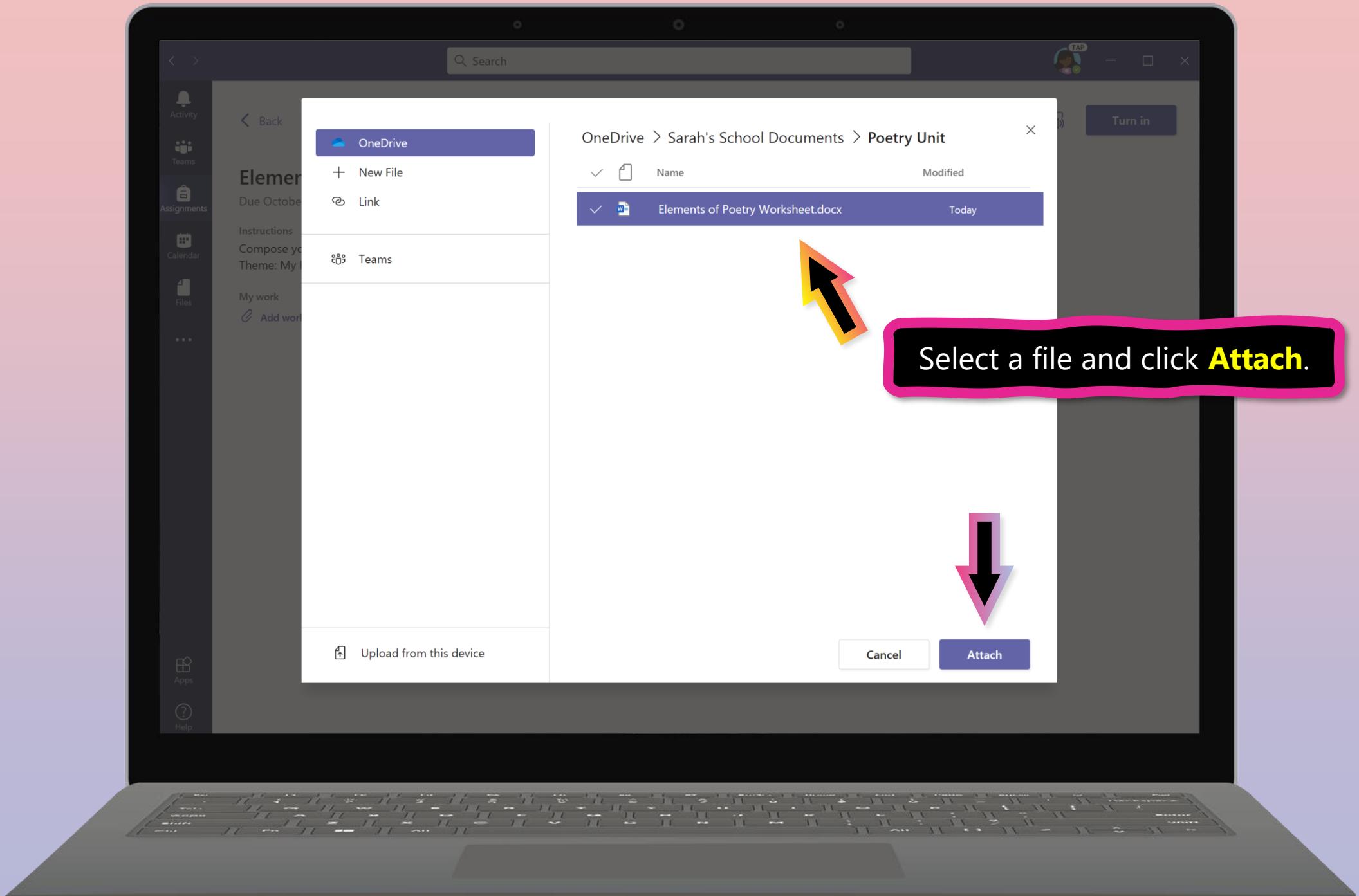
Turn in

A large yellow callout box with a black border and a red arrow pointing to the 'Add work' button on the left side of the screen.

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



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



Activity

Teams

Assignments

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Elements of Poetry: Worksheet

Due October 1, 2020 11:59 PM

Instructions

Compose your own poem using the elements of poetry we learned about today.
Theme: My Favorite Season. Upload here to submit.

Points
5 points possible

My work

Elements of Poetry Worksheet.docx

...

Add work

Turn in

Click Turn in to submit assignment.

Activity

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Elements of Poetry: Worksheet

Due October 1, 2020 11:59 PM

Instructions

Compose your own poem using the elements of poetry we learned about today.
Theme: My Favorite Season. Upload here to submit.

Points
5 points possible

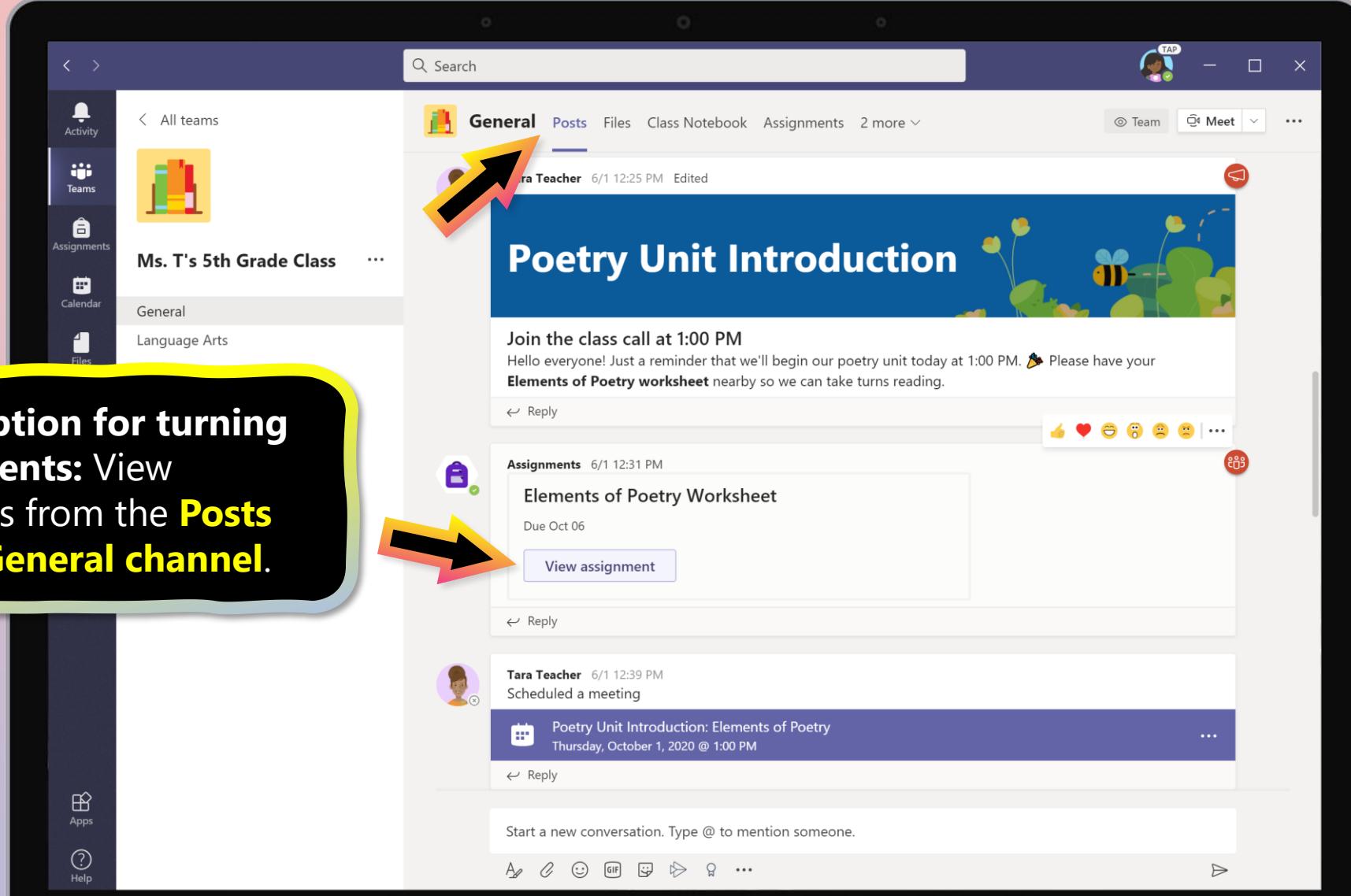
My work

Elements of Poetry Worksheet.docx

...

Undo turn in

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



Another option for turning in assignments: View assignments from the **Posts** tab in the **General** channel.

The screenshot shows a Microsoft Teams interface on a laptop. The left sidebar lists 'All teams' with 'Ms. T's 5th Grade Class' selected. The main area shows the 'General' channel. A red arrow points to the 'General' tab at the top of the channel view. Another red arrow points to the 'View assignment' button for an 'Elements of Poetry Worksheet' post. The post includes a reminder to join a class call at 1:00 PM and a link to the worksheet. Below it is a meeting scheduled for Thursday, October 1, 2020, at 1:00 PM.

To upload work, select **+ Add work**.
Proceed as shown in previous slides.

Activity

Teams

Assignments

Calendar

Files

...

All teams

Ms. T's 5th Grade Class

General

Language Arts

Math

Science

Social Studies

Search

General Posts Files Class Notebook Assignments Grades Wiki

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Due October 1, 2020 11:59 PM

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My work

Add work

Turn in

Apps

Help

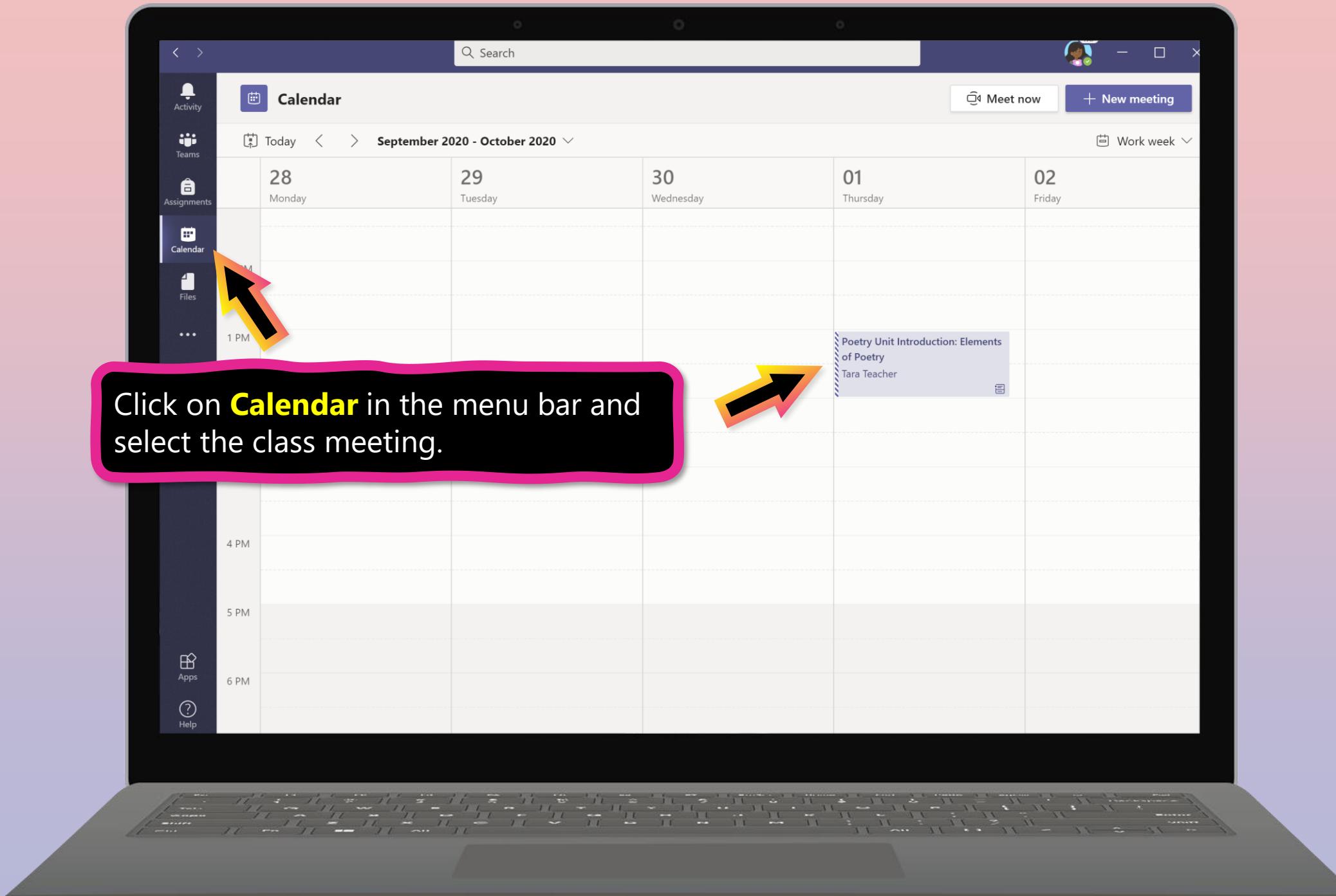
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How to help your student use Teams

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

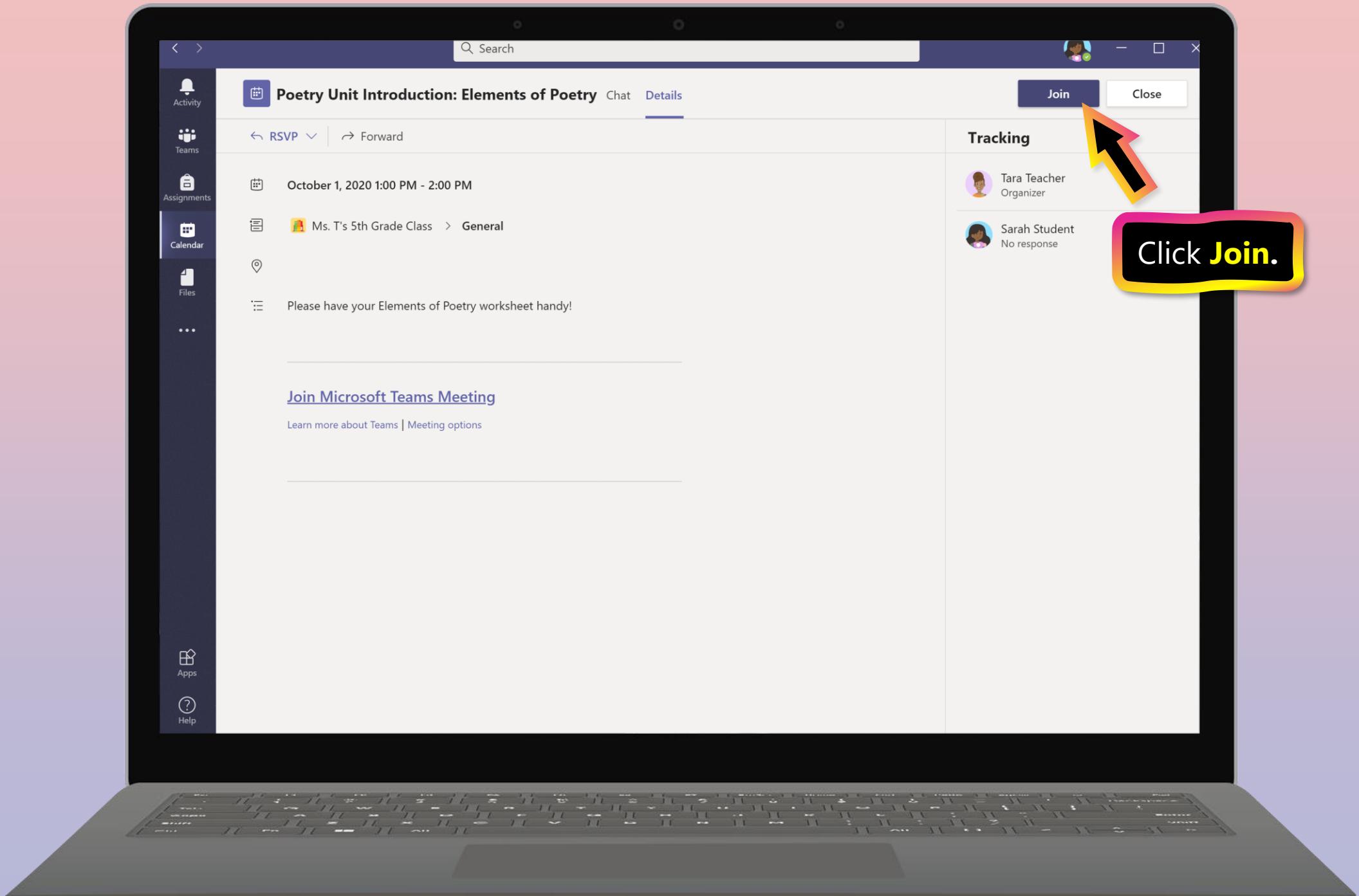


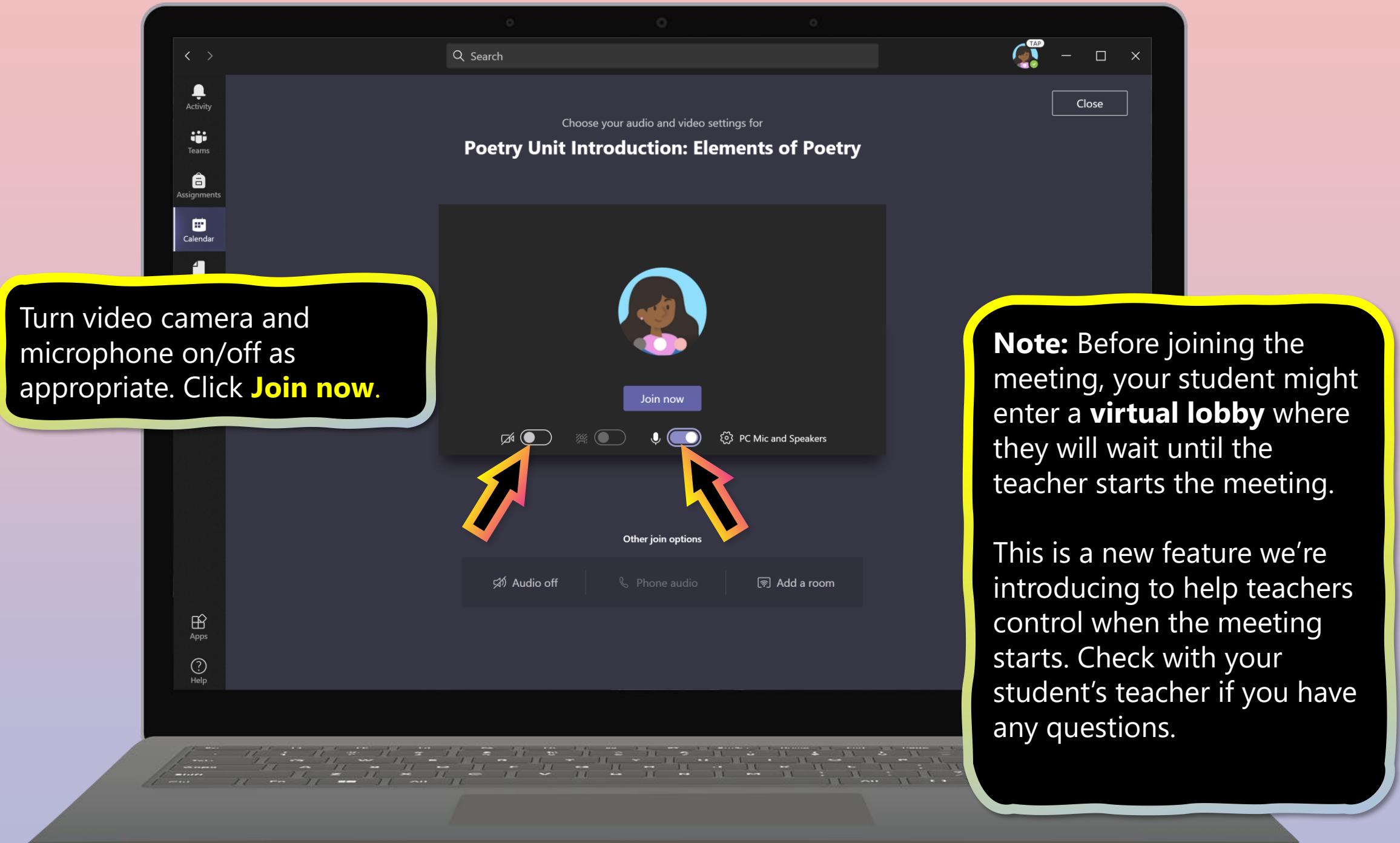
**Your student can attend class and
customize their virtual experience with
video & microphone settings.**



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

Poetry Unit Introduction: Elements of Poetry
Tara Teacher





Chapter 2

How to help your student use Teams

1. [Finding class teams](#)
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.**

The image shows a Microsoft Teams application window on a laptop screen. On the left, the sidebar lists 'All teams' with 'Ms. T's 5th Grade Class' selected, indicated by a yellow arrow. The main content area shows the 'General' channel for 'Student, Sarah'. The navigation bar at the top includes 'Search', a profile icon with 'TAP', and tabs for 'Posts', 'Files', 'Class Notebook', 'Assignments', 'Grades' (which is highlighted in yellow and has a red arrow pointing to it), and 'Wiki'. The 'Grades' tab displays a table of assignments with columns for 'Due date', 'Assignment', 'Status', and 'Points'. The table data is as follows:

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

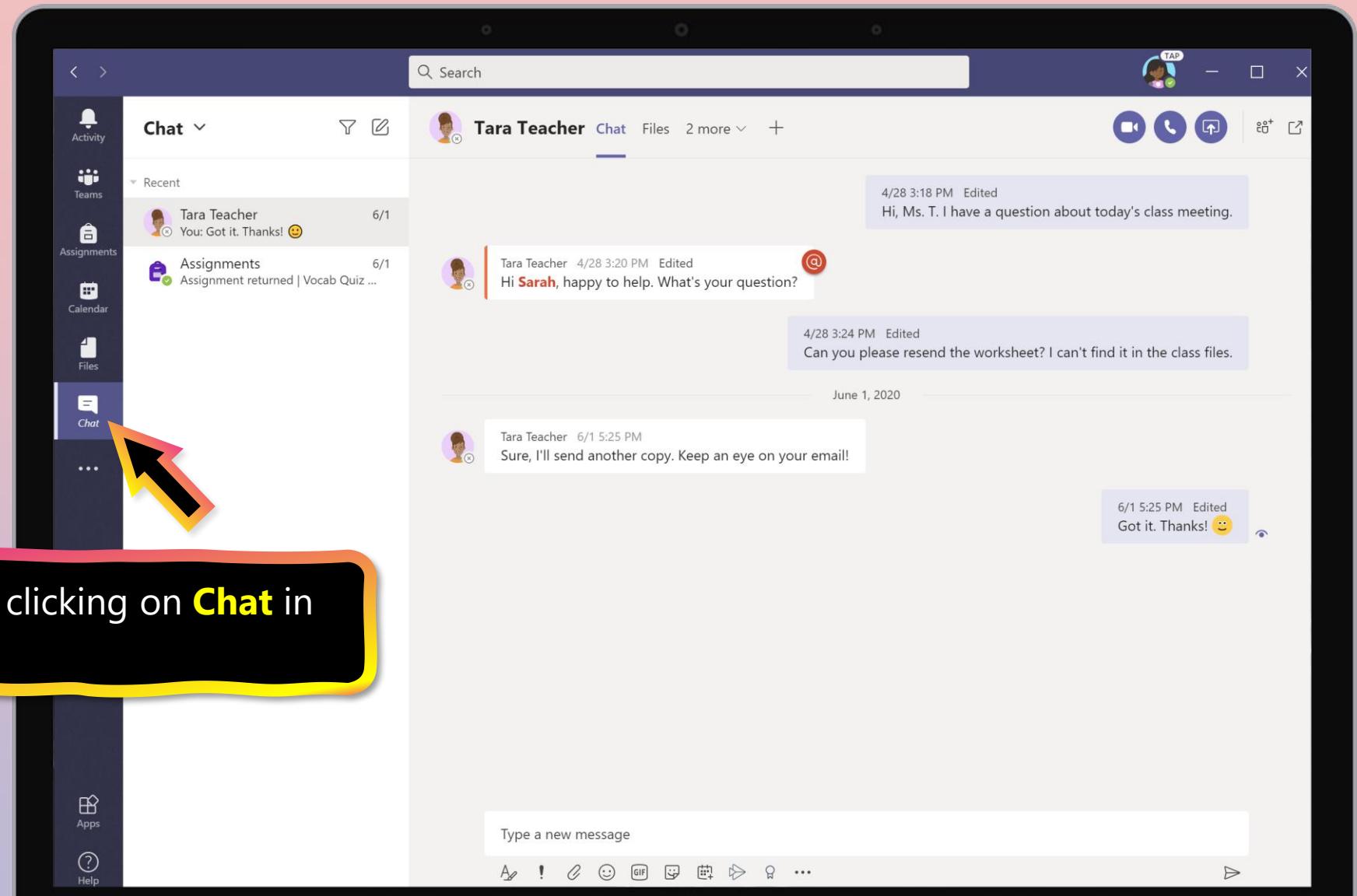
A large callout bubble on the right side of the screen contains the text: 'Select the **Grades tab** in the **General channel** to view status and grades for assignments.'

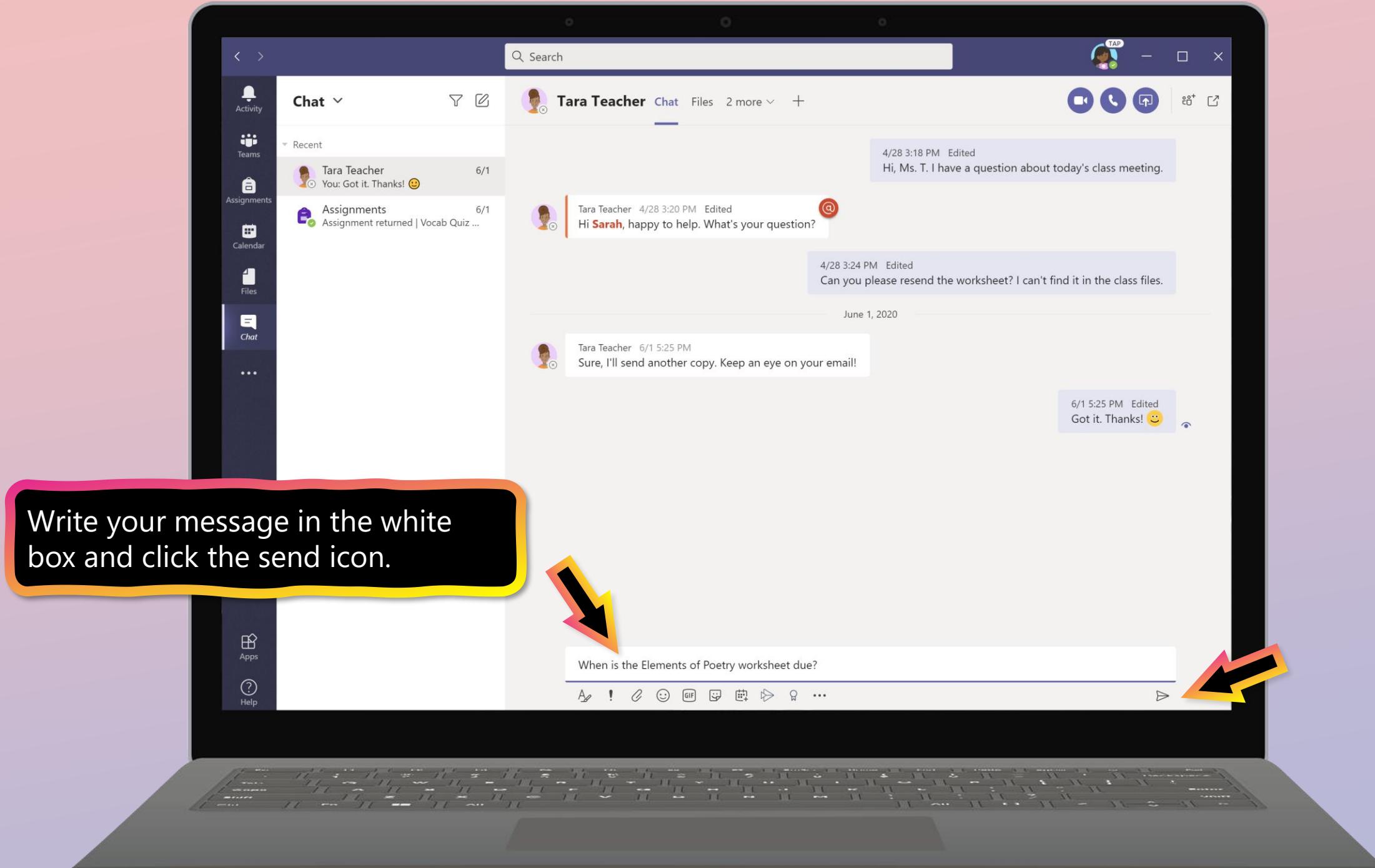
Chapter 2

How to help your student use Teams

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

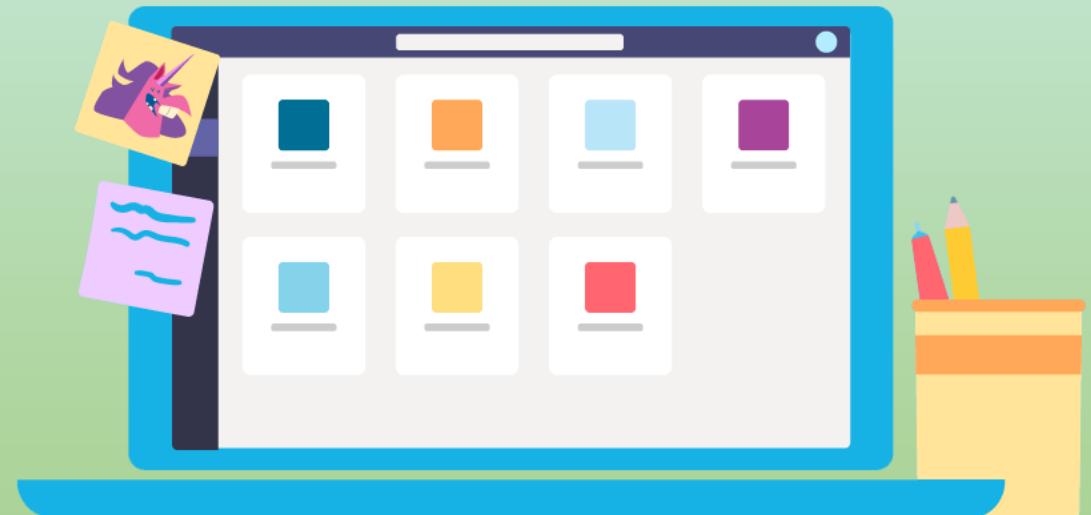






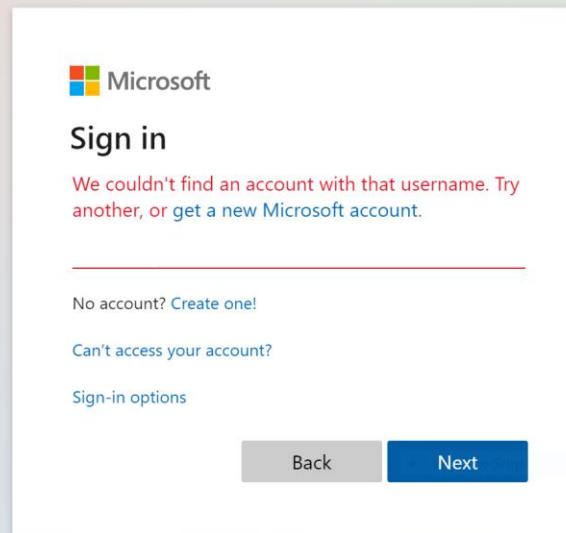
FAQ & Troubleshooting

1. My student's login isn't working.
2. My student's assignments are missing.
3. My student missed a class—what now?
4. What if I have more than one student using Teams on one device?
5. What do I do if we have low internet bandwidth?
6. Audio troubleshooting
7. 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 with questions.



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2. My student's assignments are missing.

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

3. 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.

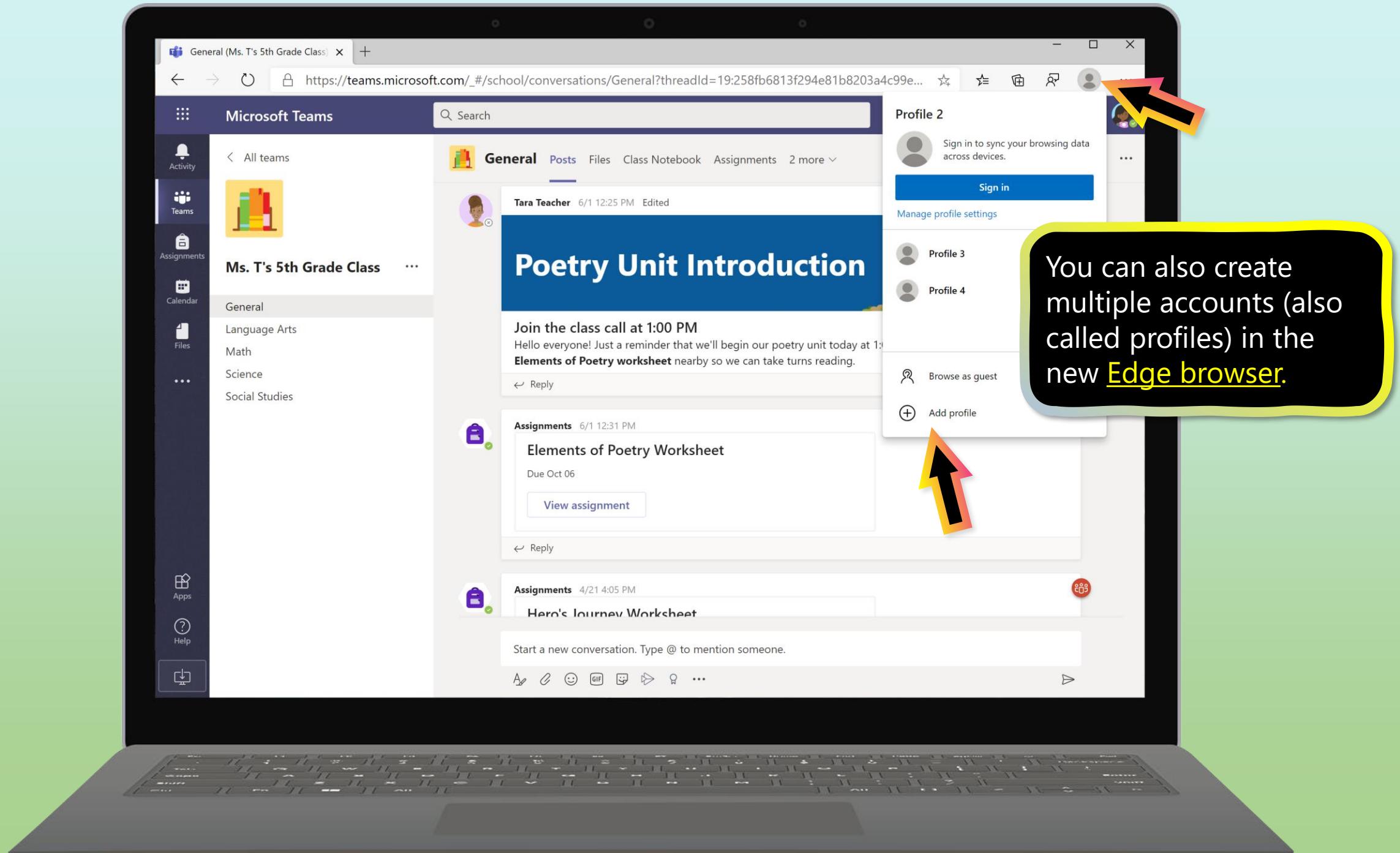
The image shows a Microsoft Teams application window on a laptop screen. The window title is "General" and the channel name is "Ms. T's 5th Grade Class". The sidebar on the left lists "All teams", "General", "Language Arts", "Math", and "Science". The main content area shows a post from "Tara Teacher" dated 6/1 12:39 PM, which says "Scheduled a meeting" and provides details about a "Poetry Unit Introduction: Elements of Poetry" meeting on Thursday, October 1, 2020, at 1:00 PM. Below this post is a recording of the meeting, titled "Poetry Unit Introduction: Elements of Poetry", which ended at 59m 49s. A large orange and yellow arrow points from the text "Check for a recording of the class meeting in the team channel and watch the meeting." to this recording. The Teams interface includes a search bar, a user profile icon, and navigation buttons for "Team" and "Meet".

The screenshot shows a Microsoft Teams window with the 'General' channel selected. The channel has a blue header with the title 'General (Ms. T's 5th Grade Class)'. The main content area displays a post from 'Tara Teacher' with the title 'Poetry Unit Introduction'. The post contains text about a class call at 1:00 PM and a poetry worksheet. Below the post, there are two more items: 'Students of Poetry Worksheet' and 'Ms. T's Journey Worksheet'. In the top right corner of the Teams window, there is a user profile icon for 'Sarah Student'. A context menu is open over this icon, with a large red arrow pointing to the 'Sign out' option at the bottom. The menu also includes options for 'Available', 'Set status message', 'Saved', and 'Settings'.

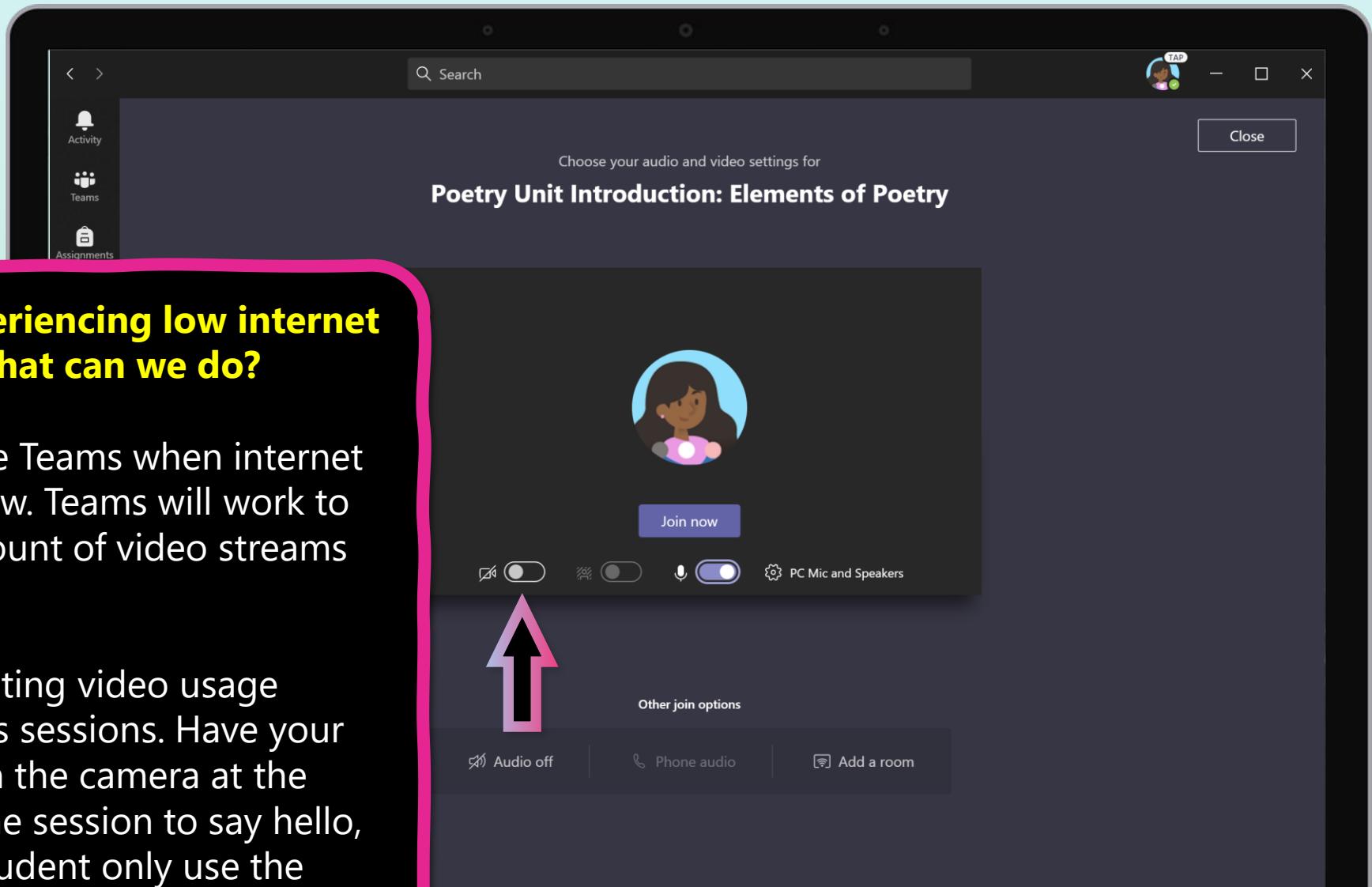
4. What if I have more than one student using Teams on one device?

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.



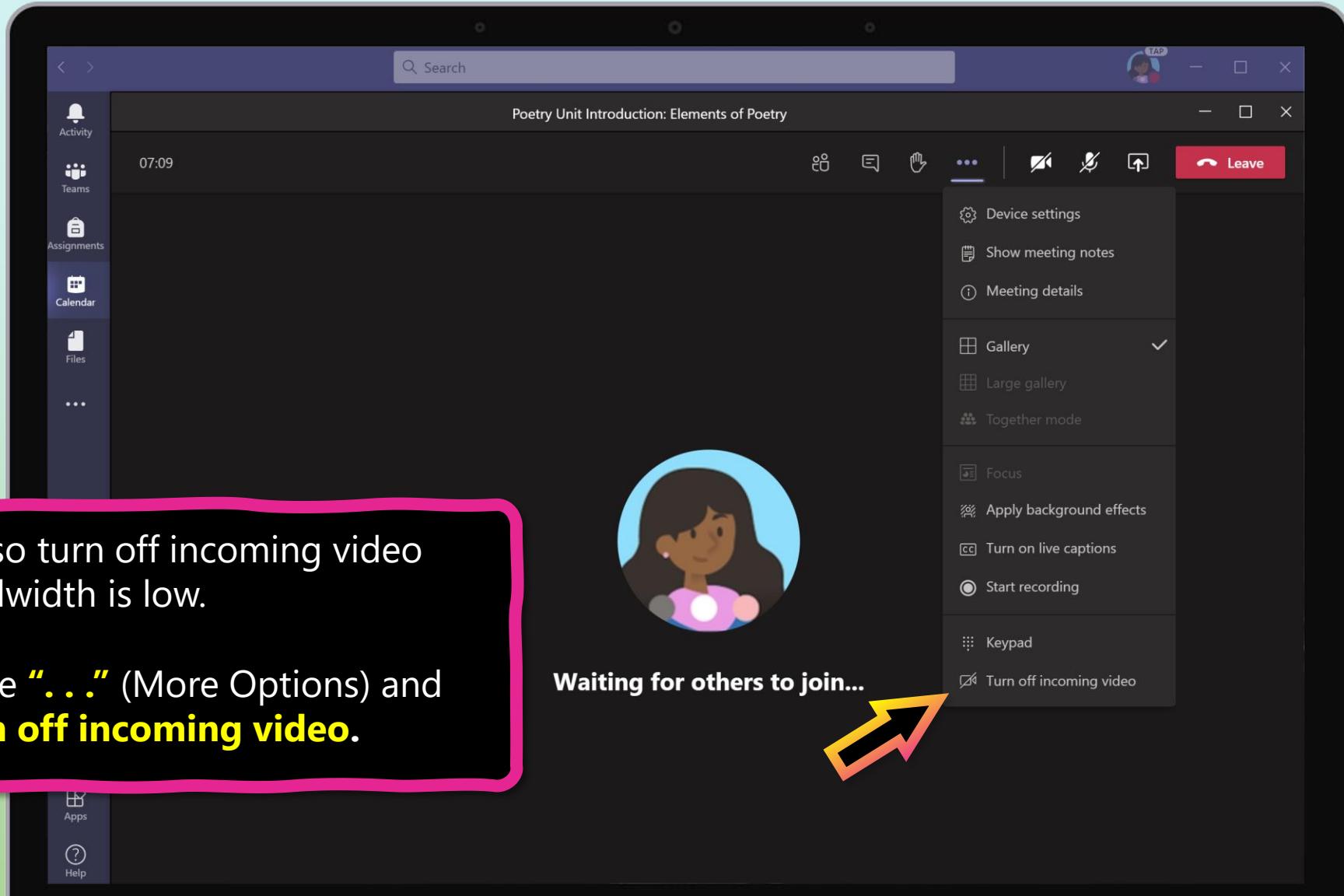
You can also create multiple accounts (also called profiles) in the new [Edge browser](#).



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

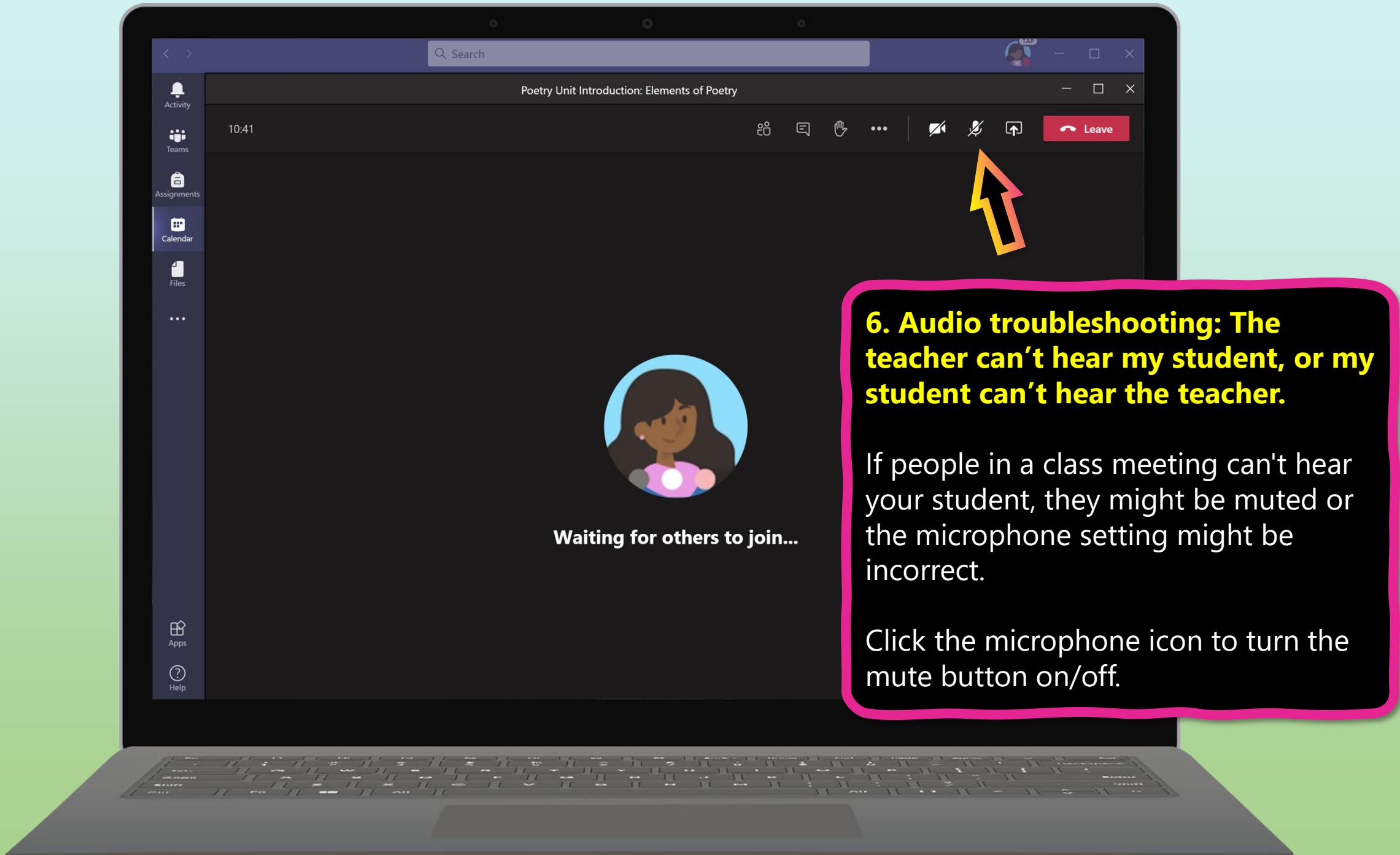
You can still use Teams when internet bandwidth is low. Teams will work to reduce the amount of video streams automatically.

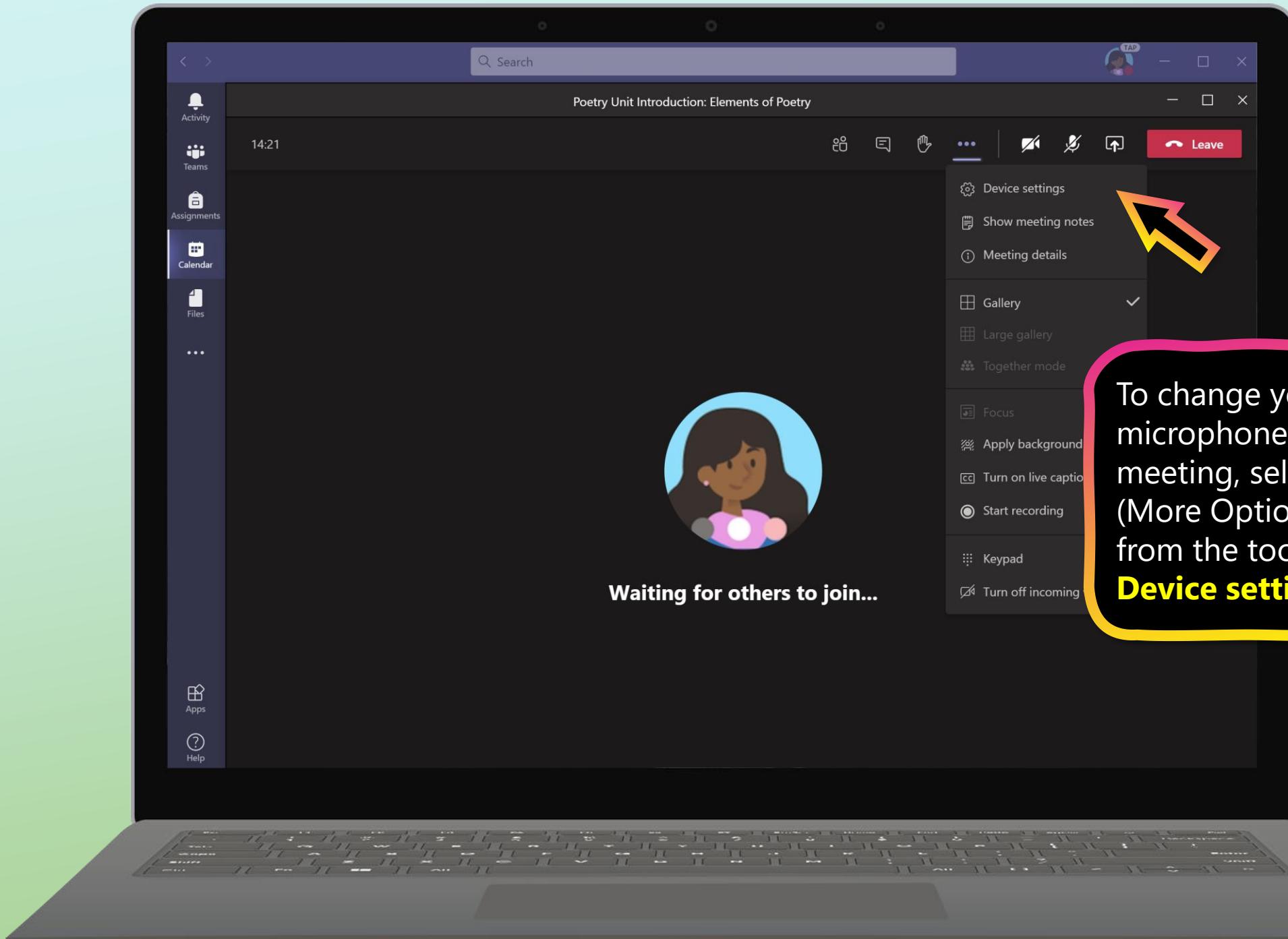
You can try limiting video usage during live class sessions. Have your student turn on the camera at the beginning of the session to say hello, or have your student only use the camera when they are speaking.



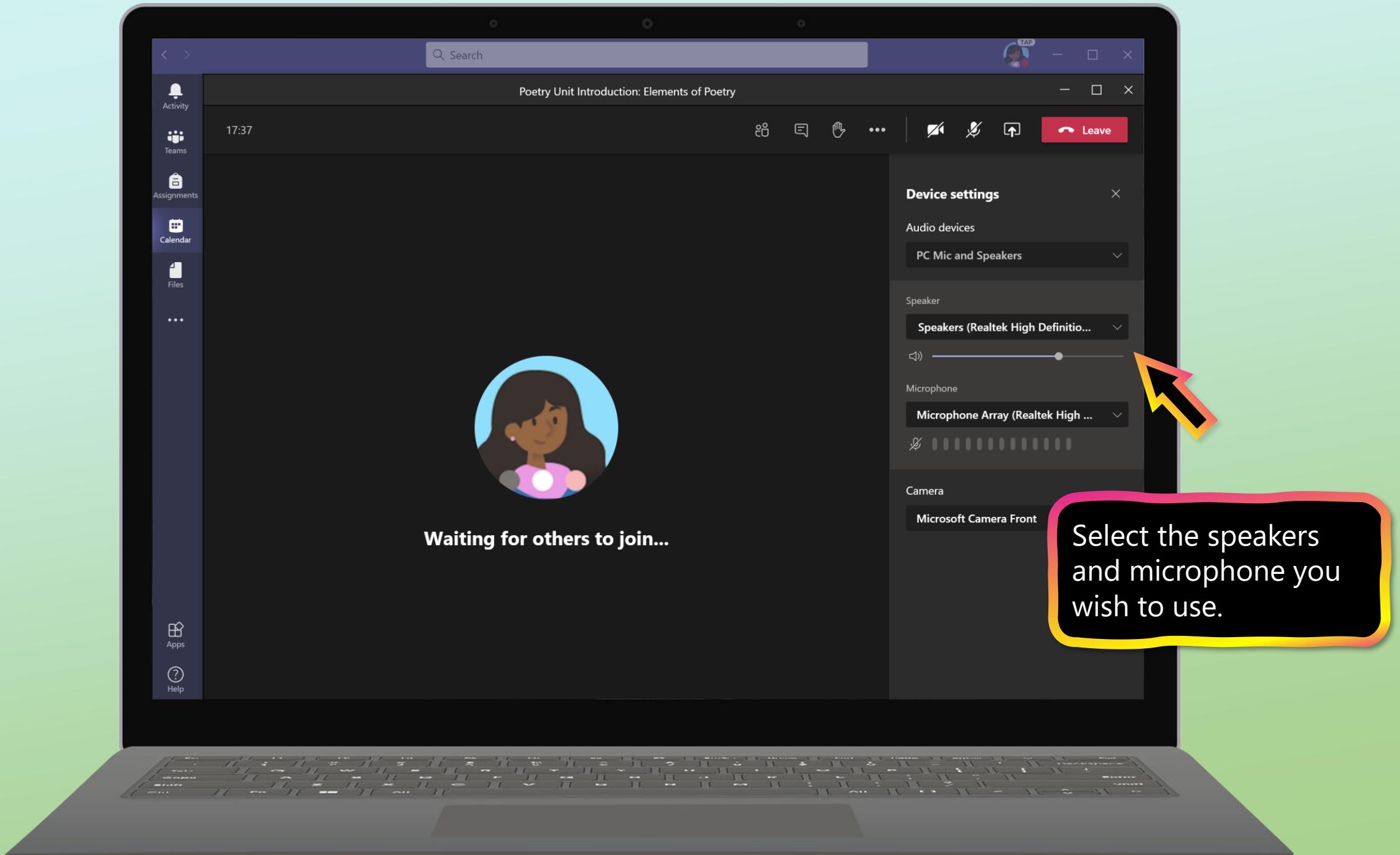
You can also turn off incoming video when bandwidth is low.

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





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](#)

