

# 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](https://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](#)

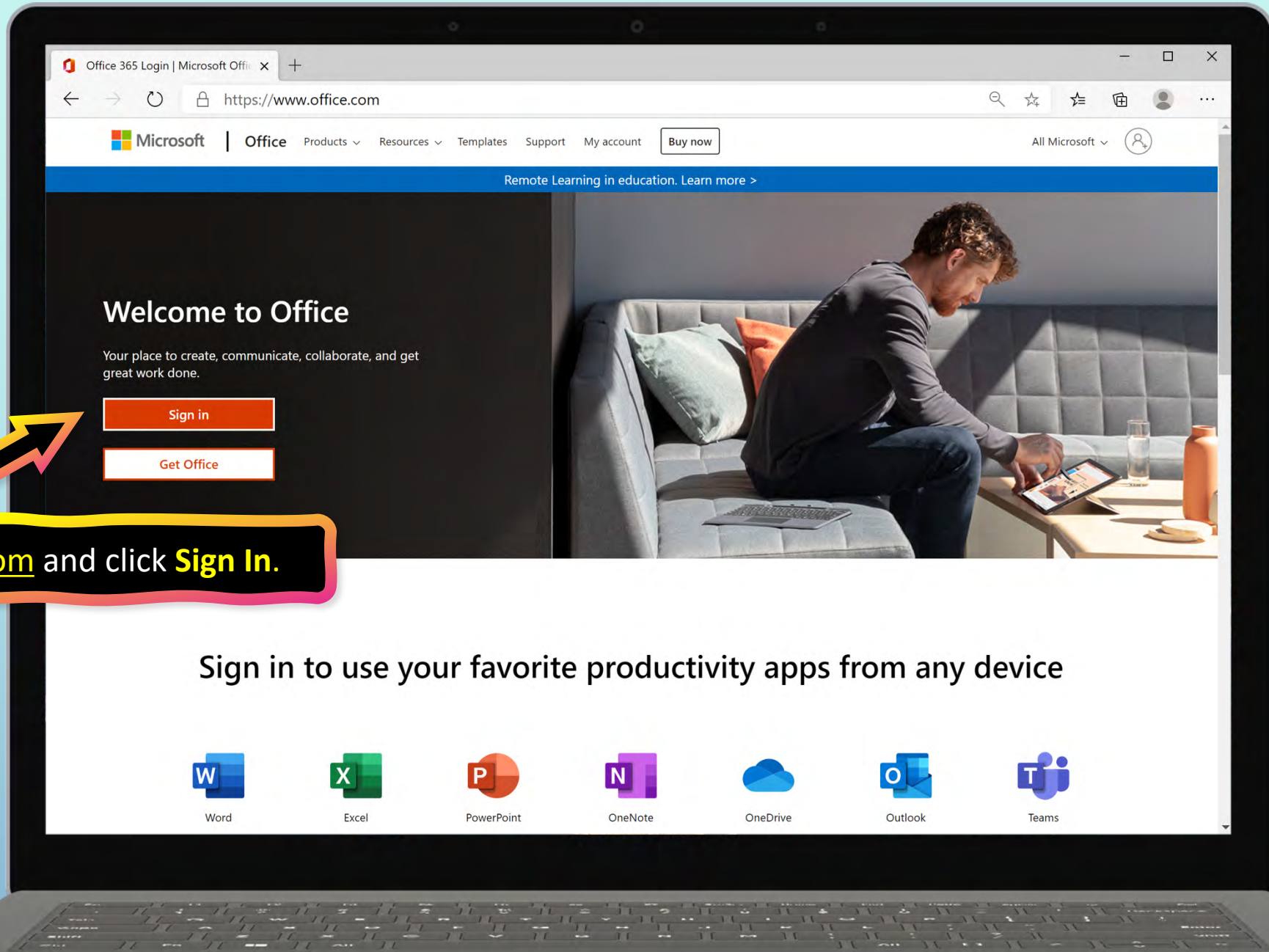


## Chapter 1

# Get started with Teams

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





Office 365 Login | Microsoft Office | <https://www.office.com>

Microsoft | Office Products Resources Templates Support My account Buy now All Microsoft

Remote Learning in education. Learn more >

## Welcome to Office

Your place to create, communicate, collaborate, and get great work done.

Sign in

Get Office



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

Sign in to use your favorite productivity apps from any device



Word



Excel



PowerPoint



OneNote



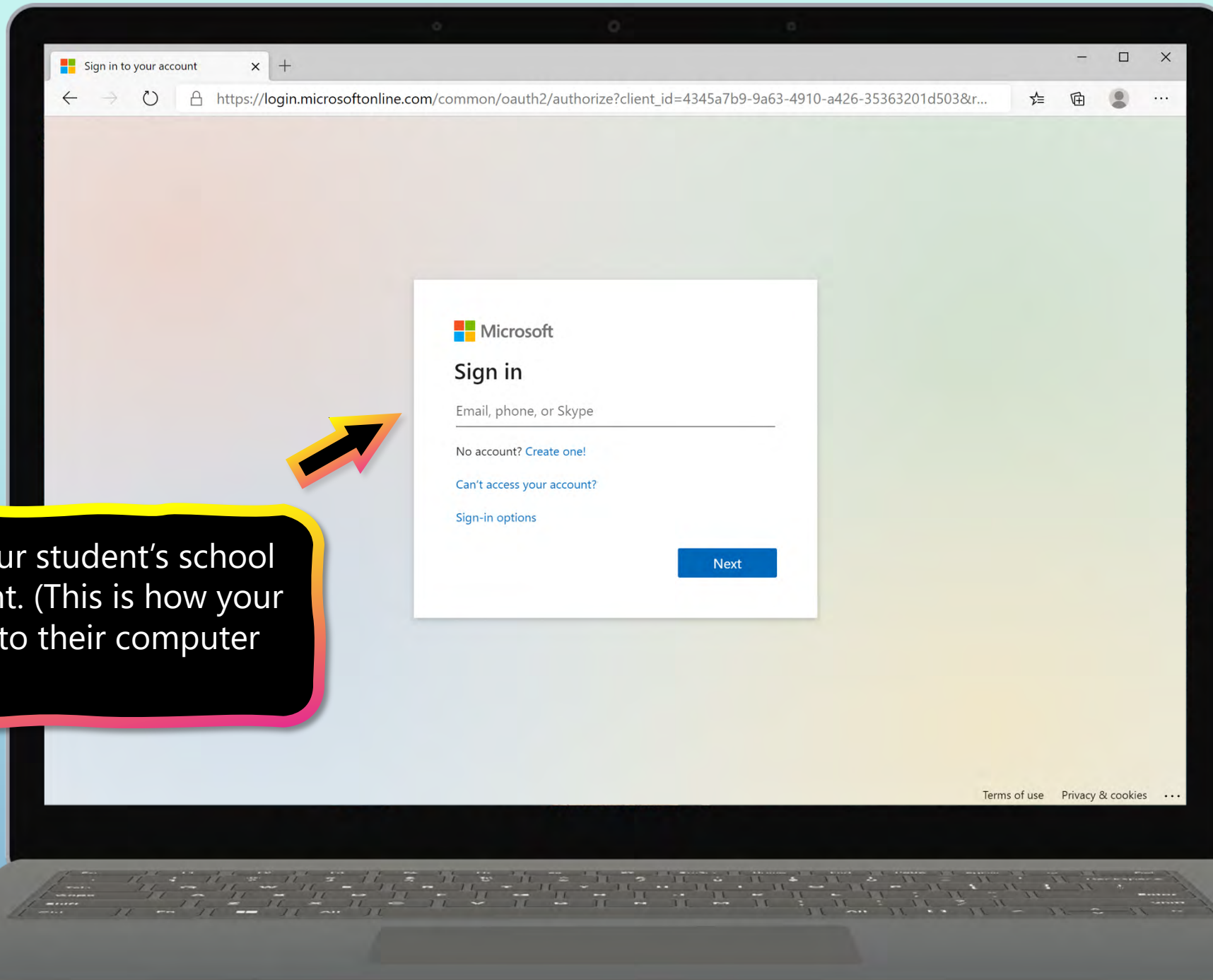
OneDrive



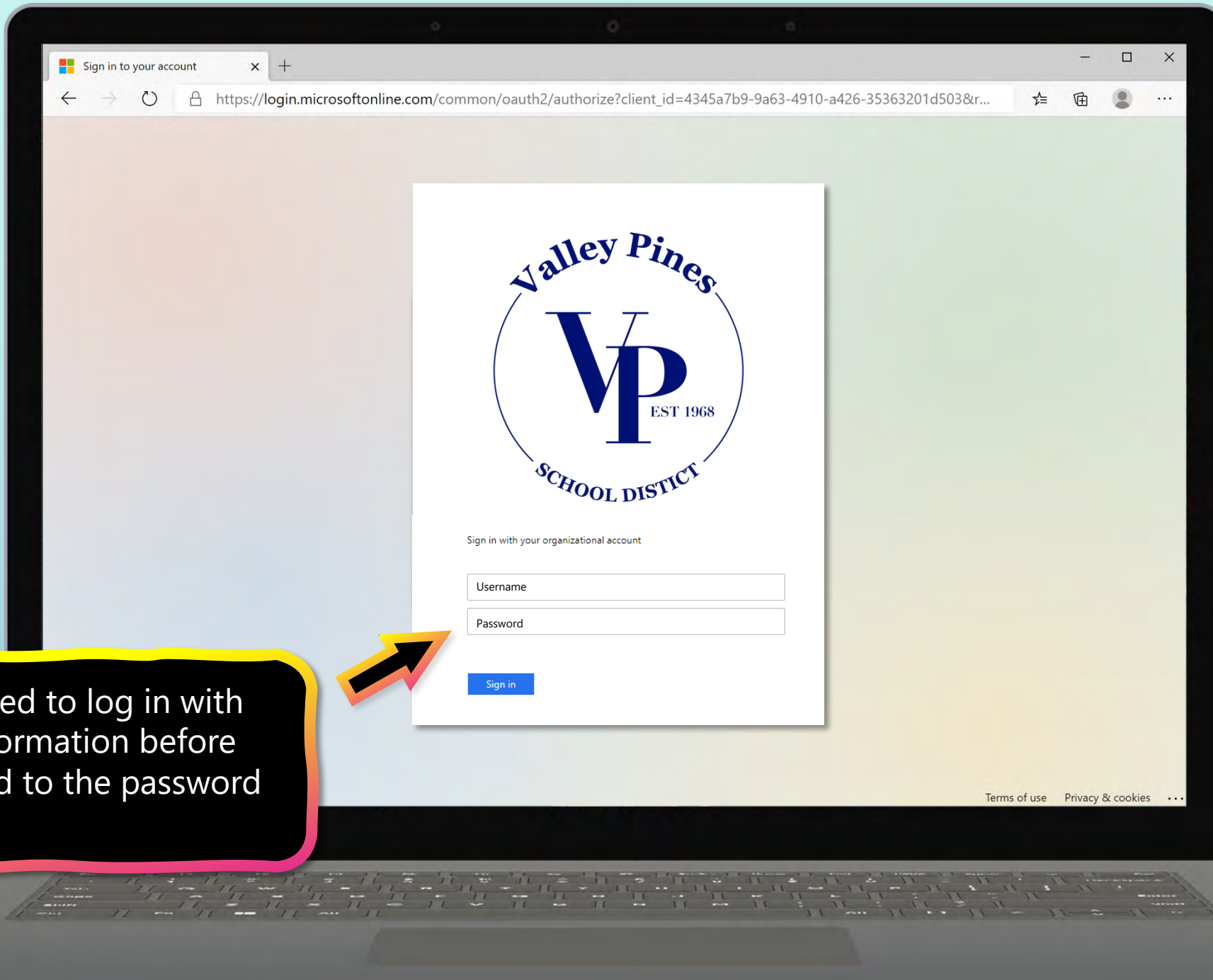
Outlook



Teams

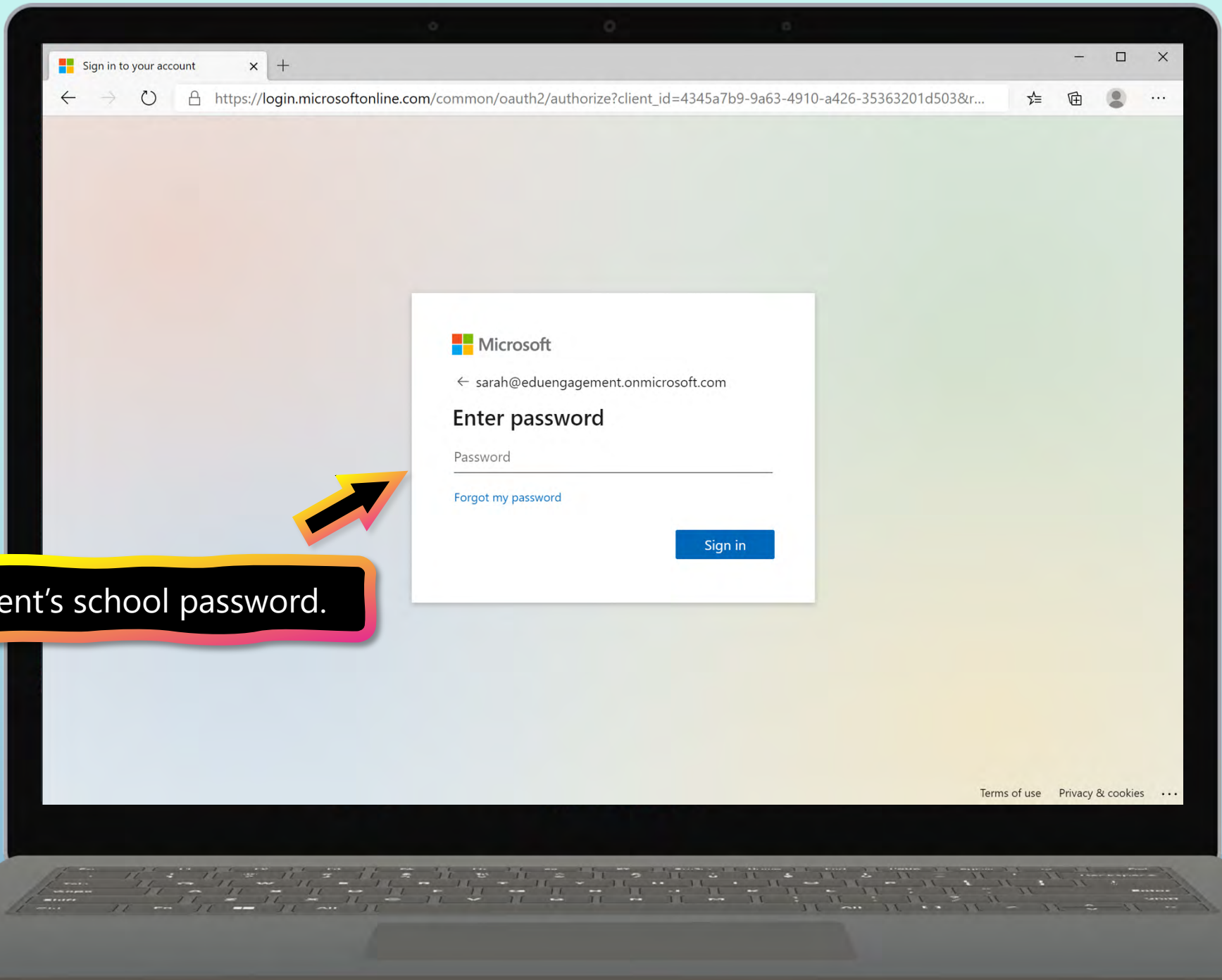


Sign in with your student's school or work account. (This is how your student logs into their computer at school.)



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...

Microsoft

← sarah@eduengagement.onmicrosoft.com

Enter password

Password

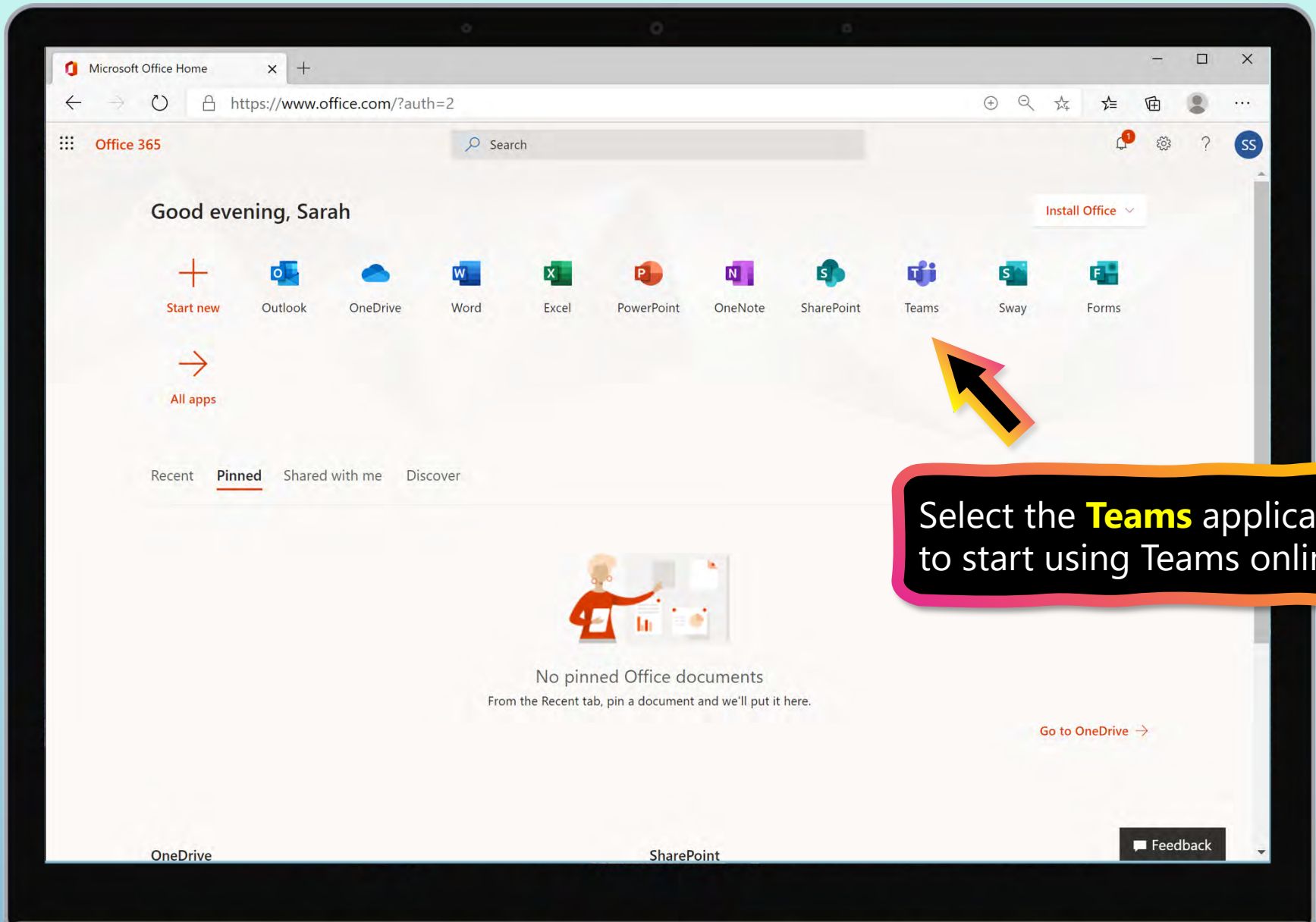
[Forgot my password](#)

Sign in

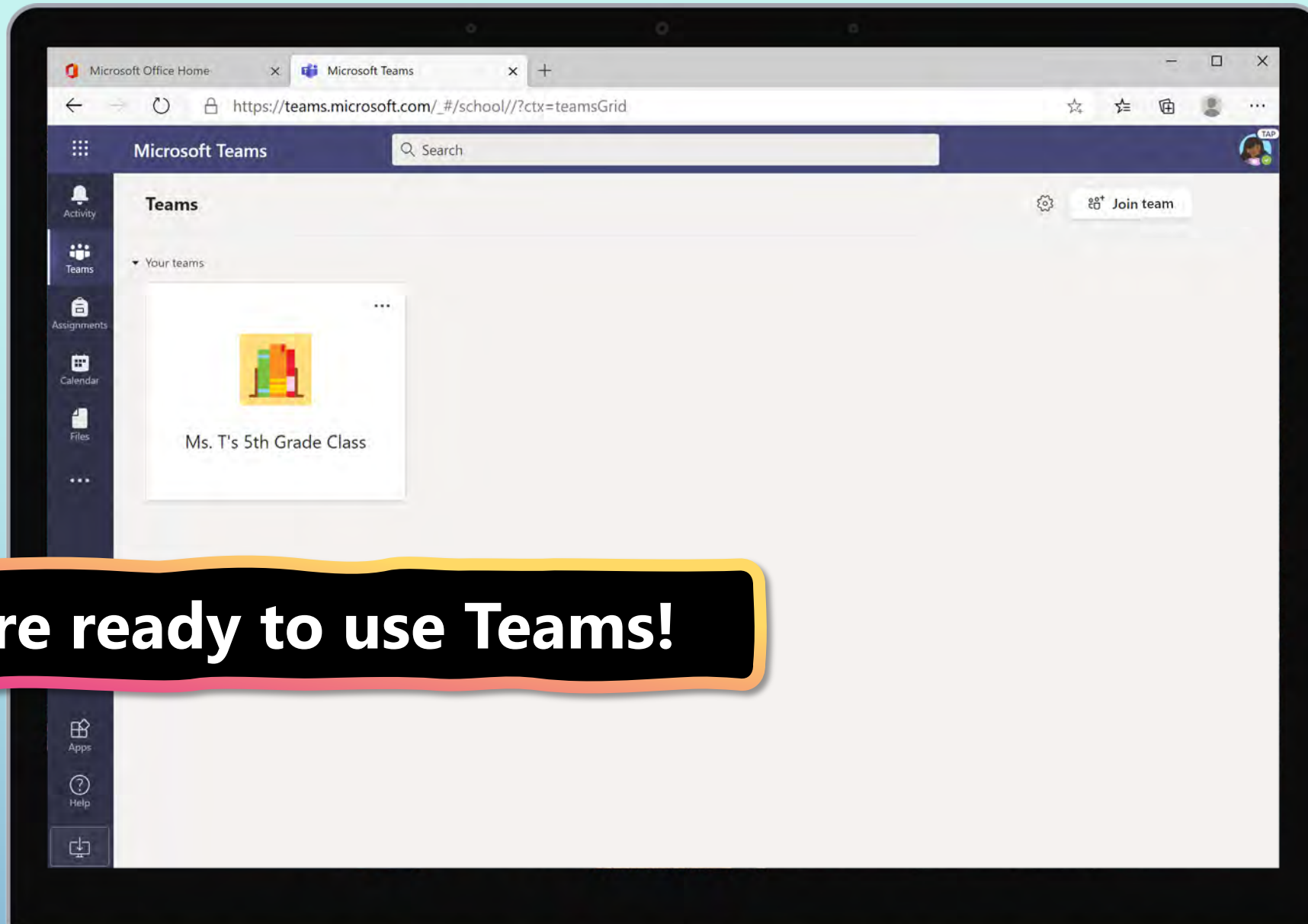
Enter your student's school password.

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





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



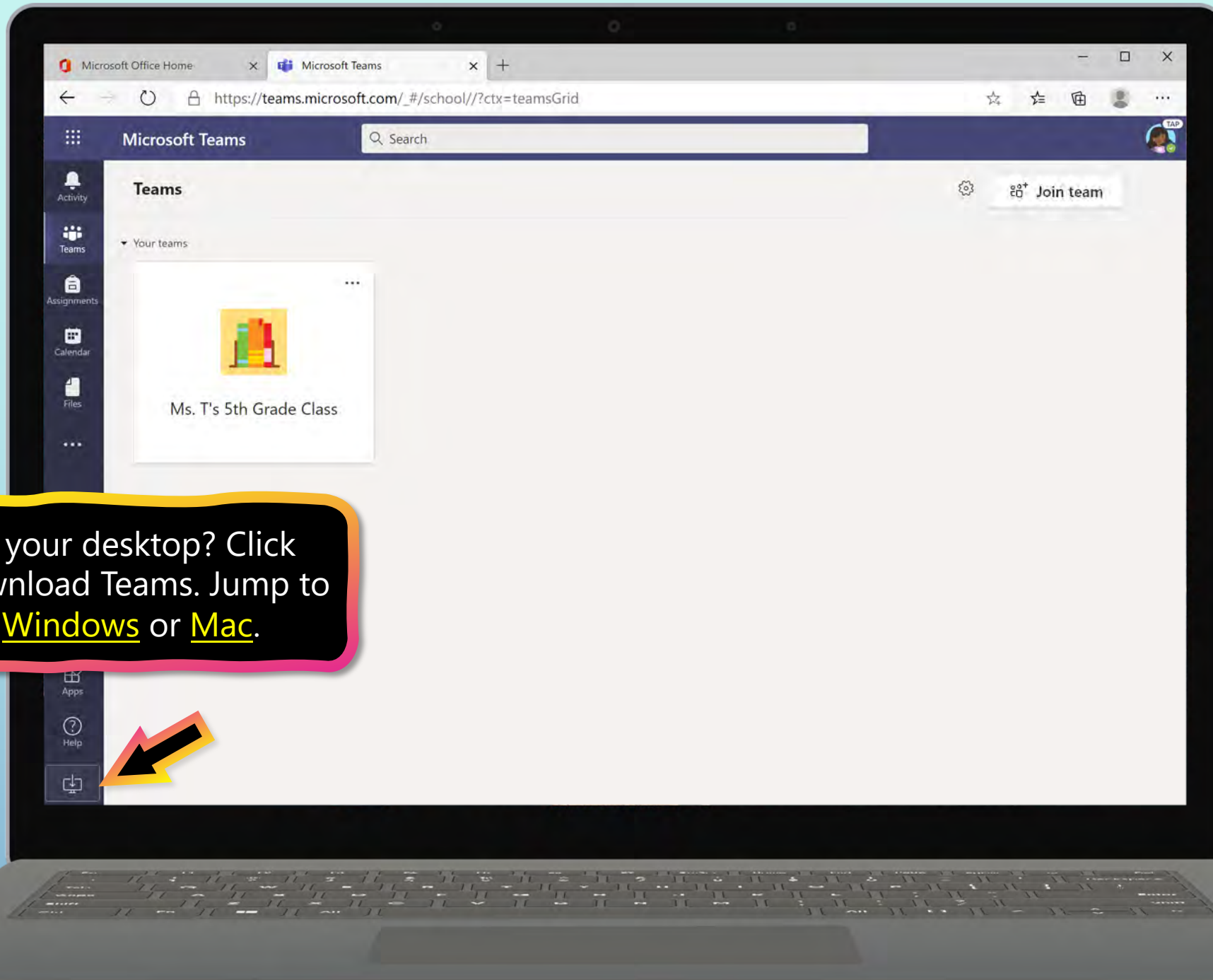
**You're ready to use Teams!**

## Chapter 1

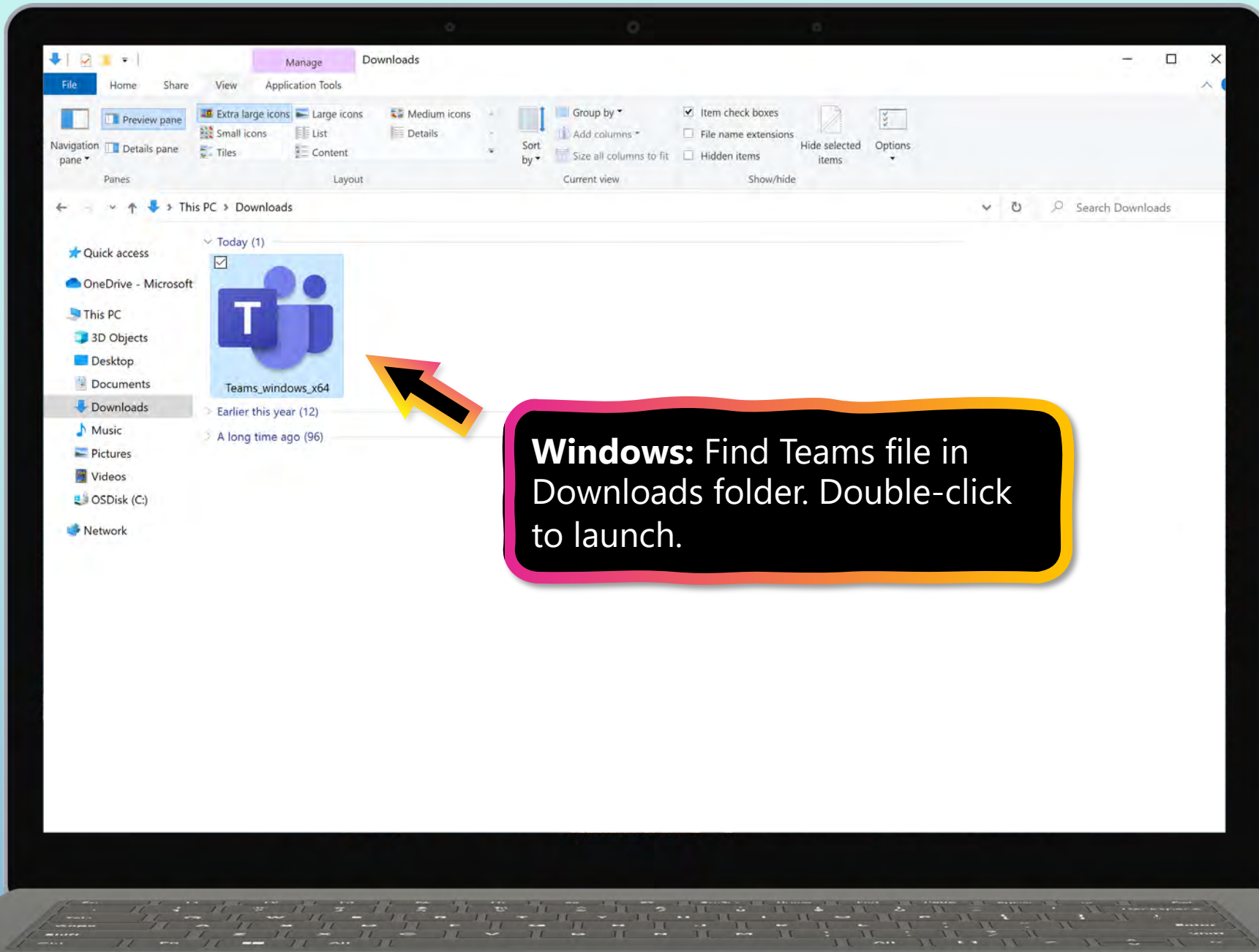
# Get started with Teams

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

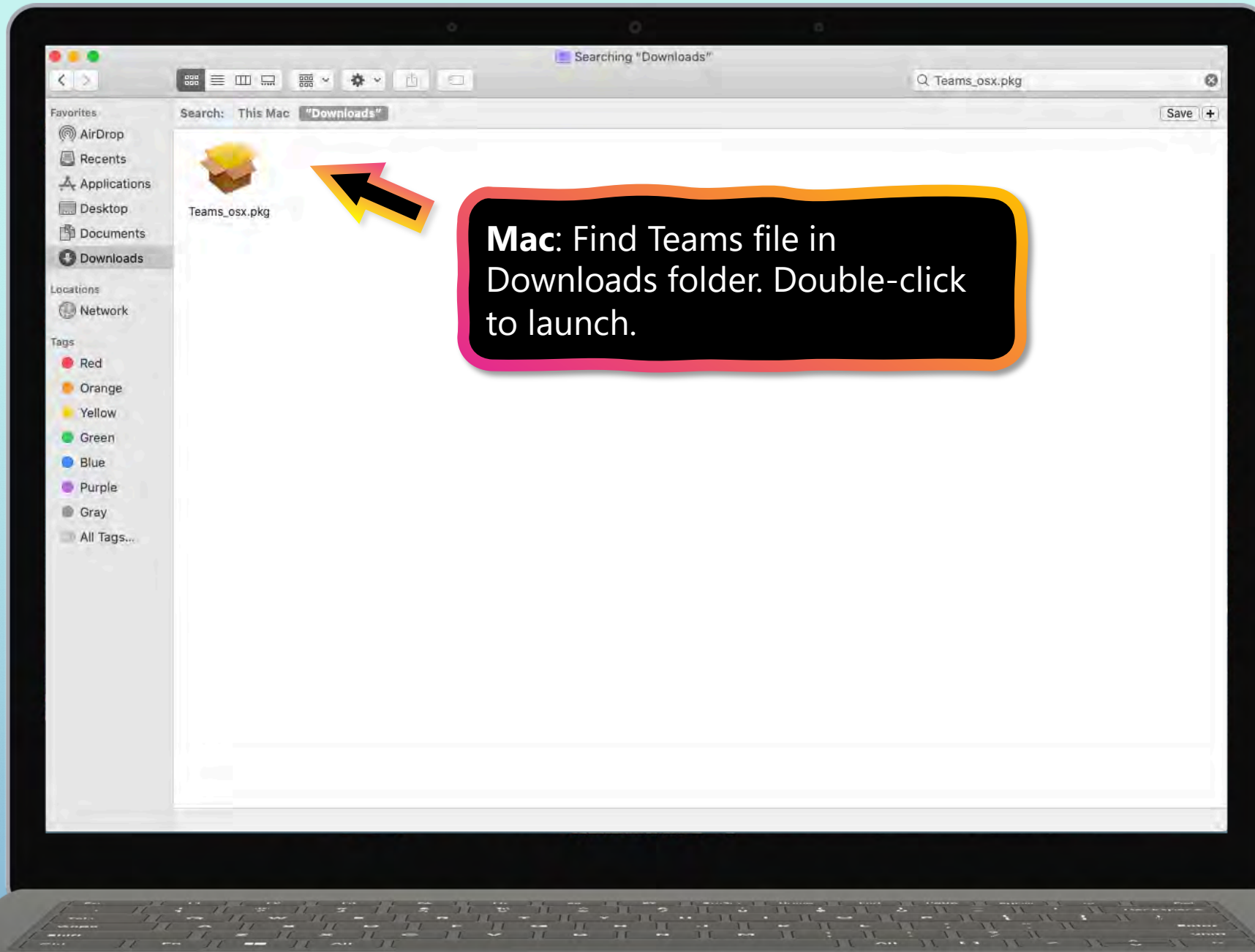




Rather work on your desktop? Click this icon to download Teams. Jump to instructions for [Windows](#) or [Mac](#).



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



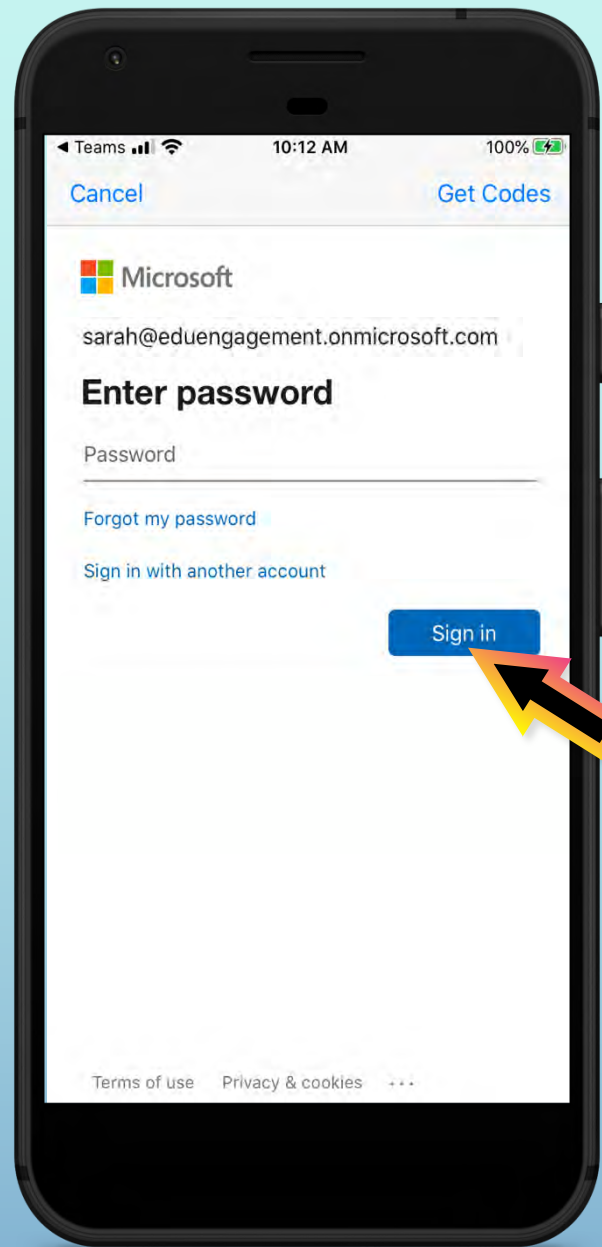
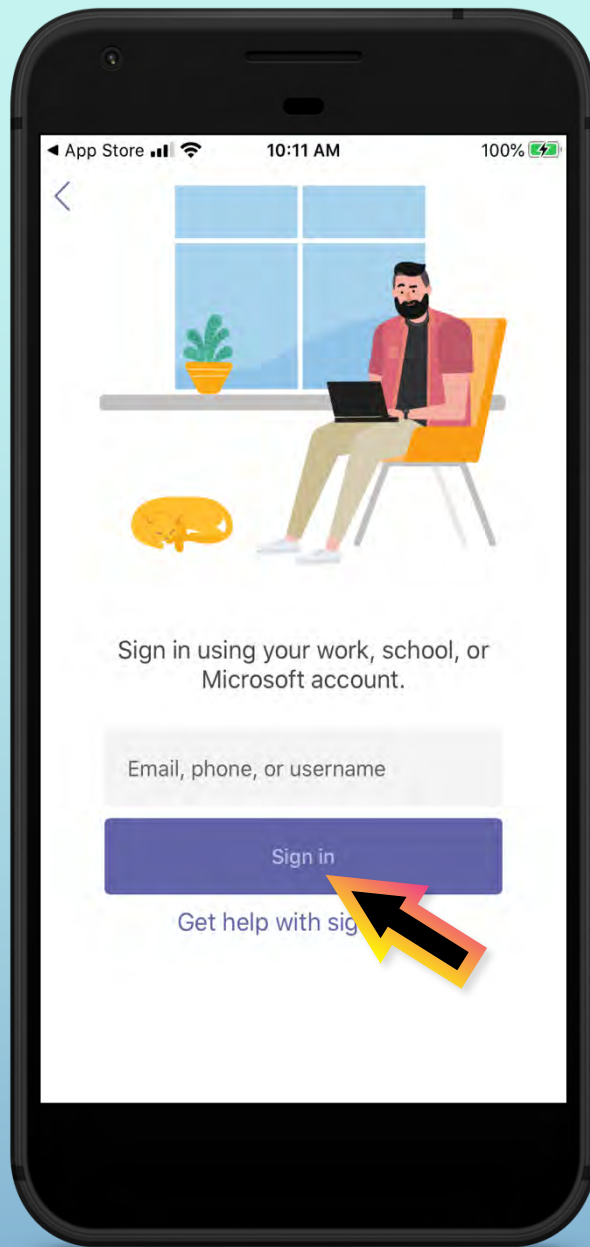
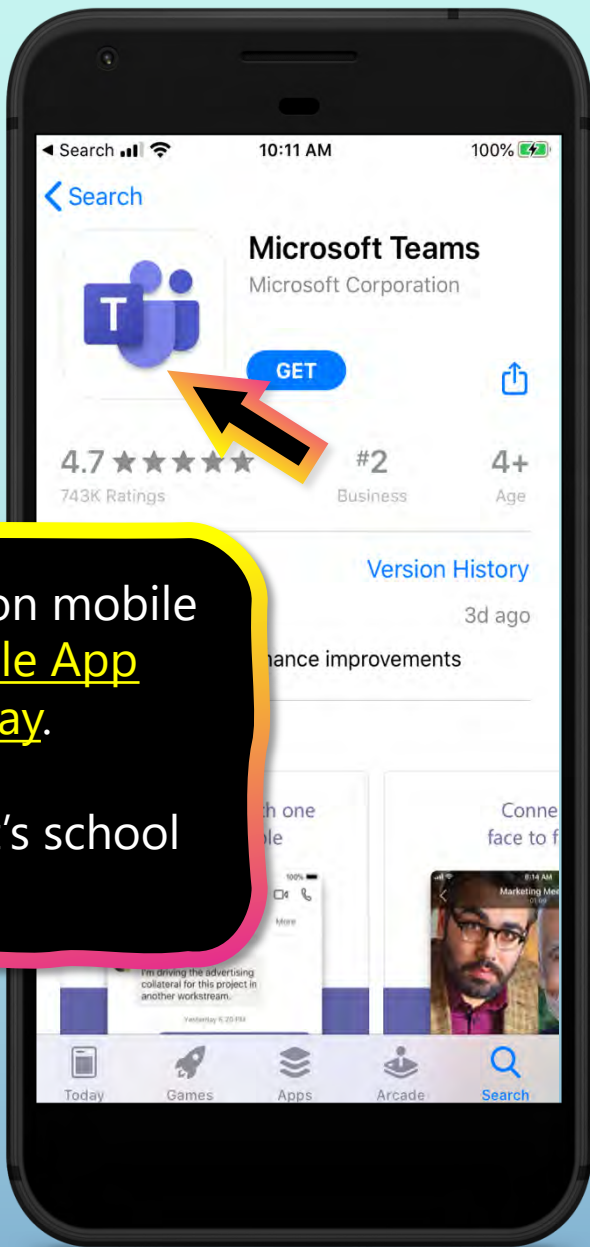
**Mac:** Find Teams file in Downloads folder. Double-click to launch.

## Chapter 1

# Get started with Teams

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](#).

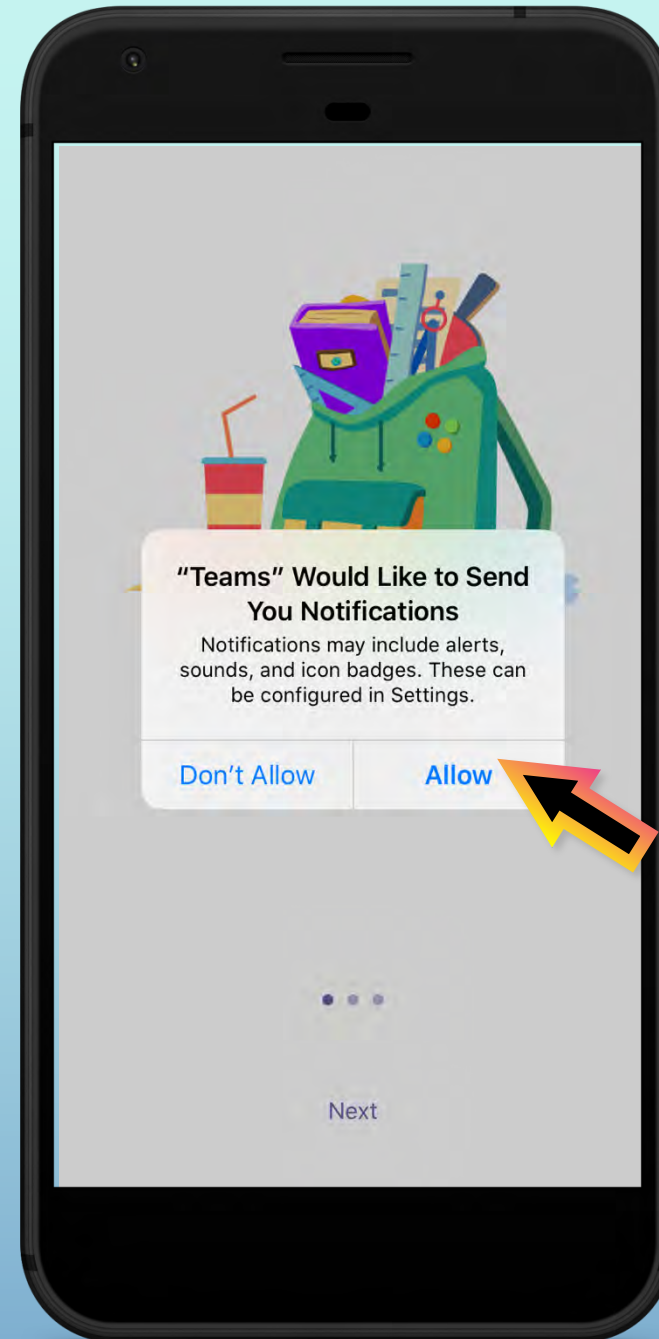
Enter your student's school or work account.



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.

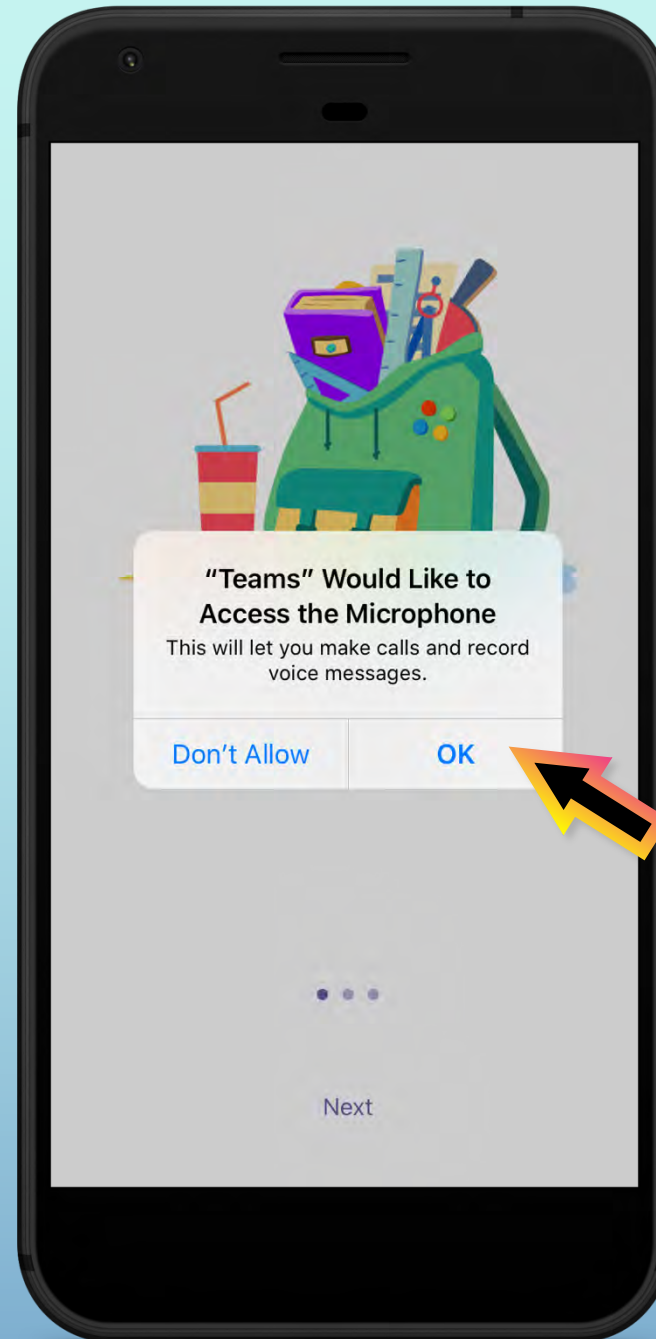
You can adjust this in **Settings**.



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



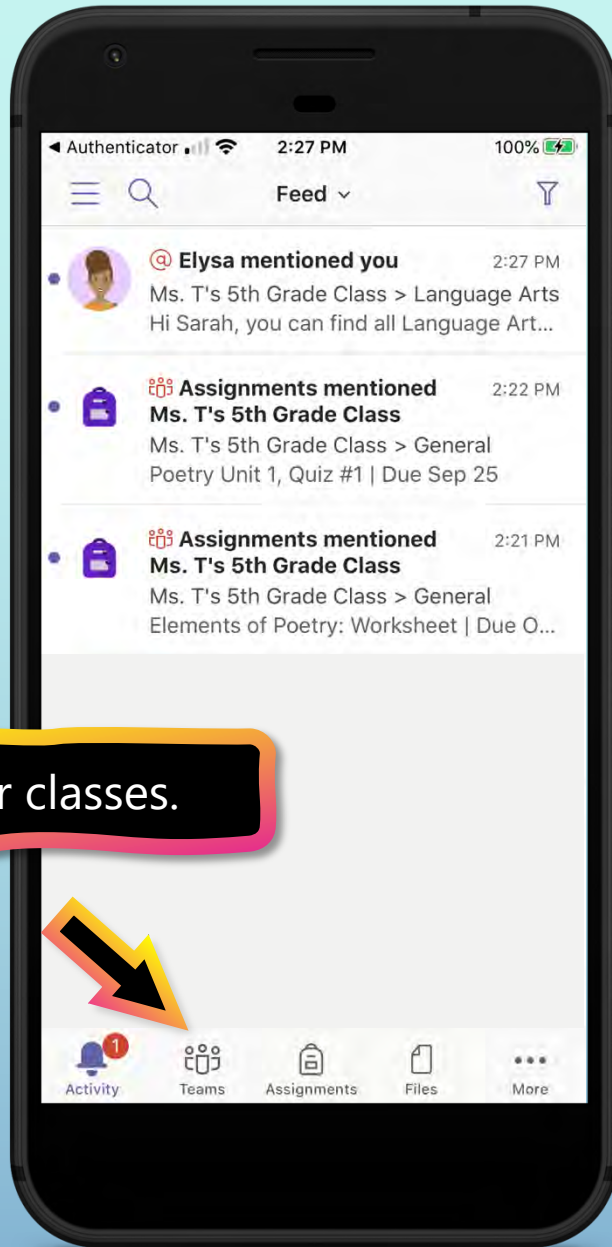
Speak up. Share out.  
Soar on.



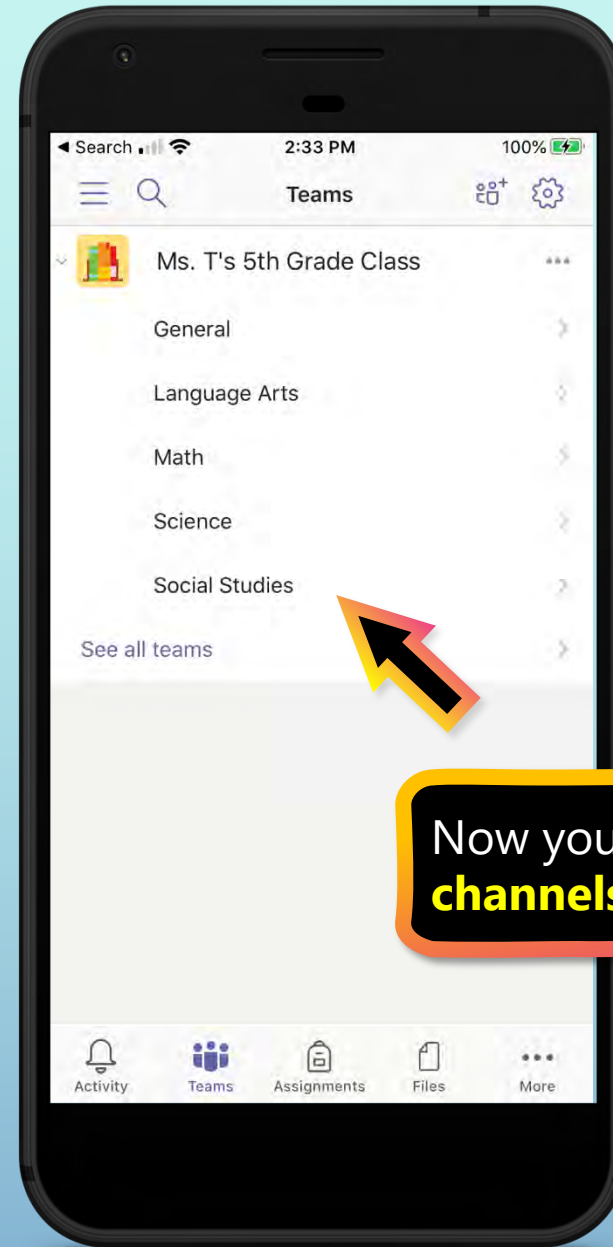
Got it

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





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



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

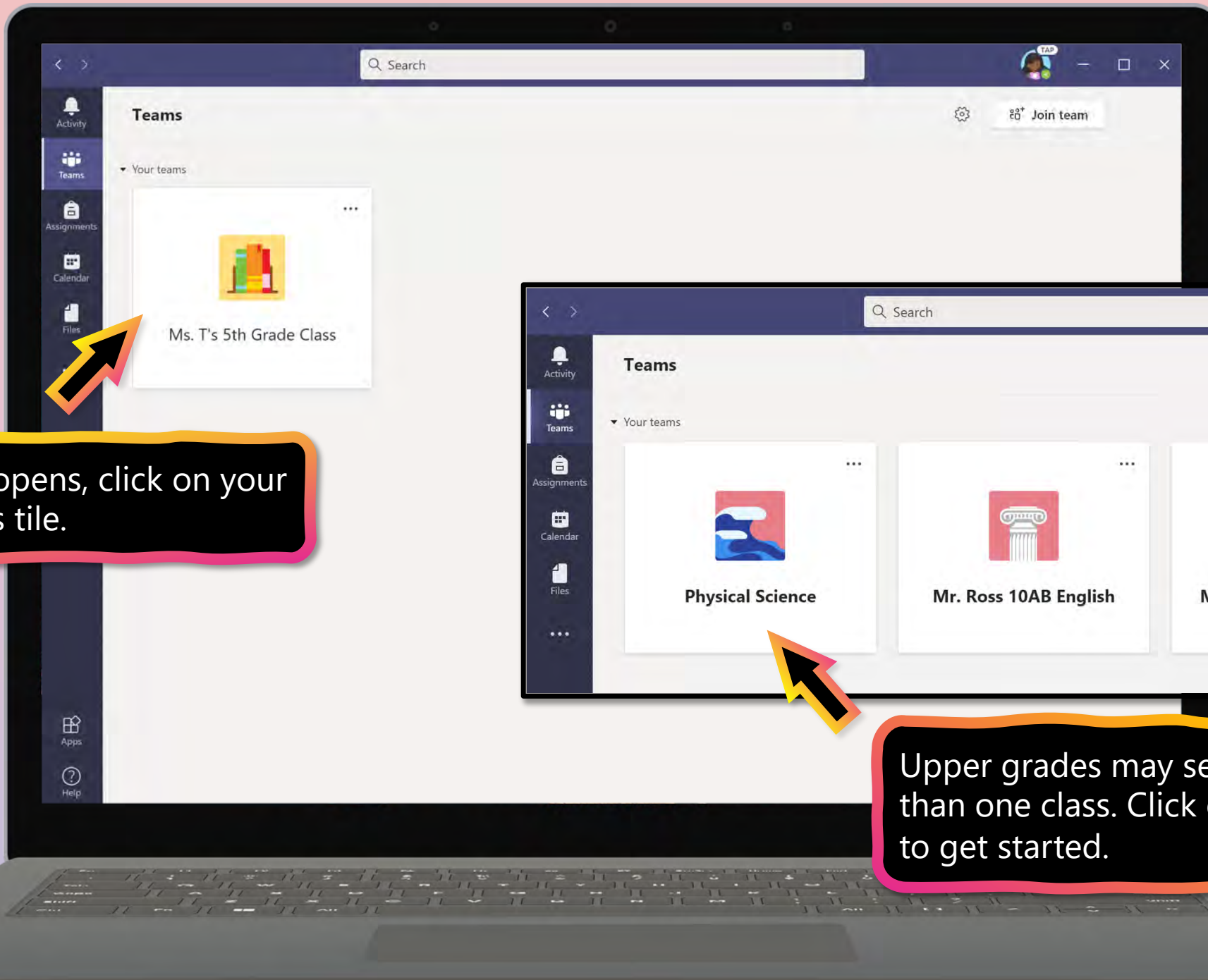


## Chapter 2

# How to help your student use Teams

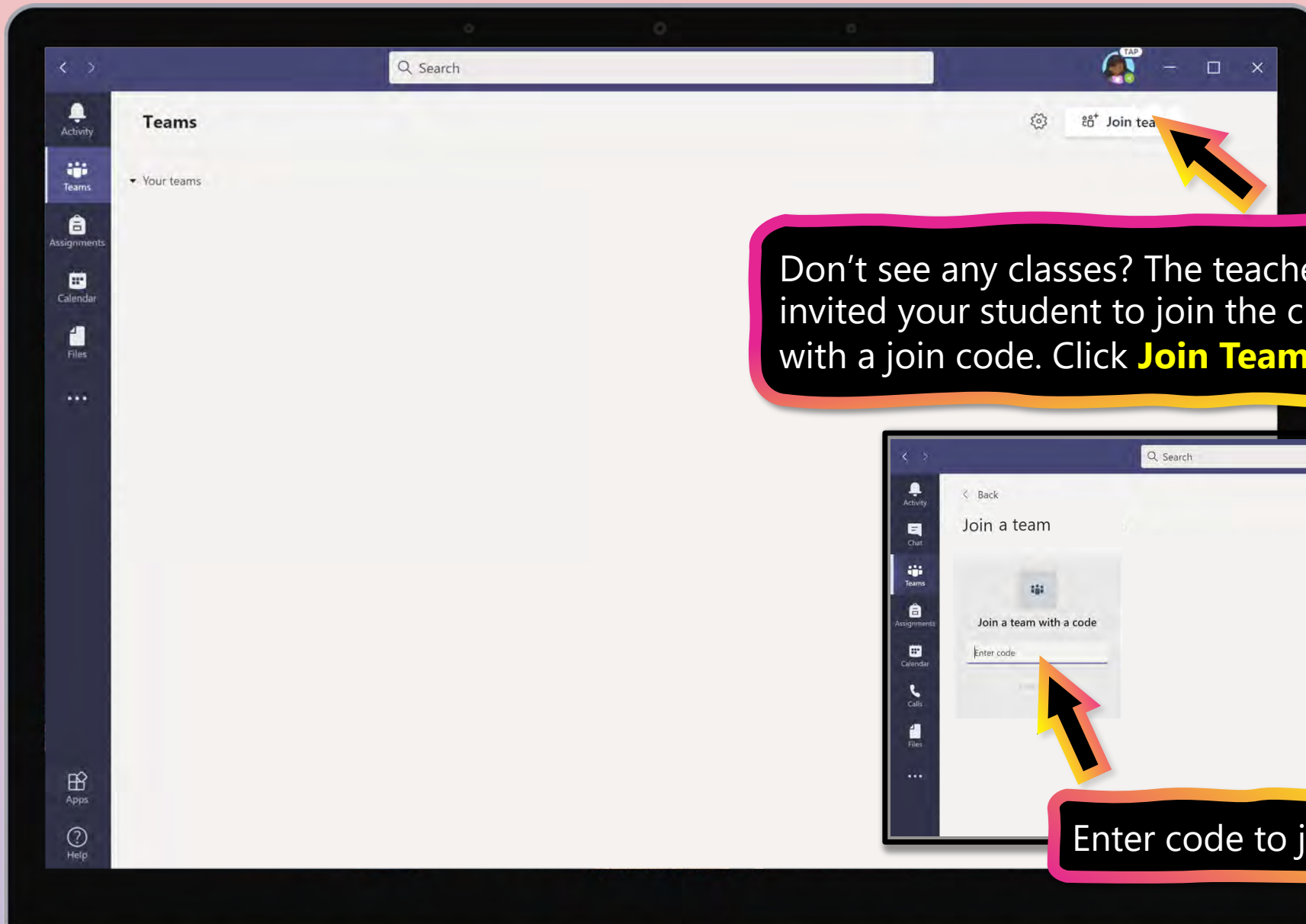
1. **Join a class team**
2. View and turn in assignments
3. Attend a virtual class
4. Find grades
5. Chat with teachers and classmates



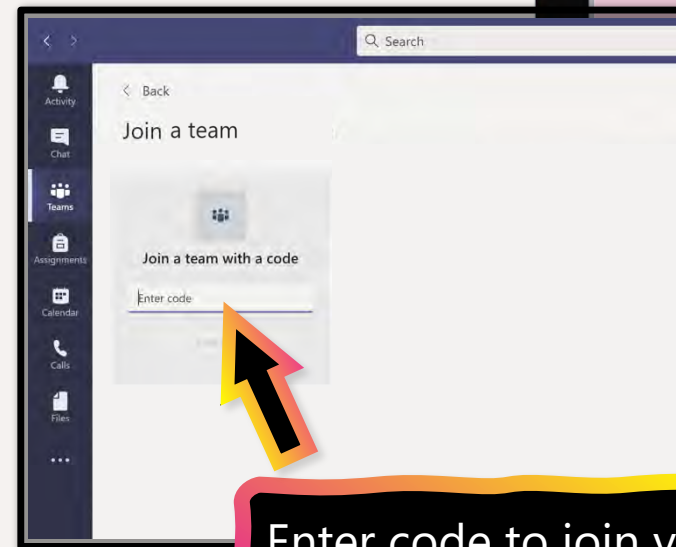


When Teams opens, click on your student's class tile.

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 for a class named "Ms. T's 5th Grade Class". On the left sidebar, under "All teams", the class name is listed. Below it, a list of channels is shown: "General", "Language Arts", "Math", "Science", and "Social Studies". A yellow arrow points to the "Science" channel. The main content area shows a post from "Tara Teacher" with a banner for "Poetry Unit Introduction" and a message about a class call at 1:00 PM. Below the post is an assignment titled "Elements of Poetry Worksheet" due on Oct 06. At the bottom, there is a meeting notification for "Poetry Unit Introduction; Elements of Poetry" on Thursday, October 1, 2020 at 1:00 PM.



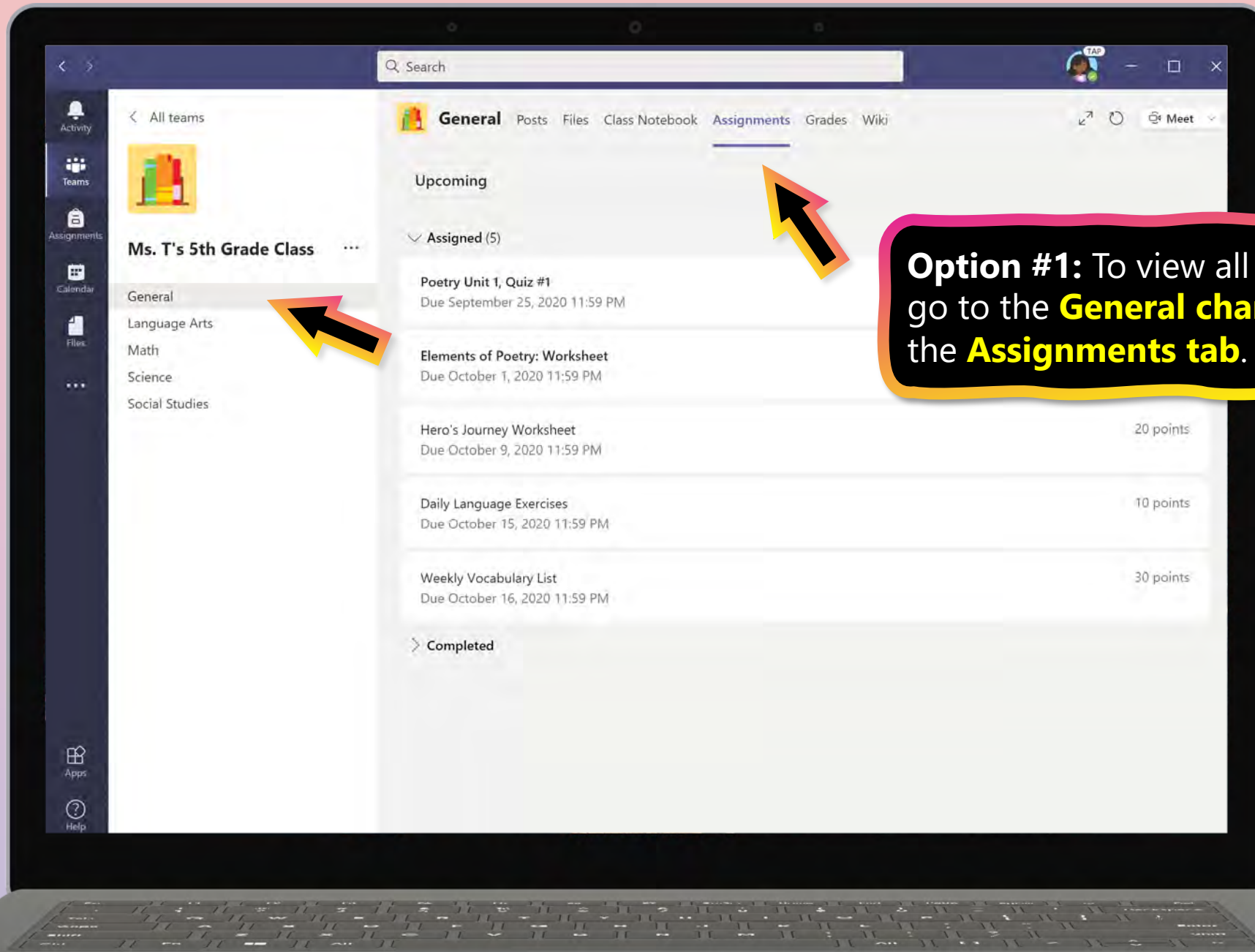
## Chapter 2

# How to help your student use Teams

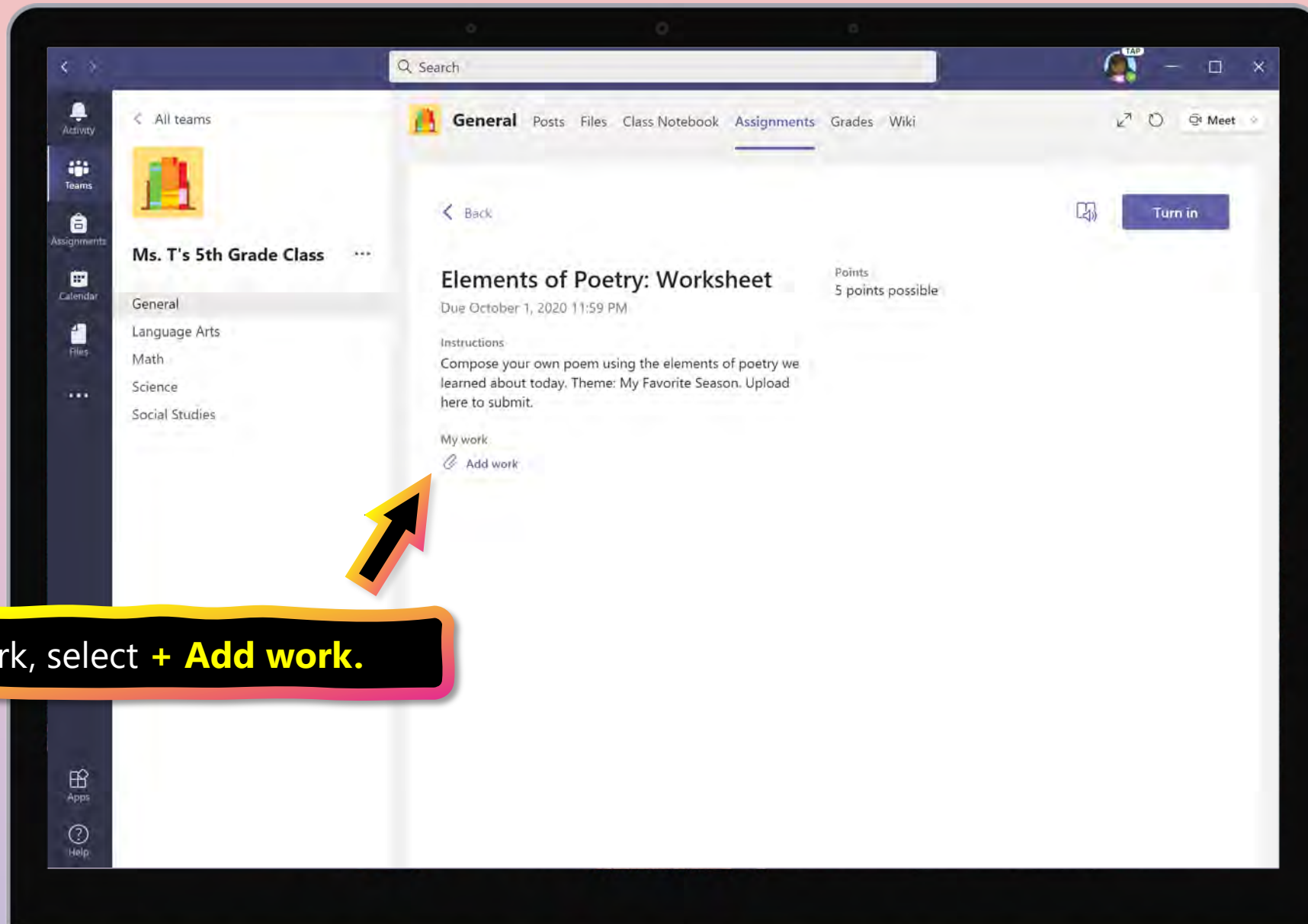
1. Join a class team
2. **View and turn in assignments**
3. Attend a virtual class
4. Find grades
5. Chat with teachers and classmates



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



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

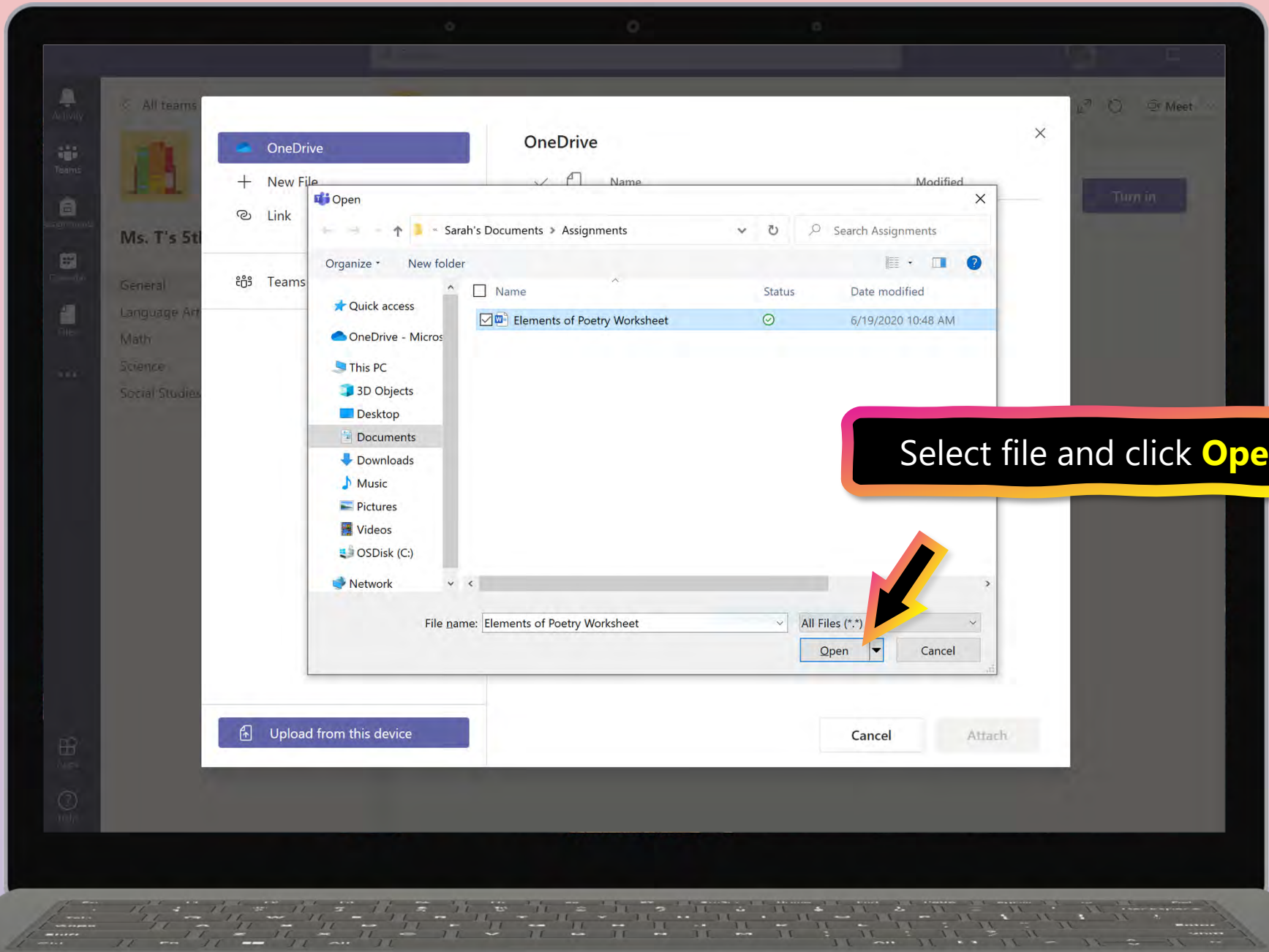


To upload work, select + **Add work**.

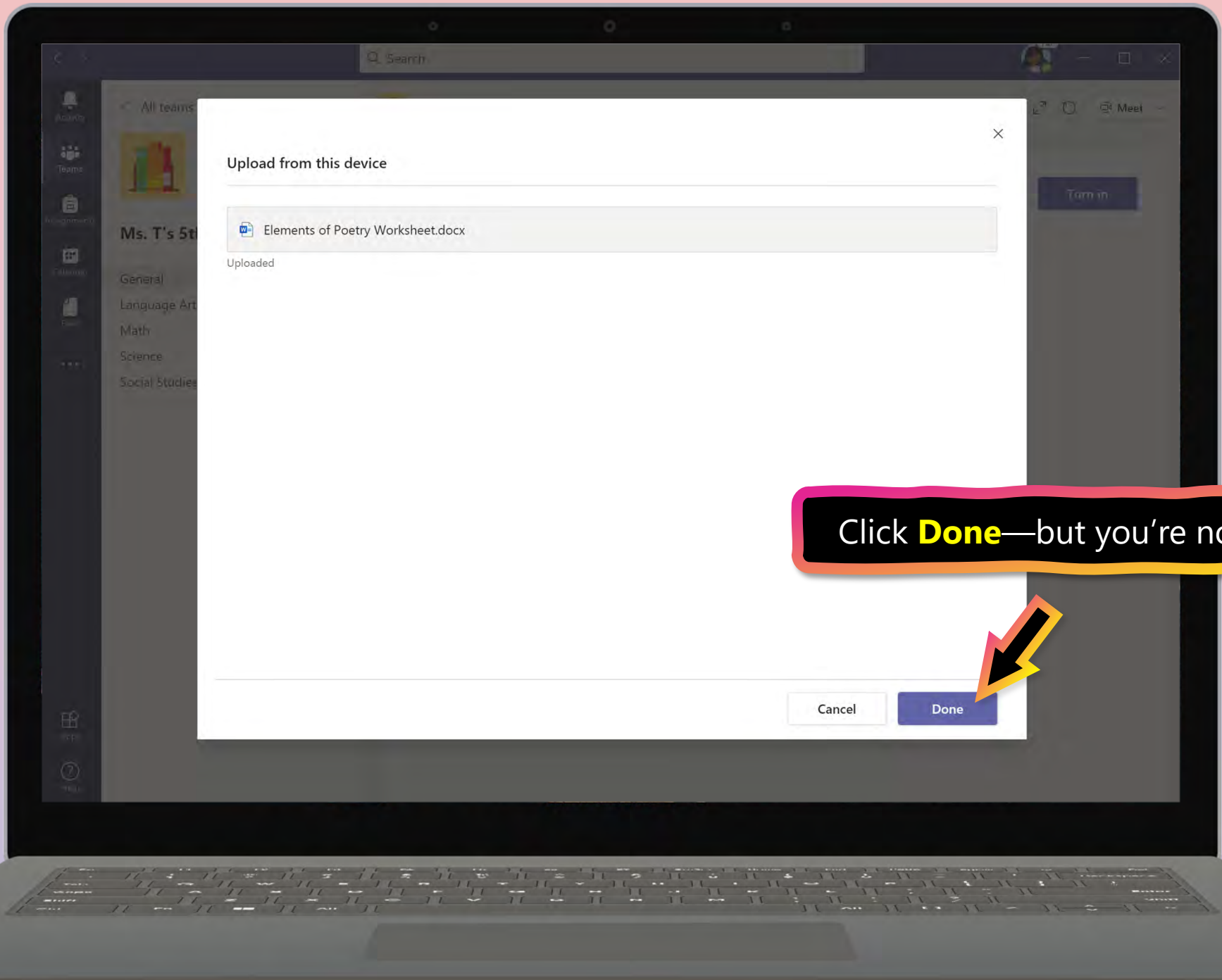
**Upload** file from your device, OneDrive, Teams, or a link. Let's **upload from device** for this example.

The screenshot shows the Microsoft Teams interface with a OneDrive upload dialog box open. The dialog box has a left sidebar with options: 'OneDrive' (selected), '+ New File', 'Link', and 'Teams'. The main area is titled 'OneDrive' and contains a table with columns 'Name' and 'Modified'. Below the table is a graphic of files and the text 'No files available'. At the bottom of the dialog are three buttons: 'Upload from this device' (highlighted with a red arrow), 'Cancel', and 'Attach'.

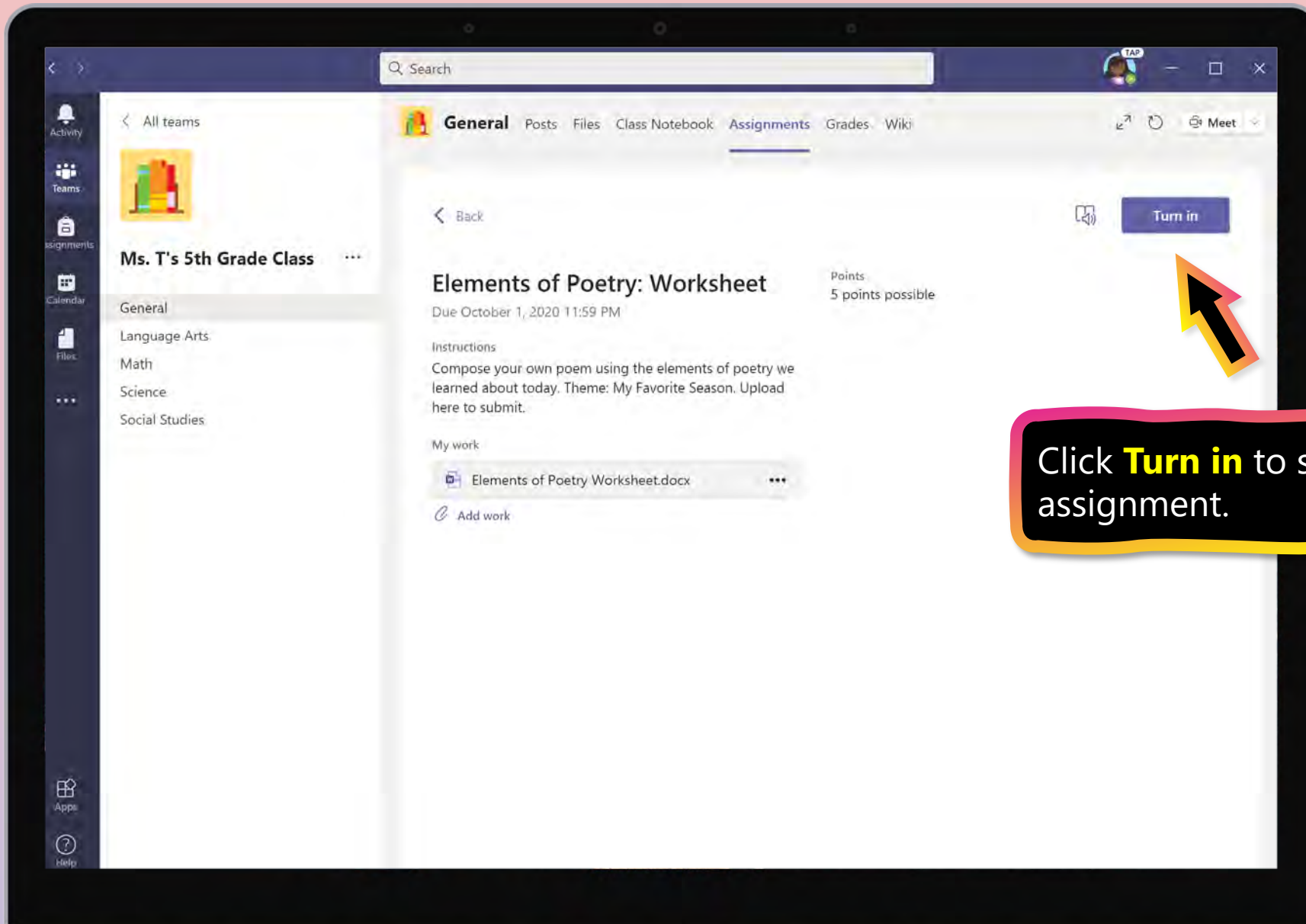
✓	📄	Name	Modified
No files available			



Select file and click **Open**.

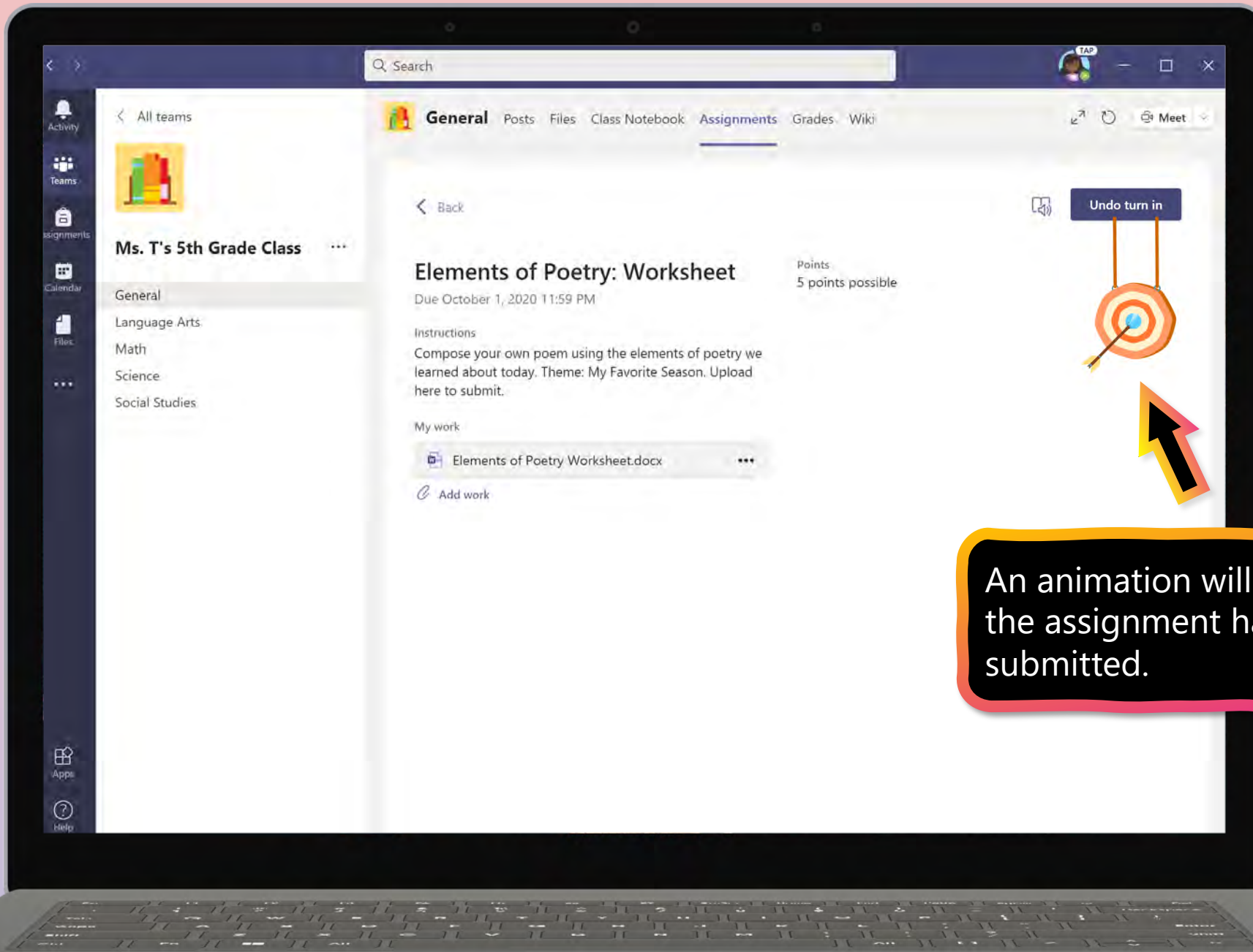


Click **Done**—but you're not done yet.



Click **Turn in** to submit assignment.

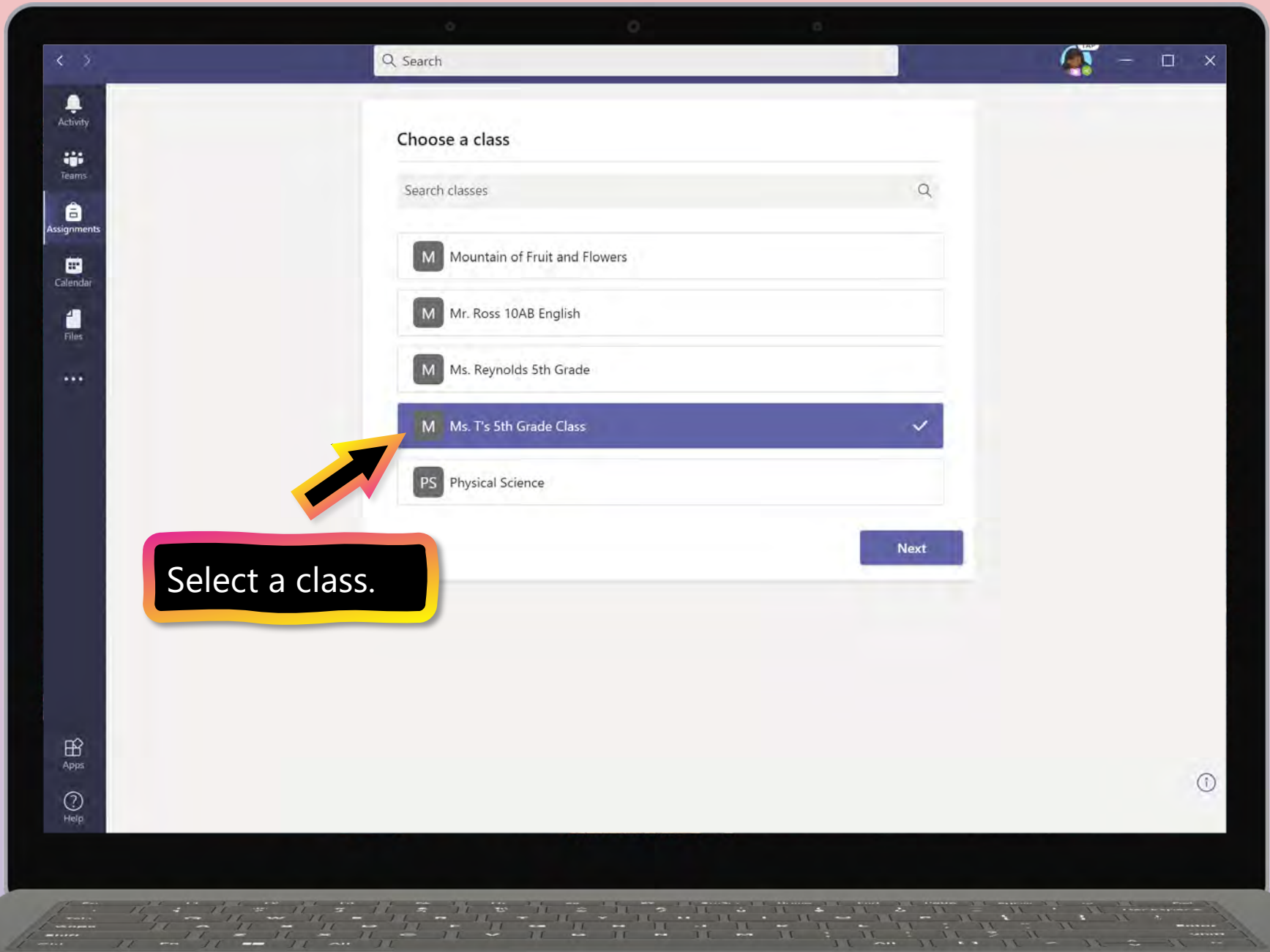




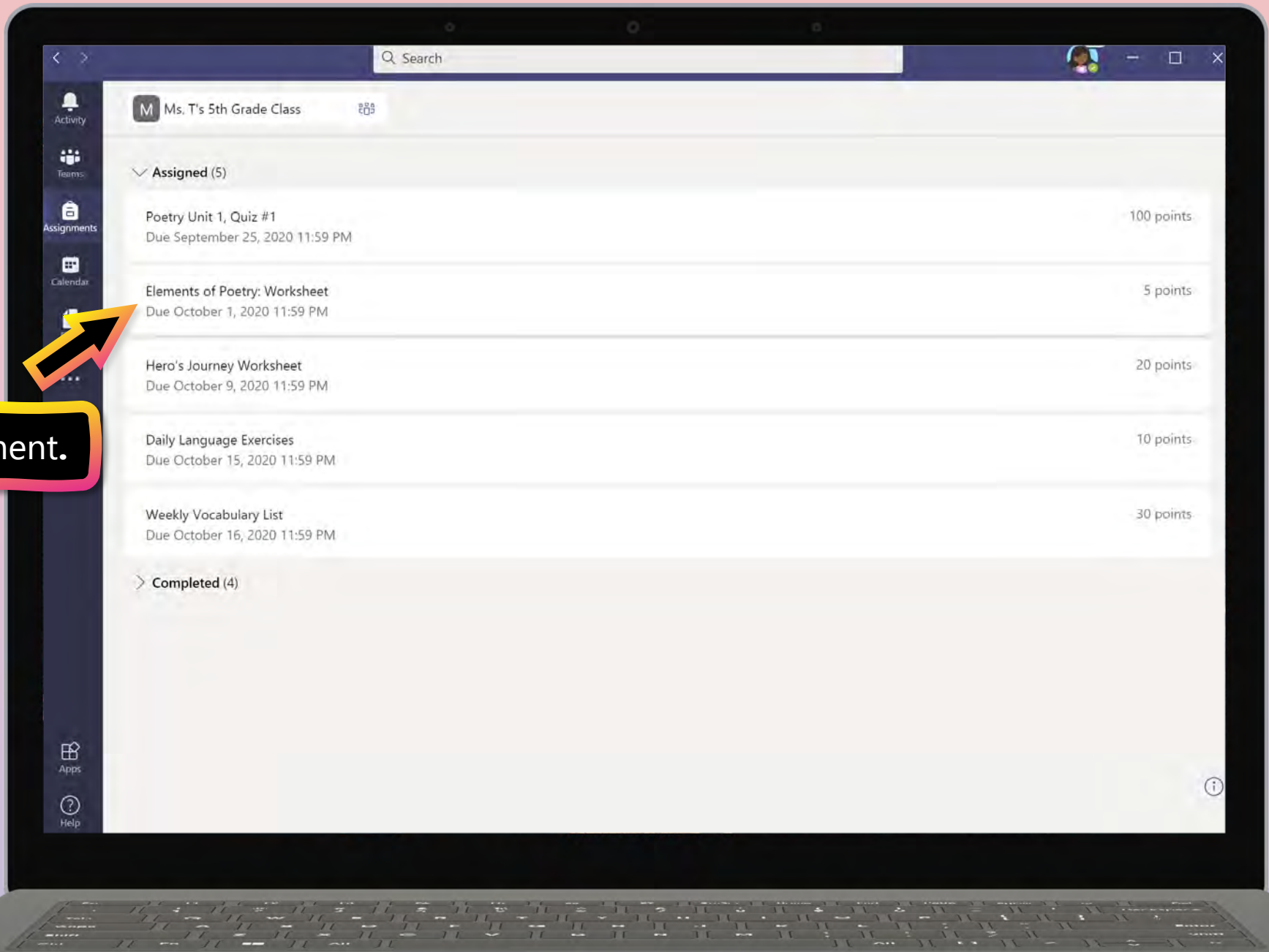
An animation will signal that the assignment has been submitted.

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

The screenshot shows a Microsoft Teams chat window for a team named "Ms. T's 5th Grade Class". The left-hand navigation pane is visible, with the "Assignments" icon highlighted by a yellow arrow. The main chat area displays a message from "Tara Teacher" dated 6/1 12:25 PM, titled "Poetry Unit Introduction". The message content includes: "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.", and a "View assignment" button. Below this, an "Assignments" section shows the "Elements of Poetry Worksheet" with a due date of "Due Oct 06". At the bottom of the chat, a meeting card is visible: "Poetry Unit Introduction: Elements of Poetry" scheduled for "Thursday, October 1, 2020 @ 1:00 PM". The bottom of the screen shows the chat input area with icons for attachments, emojis, and other features.



Select a class.



Select assignment.

M Ms. T's 5th Grade Class

Assigned (5)

Poetry Unit 1, Quiz #1 100 points  
Due September 25, 2020 11:59 PM

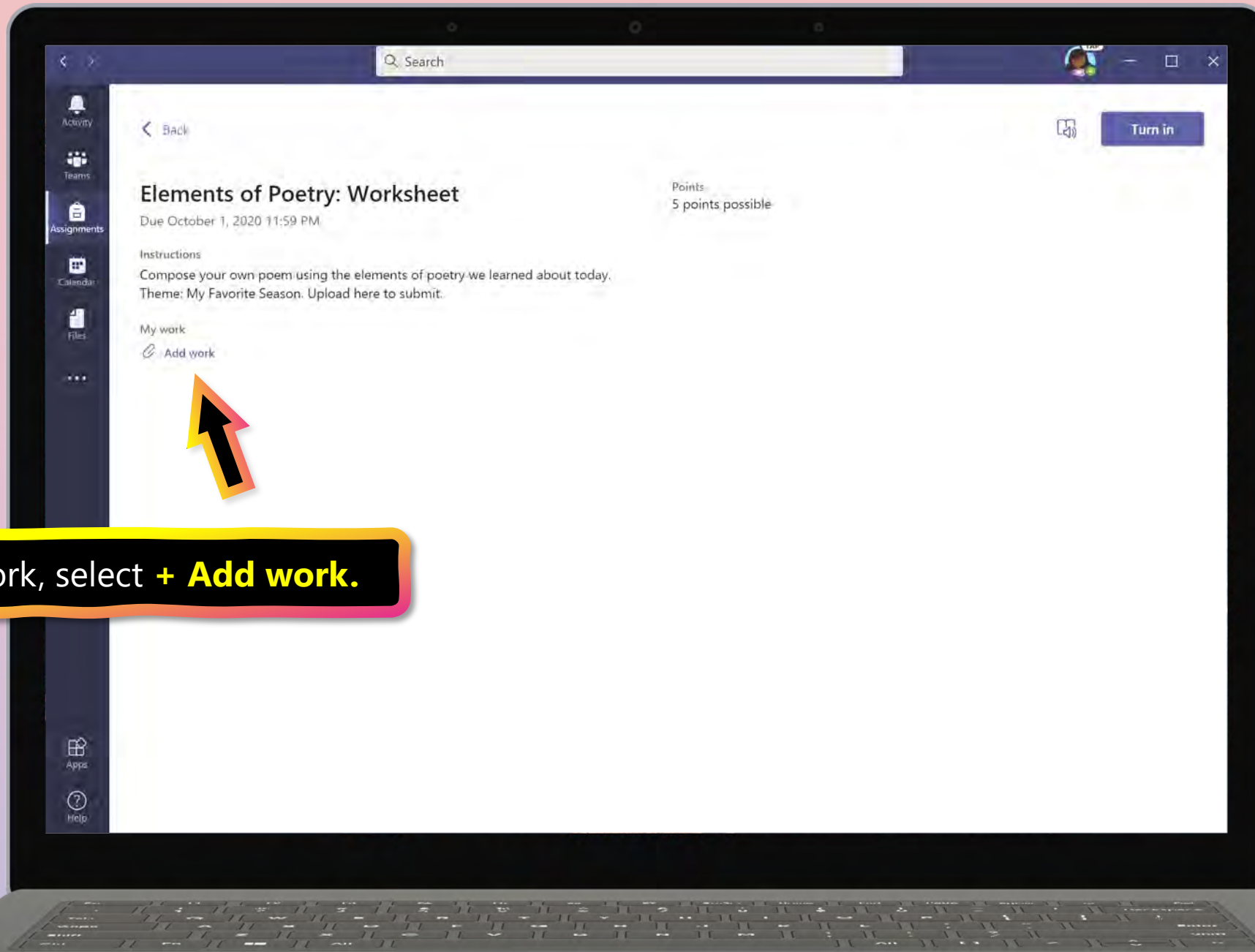
Elements of Poetry: Worksheet 5 points  
Due October 1, 2020 11:59 PM

Hero's Journey Worksheet 20 points  
Due October 9, 2020 11:59 PM

Daily Language Exercises 10 points  
Due October 15, 2020 11:59 PM

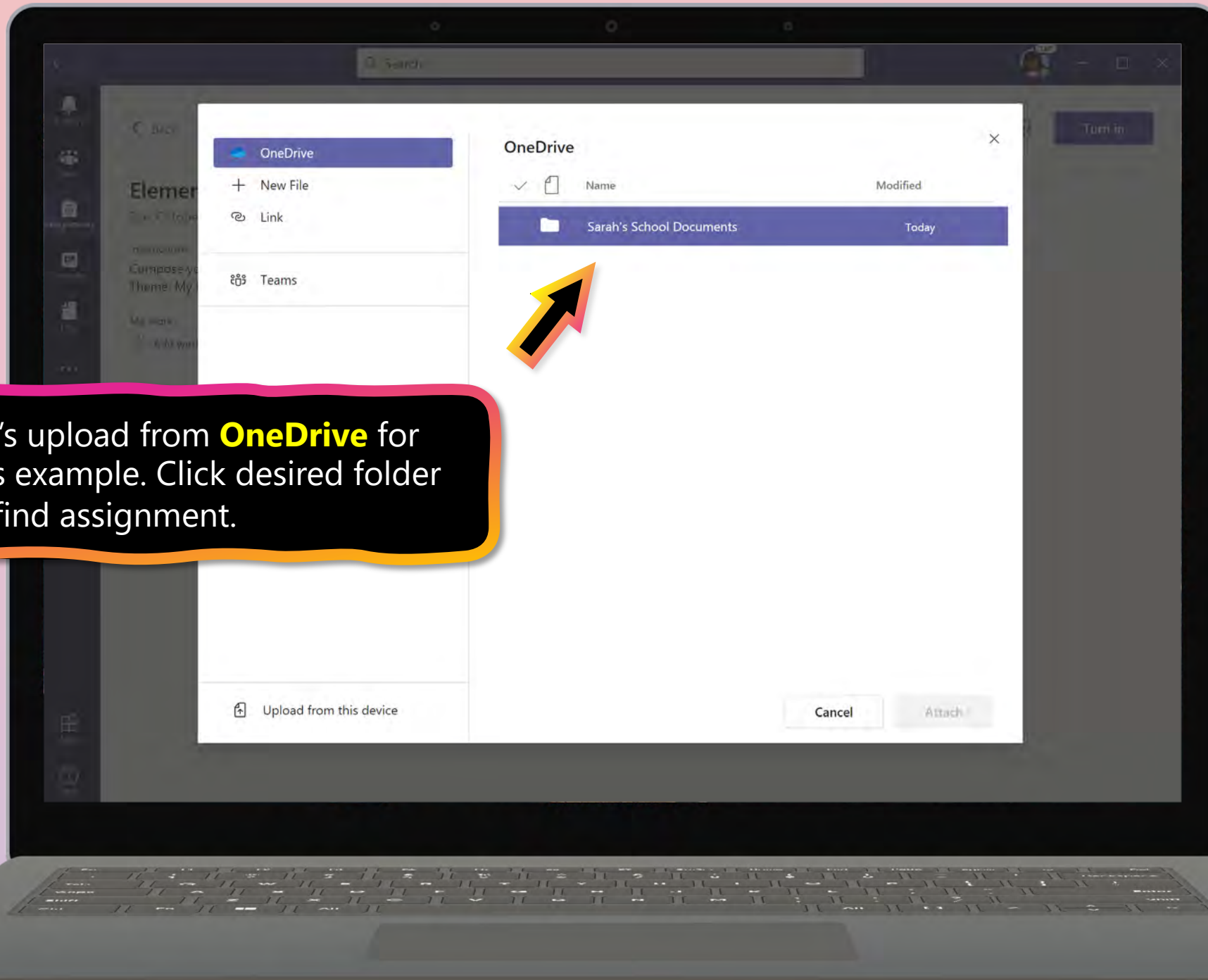
Weekly Vocabulary List 30 points  
Due October 16, 2020 11:59 PM

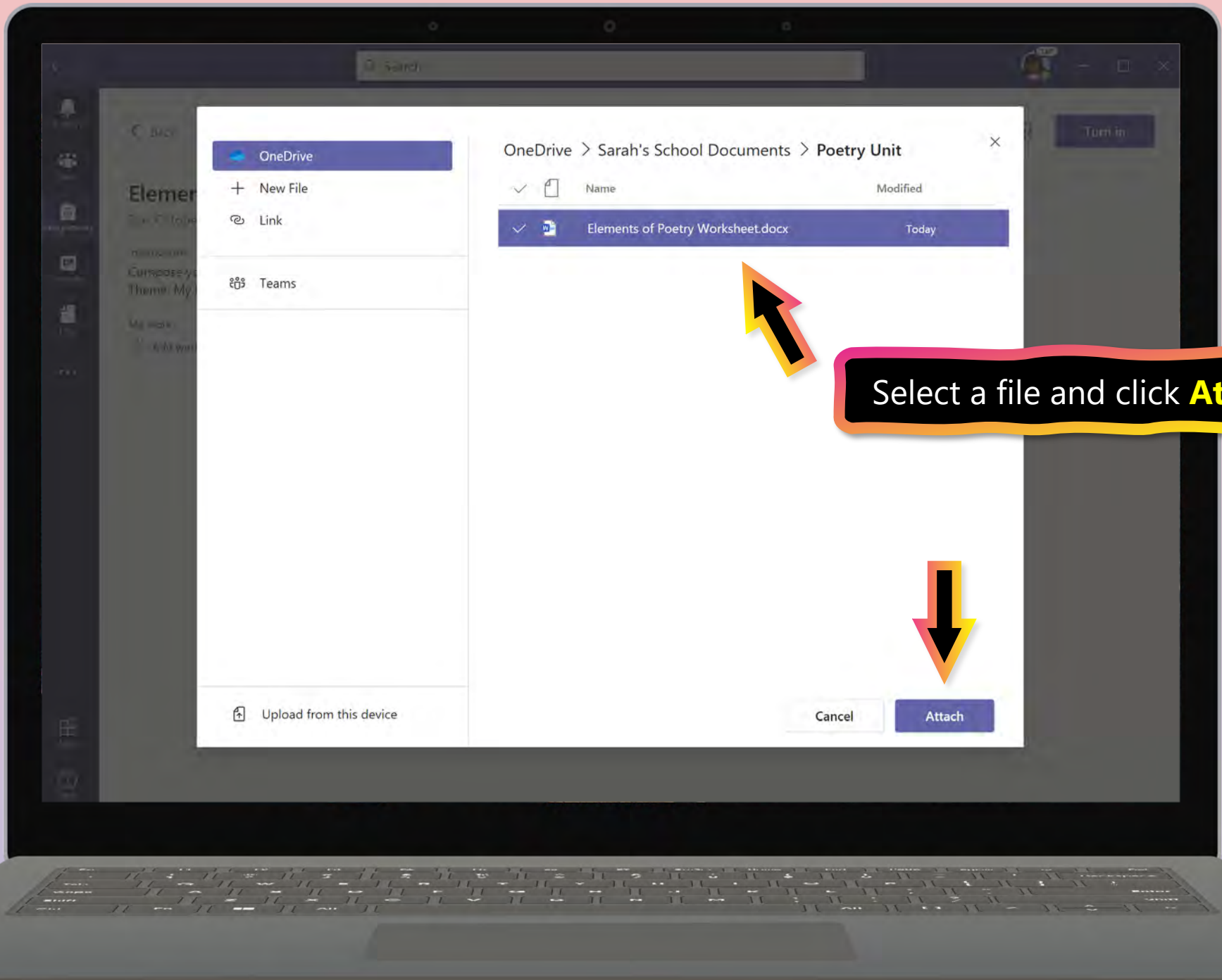
Completed (4)



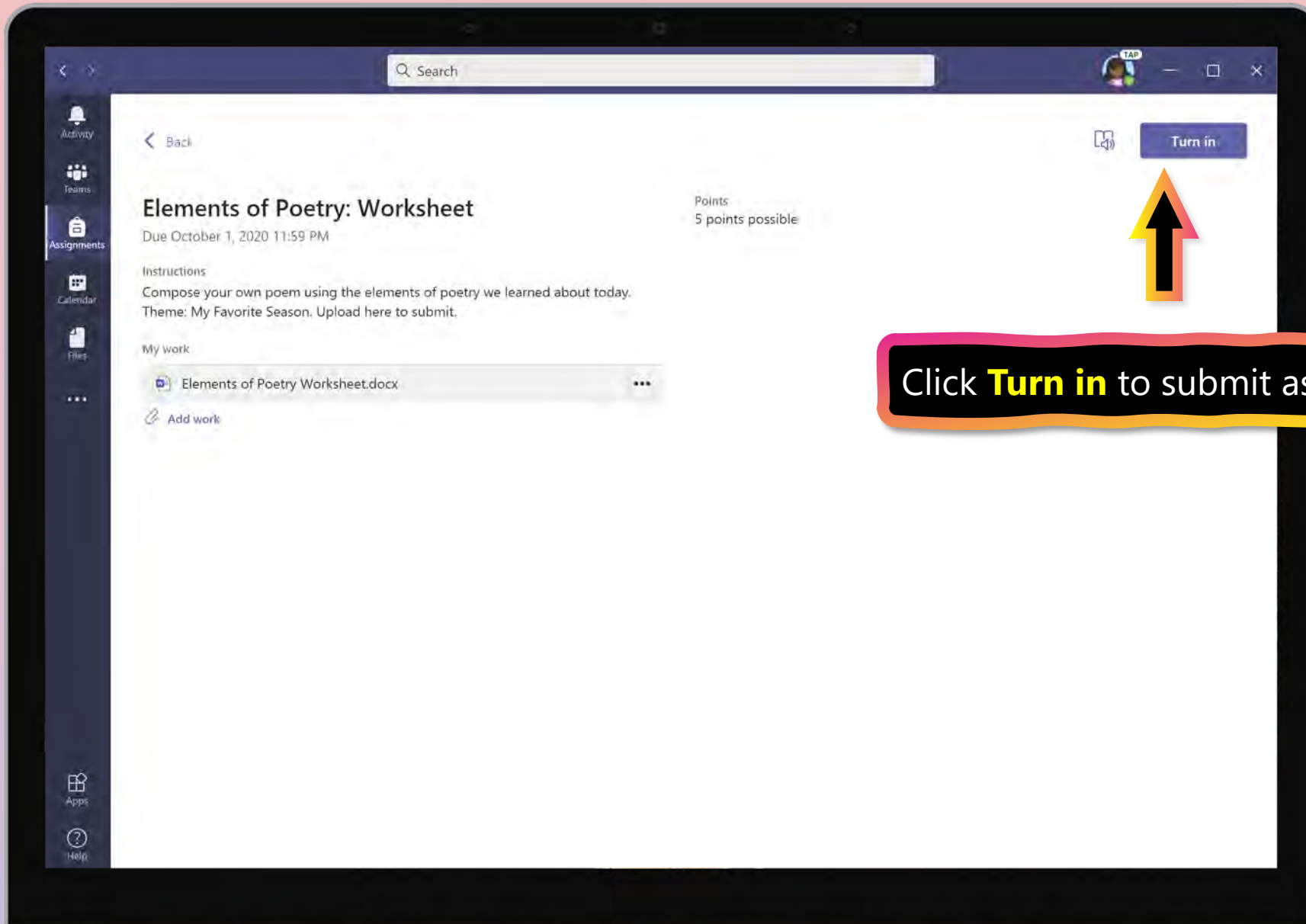
To upload work, select **+ Add work**.

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





Select a file and click **Attach**.



Back

## Elements of Poetry: Worksheet

Points  
5 points possible

Turn in

### Instructions

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

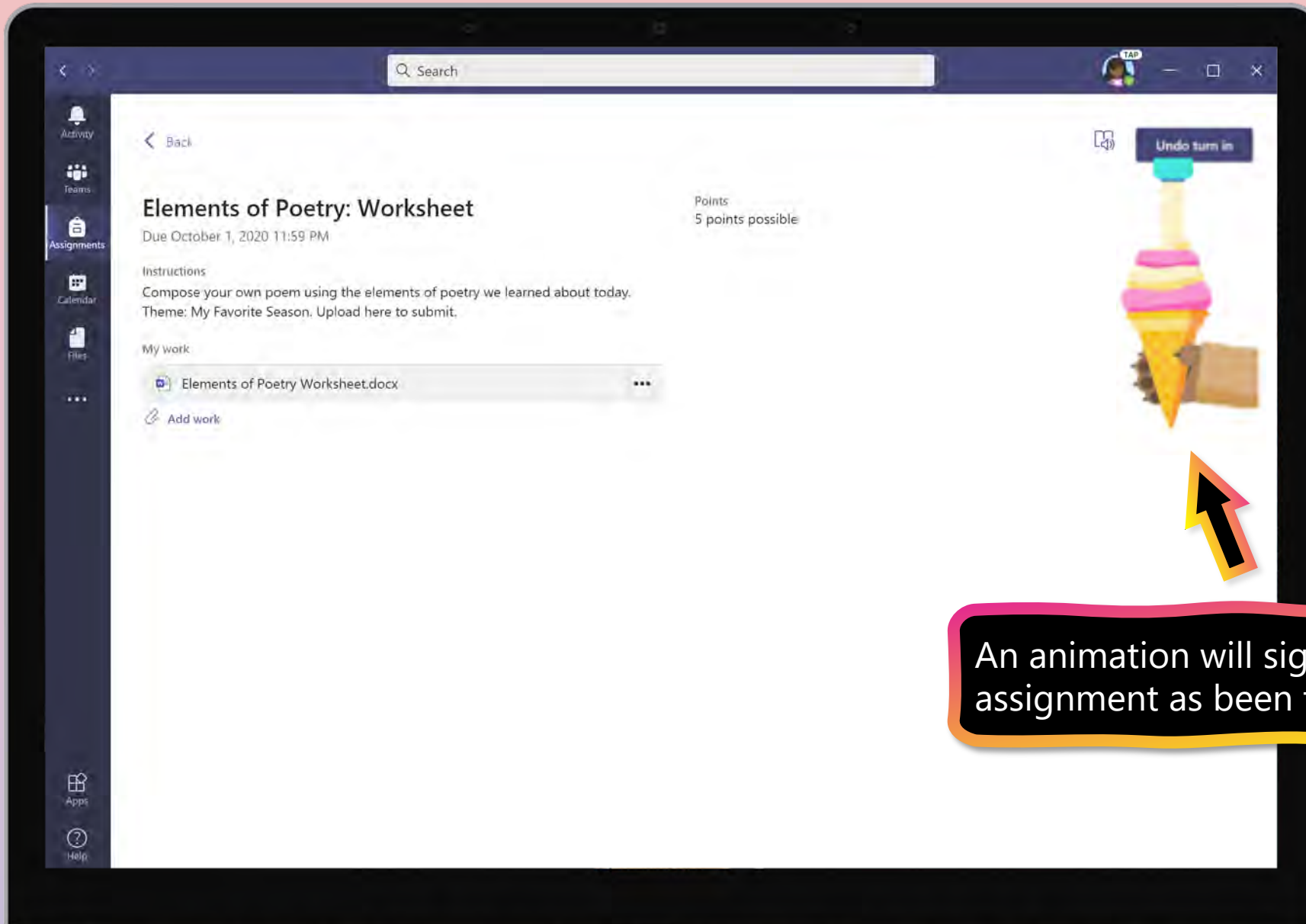
### My work

Elements of Poetry Worksheet.docx

Add work

Click **Turn in** to submit assignment.

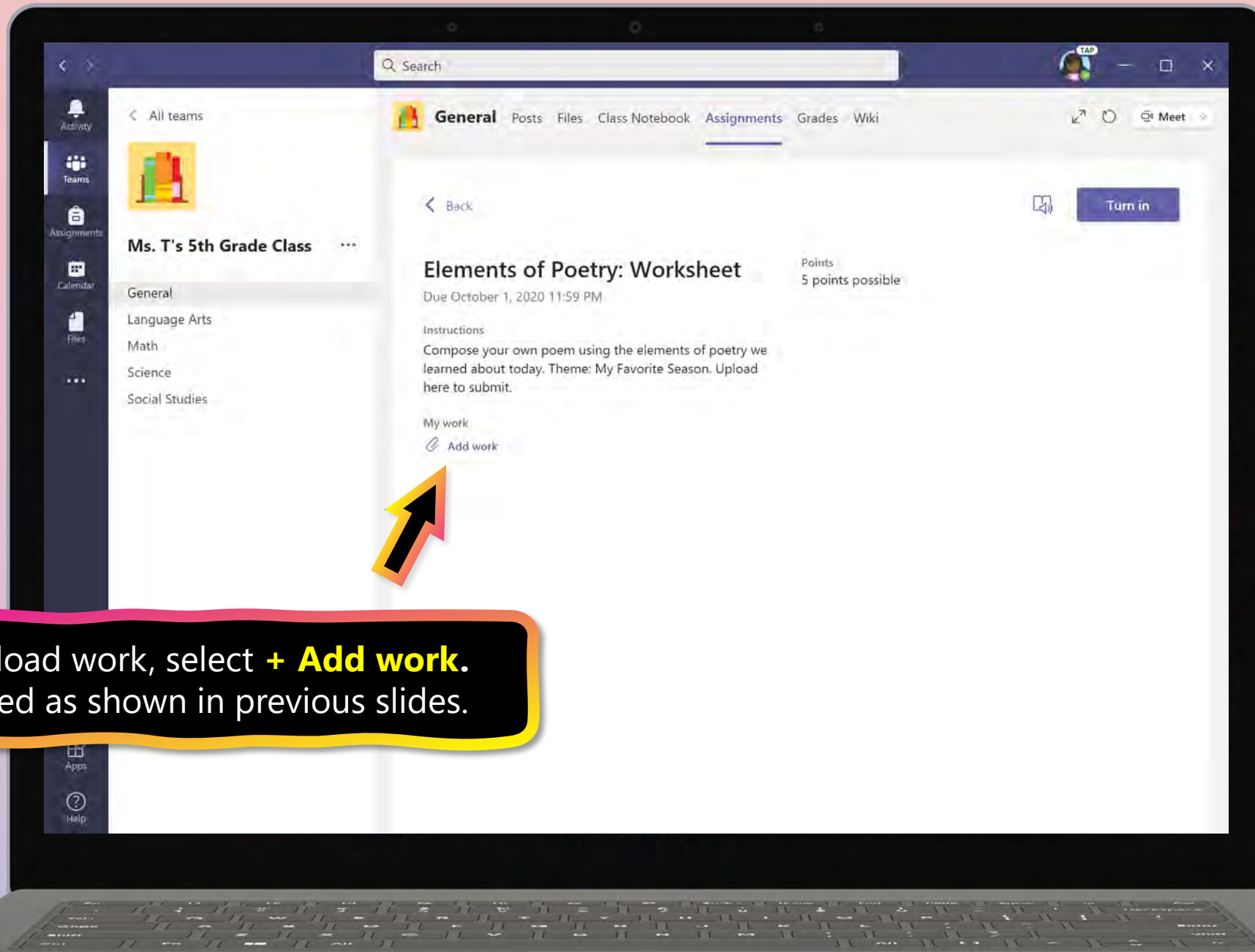




An animation will signal that the assignment as been turned in.

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

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 icons for Activity, Teams, Assignments, Calendar, and Files, and a main chat area. The chat area is currently displaying the "General" channel. A post from "Tara Teacher" at 6/1 12:25 PM is titled "Poetry Unit Introduction" and includes a blue banner with a bee illustration. 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 this post is an assignment card titled "Elements of Poetry Worksheet" with a due date of "Due Oct 06" and a "View assignment" button. A meeting card is also visible, titled "Poetry Unit Introduction: Elements of Poetry" scheduled for Thursday, October 1, 2020 at 1:00 PM. Two yellow arrows with black outlines point to the "General" channel tab and the "View assignment" button. A yellow callout box on the left contains the text: "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.

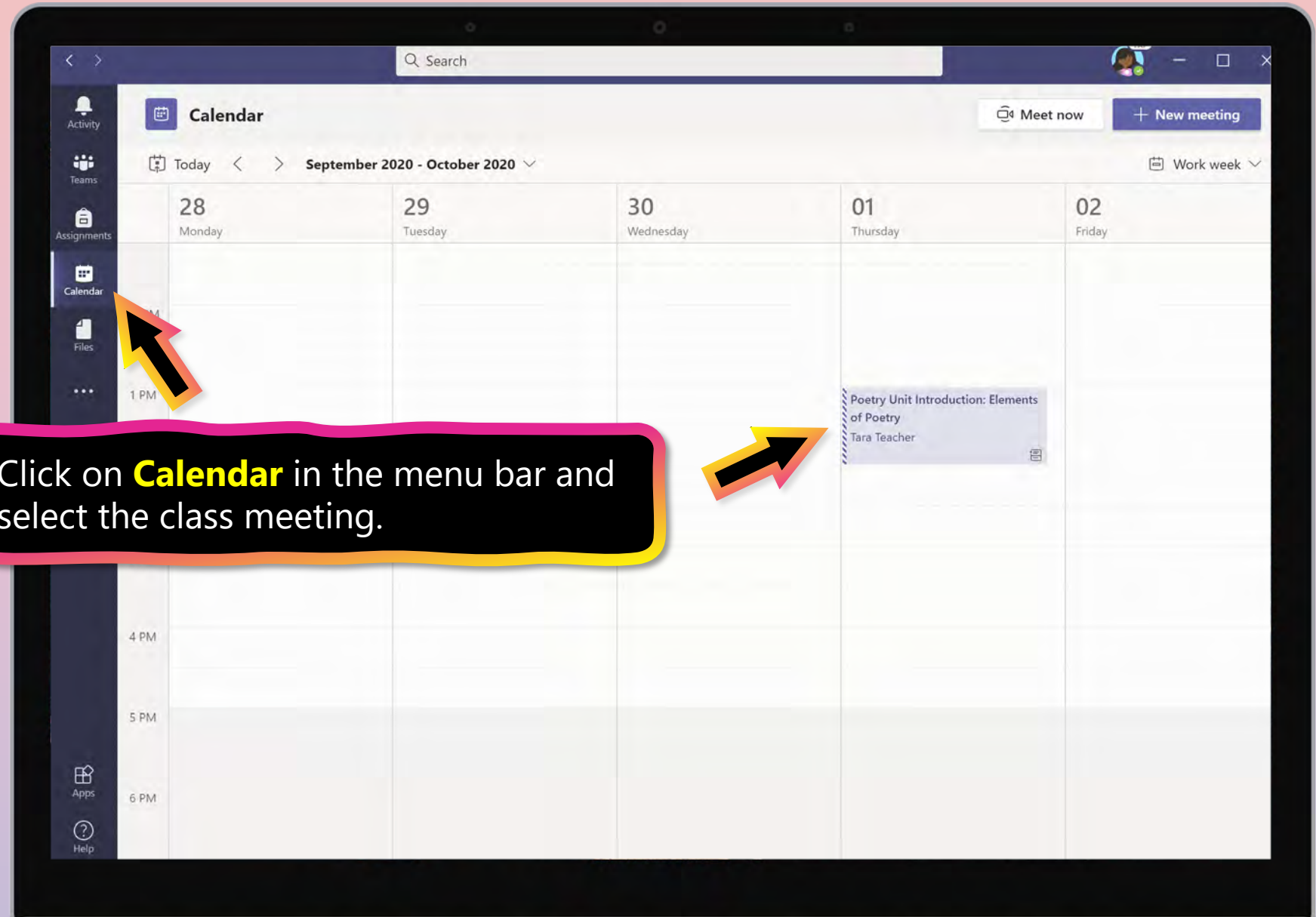
## Chapter 2

# How to help your student use Teams

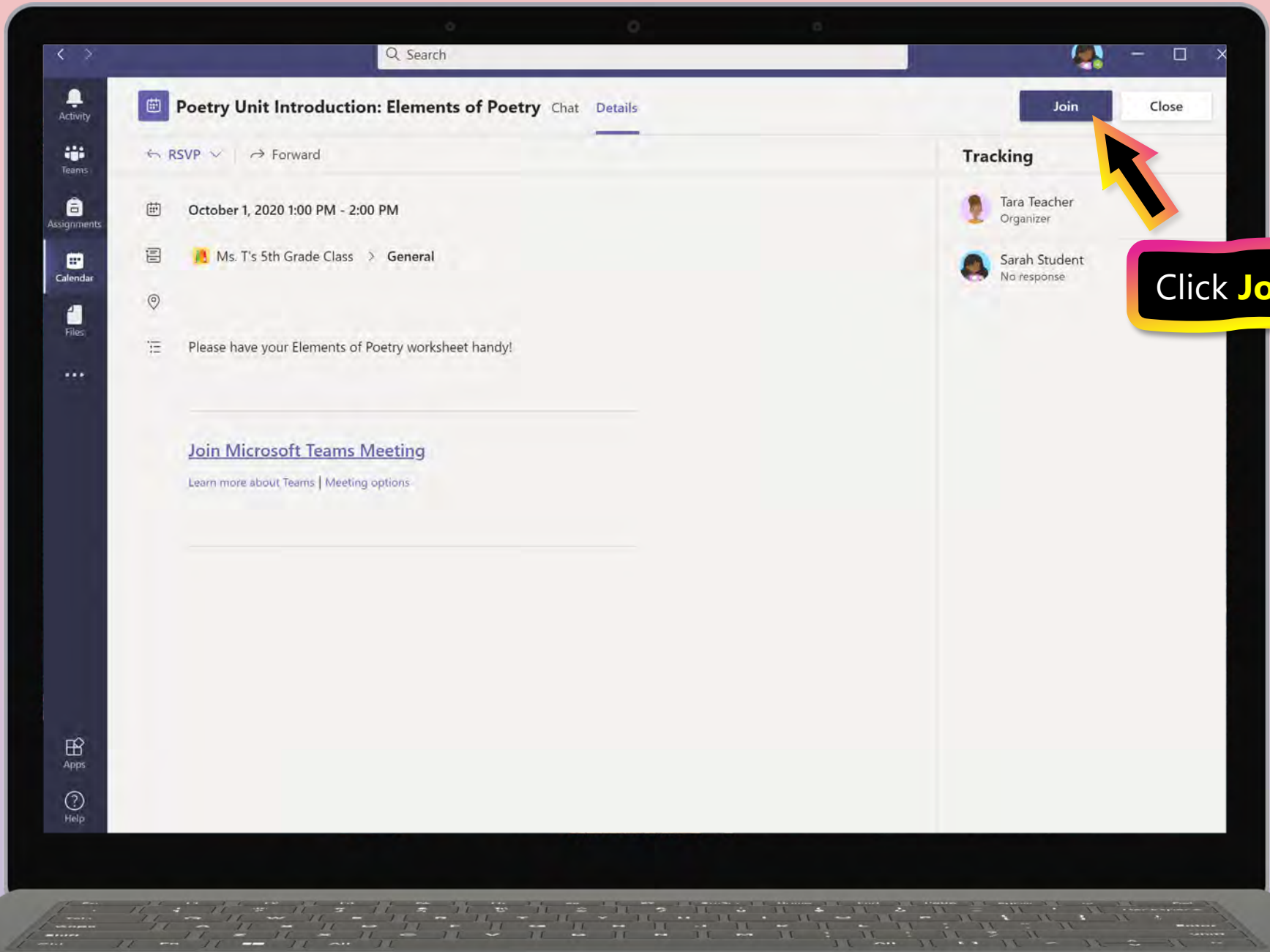
1. Join a class team
2. View and turn in assignments
3. **Attend a virtual class**
4. Find grades
5. Chat with teachers and classmates



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



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](#)

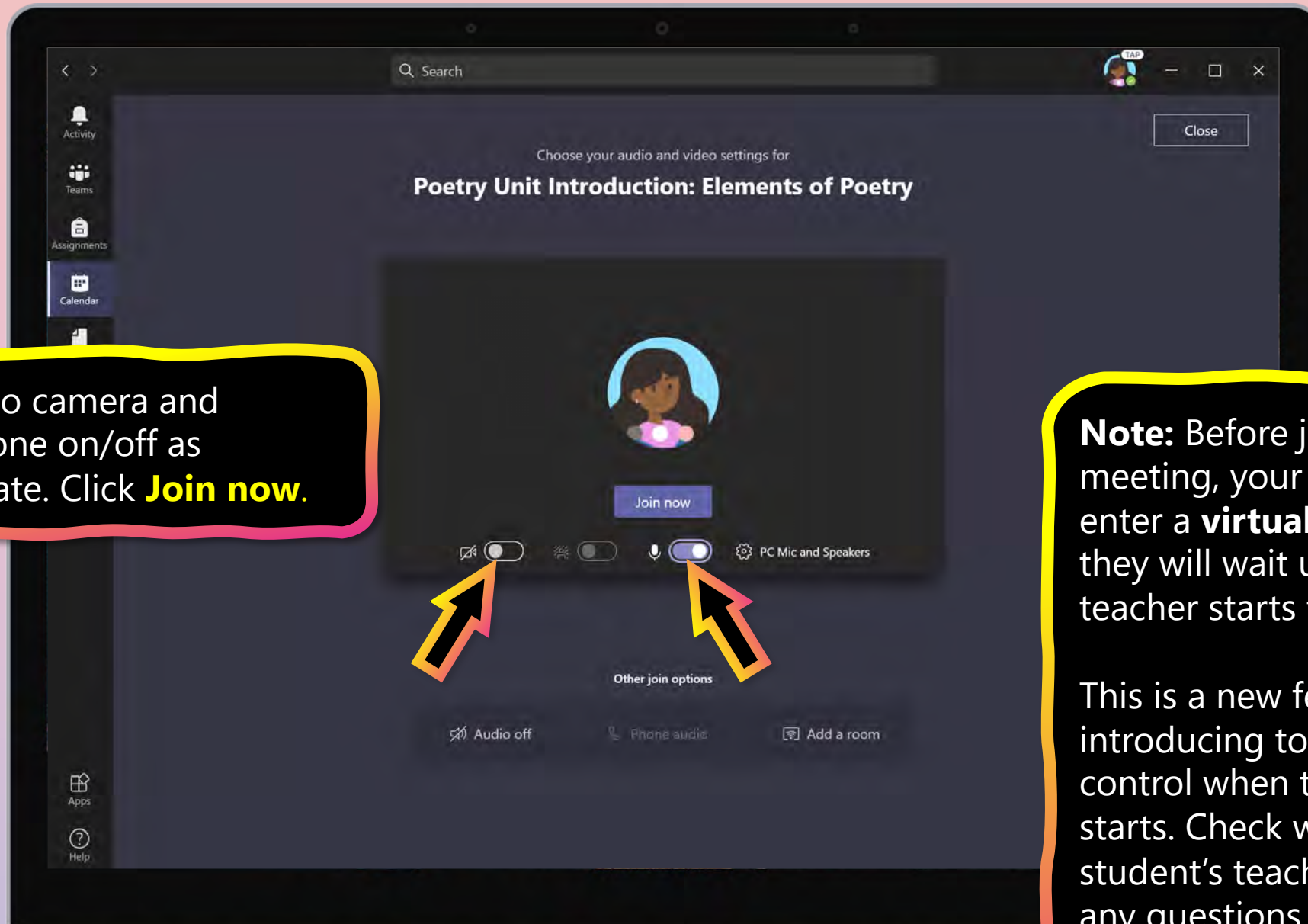
Tracking

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.



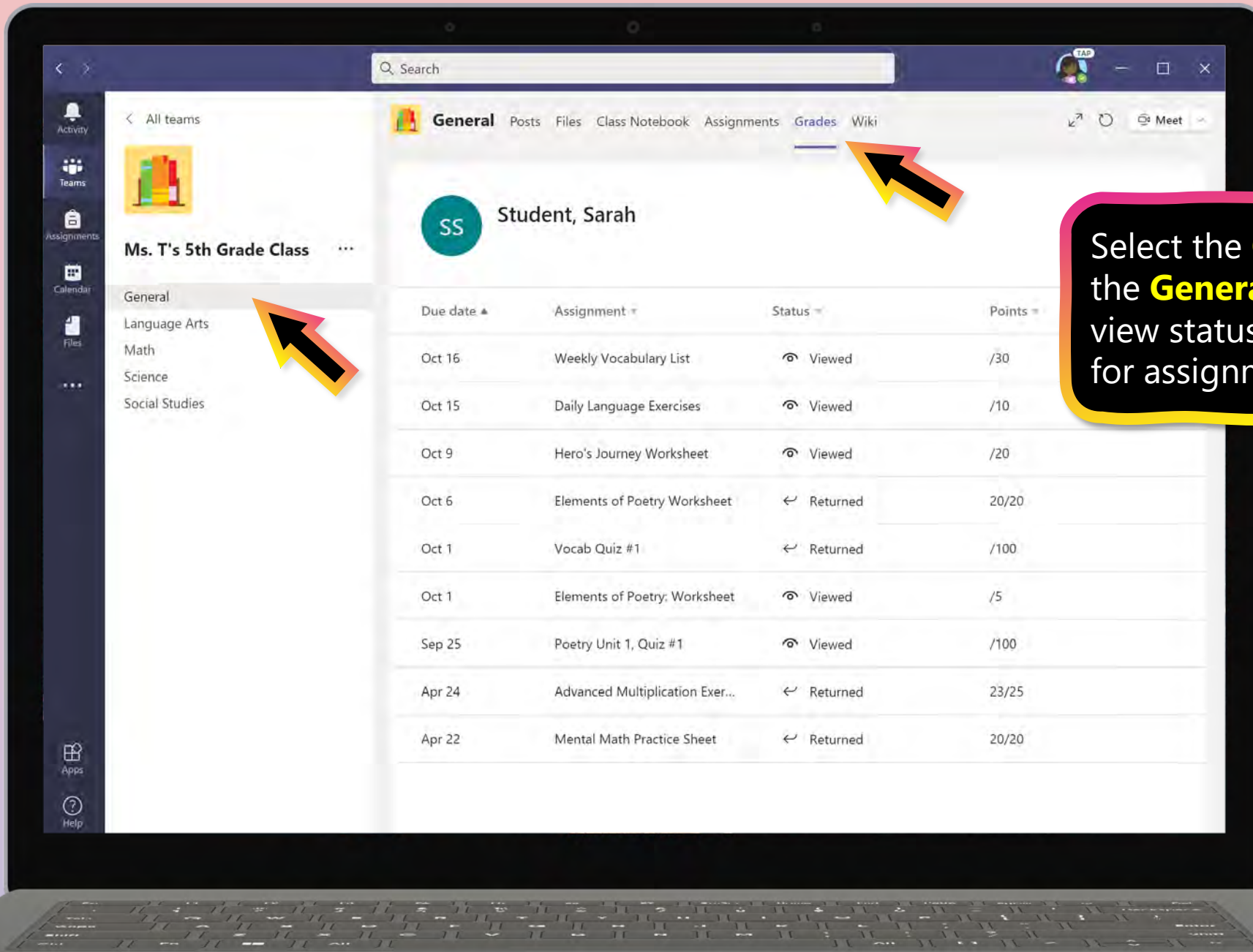
## Chapter 2

# How to help your 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.**



Select the **Grades** tab in the **General** channel to view status and grades for assignments.

## Chapter 2

# How to help your student use Teams

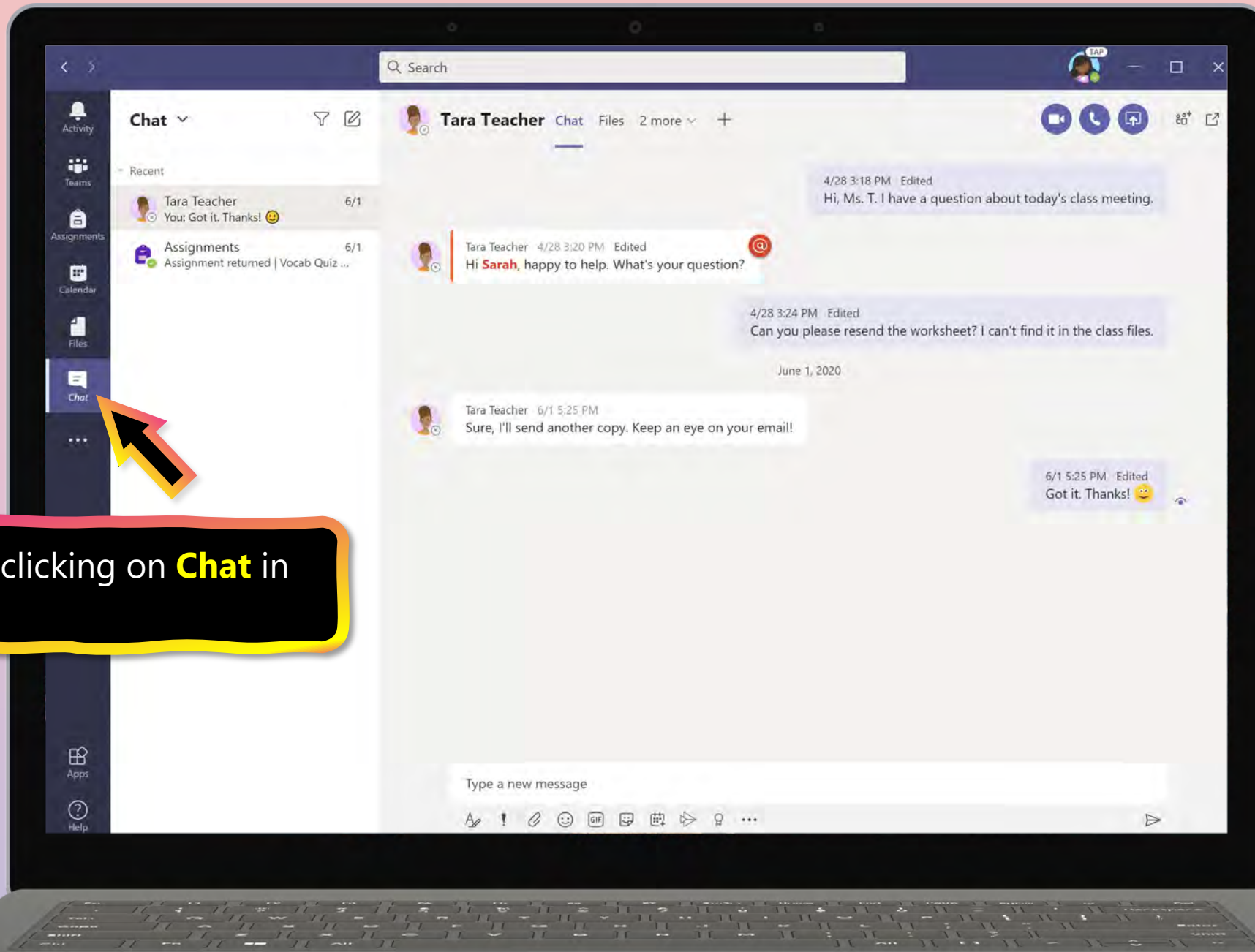
1. Join a class team
2. View and turn in assignments
3. Attend a virtual class
4. Find grades
5. **Chat with teachers and classmates**



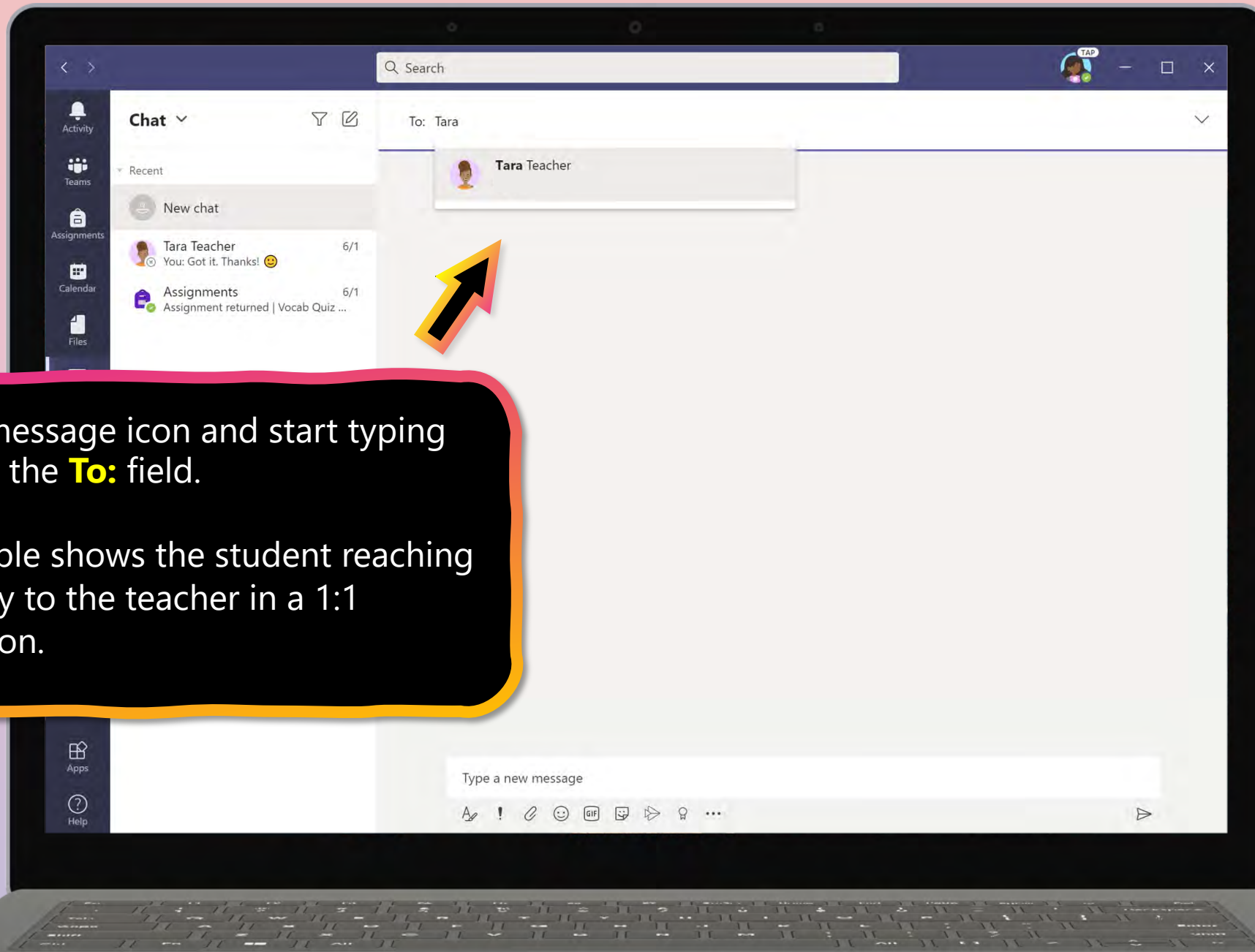
**If your school implements [Chat](#), your student can chat 1-on-1 or collaborate with a small group.**

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

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

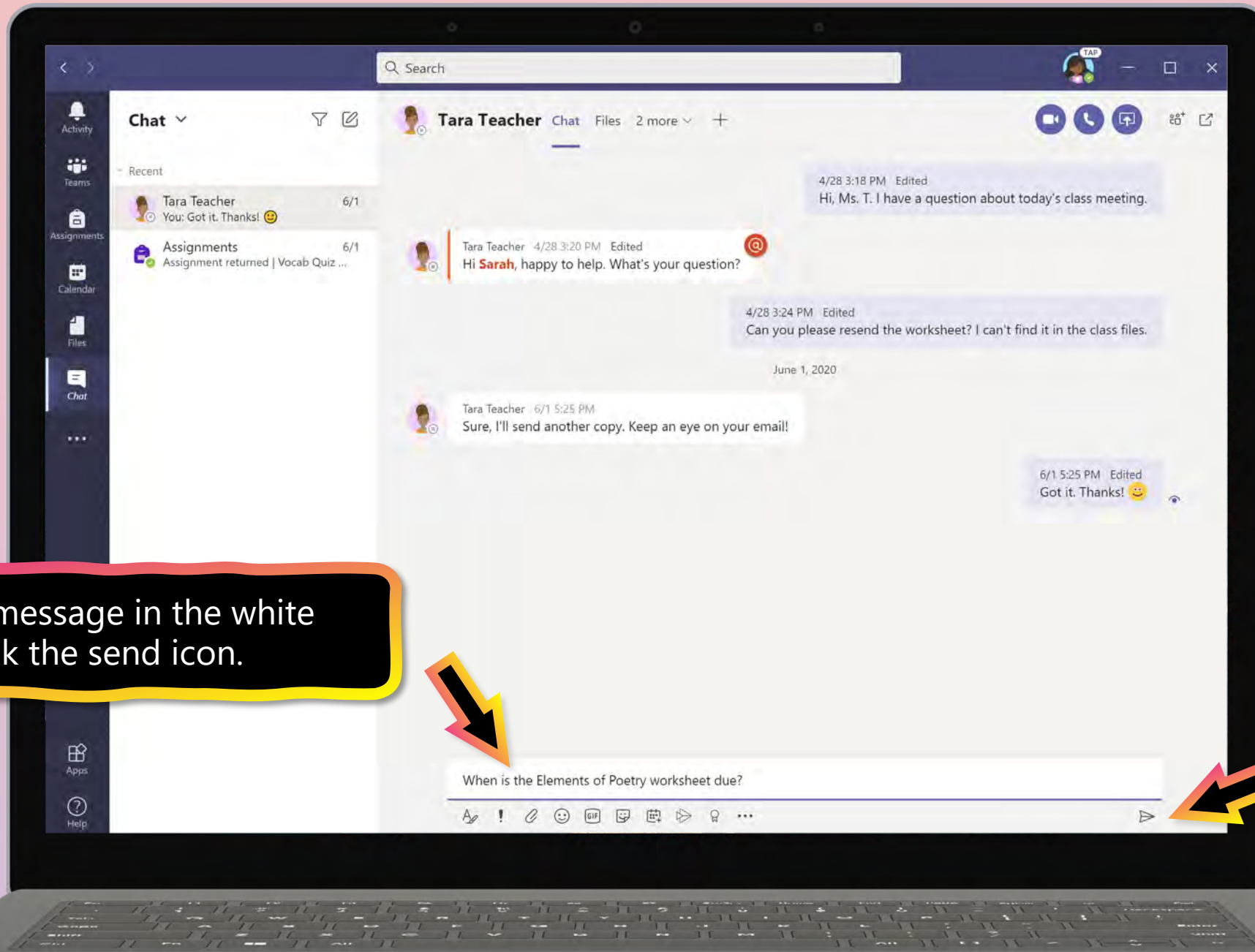


Start a chat by clicking on **Chat** in the left panel.



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.

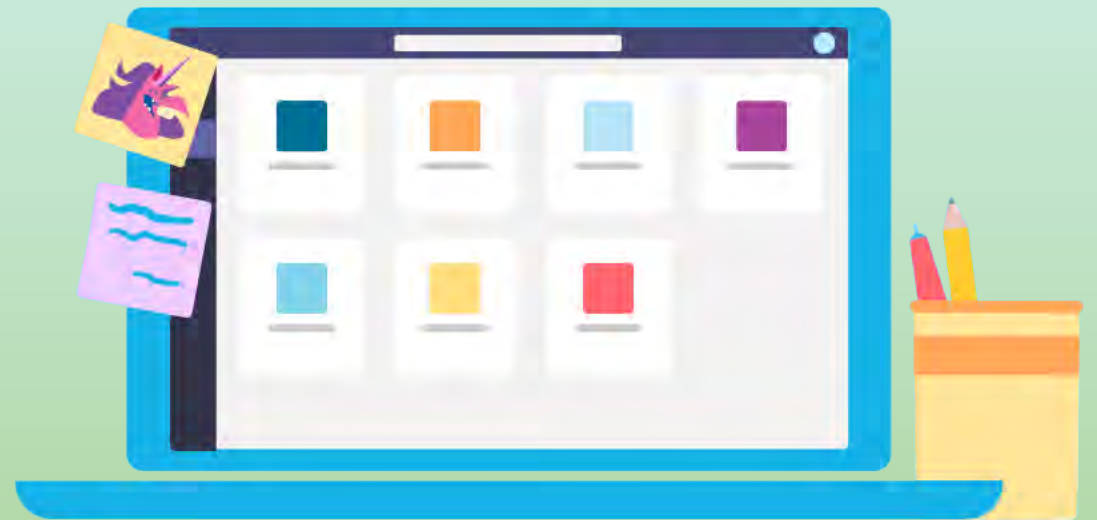


Write your message in the white box and click the send icon.



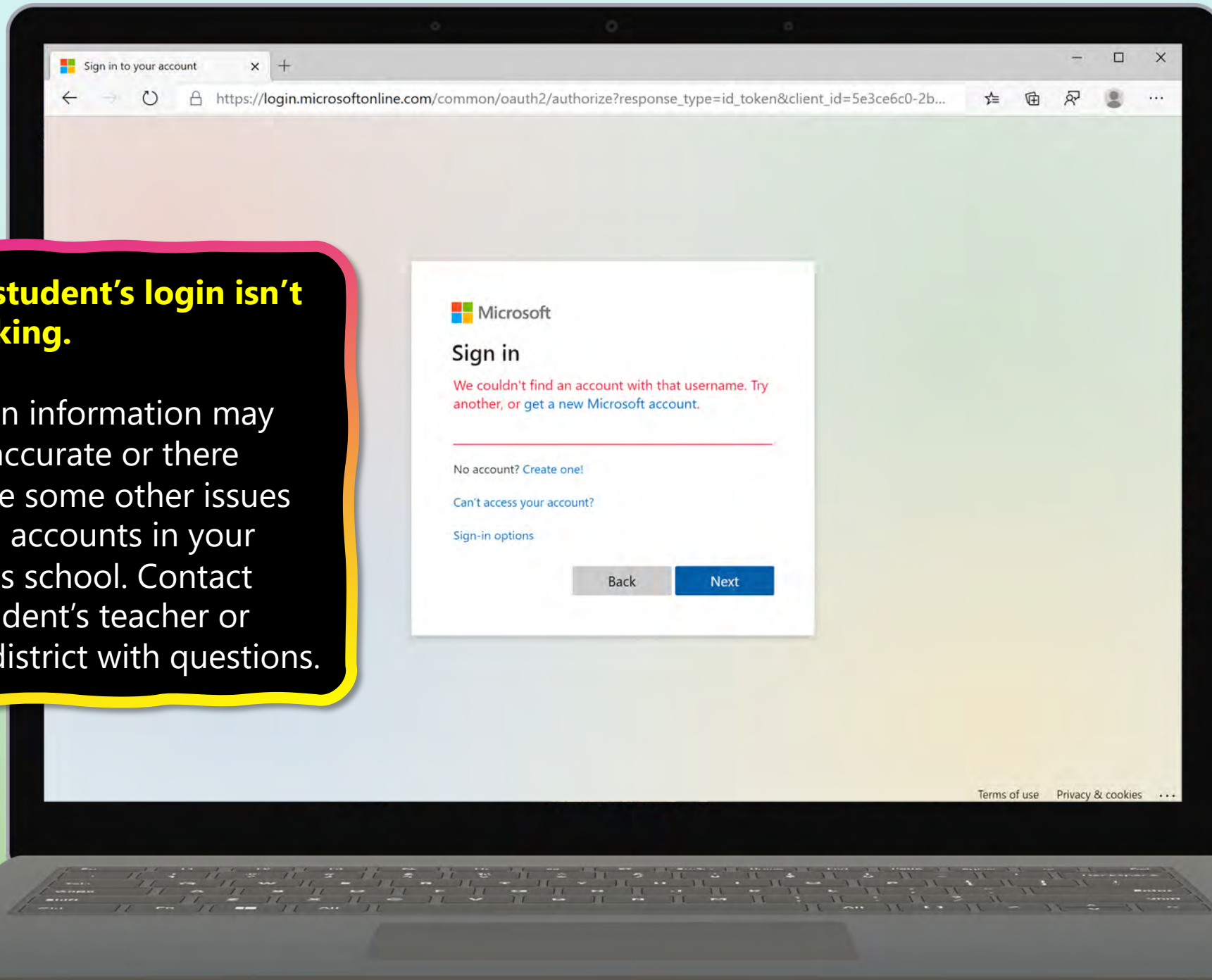
# FAQ & Troubleshooting

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.

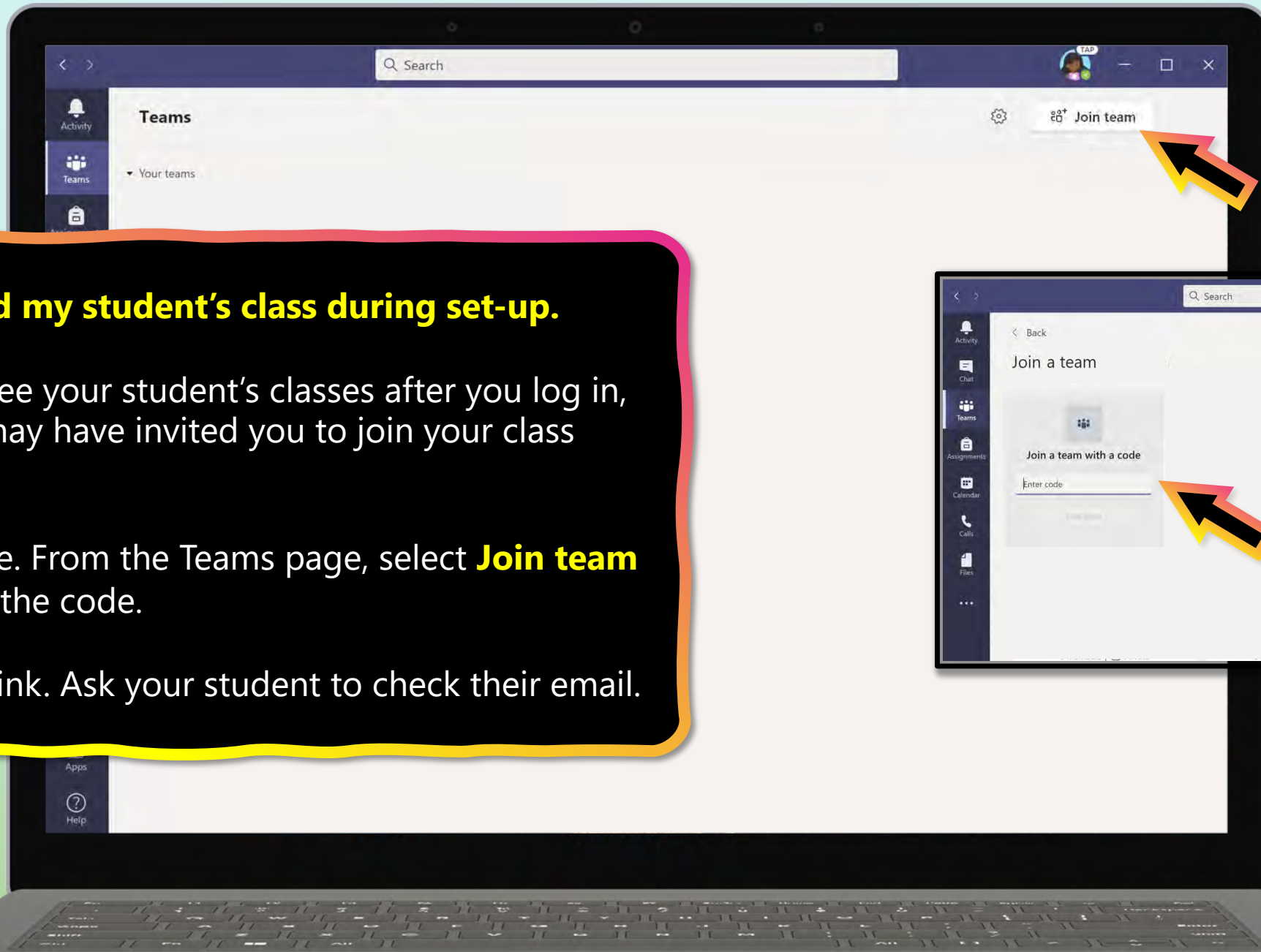
The login information may not be accurate or there might be some other issues with the accounts in your student's school. Contact your student's teacher or school district with questions.

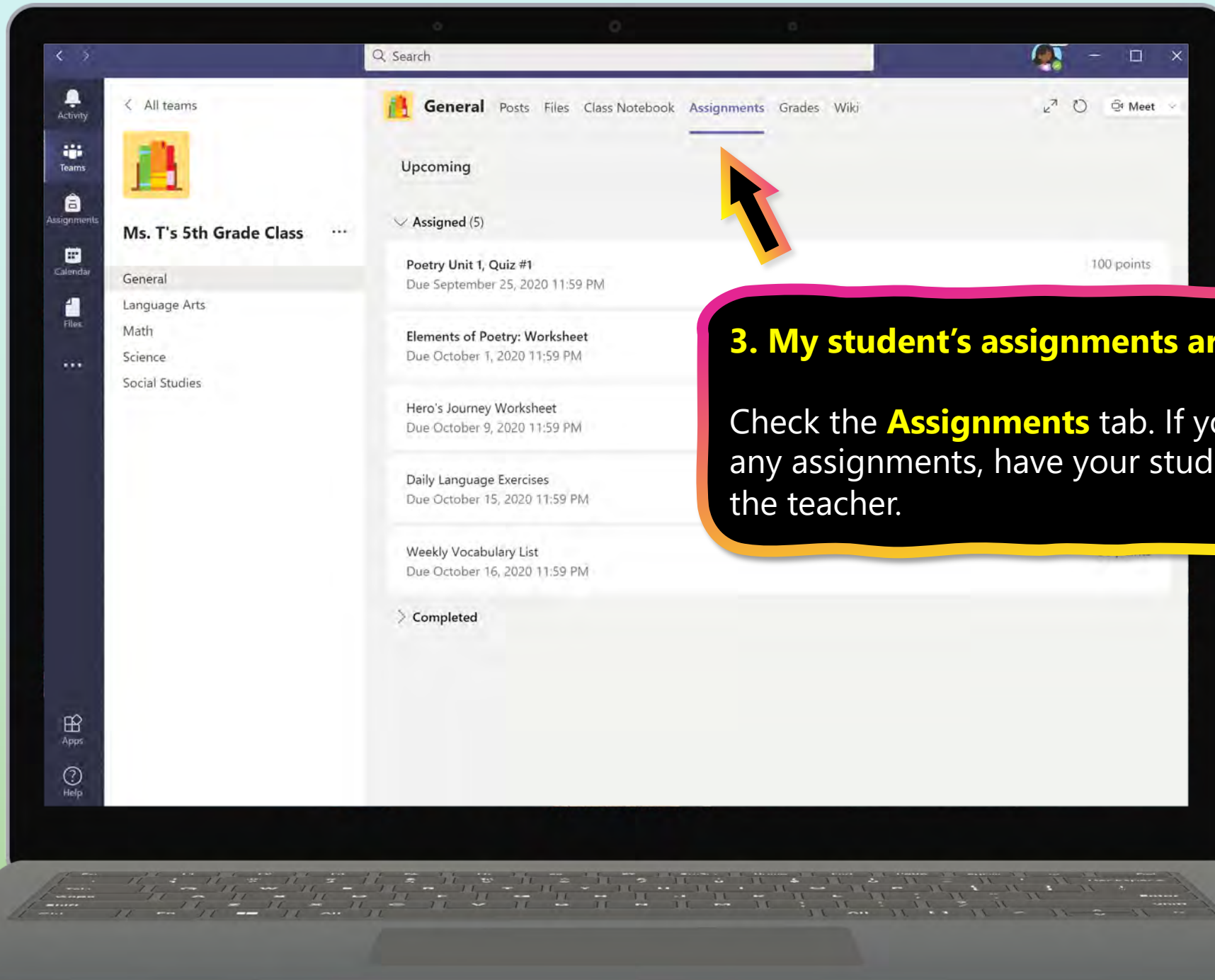


## 2. I can't find my student's class during set-up.

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?

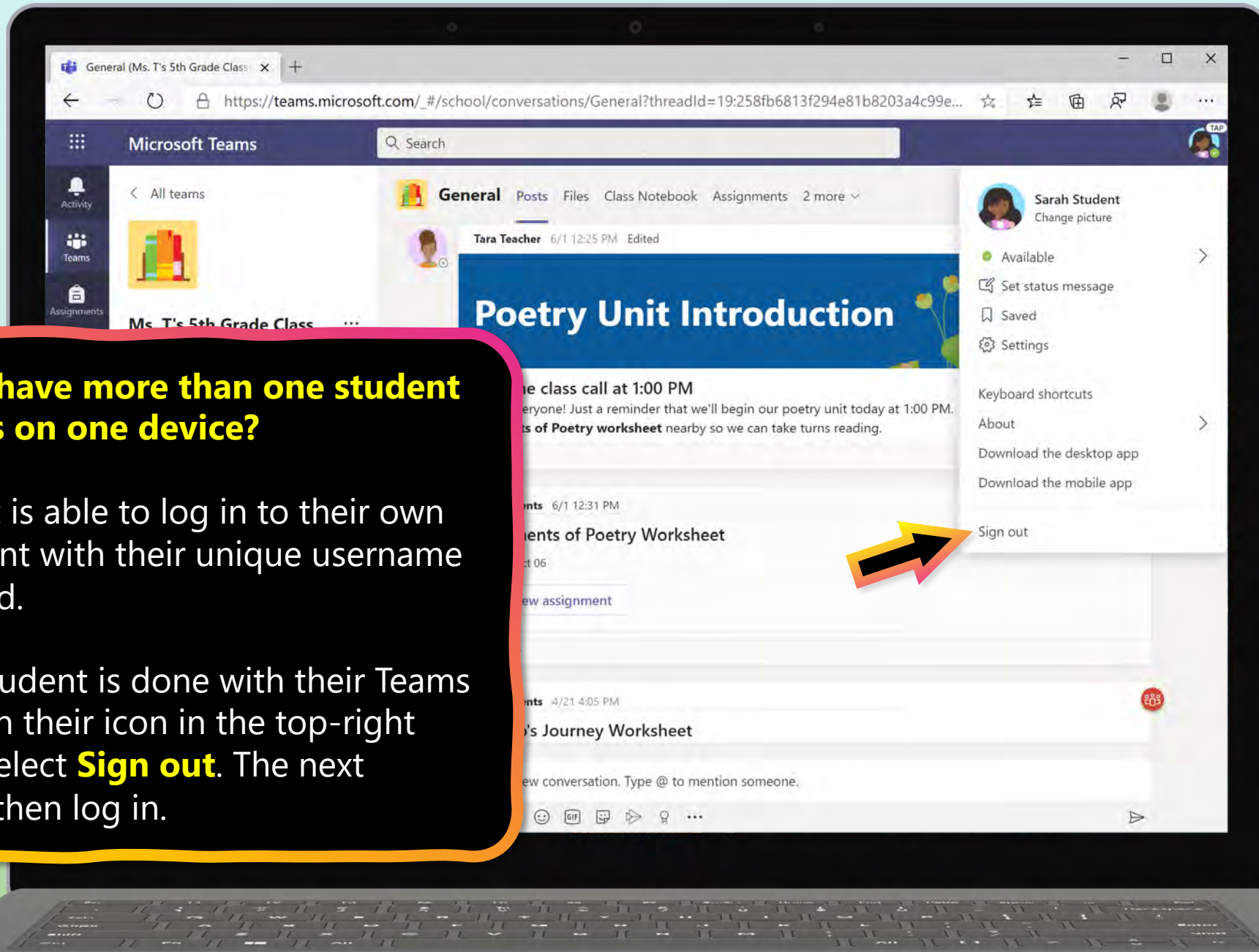
1. Read any new posts in the class team channel.
2. Check for a recording of the class meeting in the team channel and watch the meeting.
3. Check in with the teacher for additional information.

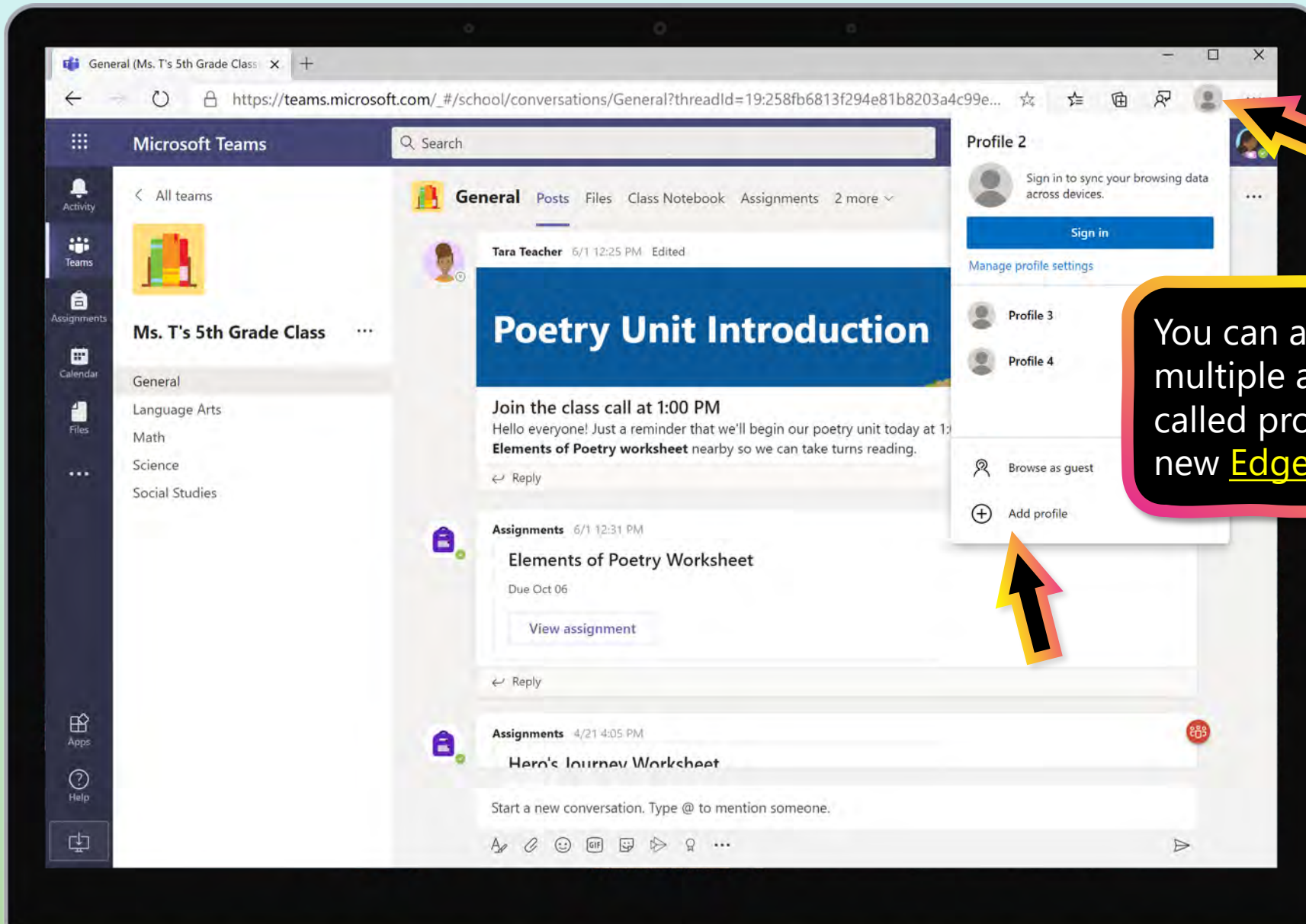
The screenshot shows a Microsoft Teams chat window for a team named "Ms. T's 5th Grade Class". The interface includes a search bar at the top, a navigation pane on the left with icons for Activity, Teams, Assignments, Calendar, and Files, and a main chat area. The chat area displays a "General" channel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

## 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.



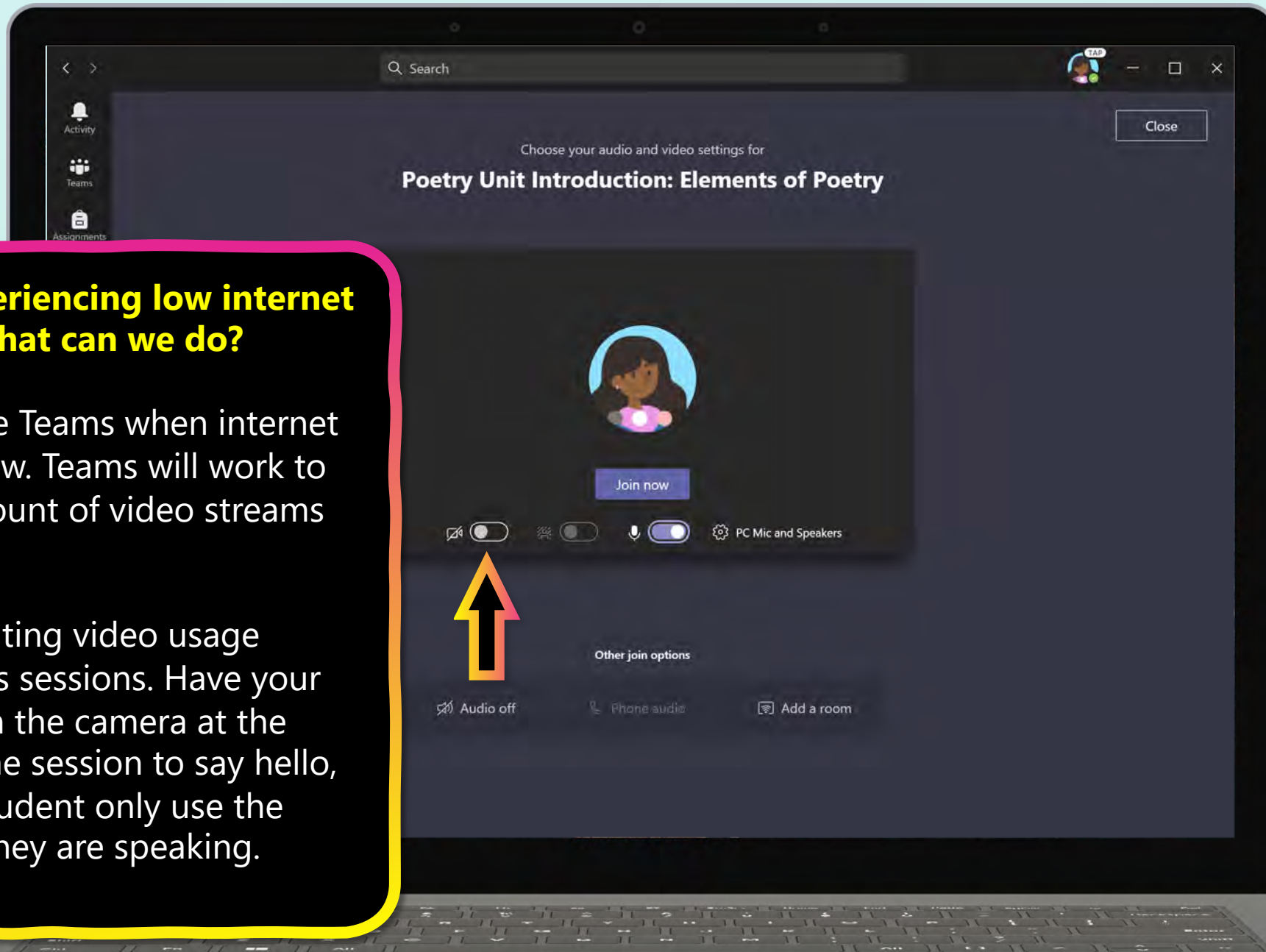


You can also create multiple accounts (also called profiles) in the new Edge browser.

## 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.

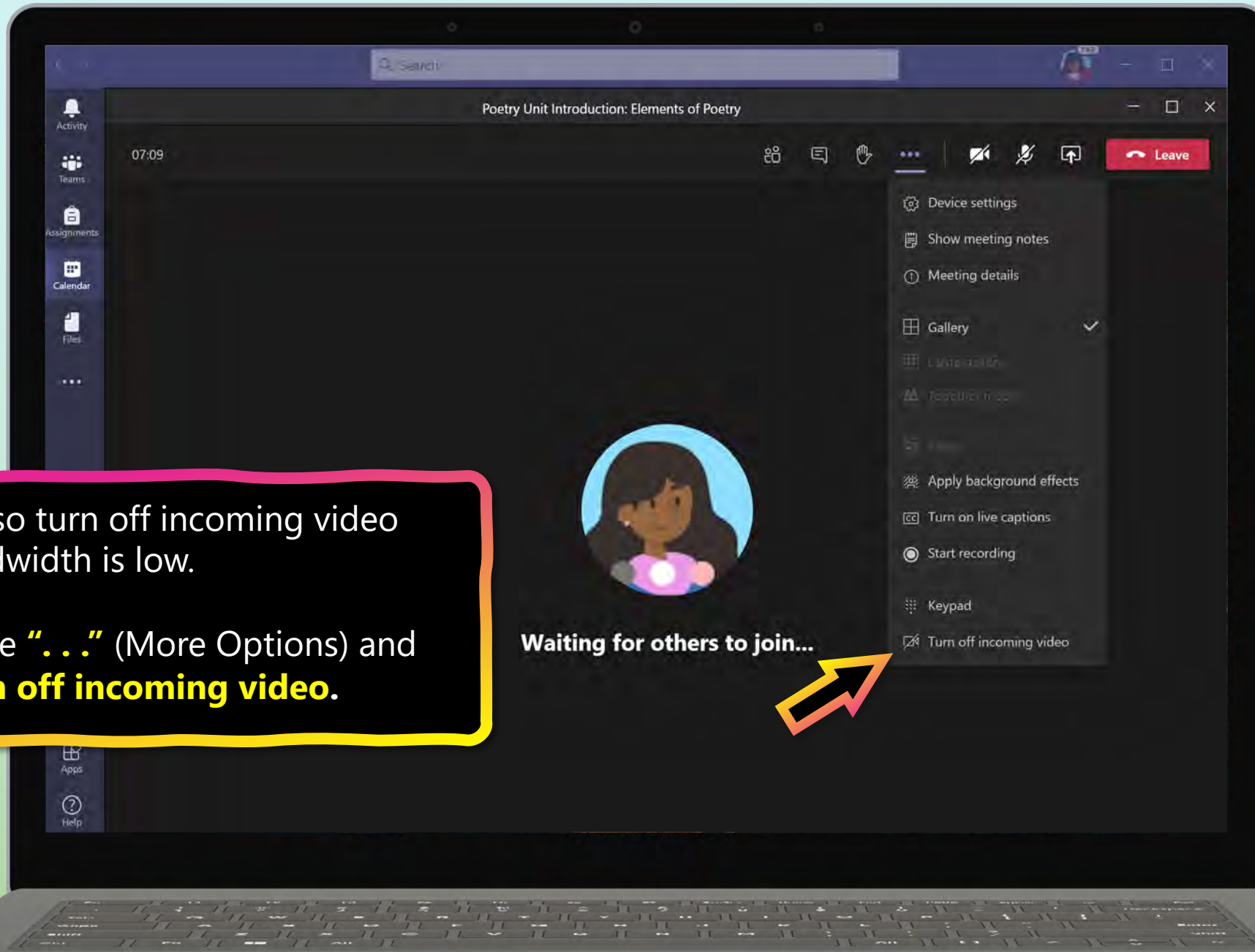
You can try limiting video usage during live class sessions. Have your student turn on the camera at the beginning of the session to say hello, or have your student only use the camera when they are speaking.





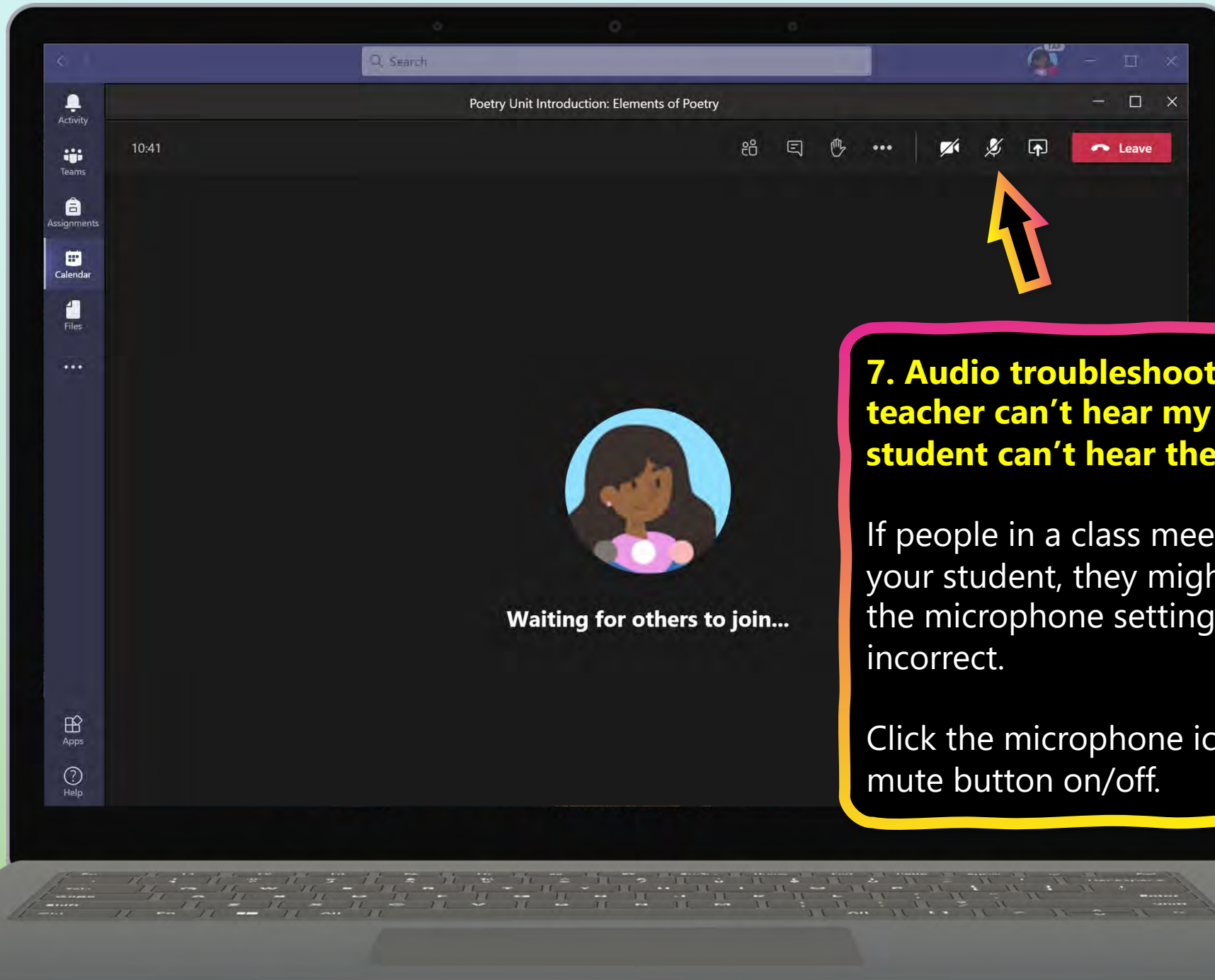
You can also turn off incoming video when bandwidth is low.

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



Waiting for others to join...

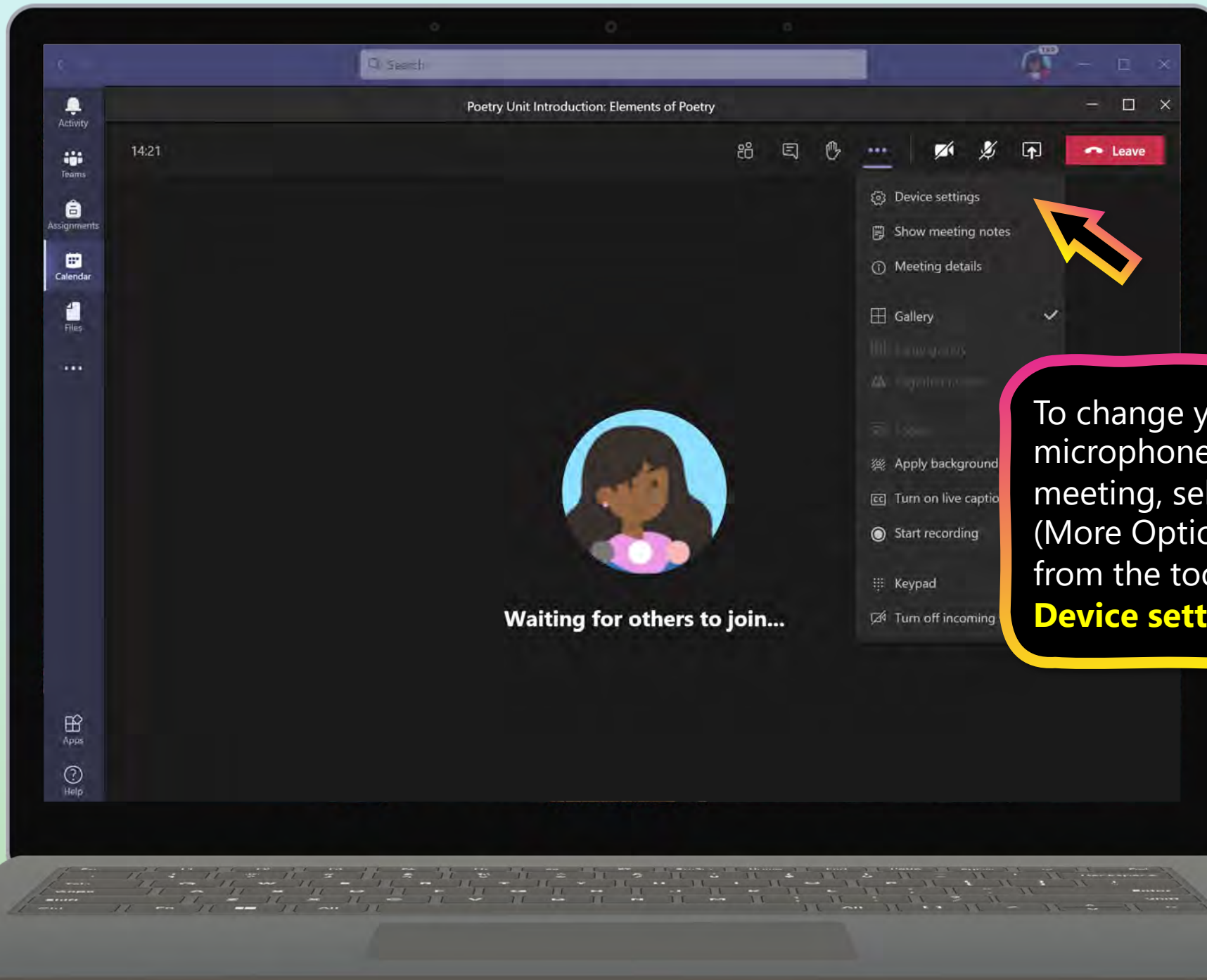
Turn off incoming video



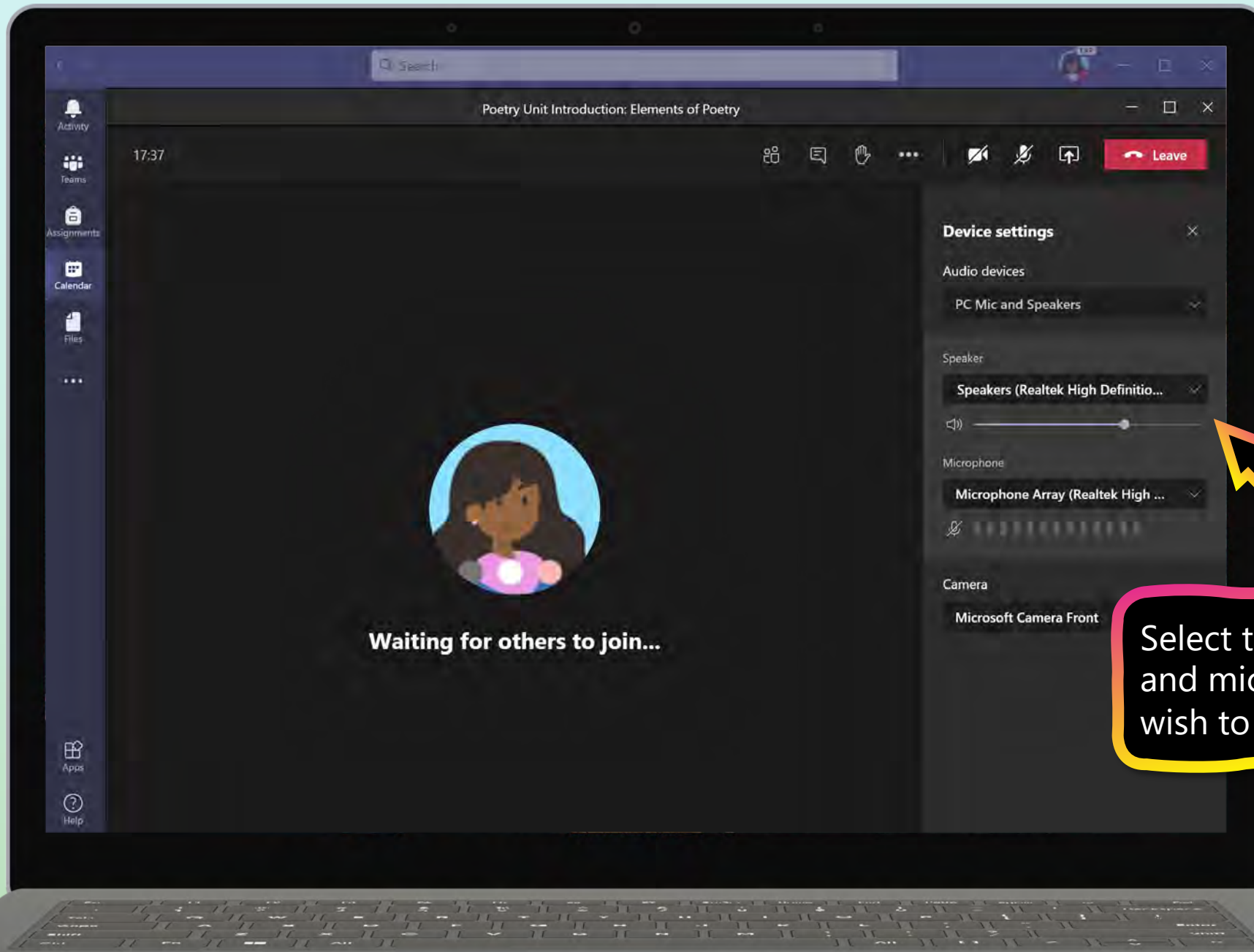
**7. Audio troubleshooting: The teacher can't hear my student, or my student can't hear the teacher.**

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 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](#)

