



Microsoft Teams FAQ Sheet

Microsoft Teams is an online collaboration space. It combines the text and video services you will recognise from Skype; the online storage drive of SharePoint; OneNote notebooks for the class and quiz creation tool.

As Teams is an Office 365 product, anyone with access to a schools' Teams will also have full access to the online versions of Word, PowerPoint, Excel and Outlook; which they can use to learn from home.

The benefit of Teams is that it brings all these Office 365 tools into a single area, and allows us to setup a different Team for each subject, year group, class and more.

1. How do I access Microsoft Teams?

WEB VERSION

Log on to Chiltern Hills [Learning Platform](#), and in the top left waffle (**App launcher**), click **Office 365**. Office 365 contains Teams, OneDrive, Word, PowerPoint, OneNote, and more. If this is not visible, you need to search through all apps tab available at the bottom of the waffle.

DESKTOP VERSION

Visit the [Microsoft Teams – Downloads](#) webpage to download Teams directly on to your desktop.

APP VERSION

Visit the [Microsoft Teams – Downloads](#) webpage to download the Windows, Mac, Android, or iOS app.

2. How do I navigate Microsoft Teams?

To learn more about navigating Microsoft Teams, creating channels, and having conversations, visit the [Microsoft Teams Interactive Demo](#) webpage.

3. Do I need to request a Teams account?

You don't need to request a Teams account, simply login to your school learning platform using school email address and password.



4. Are audio and video meetings supported in all browsers?

If you choose to use the web app, audio and video meetings are only supported in Chrome and Edge browsers.

5. There is a problem with camera and microphone.

Try making a test call and turn on your camera and microphone permissions. [Click here for further instructions.](#)

6. Can I change / blur my background while in a video meeting?

We encourage students to use only audio. But yes you can blur your video. This only works in the desktop app. While you're setting up your video and audio before joining a meeting, select background effects. It's just to the right of the mic switch. Your background options will display on the right. Choose Blur to blur your background. You'll appear nice and clear while everything behind you is subtly concealed. You can also replace your background with one of the images provided.

7. How do I hand work into my teacher?

Your child will receive work through teams as assignments. To complete the assignment the student should click view assignment and complete any work. To hand in work pupils should fill out any worksheets that are attached to the assignment and attach any additional work that they have completed using the add work button. Pupils then hand in their work by clicking the hand in button.

8. What should I do if there is no hand in button?

If there is no hand in button then pupils should complete the work in their school book or on a blank word document and e-mail the work to their tutor. They can use the method below.



9. What should I do if I don't understand the work?

If your child does not understand the work that has been set then they should e-mail their teacher. For students to access their e-mails log onto [school learning platform](#). Select outlook to send an email.

10. How do I log out of Microsoft Teams?

WINDOWS

Click your **user profile** at the top right-hand corner of the screen, and then click **Sign out**. You also can right-click the **app icon** on your taskbar, and then select **Log out**.

MAC

Click the **Microsoft Teams** icon on the menu bar at the top of your screen, and then select **Quit Microsoft Teams**. You also can use the keyboard shortcut **Cmd + Q**.

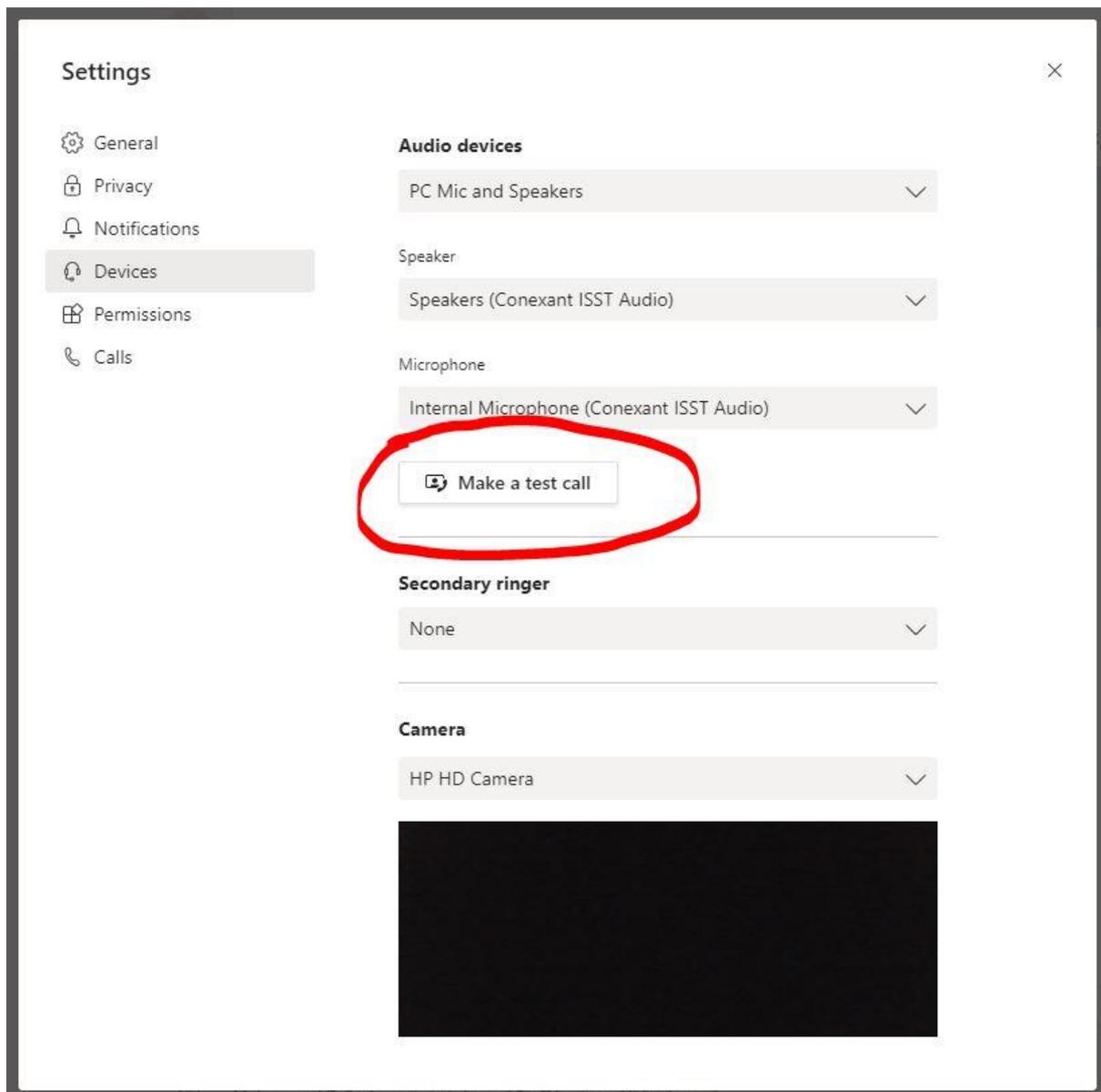
11. I have forgotten my log in details or have another query

Any further questions or queries then you can forward queries to ictsupport@chacademy.co.uk or SMHW@chacademy.co.uk who will be happy to help.



TEAMS TROUBLESHOOTING. TESTING YOUR CAMERA AND MICROPHONE.

To make a test call with the desktop app (the option doesn't exist in the web app), click your avatar (picture) in the top bar and select Settings, then Devices. Make sure that the right audio devices are selected for the test and then click **Make a test call**.





CHECKING YOUR MICROPHONE PERMISSIONS.

If your microphone failed the tests, then here are few things to check:

First make sure:

If you are using an external microphone make sure it is plugged in, or if it is a Bluetooth device, be sure it is connected.

Check your sound is not muted.

Try playing a song or using another application with sound or YouTube and test your volume.

If that didn't resolve your issues then follow the steps below to check your microphone permissions.

1. Teams needs your permission to access the microphone and camera. Let's check your privacy permissions.

Go to **Start**

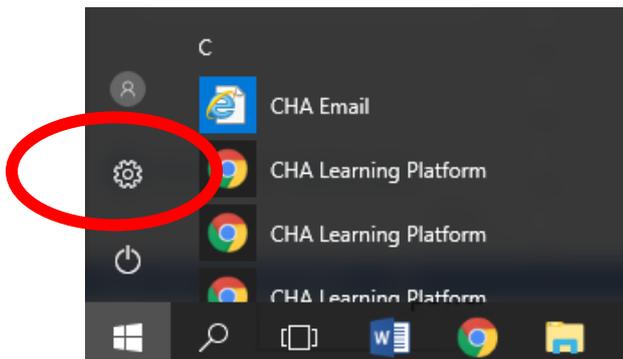
Select the **Settings** gear

Select **Privacy**.

Select camera or microphone on the left

Turn on **allow apps to access your microphone or camera**

Restart Teams.



A screenshot of the Windows Settings application, specifically the 'Microphone' settings page. The left sidebar shows the 'Microphone' option selected and circled in red. The main content area shows the 'Microphone' settings, including a toggle switch for 'Allow access to the microphone on this device' which is turned on and circled in red. Below this, there is a section for 'Allow apps to access your microphone' with a list of apps, including '3D Viewer' which has its toggle switch turned off.

Settings

Home

Find a setting

Privacy

Windows permissions

General

Speech, inking & typing

Diagnostics & feedback

Activity history

App permissions

Location

Camera

Microphone

Notifications

Microphone

Allow access to the microphone on this device

If you allow access, people using this device will be able to choose if their apps have microphone access by using the settings on this page. Denying access blocks apps from accessing the microphone.

Microphone access for this device is on

Change

Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access only blocks apps from accessing your microphone. It does not block Windows.

On

Choose which apps can access your microphone

Some apps need to access your microphone to work as intended. Turning off an app here might limit what it can do.

App	Access
3D Viewer	Off