Frequently asked questions.

I already have my own Microsoft account (I use Teams for work, have a Hotmail.com or live.com account); can I access the school information with this?
A: No, the St Oswald's Primary School Teams area is only accessible using the
school provided login that has been given to your child.
Either:
1. Log out of your own account, then log in with your child's accounts.
2. If you know how to open a Private Browsing or Incognito window in your web browser and log in
to the school Teams in that window (this means it won't get mixed up with the school account).

My child's login details are incorrect, or they don't work. What do I do?
Try typing the username and password very carefully noting capitals etc. in the password.
Make sure there are no odd spaces at the beginning or end of the username/password if
you copied and pasted it.
If you have two or more children, check whether the problem affects one or both of them.
If you still have problems, then please fill in the teams support form (available on school website).
A picture of the screen you are seeing, or the error screen that is shown could also be emailed to the
class email address to provide clarity of the issue.
As you can imagine the school IT support has a lot to manage at the moment so please be
patient when you write in; we will get back to you as quickly as we can but it might take
a little time.
Don't worry, the school and the teachers understand there will be teething troubles
and your child won't lose out or be left behind!

When I try to login it is showing a message about requiring a code that has been sent, what do I do?
This message might appear when logging on via the app when using a laptop. One way we have
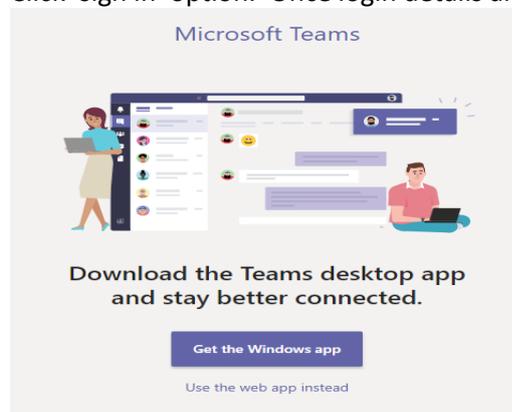found around this is by accessing Teams via the internet browser.
Enter 'microsoft Teams' into Google and select

www.microsoft.com › en-gb › microsoft-365 › group-c... ▾

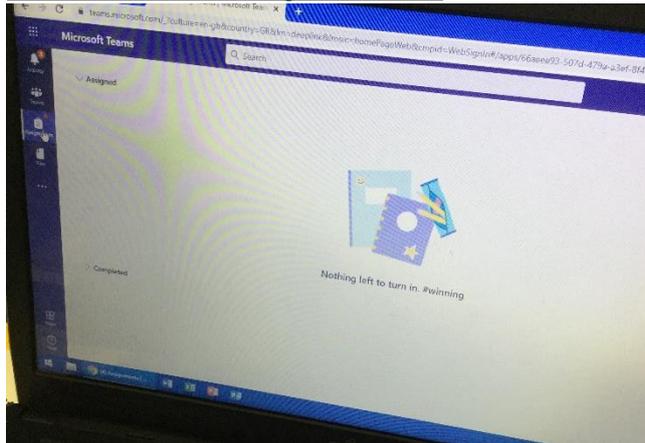## Microsoft Teams | Group Chat, Team Chat & Collaboration

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Click 'sign in' option. Once login details are entered, this screen will appear:

Microsoft Teams

Download the Teams desktop app
and stay better connected.

Get the Windows app

Use the web app instead

Select 'use the web app instead option'. Hopefully this
will solve the issue.

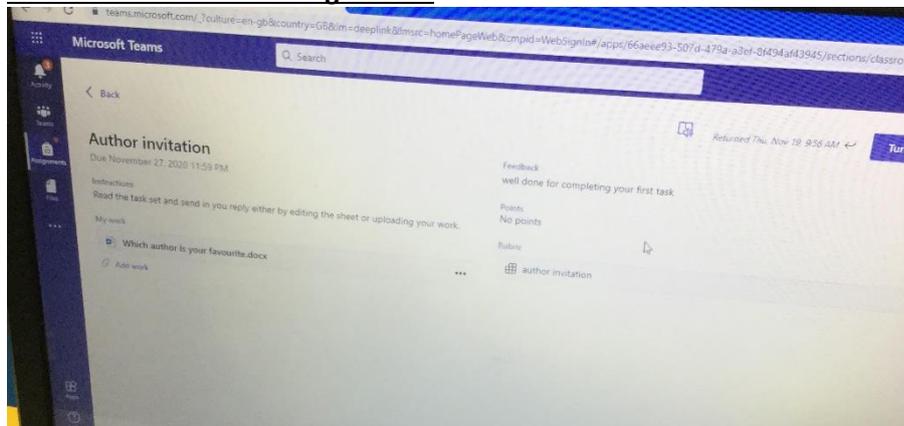## How can I see the 'assignment' set?

Click on the assignments tab on the left of the page.
If there has been an assignment set there will be an item under the assigned tab.
Click on the task and the instructions and any resources will appear.

Sometimes a task will allow you to edit the document and return it. Other times you may need to start a new document or take a photo. For some devices it may ask you to download Microsoft word if is not already installed. This is free.
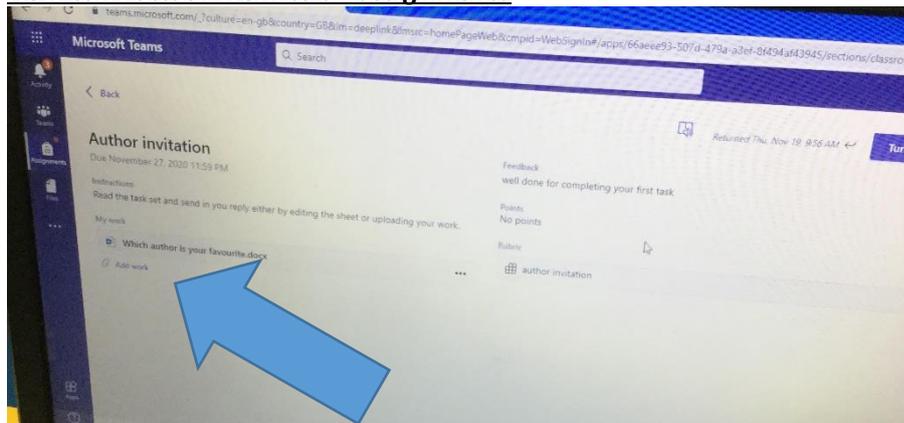
How can I hand in the assignment?

Depending on the device used will depend on the term used. Look for either 'turn in' or 'hand in' in the top right corner. If it has been successful a little animation will appear to take the work away.

How can I attach work to an assignment?

Near the bottom of the assignment screen will be an icon which will say add work. By clicking this it should allow you to upload your file.

I can't seem to hear the voice-over sections on a PowerPoint.

When selecting a resource PowerPoint, make sure that instead of just clicking on the resource (which is more like a preview) try to download it to the device. It should then allow the different features to work properly.