

Family & Guardian Guide to Microsoft Teams

Everything your student needs to know to get started with online learning.

Table of Contents

Chapter 1: Get Started with Teams

1. [Sign into Teams online](#)

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 login isn't working.](#)
2. [I missed a class—what now?](#)
3. [What do I do if we have low internet bandwidth?](#)
4. [Audio troubleshooting](#)
5. [Download Teams on desktop](#)
6. [Download Teams on mobile device](#)
7. [Additional resources](#)



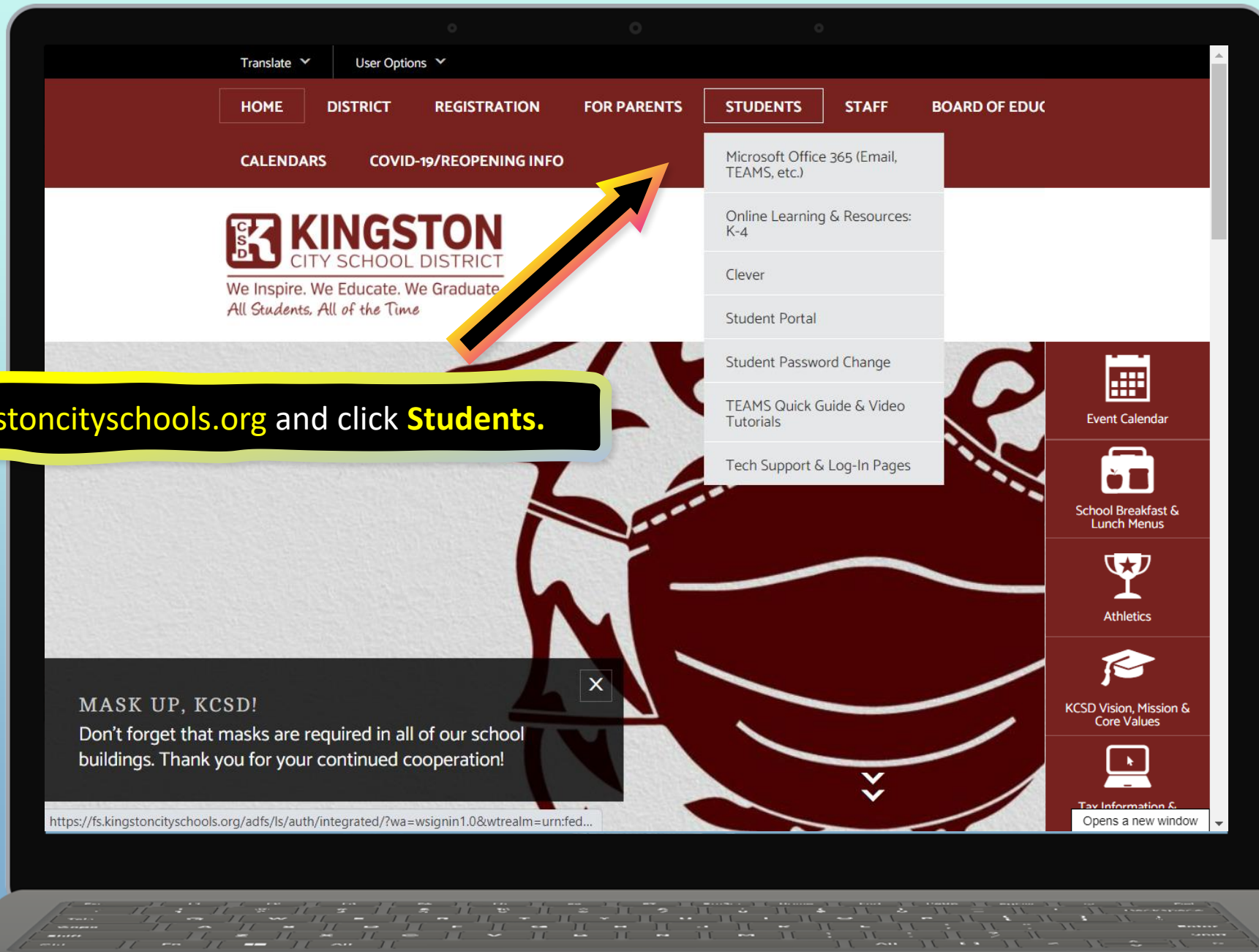
Chapter 1

Get started with Teams

1. Sign into Teams online



Go to kingstoncityschools.org and click **Students**.



Sign in with your school username
address and password:

Username: ID#@kingstoncityschools.org

Password: The password you use to log in
to a school computer.



Kingston City Schools

Sign in with your organizational account

Sign in





ishaw@kingstoncityschools.org

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No

Yes

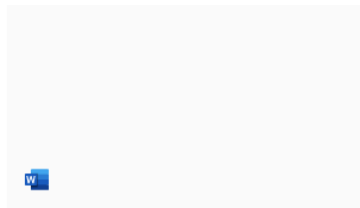
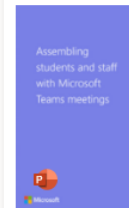
You may be asked to stay signed in. Click Yes to stay signed in to your Office 365 account.



Teams

Good morning

Recommended

You edited this
20m agoFamily and Guardian Guide to Micr...
Ike Shaw's FilesYou edited this
34m agoTOC Worksheet
Ike Shaw's FilesMICHAEL CIRC
Tue at 2:59 PMAssembling studer
MICHAEL CIRCE's File

All

My recent

Shared

Favorites



Name

Modified

Sh

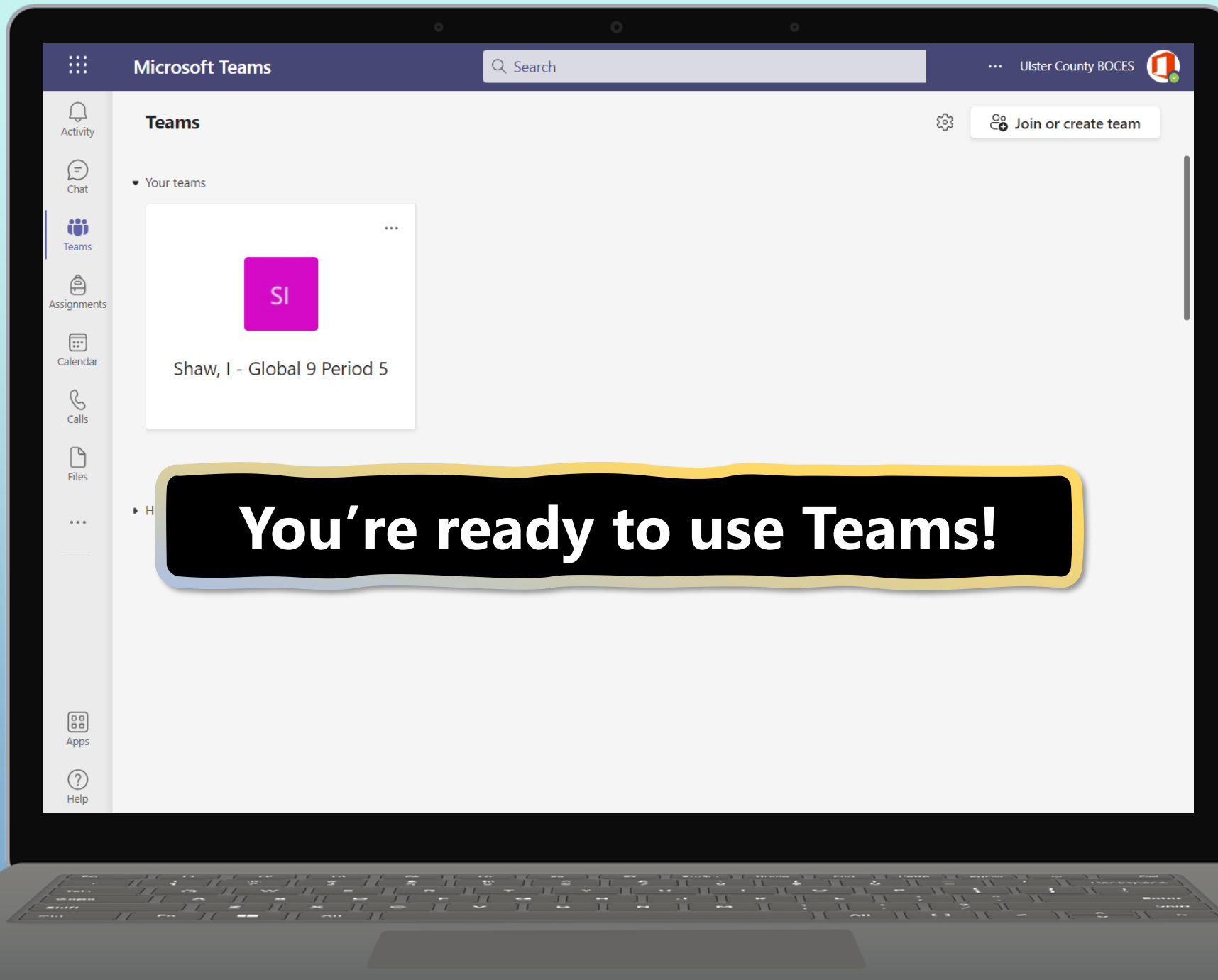
20m ago

34m ago

Yesterday at 2:59 PM

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

Feedback



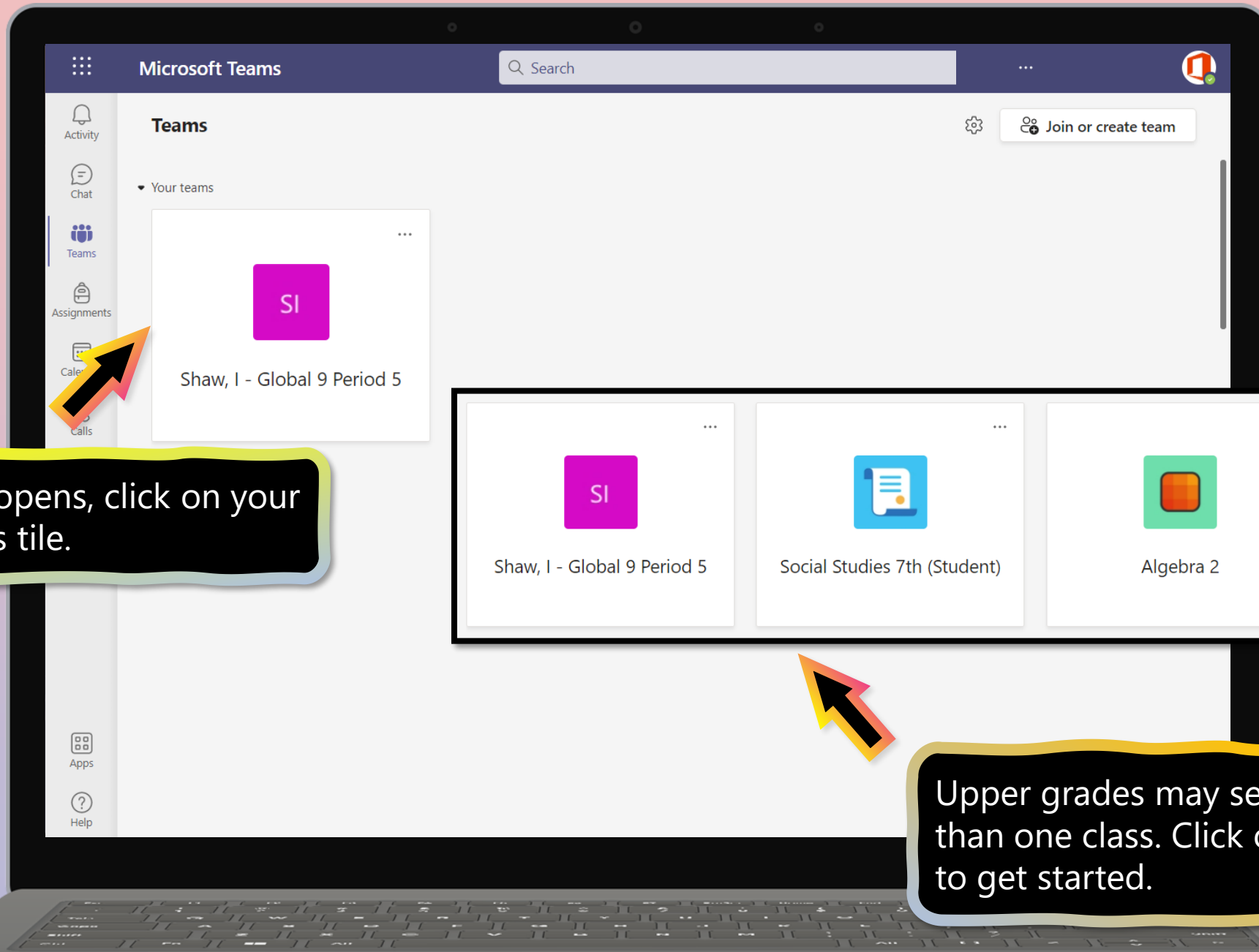
You're ready to use Teams!

Part 1

How to help your student use Teams

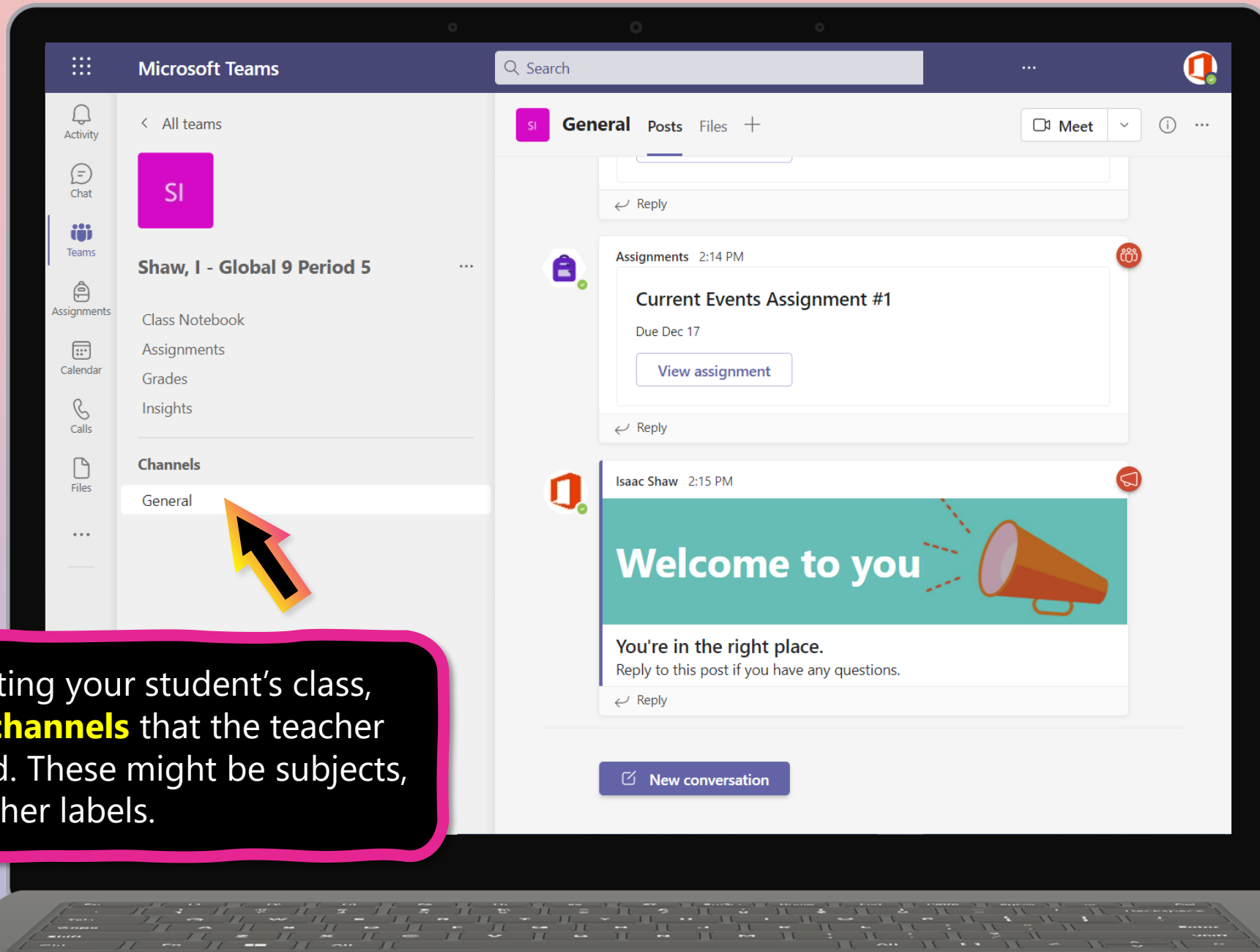
1. **Join a class team**
2. View and turn in assignments
3. Attend a virtual class
4. Find grades
5. Chat with teachers and classmates





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.



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

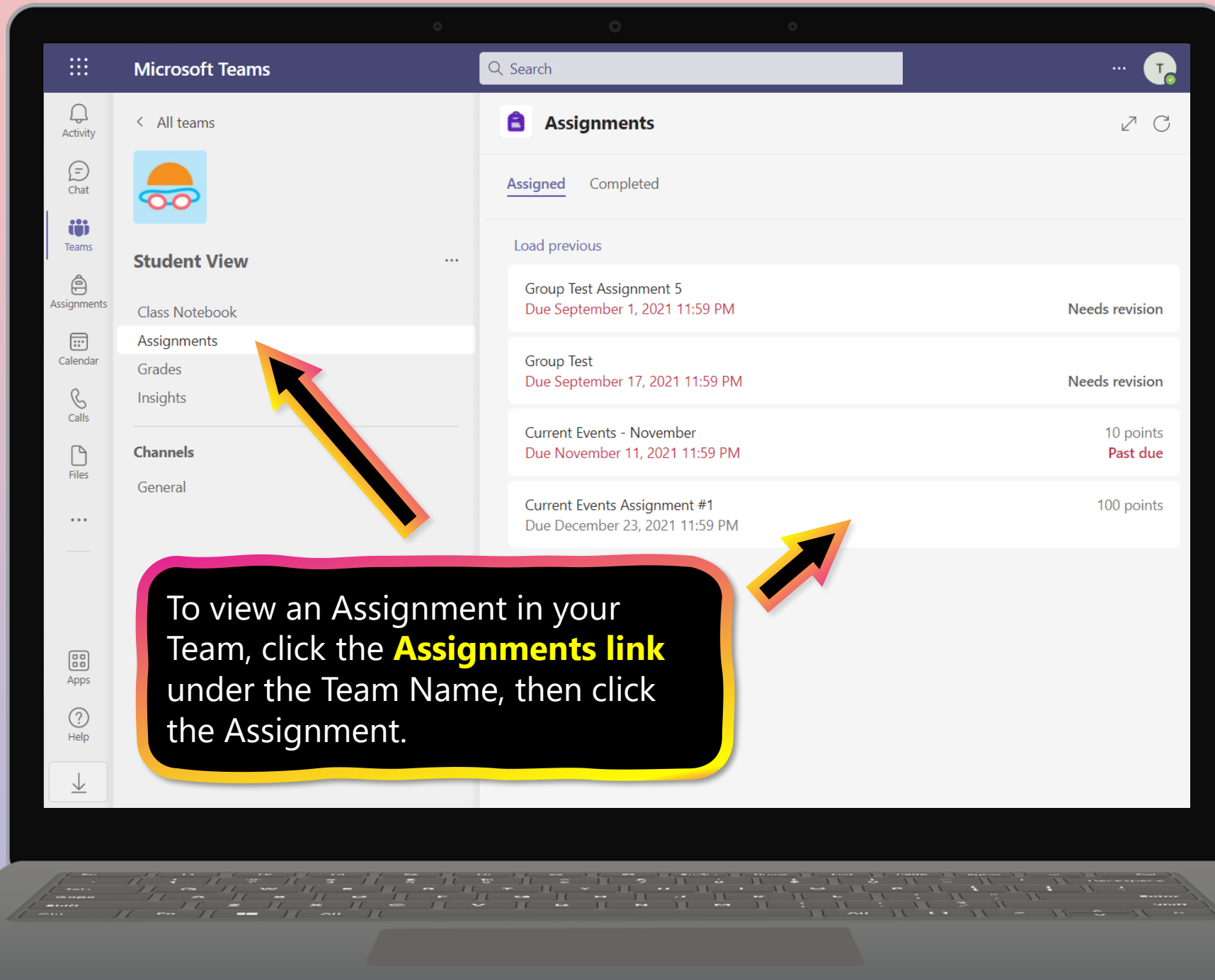
Part 1

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



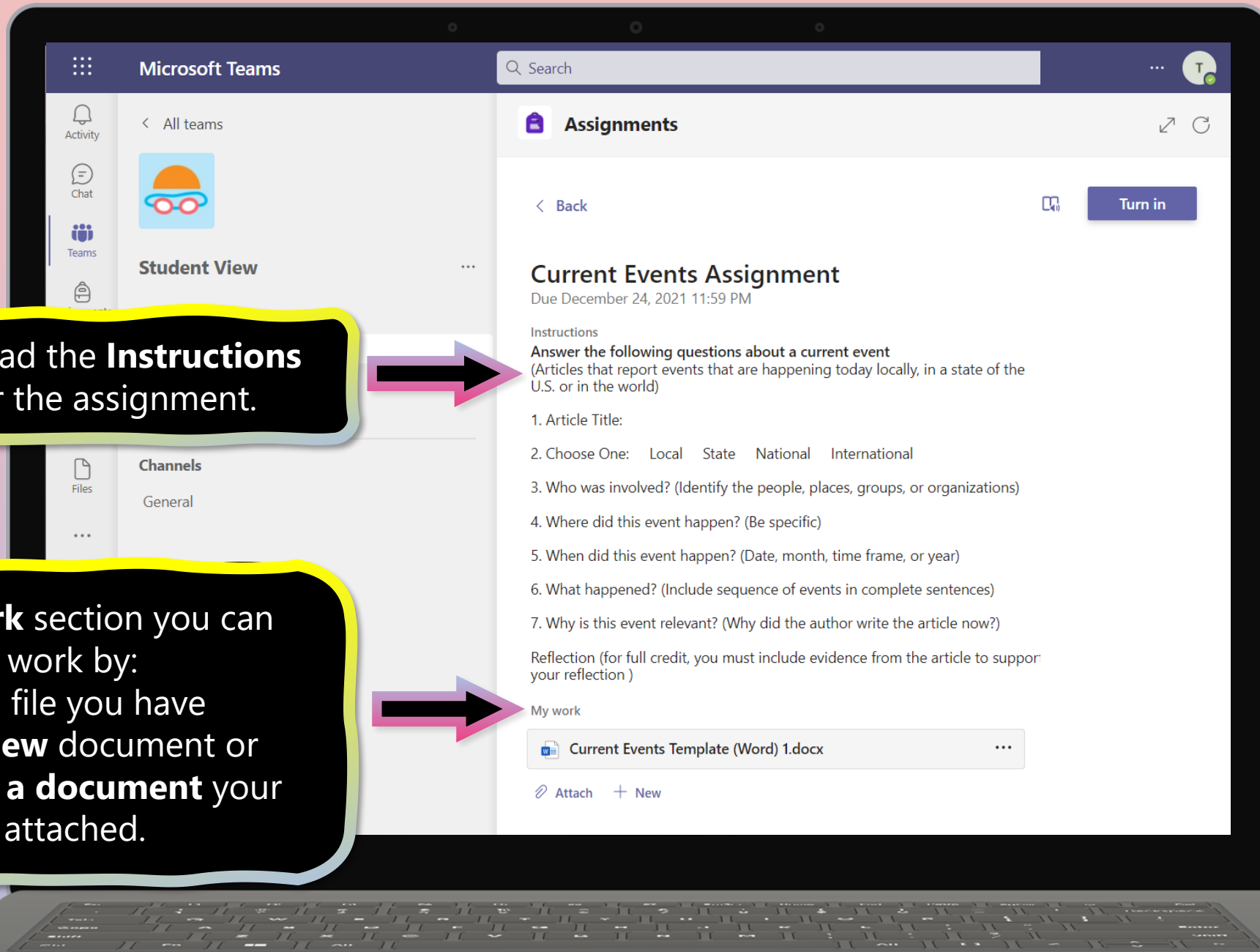
Assignments can be viewed and completed many ways on Teams. Here are some common options.




Read the **Instructions** for the assignment.

In the **My Work** section you can complete your work by:

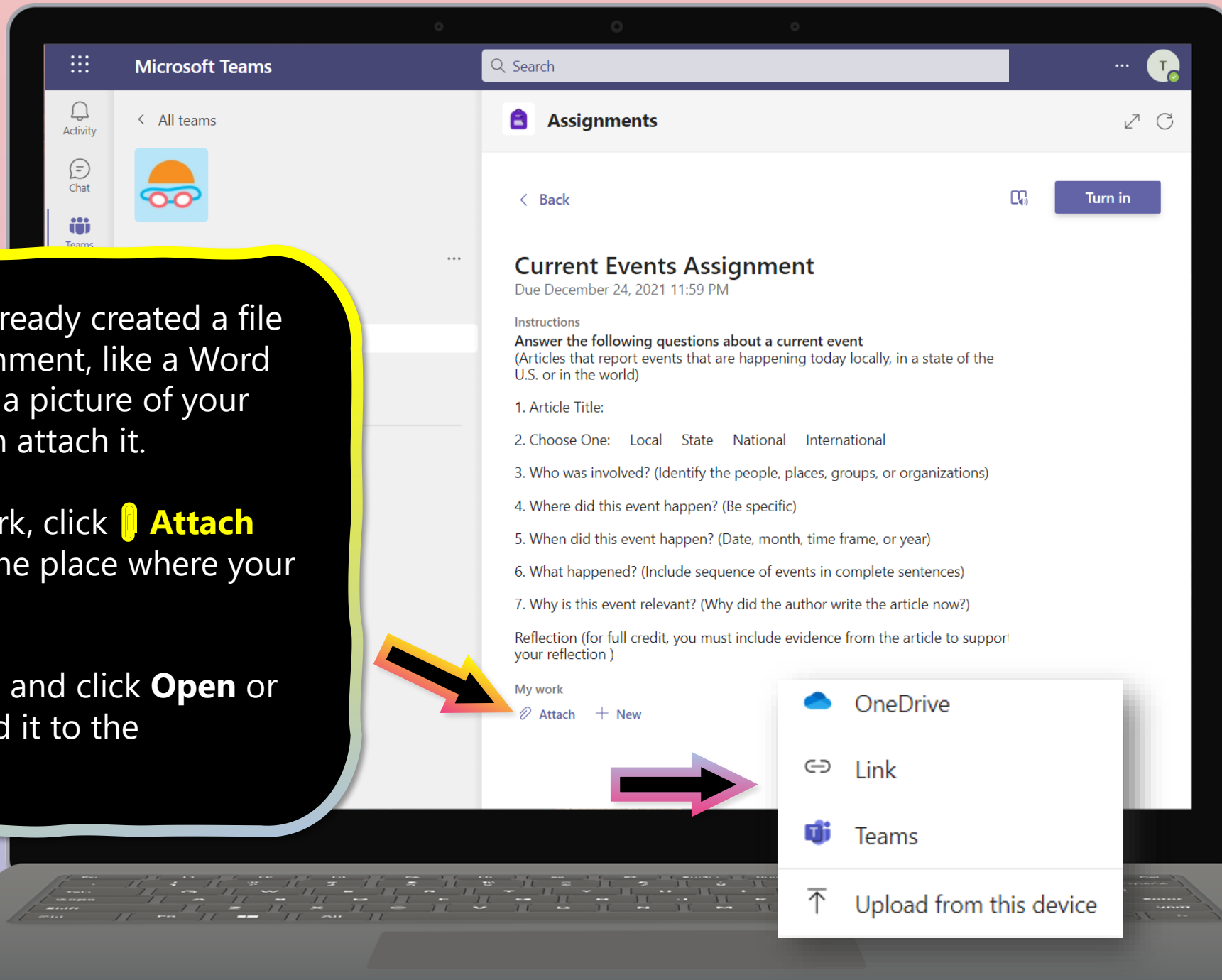
- **attaching** a file you have
- creating a **new** document or
- **clicking on a document** your teacher has attached.

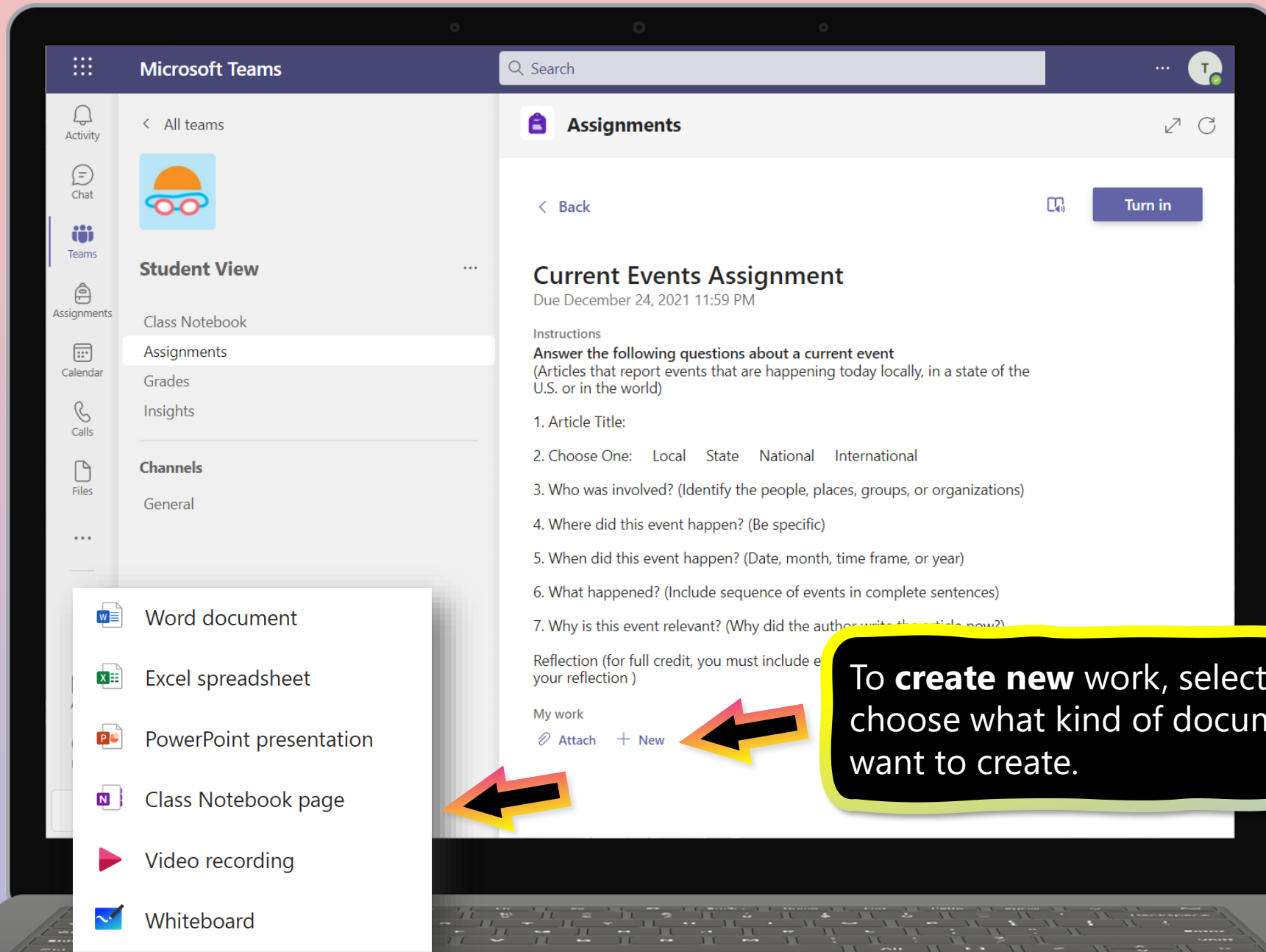


If you have already created a file for this assignment, like a Word document or a picture of your work, you can attach it.

To **attach** work, click  **Attach** and choose the place where your file is saved.

Select the file and click **Open** or **Attach** to add it to the assignment.





Microsoft Teams

Search



< All teams



Student View

Class Notebook

Assignments

Grades

Insights

Channels

General



Assignments



< Back



Turn in

Current Events Assignment

Due December 24, 2021 11:59 PM

Instructions

Answer the following questions about a current event

(Articles that report events that are happening today locally, in a state of the U.S. or in the world)

1. Article Title:
2. Choose One: Local State National International
3. Who was involved? (Identify the people, places, groups, or organizations)
4. Where did this event happen? (Be specific)
5. When did this event happen? (Date, month, time frame, or year)
6. What happened? (Include sequence of events in complete sentences)
7. Why is this event relevant? (Why did the author write the article now?)

Reflection (for full credit, you must include e
your reflection)

My work

Attach

+ New



Word document



Excel spreadsheet



PowerPoint presentation



Class Notebook page

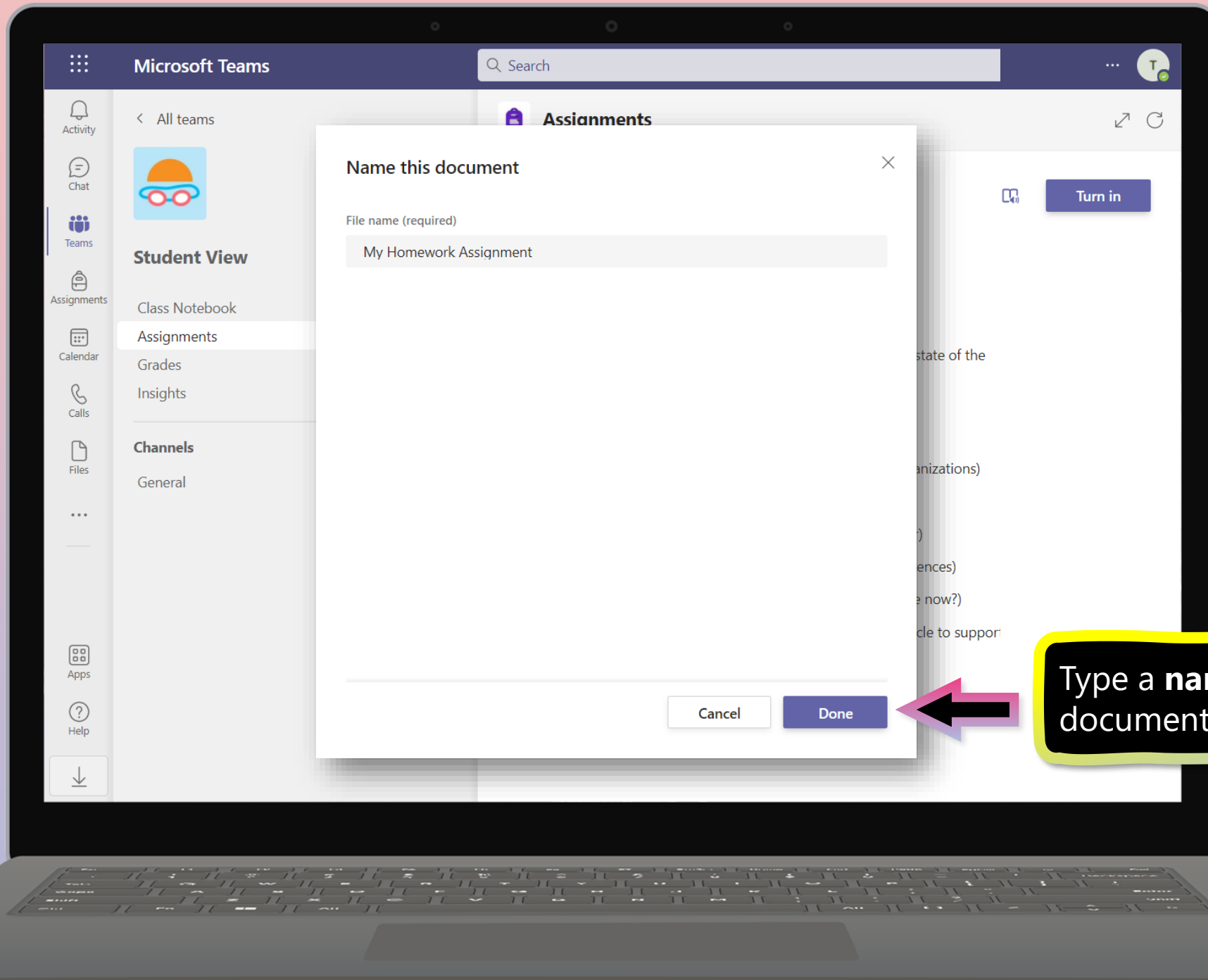


Video recording



Whiteboard

To **create new** work, select **+ New** and choose what kind of document you want to create.



Name this document

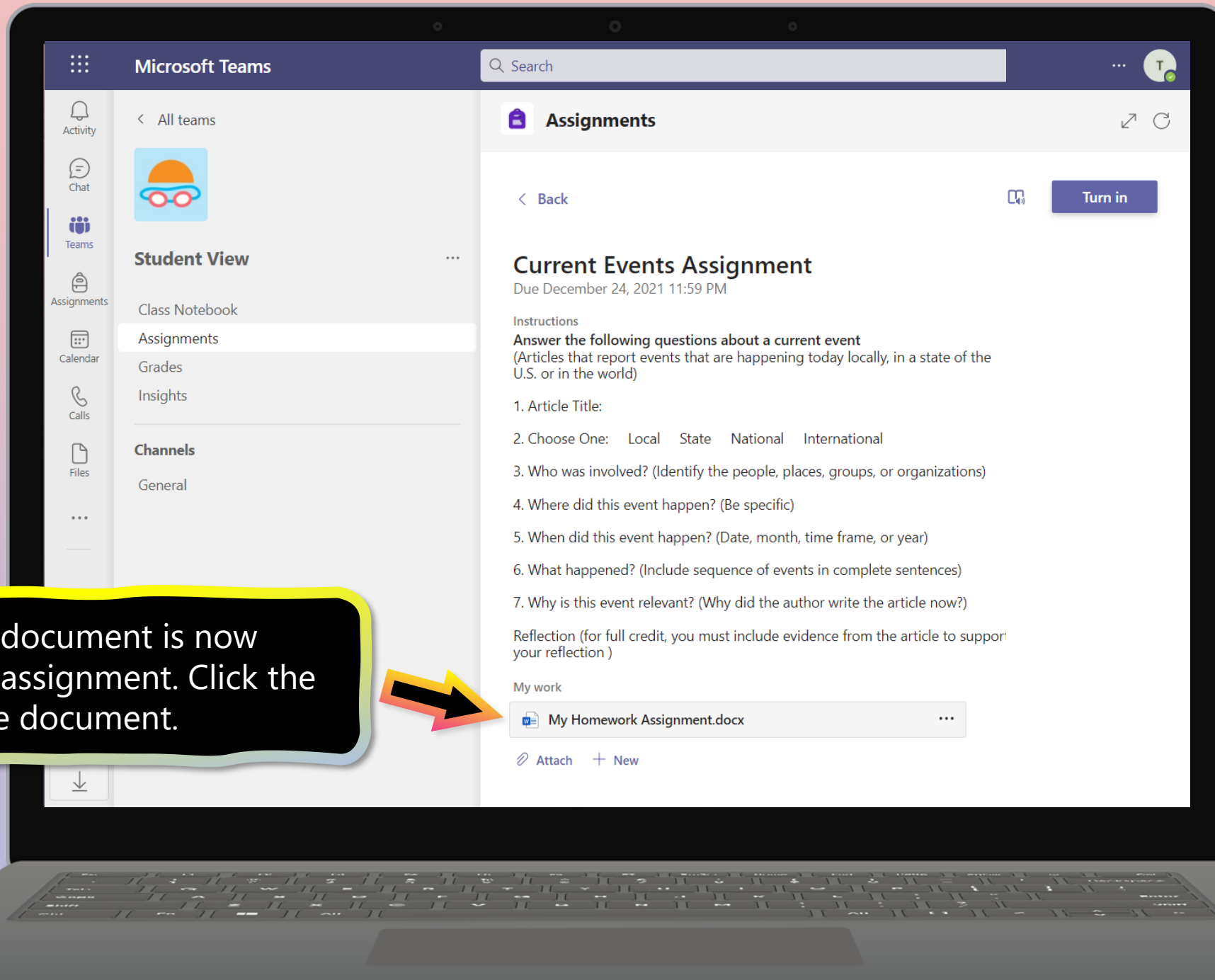
File name (required)

My Homework Assignment

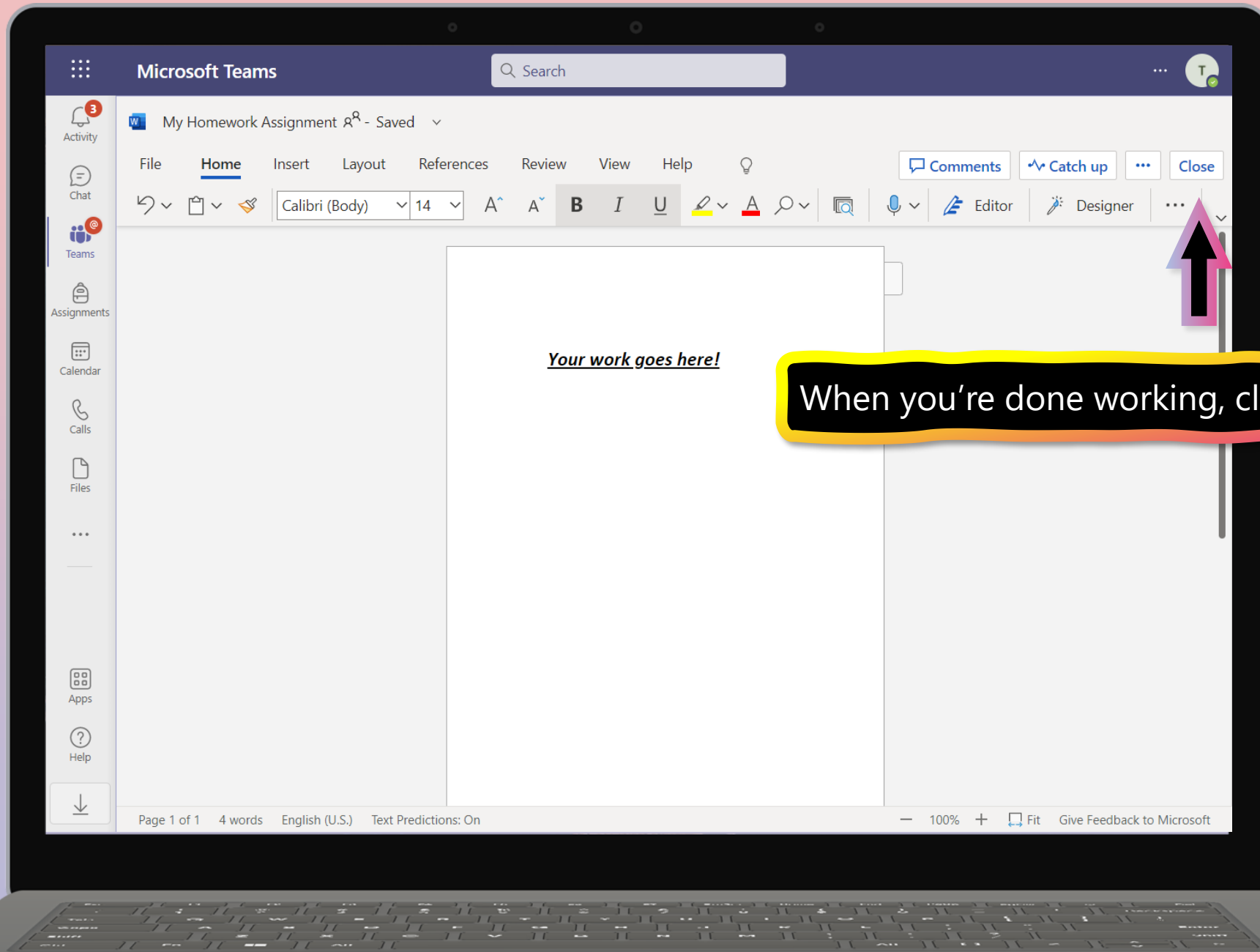
Cancel

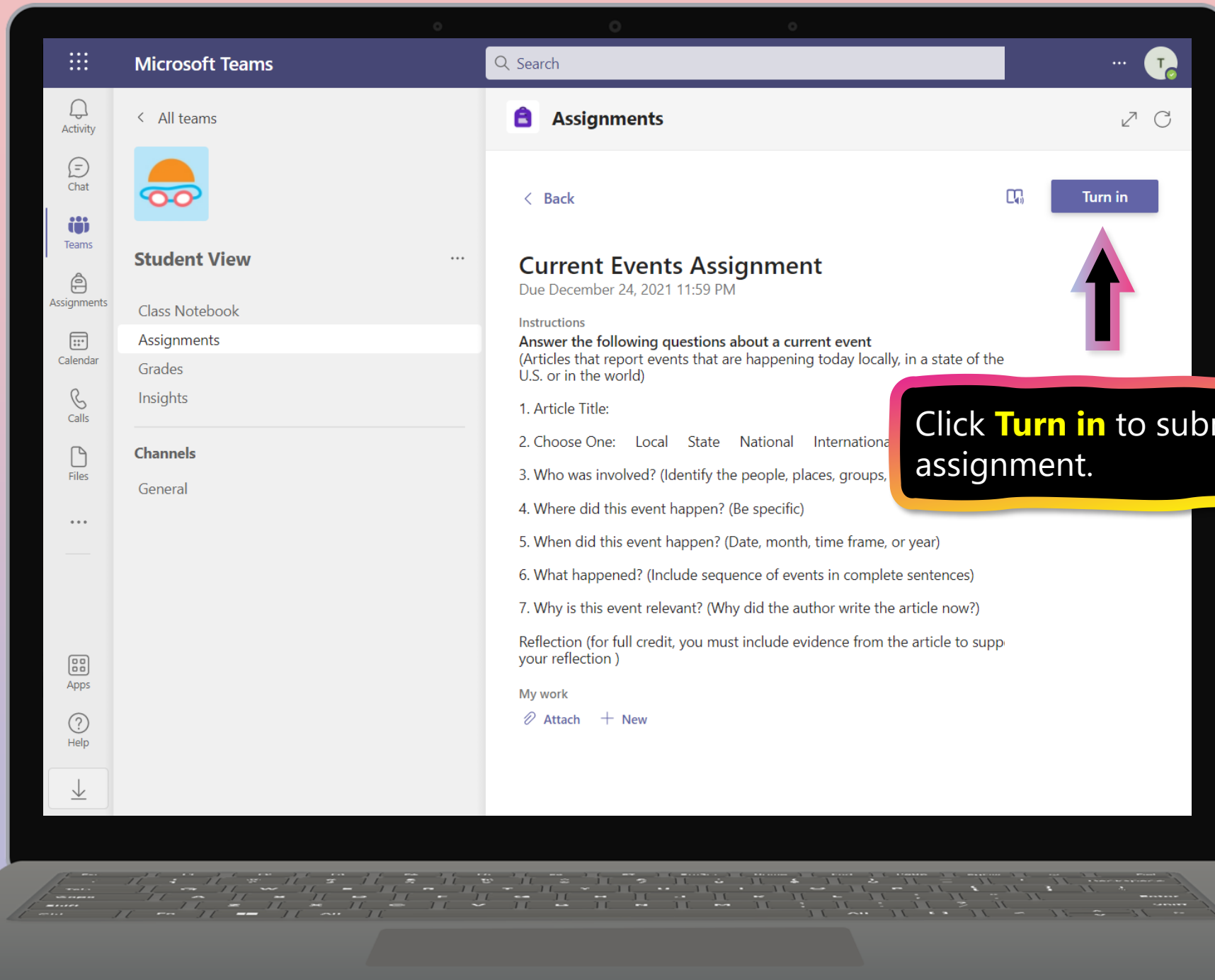
Done

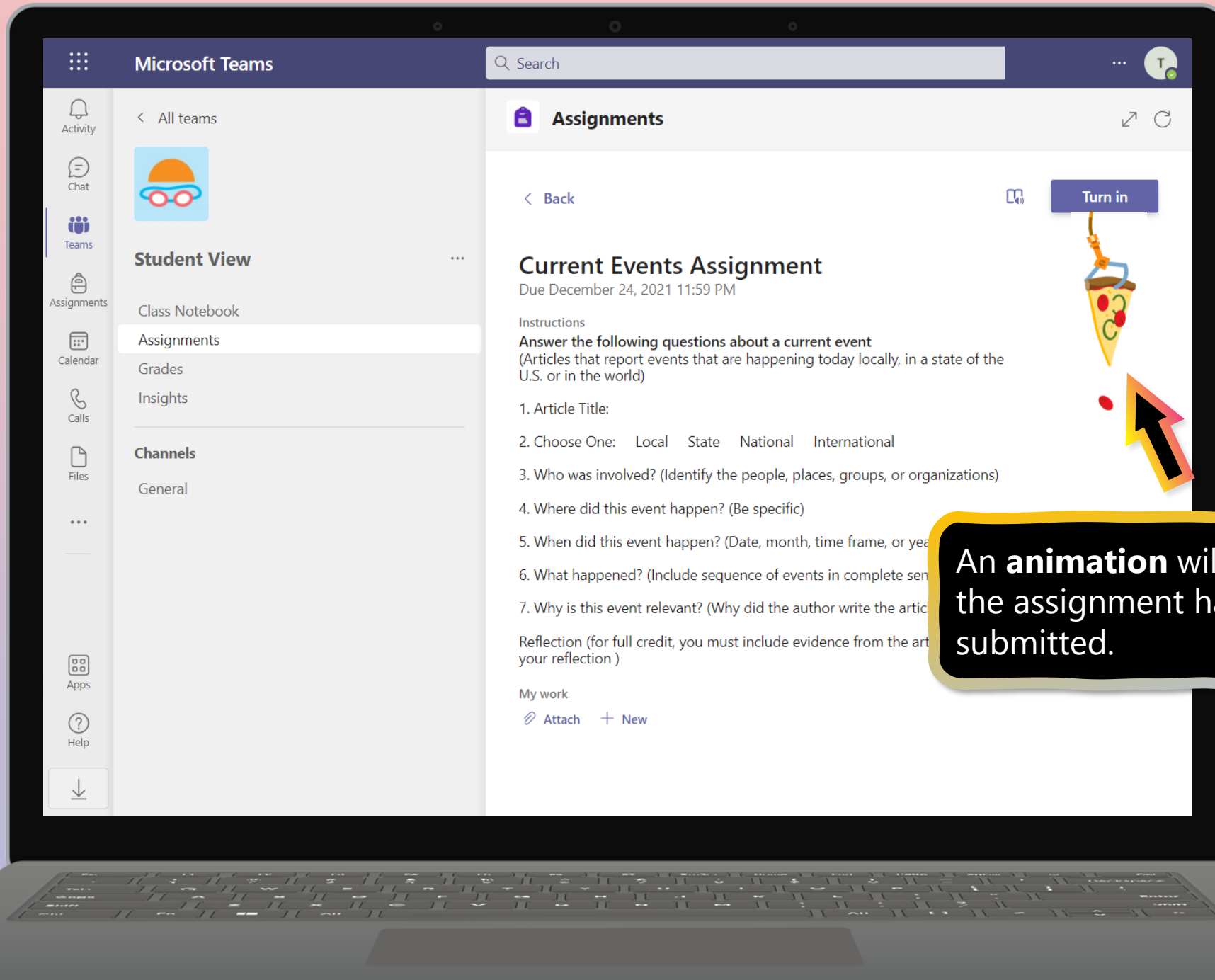
Type a **name** for the document and click **Done**.



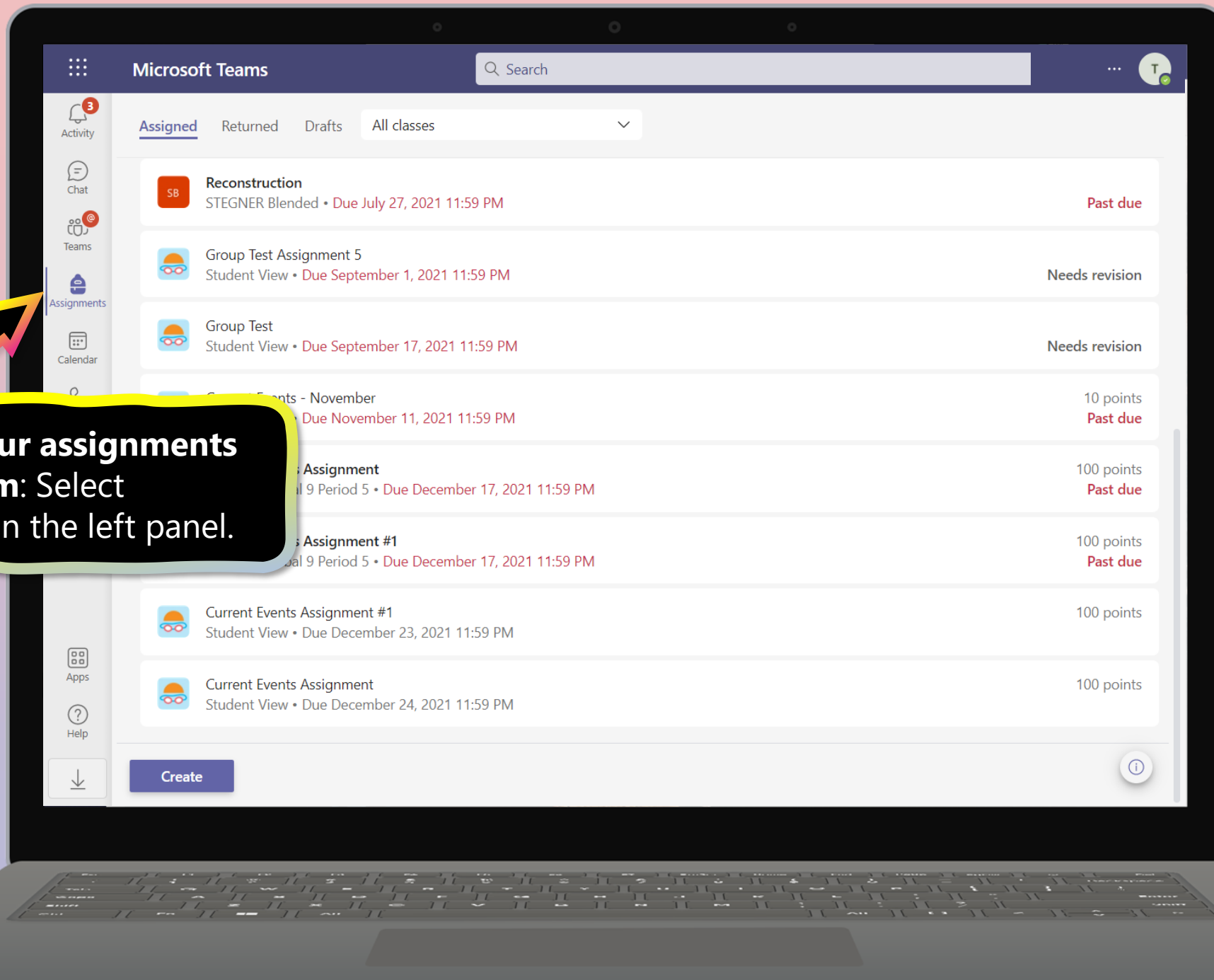
Your new blank document is now attached to the assignment. Click the icon to open the document.







An **animation** will show that the assignment has been submitted.



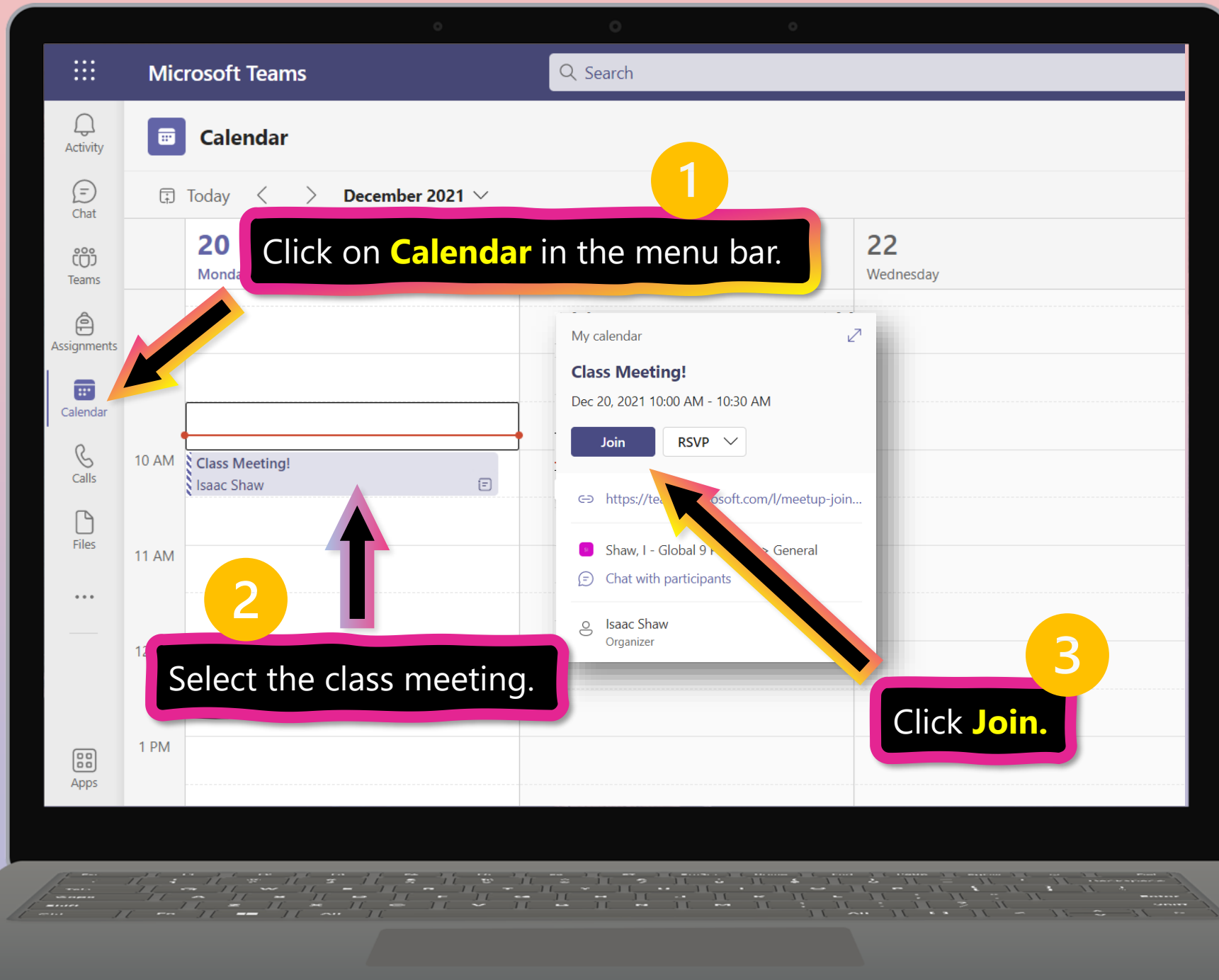
To view all your assignments
for every Team: Select
Assignments in the left panel.

Part 1

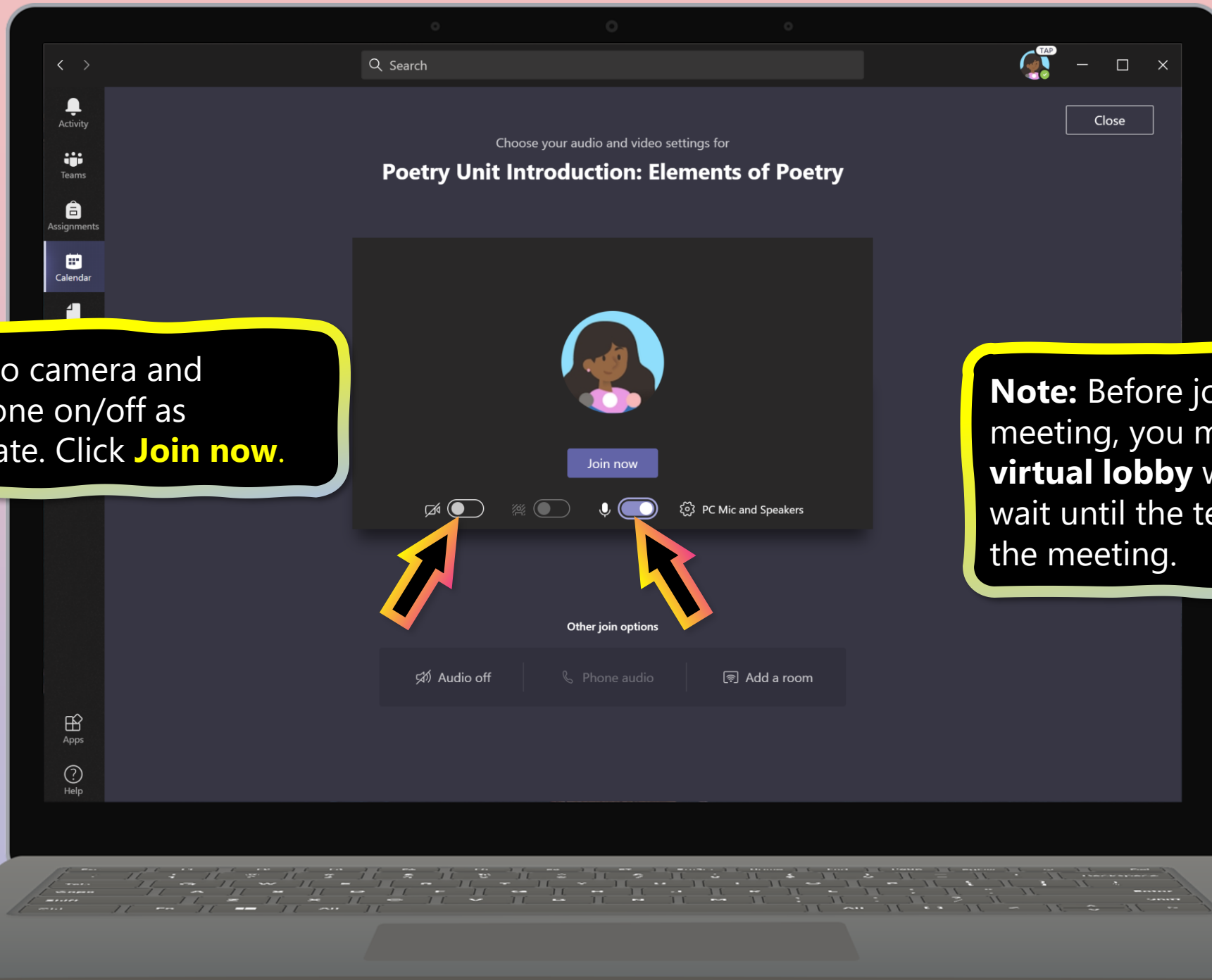
How to help your student use Teams

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

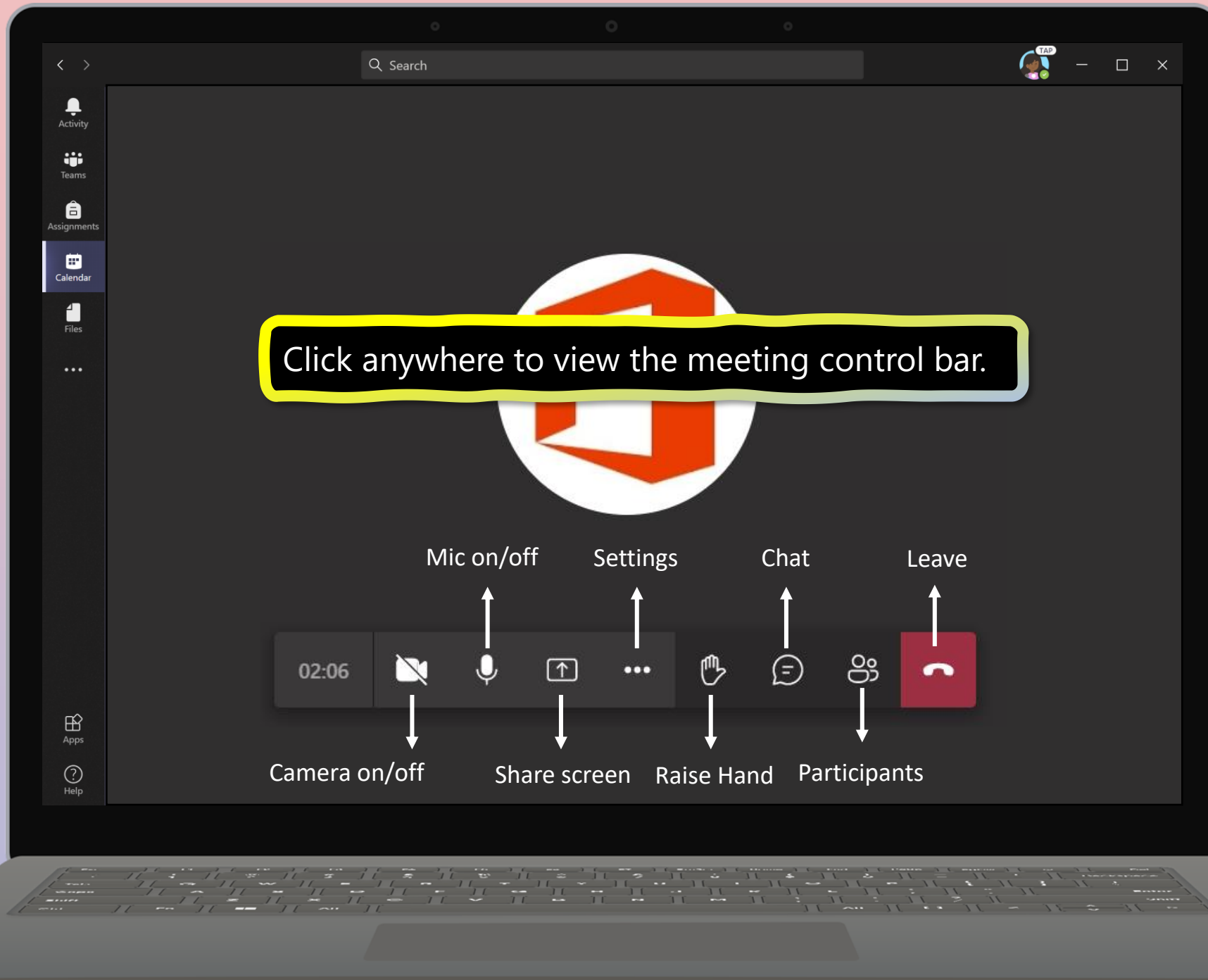




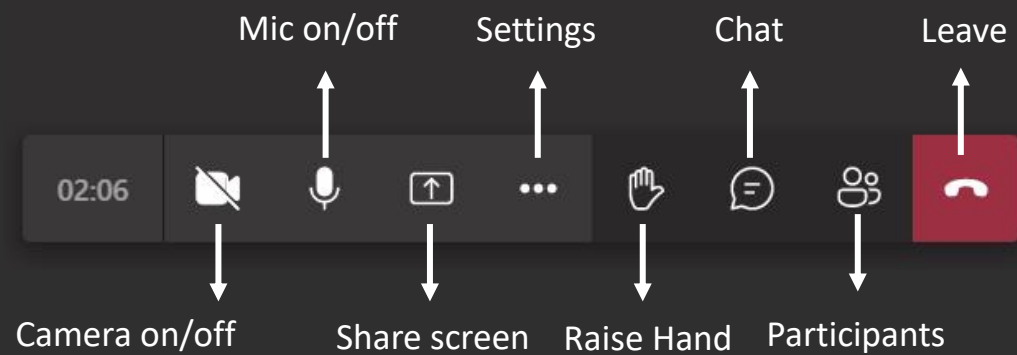
Turn video camera and microphone on/off as appropriate. Click **Join now**.



Note: Before joining the meeting, you might enter a **virtual lobby** where you will wait until the teacher starts the meeting.



Click anywhere to view the meeting control bar.

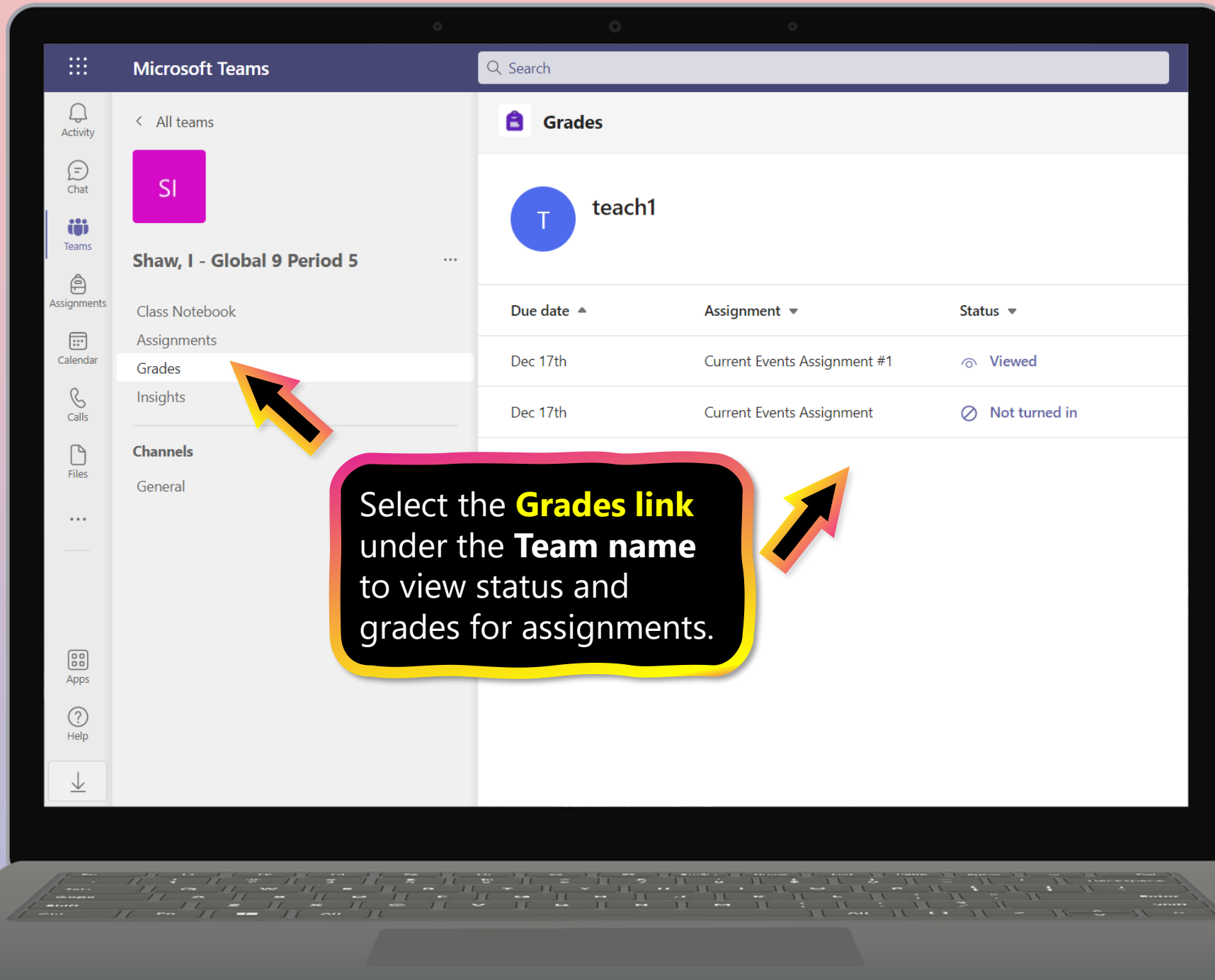


Part 1

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





Part 1

How to help your student use Teams

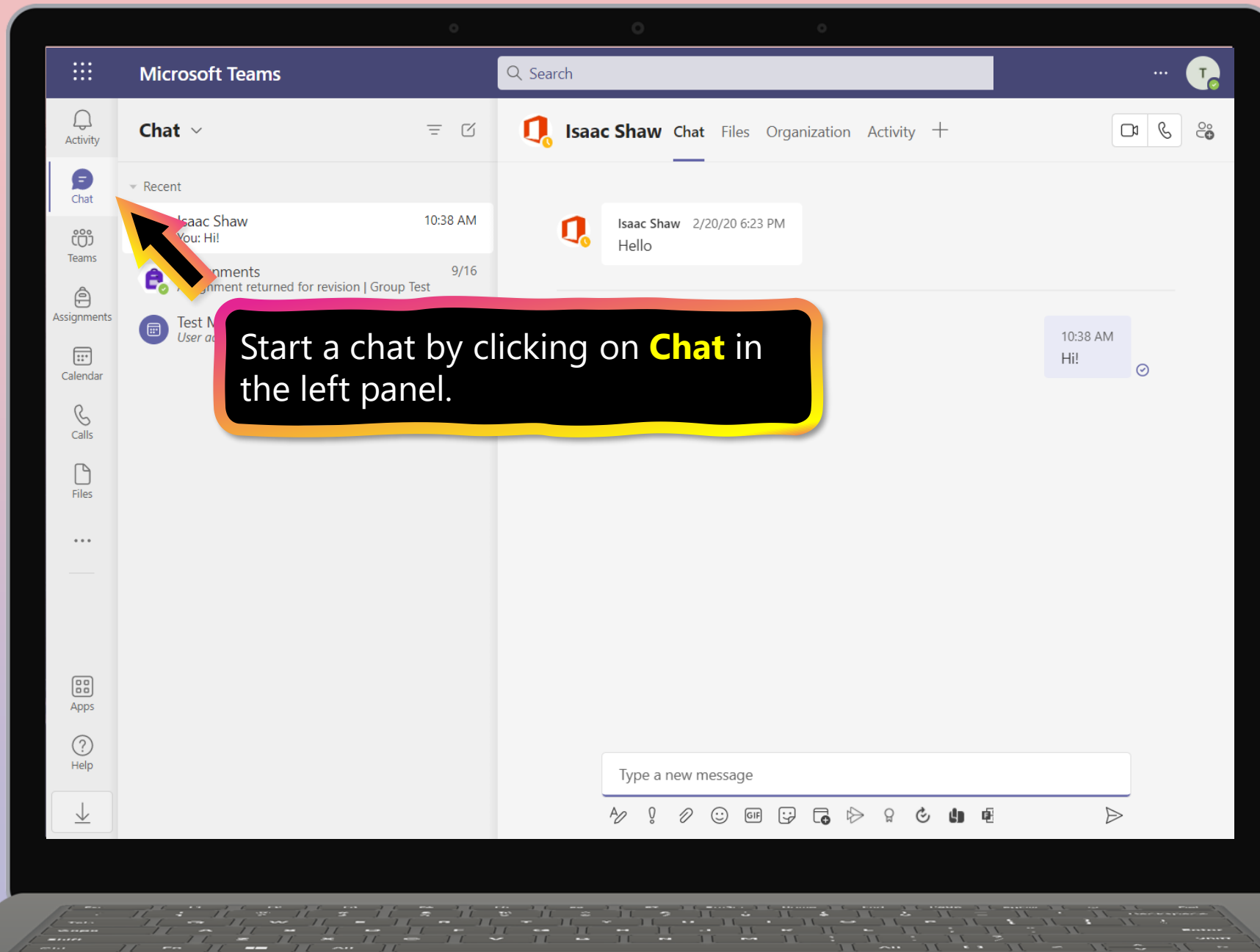
1. Join a class team
2. View and turn in assignments
3. Attend a virtual class
4. Find grades
5. **Chat with teachers and classmates**

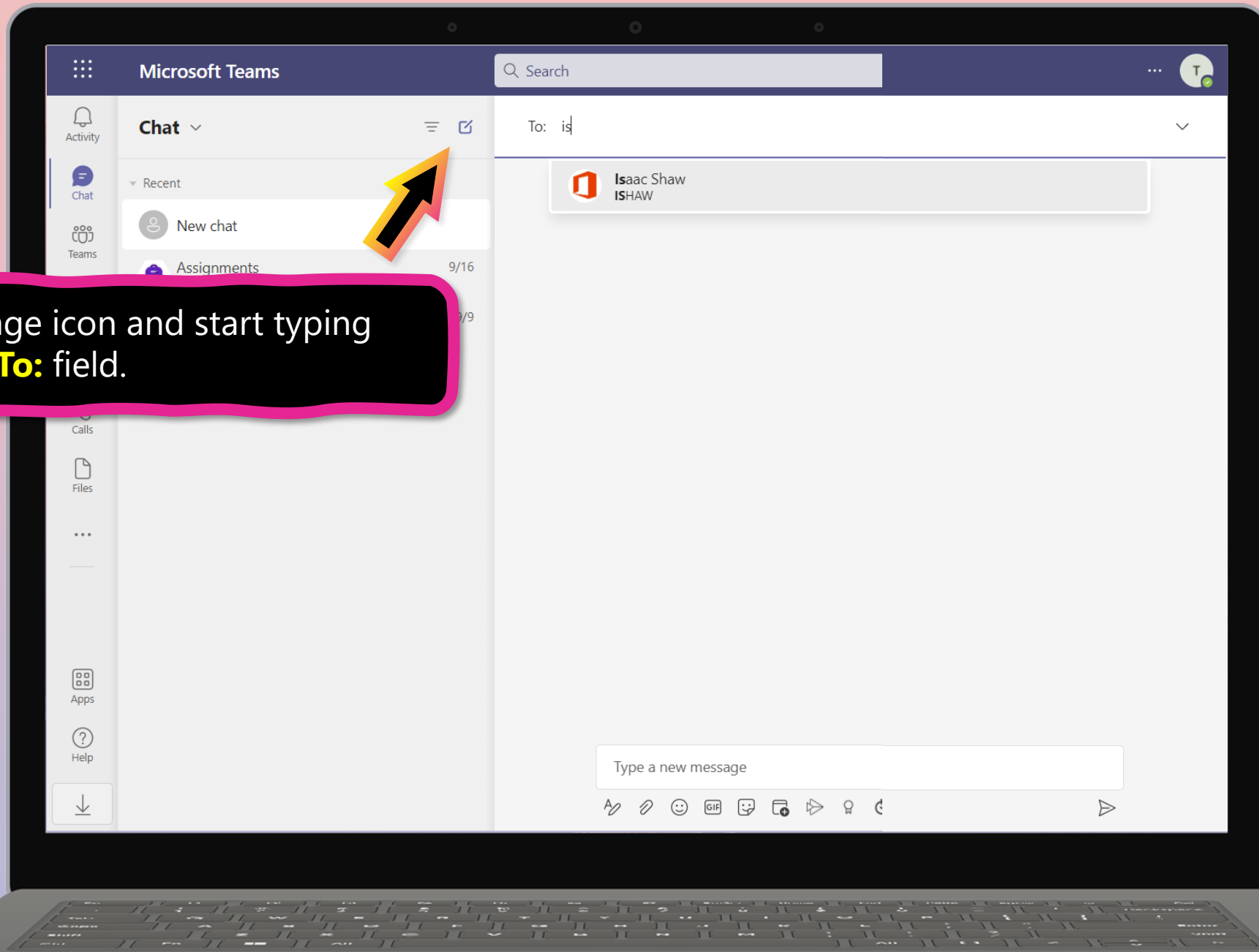


If your school implements [Chat](#), your student can chat 1-on-1 or collaborate with a small group.

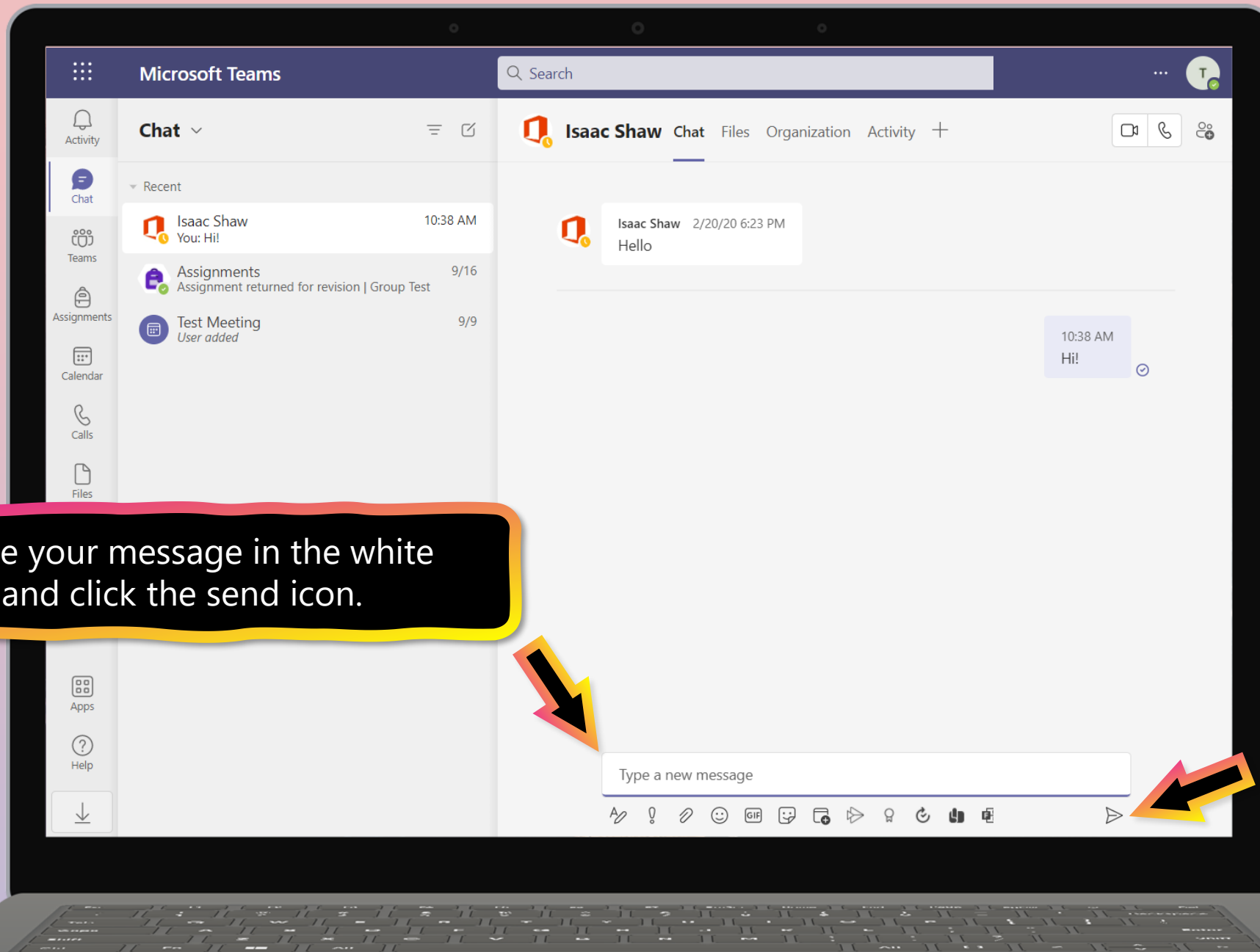
**Chat availability varies by school district.
Not all schools make it available.**

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





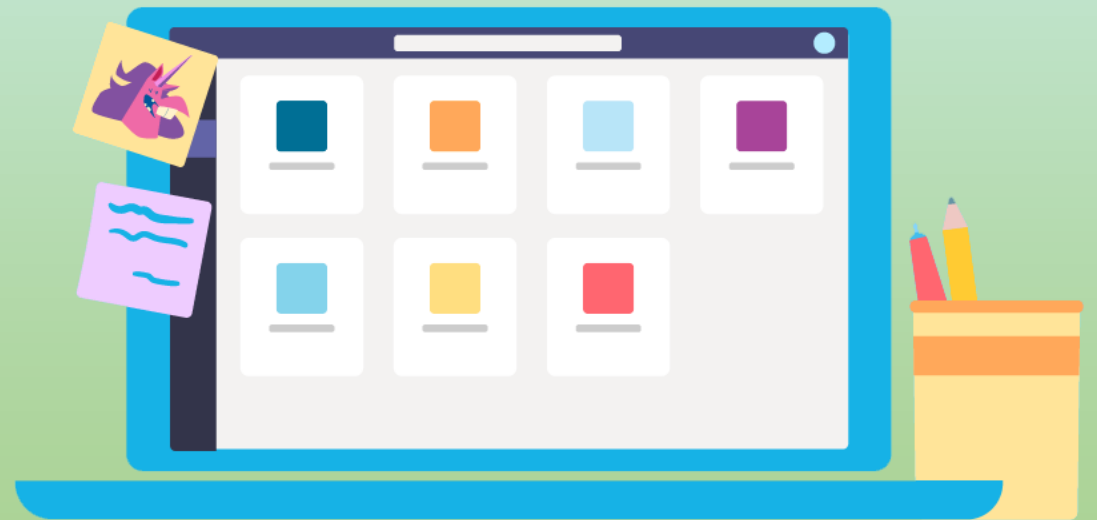
Click the message icon and start typing name(s) in the **To:** field.



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

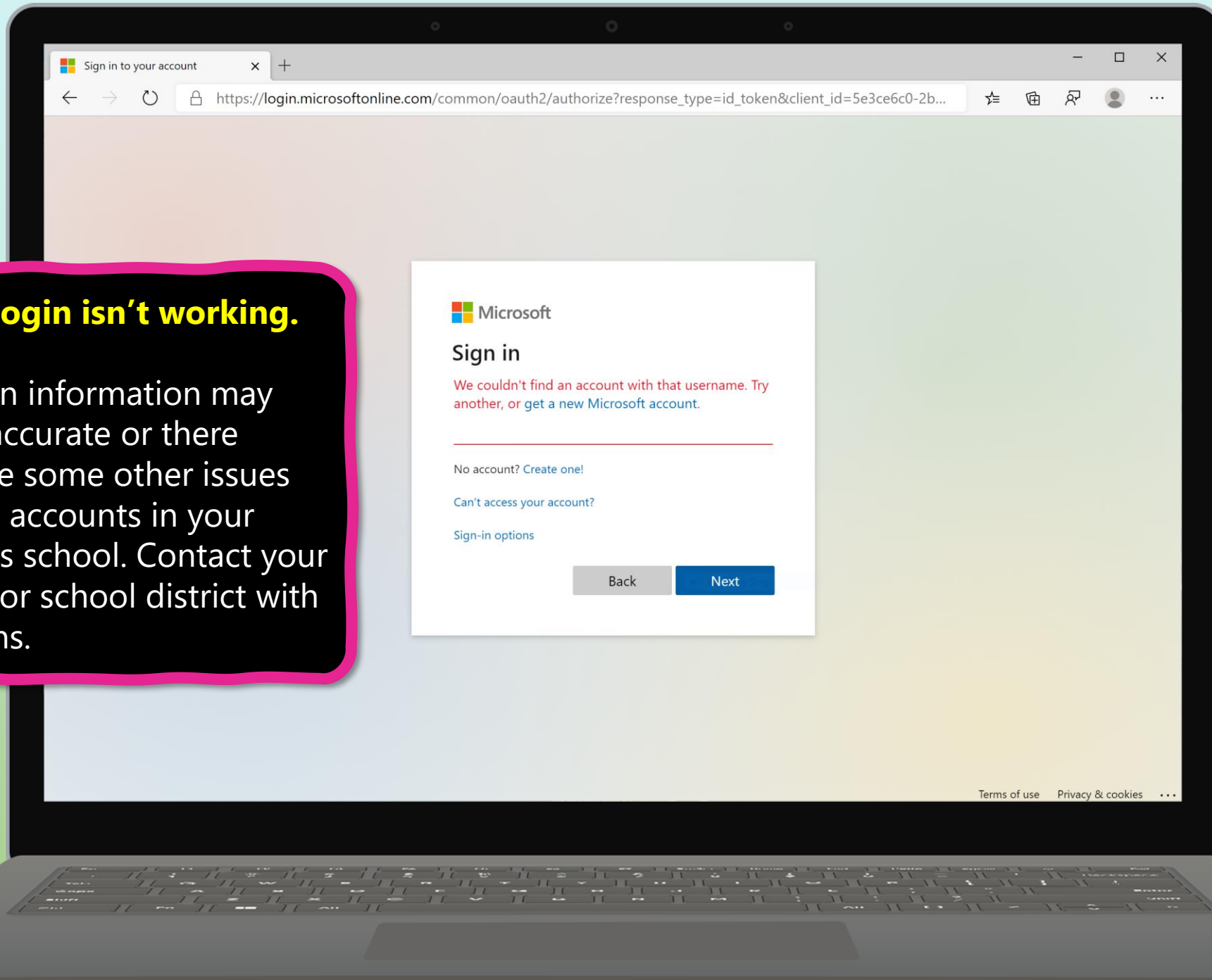
FAQ & Troubleshooting

1. My student's login isn't working.
2. My student missed a class—what now?
3. What if I have more than one student using Teams on one device?
4. What do I do if we have low internet bandwidth?
5. Audio troubleshooting
6. Download Teams on desktop
7. Download Teams on mobile device
8. Additional resources



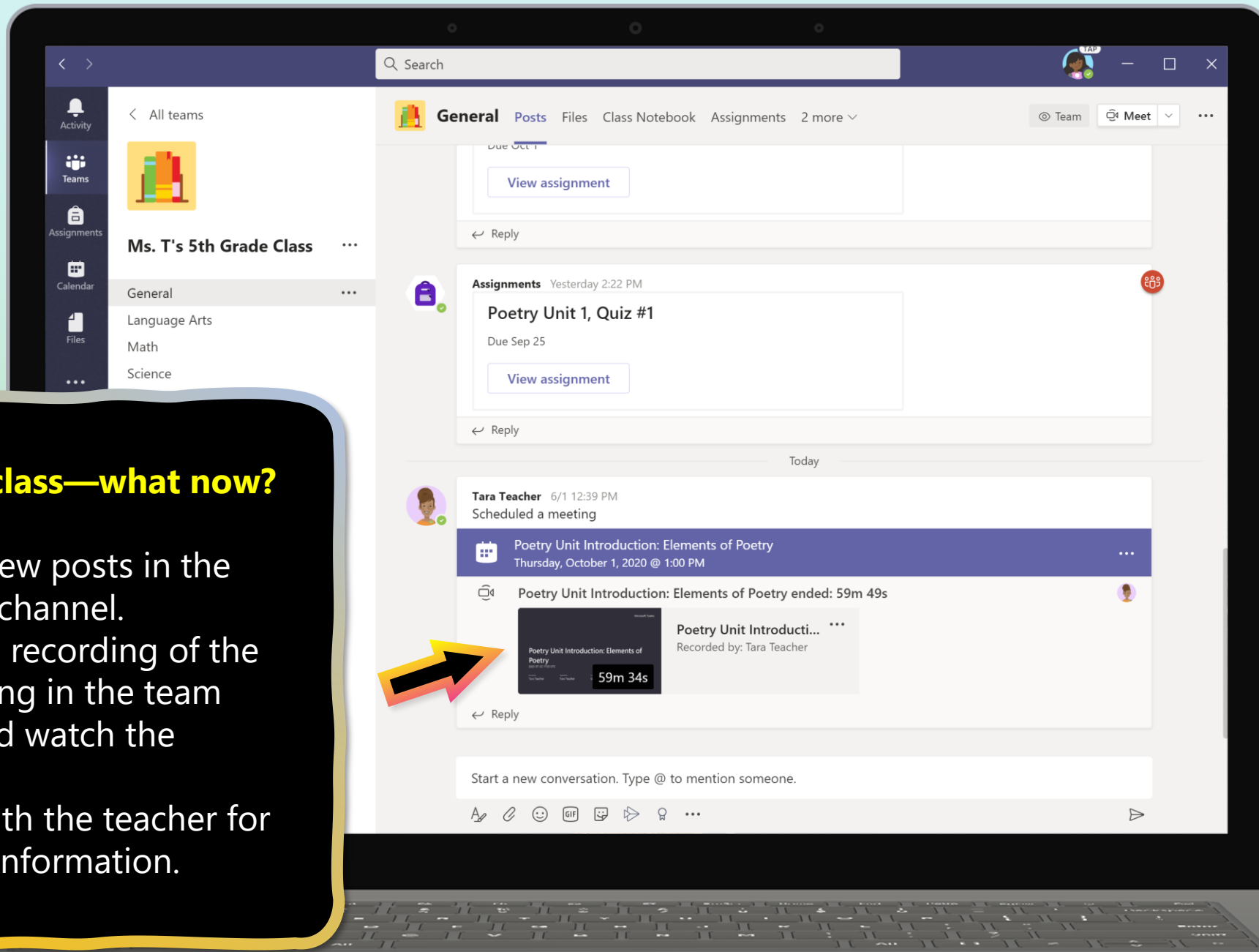
1. My login isn't working.

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



2. I missed a class—what now?

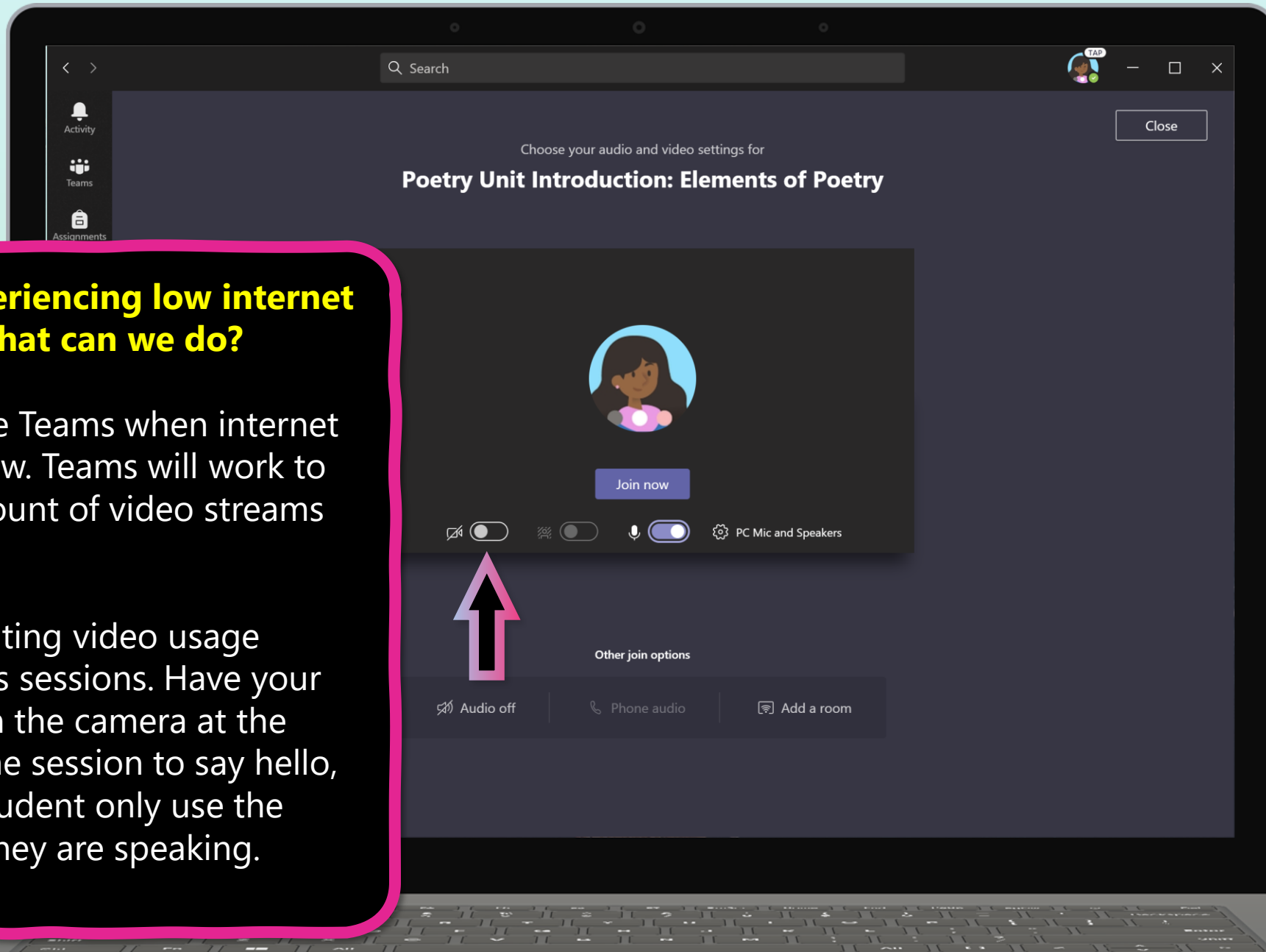
1. Read any new posts in the class team channel.
2. Check for a recording of the class meeting in the team channel and watch the meeting.
3. Check in with the teacher for additional information.



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

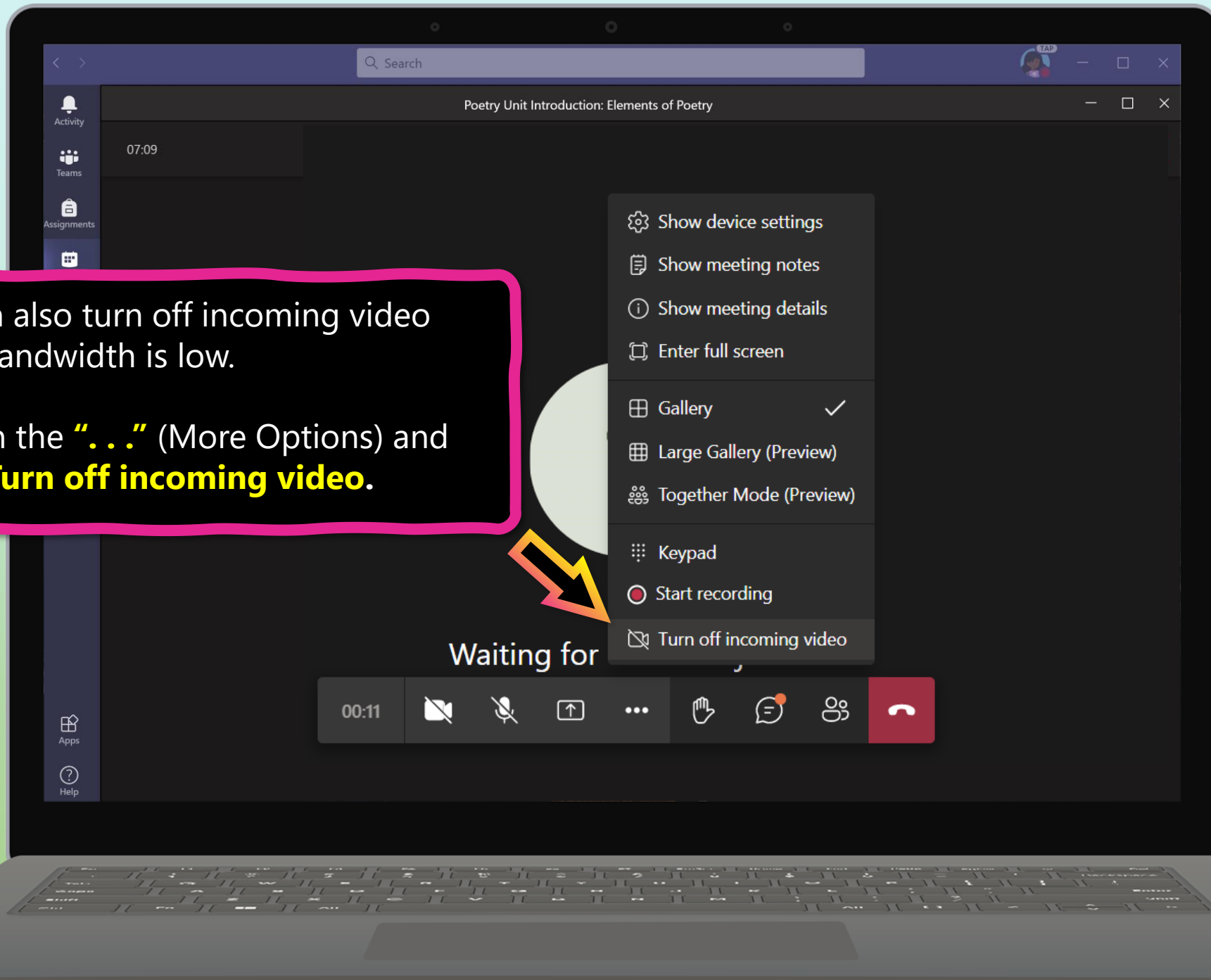
You can still use Teams when internet bandwidth is low. Teams will work to reduce the amount of video streams automatically.

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.

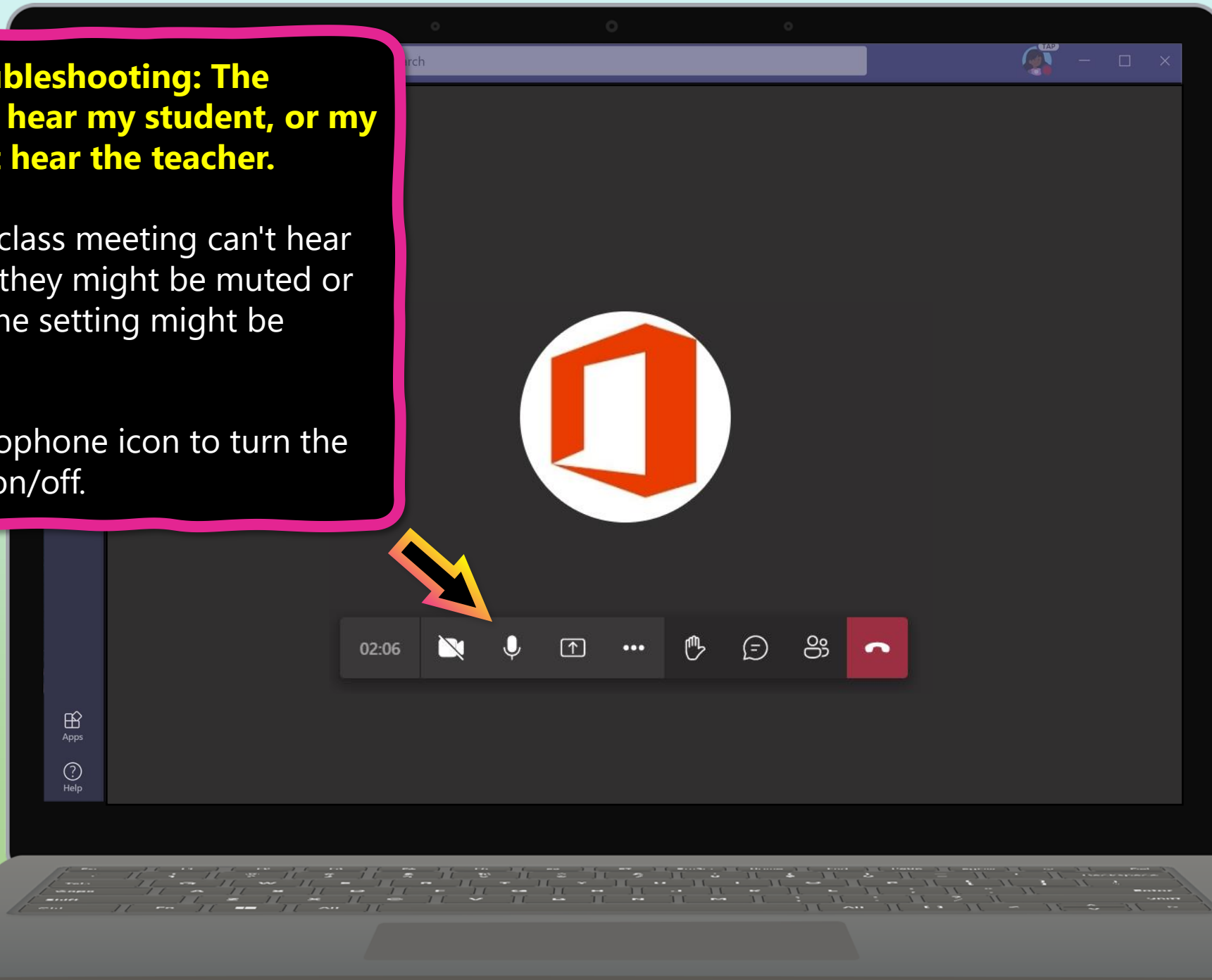
Click on the "... " (More Options) and select **Turn off incoming video**.

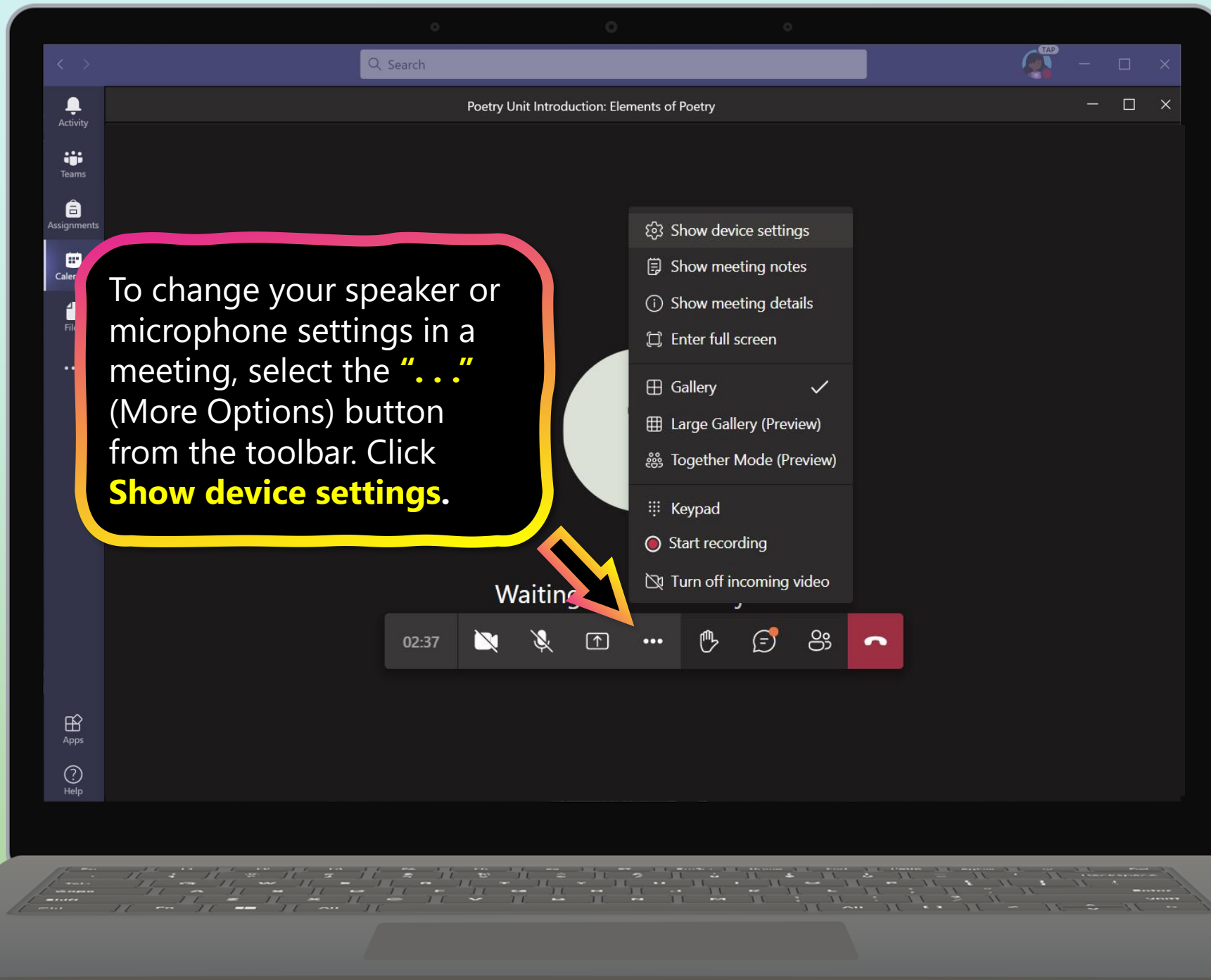


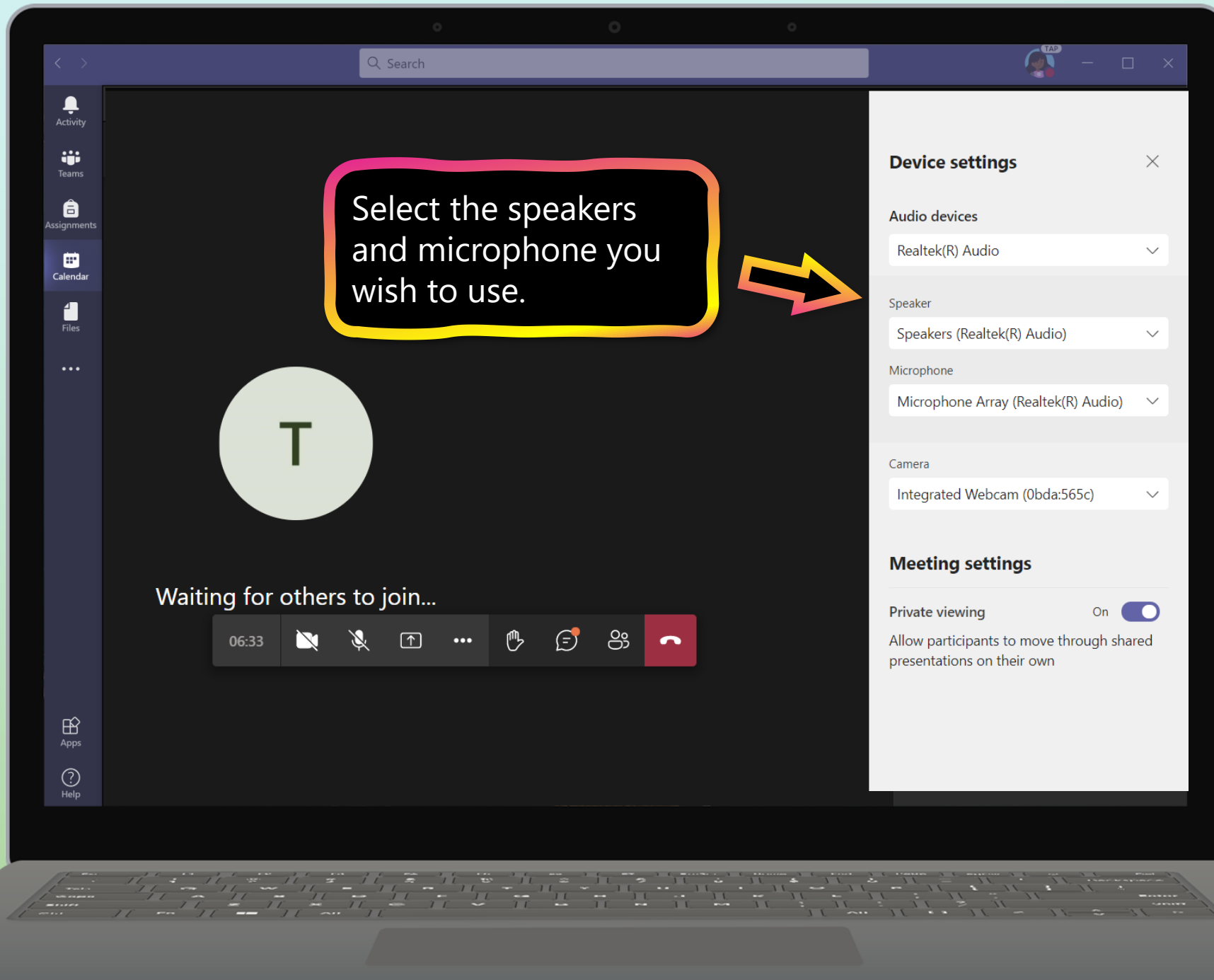
4. Audio troubleshooting: The teacher can't hear my student, or my student can't hear the teacher.

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.







Select the speakers
and microphone you
wish to use.

Device settings

Audio devices

Realtek(R) Audio

Speaker

Speakers (Realtek(R) Audio)

Microphone

Microphone Array (Realtek(R) Audio)

Camera

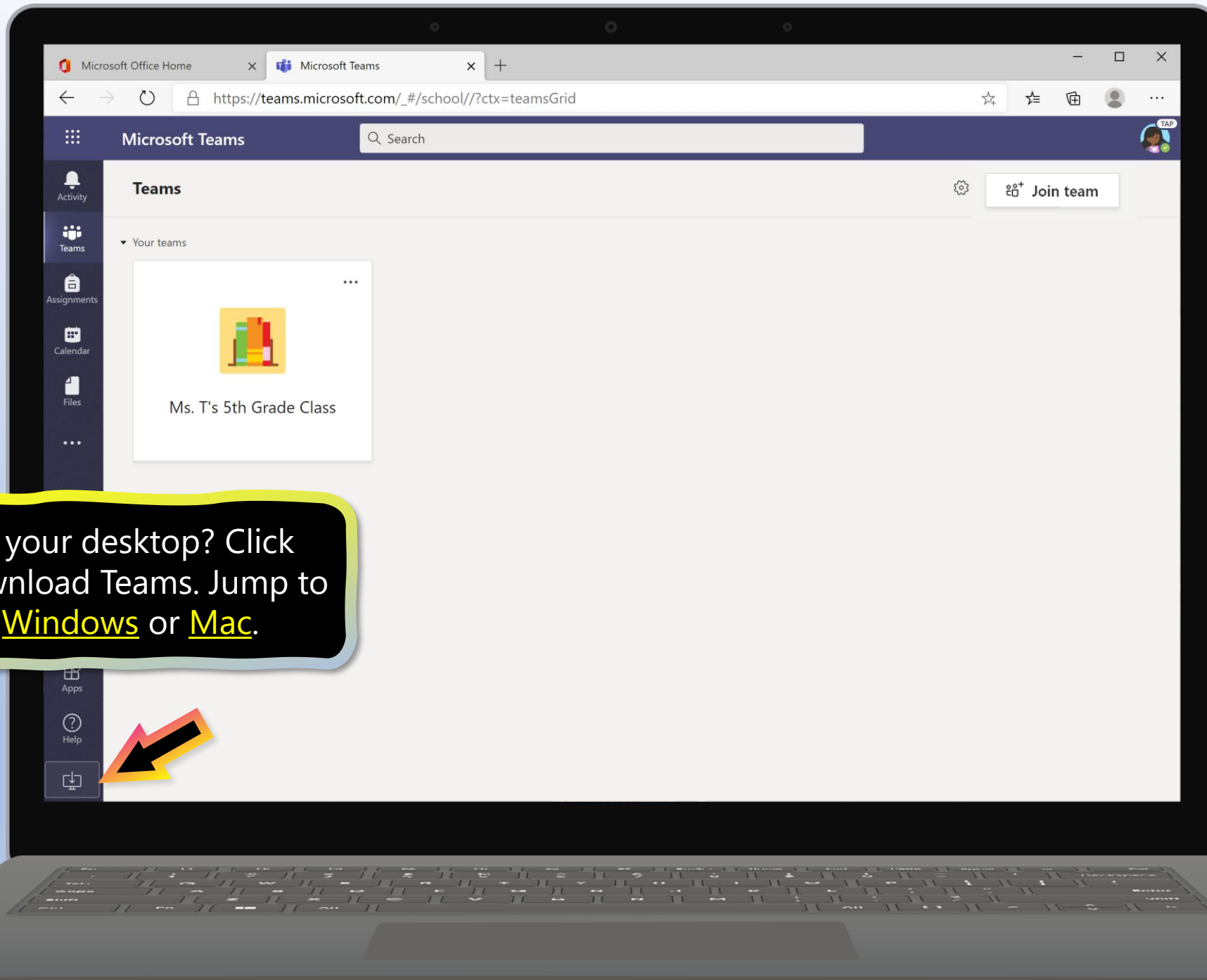
Integrated Webcam (0bda:565c)

Meeting settings

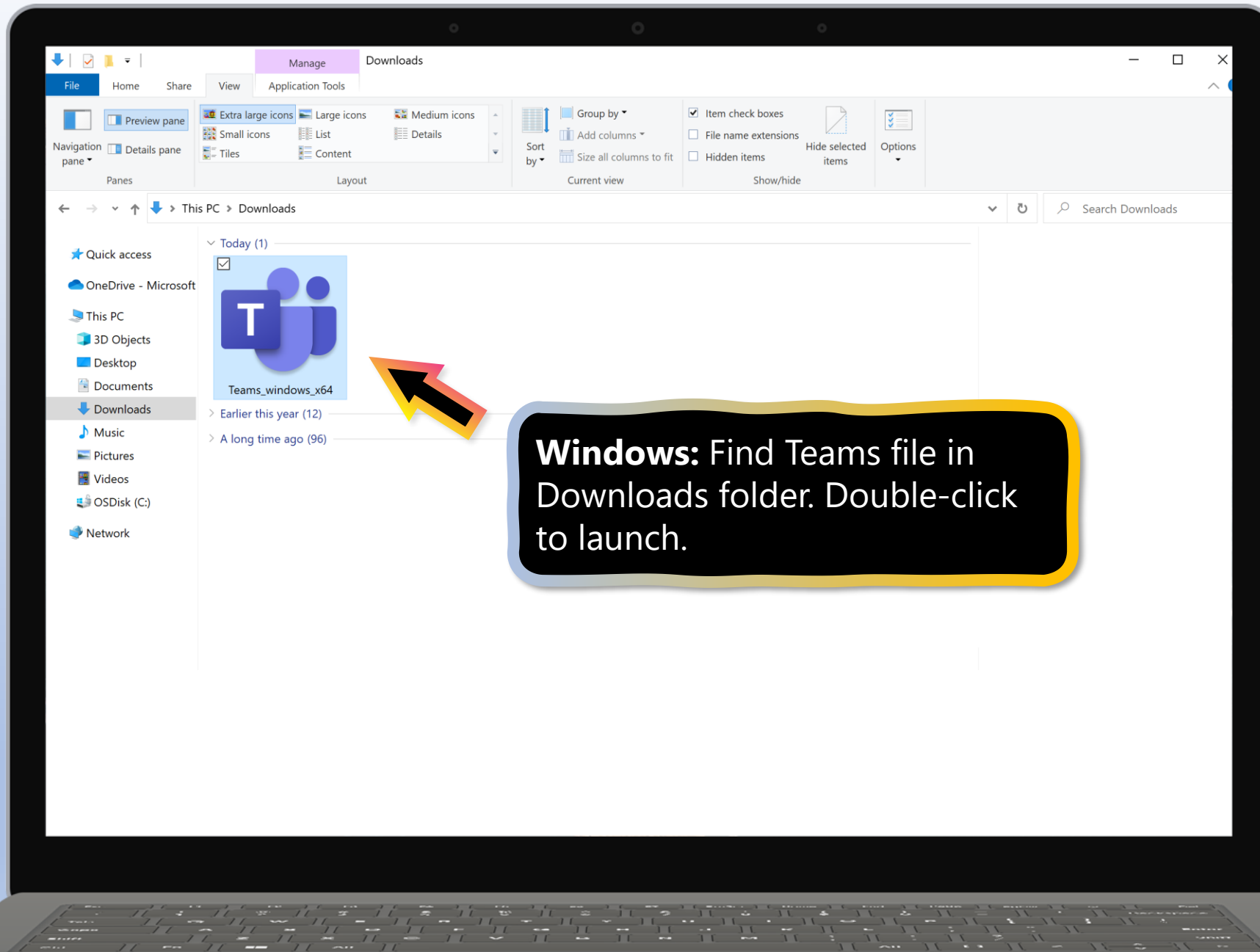
Private viewing

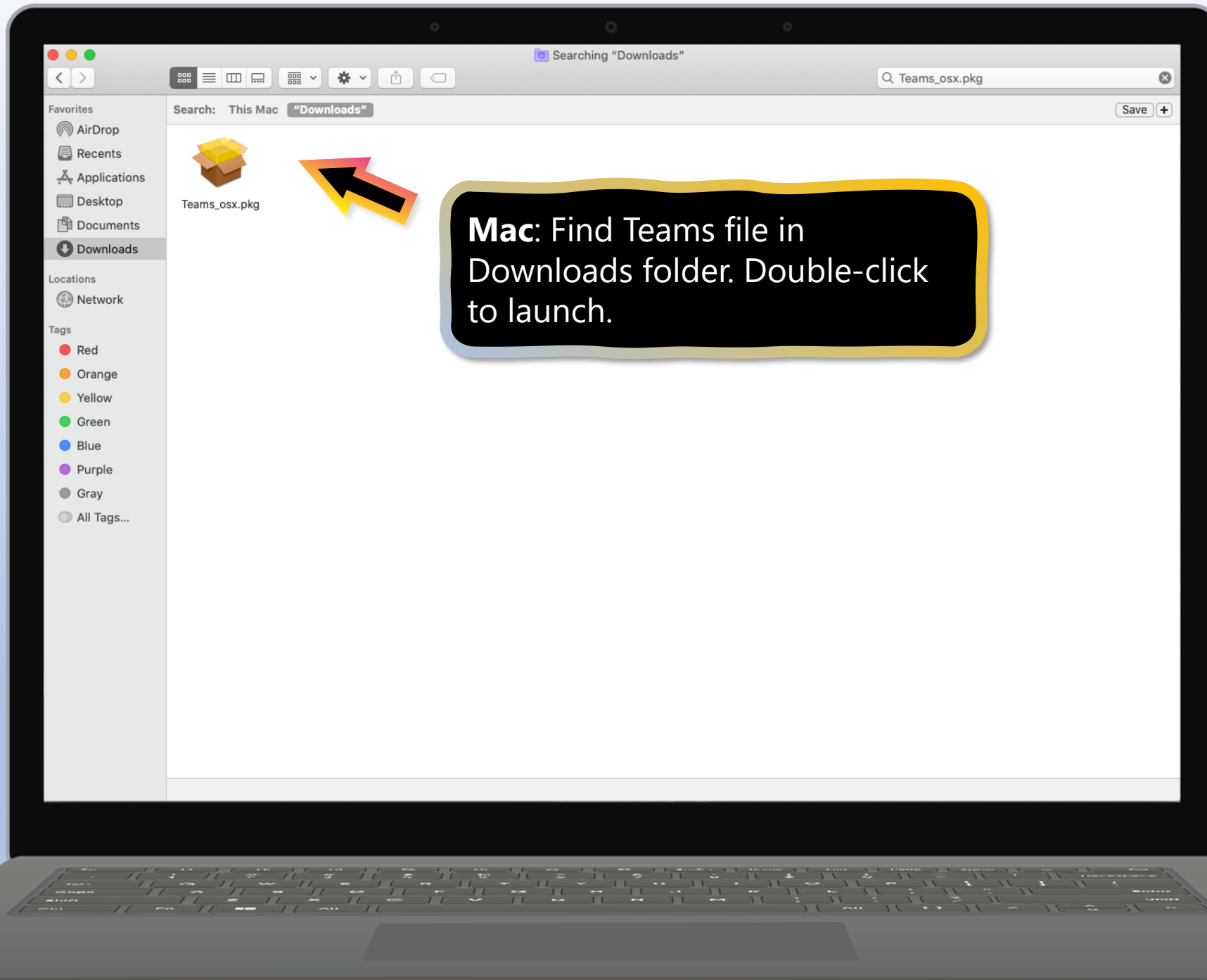
On

Allow participants to move through shared presentations on their own



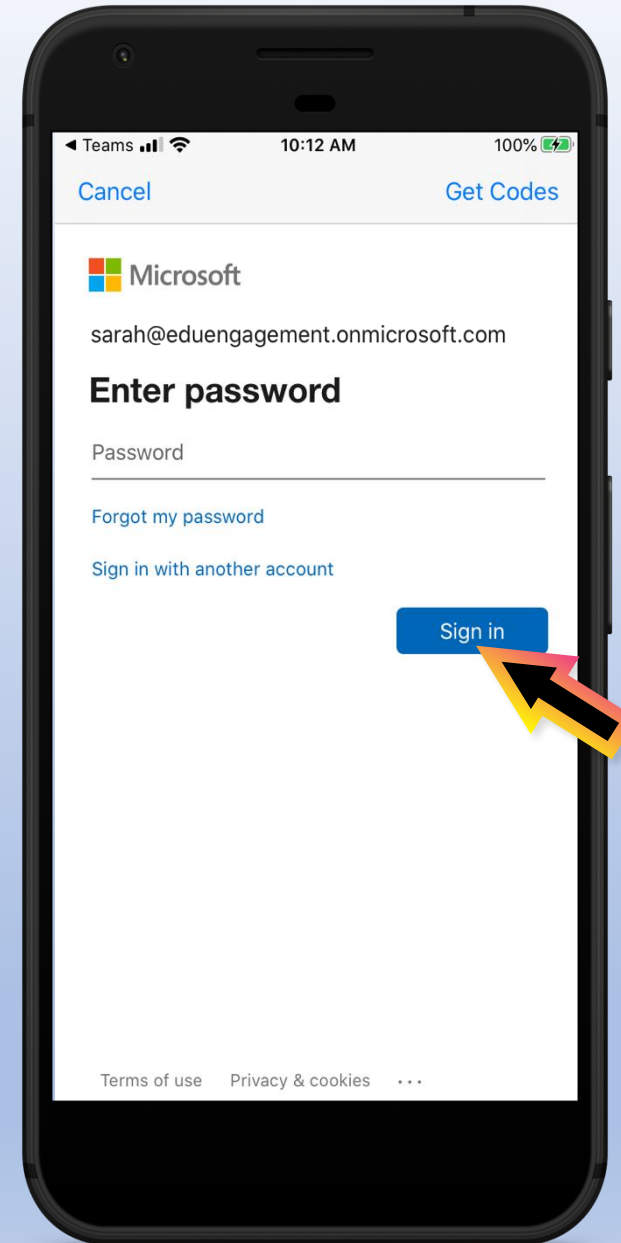
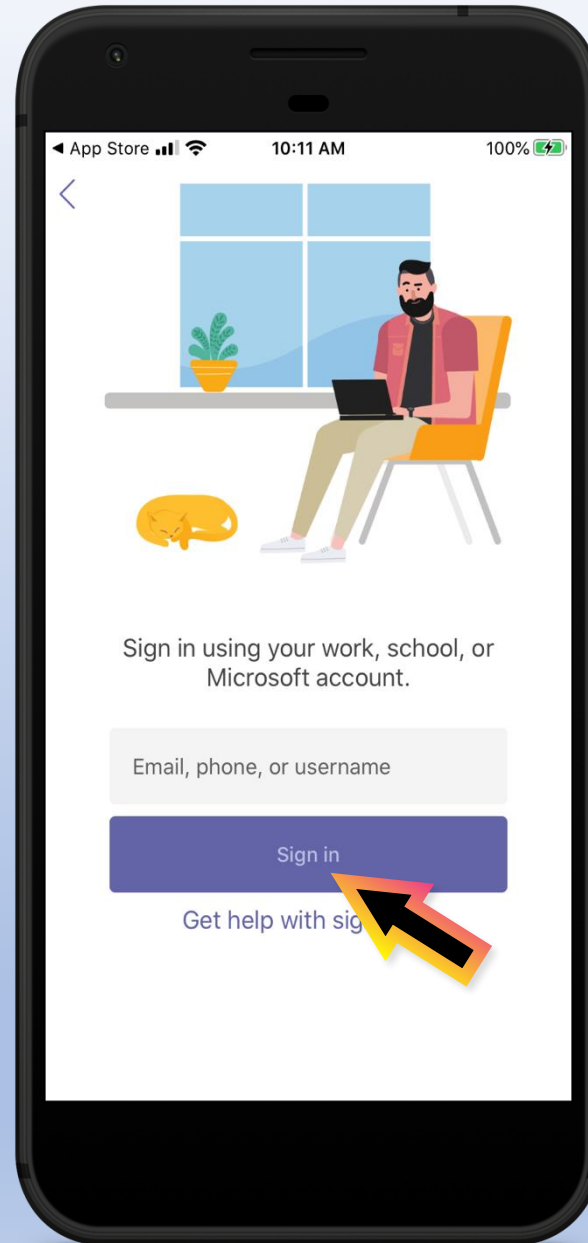
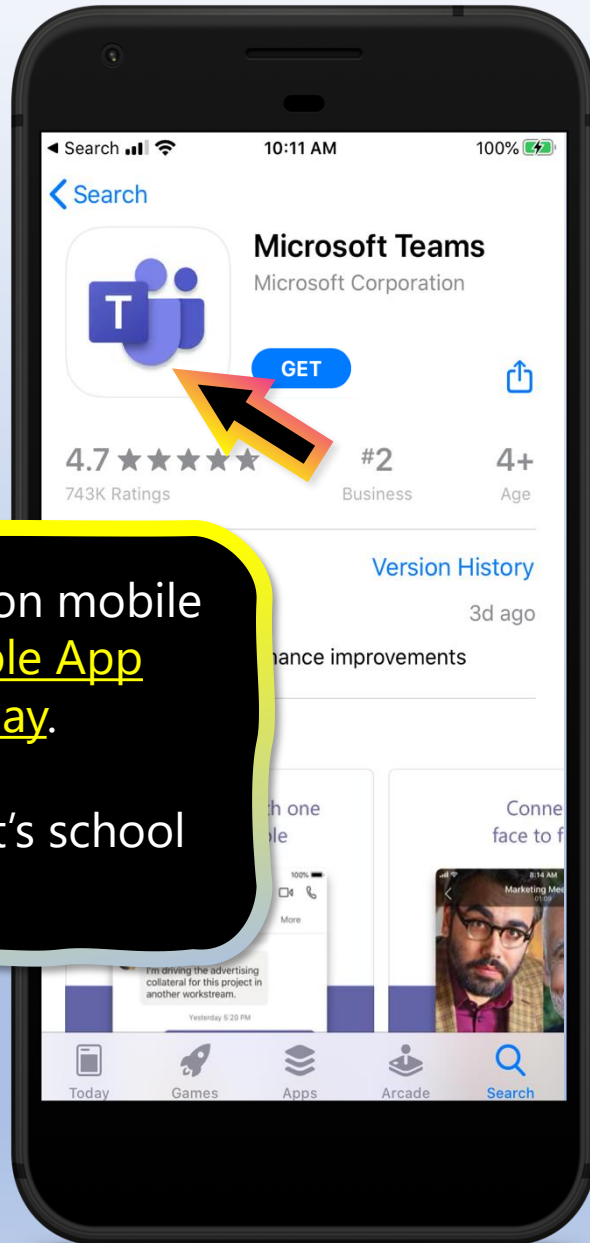
Rather work on your desktop? Click this icon to download Teams. Jump to instructions for [Windows](#) or [Mac](#).





Download Teams on mobile device via the [Apple App Store](#) or [Google Play](#).

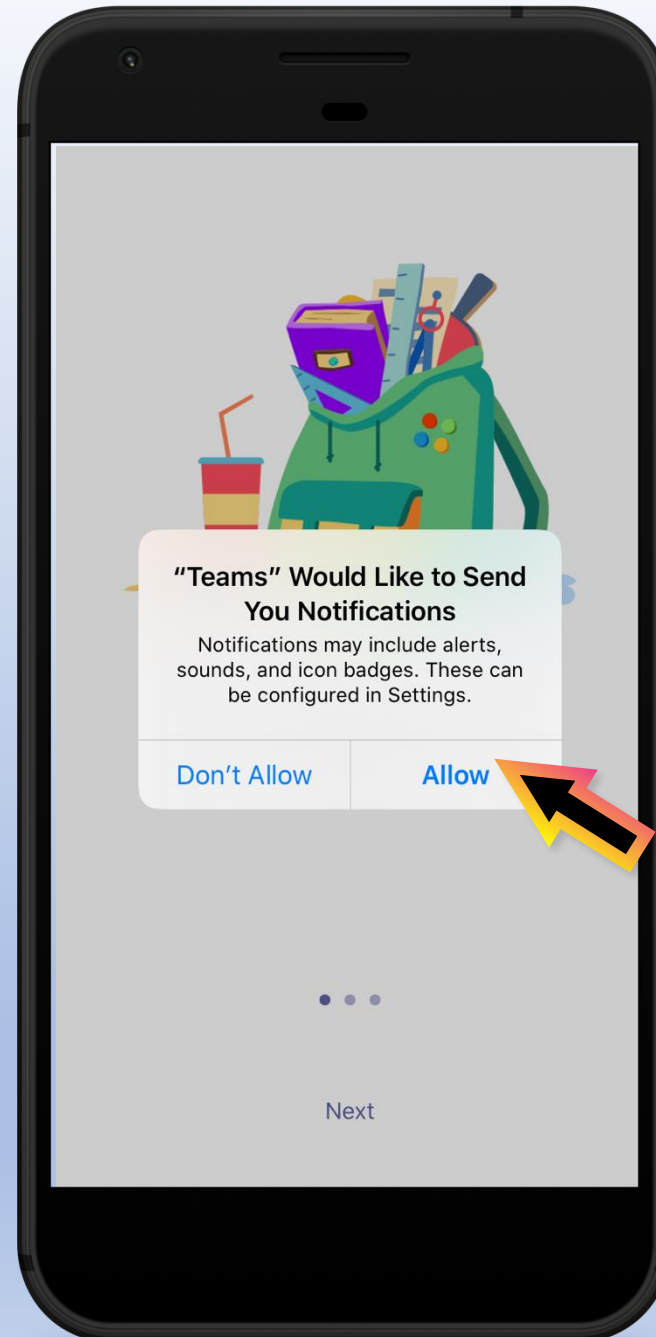
Enter your student's school or work account.



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.

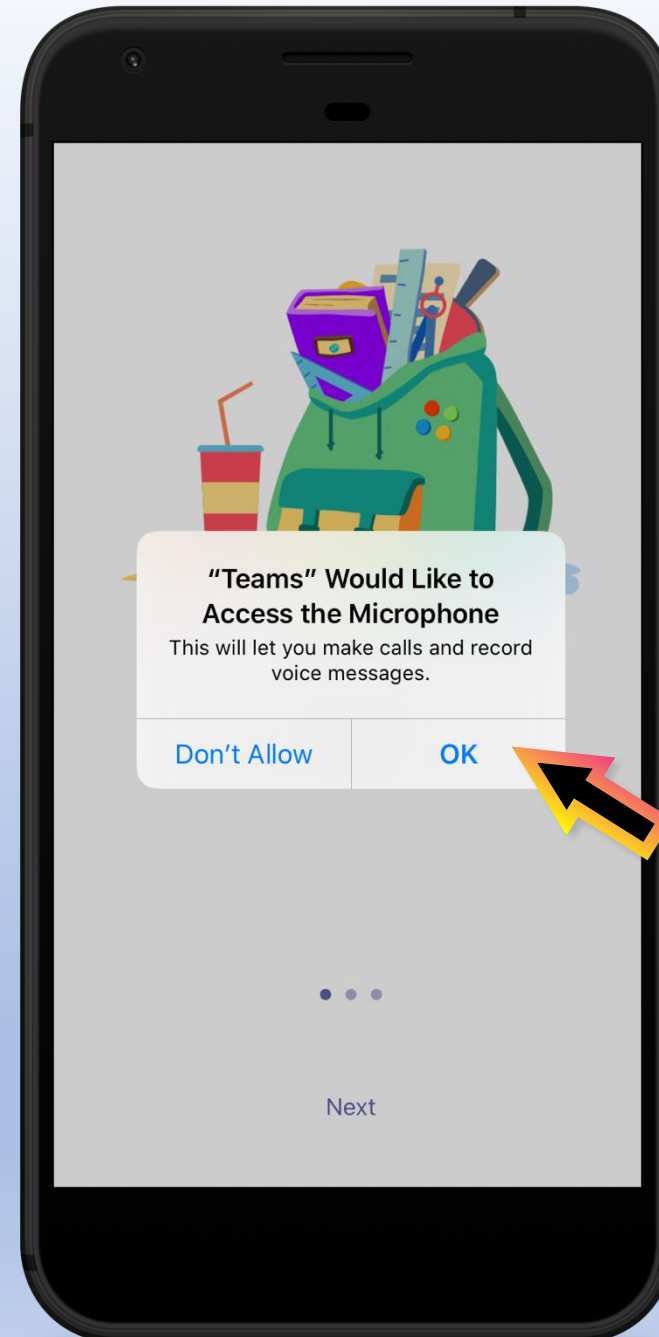
You can adjust this in **Settings**.

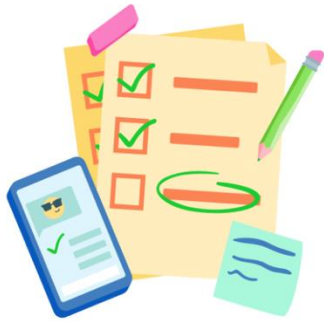


The app will also ask you to allow microphone access. Click **OK**.

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



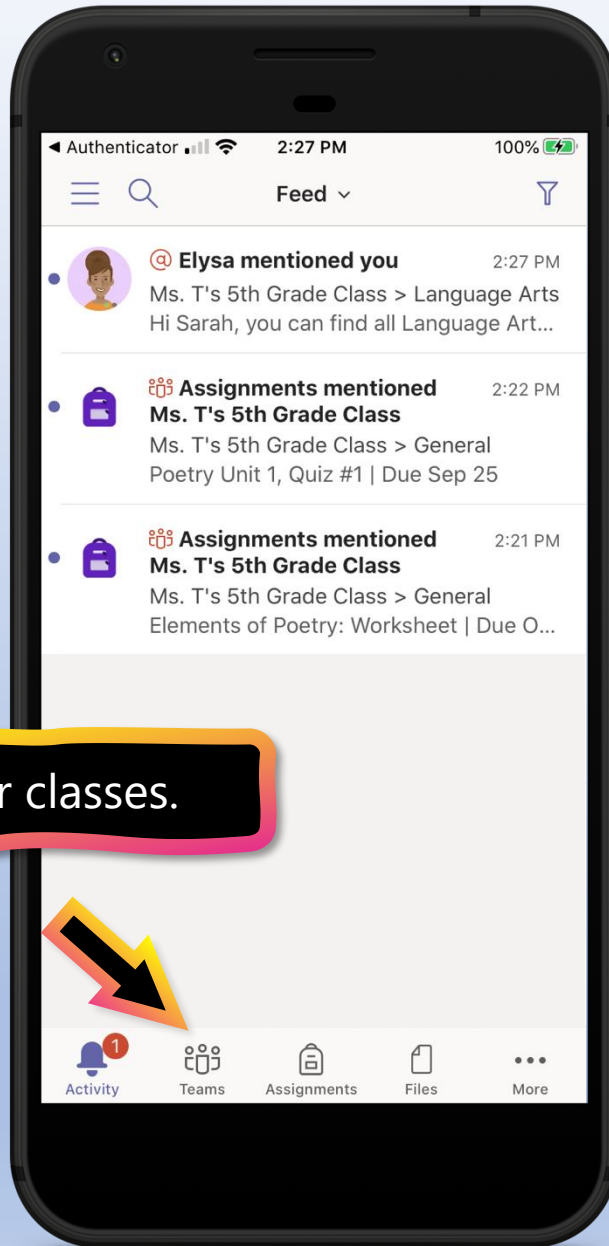
Speak up. Share out.
Soar on.



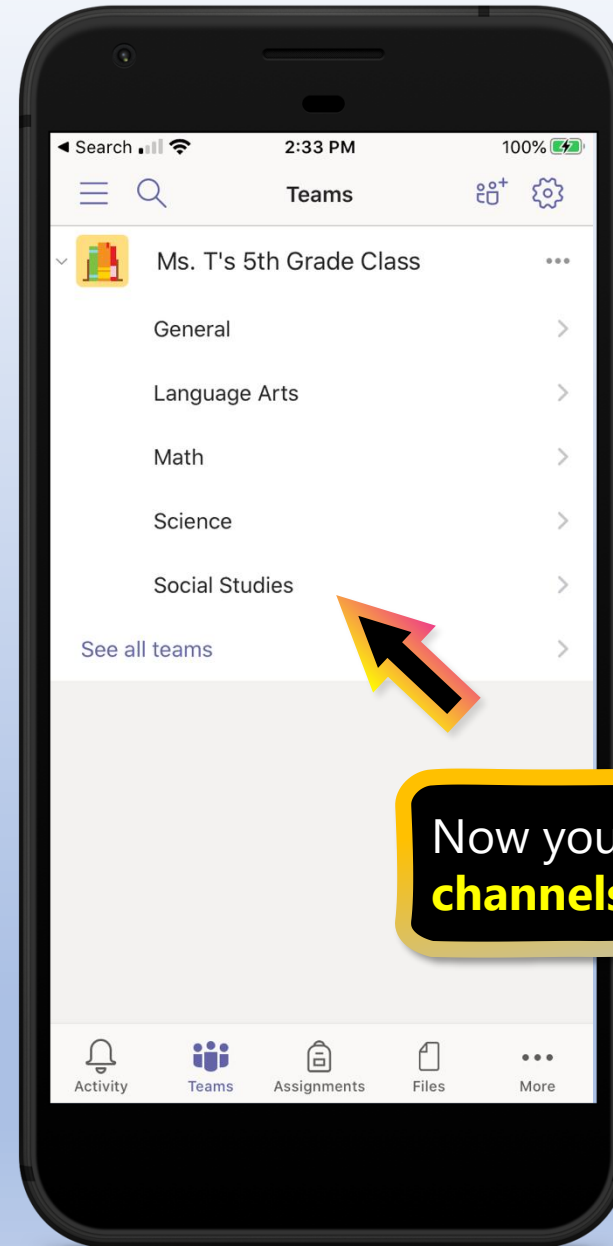
Got it

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





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



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



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](#)

