# 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
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. Find grades
4. Chat with teachers and classmates

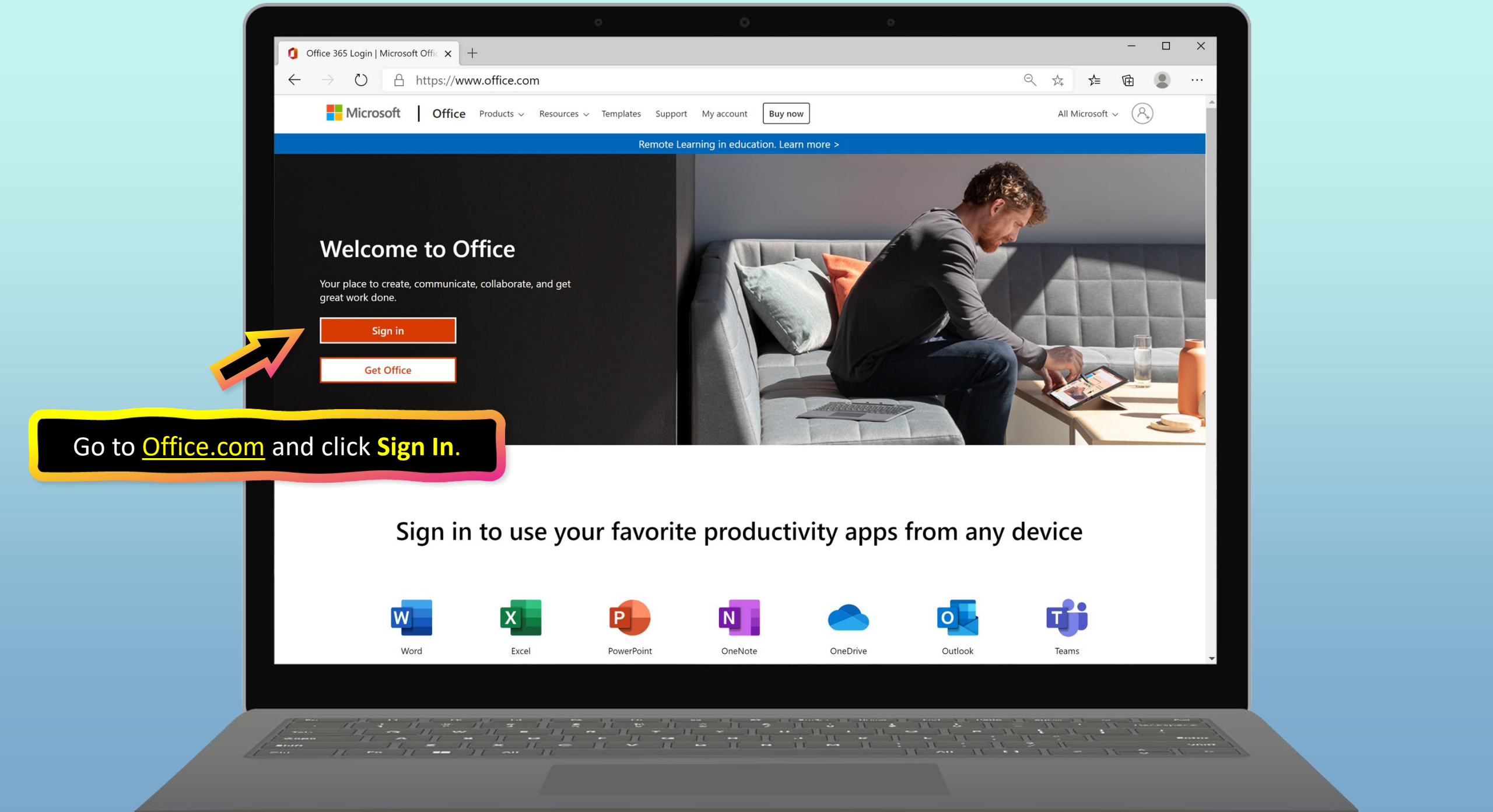
**Chapter 3: FAQ & Troubleshooting**

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

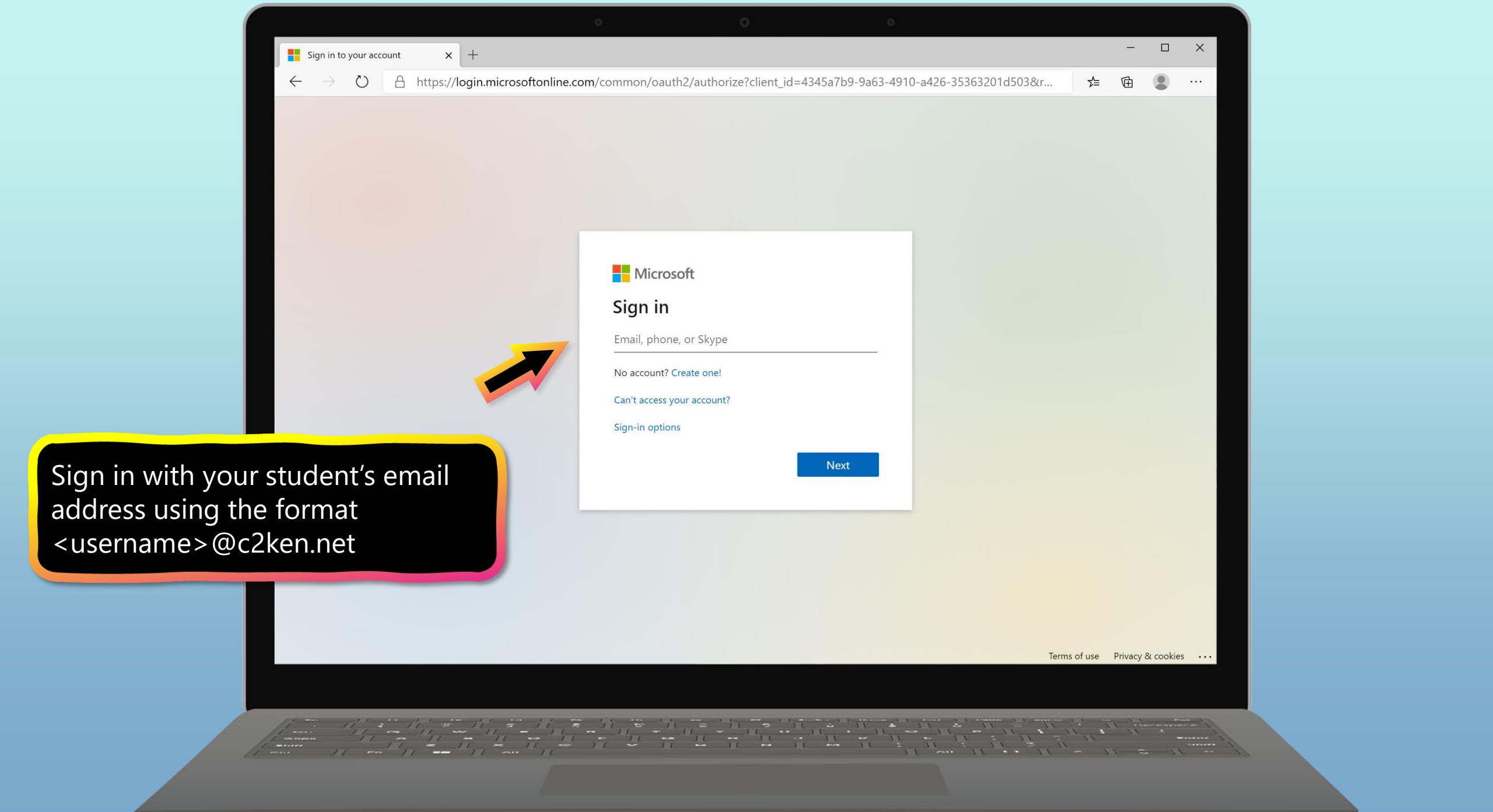
Chapter 1

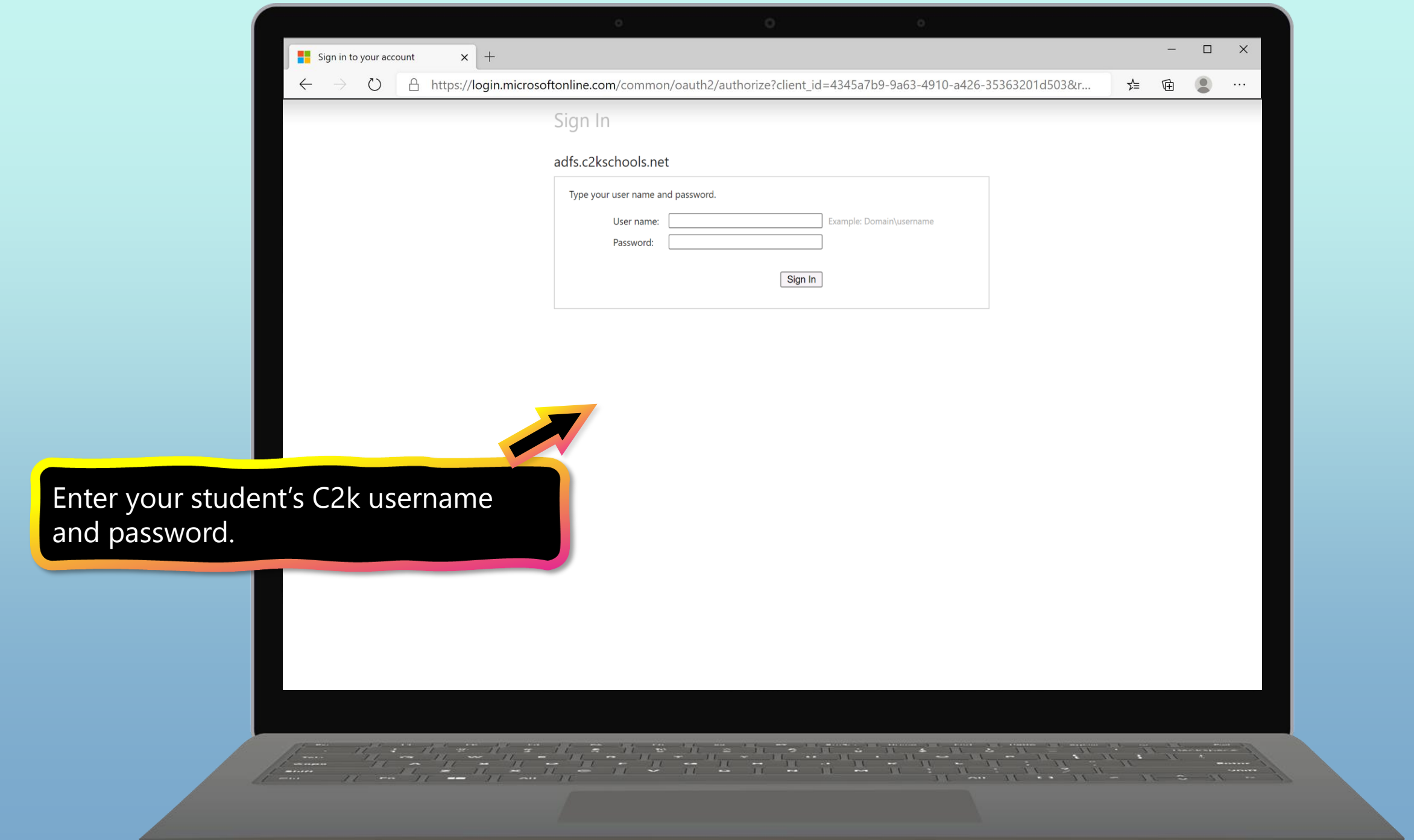
# Get started with Teams

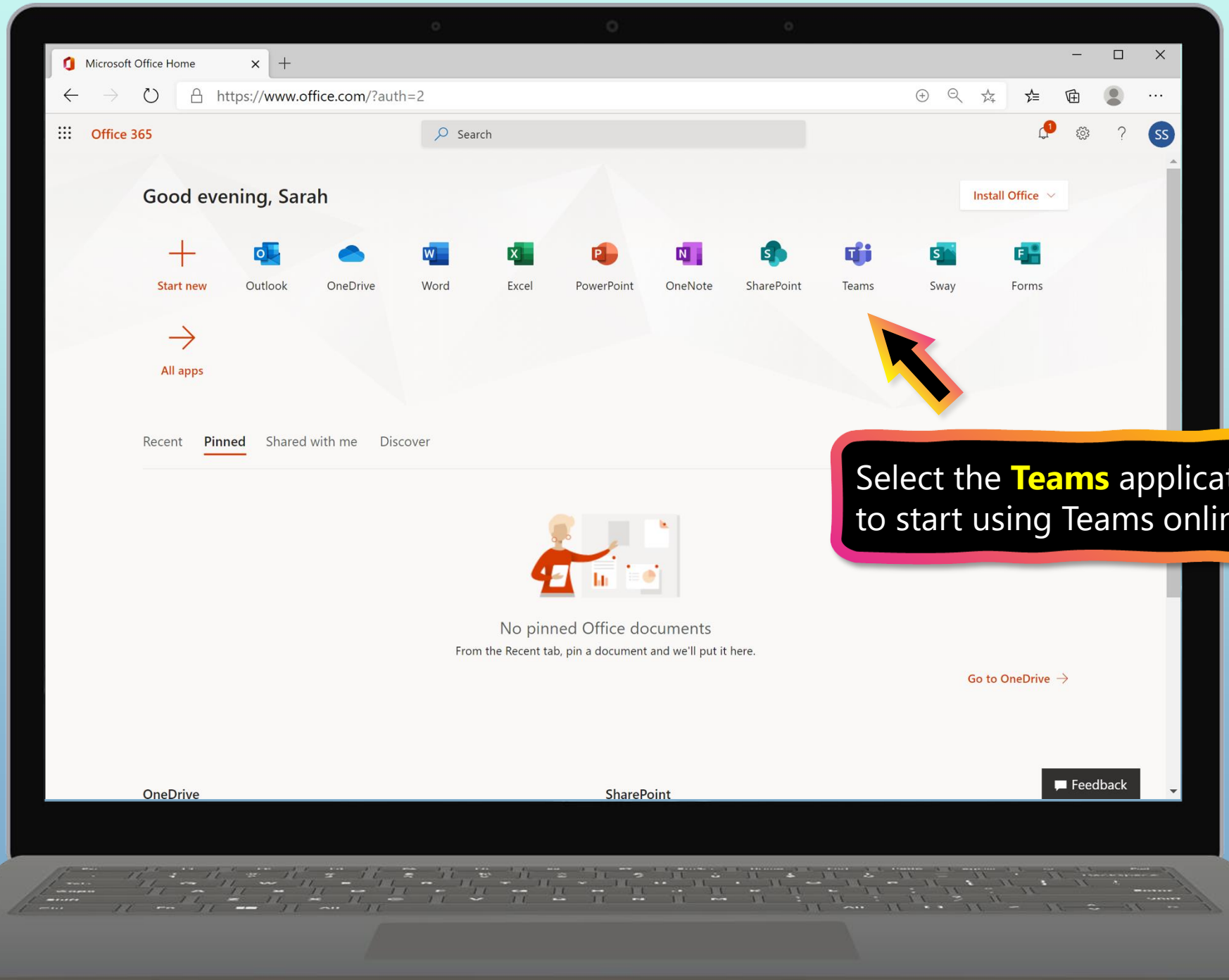
1. **Sign into Teams online**
2. Download Teams on desktop
3. Download Teams on mobile device

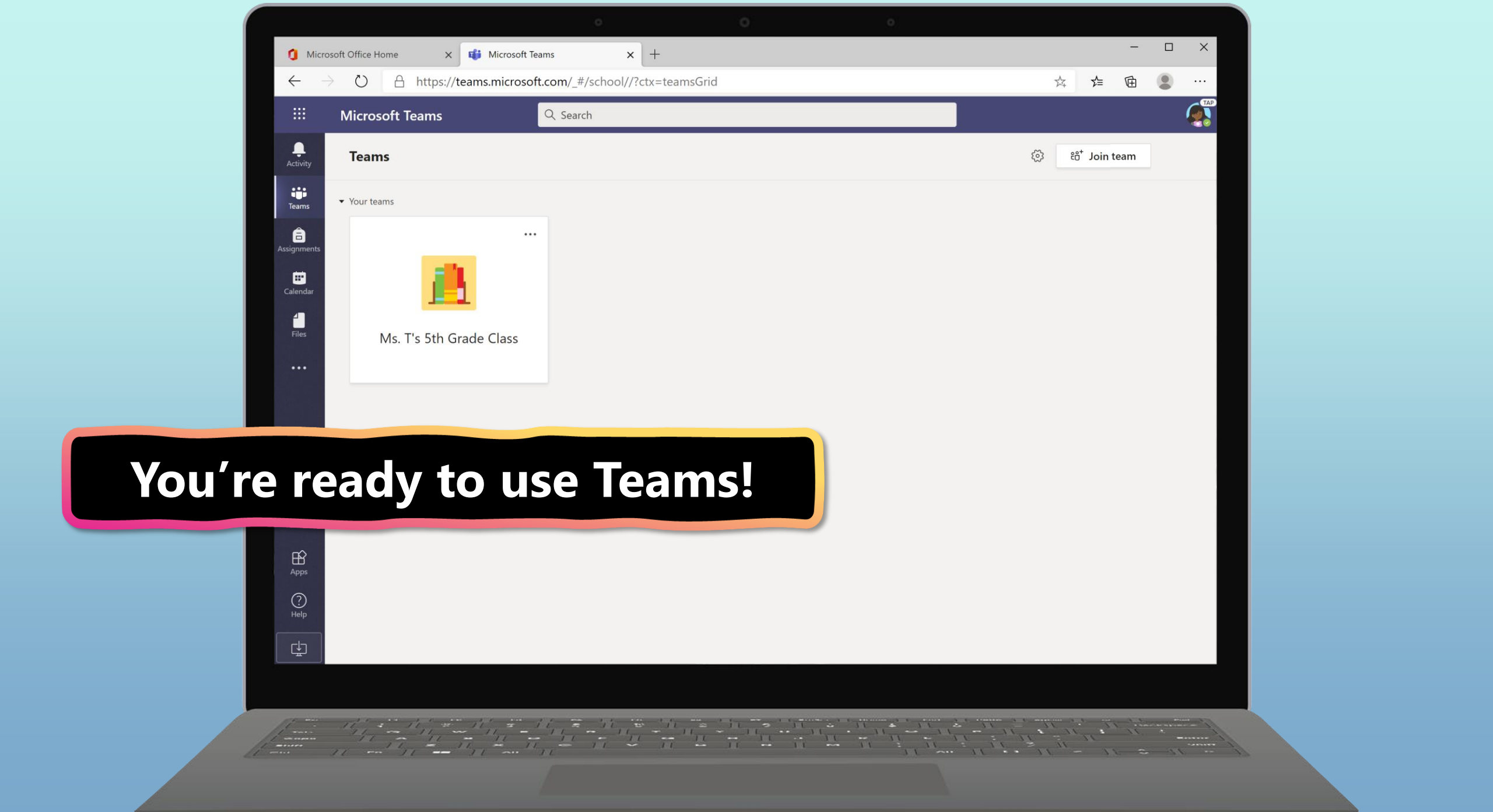



Go to Office.com and click **Sign In**.


Sign in to your account
https://login.microsoftonline.com/common/oauth2/authorize?client_id=4345a7b9-9a63-4910-a426-35363201d503&r...
Microsoft
Sign in
Email, phone, or Skype
No account? Create one!
Can't access your account?
Sign-in options
Next
Terms of use
Privacy & cookies
Sign in with your student's email address using the format <username>@c2ken.net


Sign in to your account
https://login.microsoftonline.com/common/oauth2/authorize?client_id=4345a7b9-9a63-4910-a426-35363201d503&r...
Sign In
adfs.c2kschools.net
Type your user name and password.
User name:
Example: Domain\username
Password:
Sign In
Enter your student's C2k username and password.

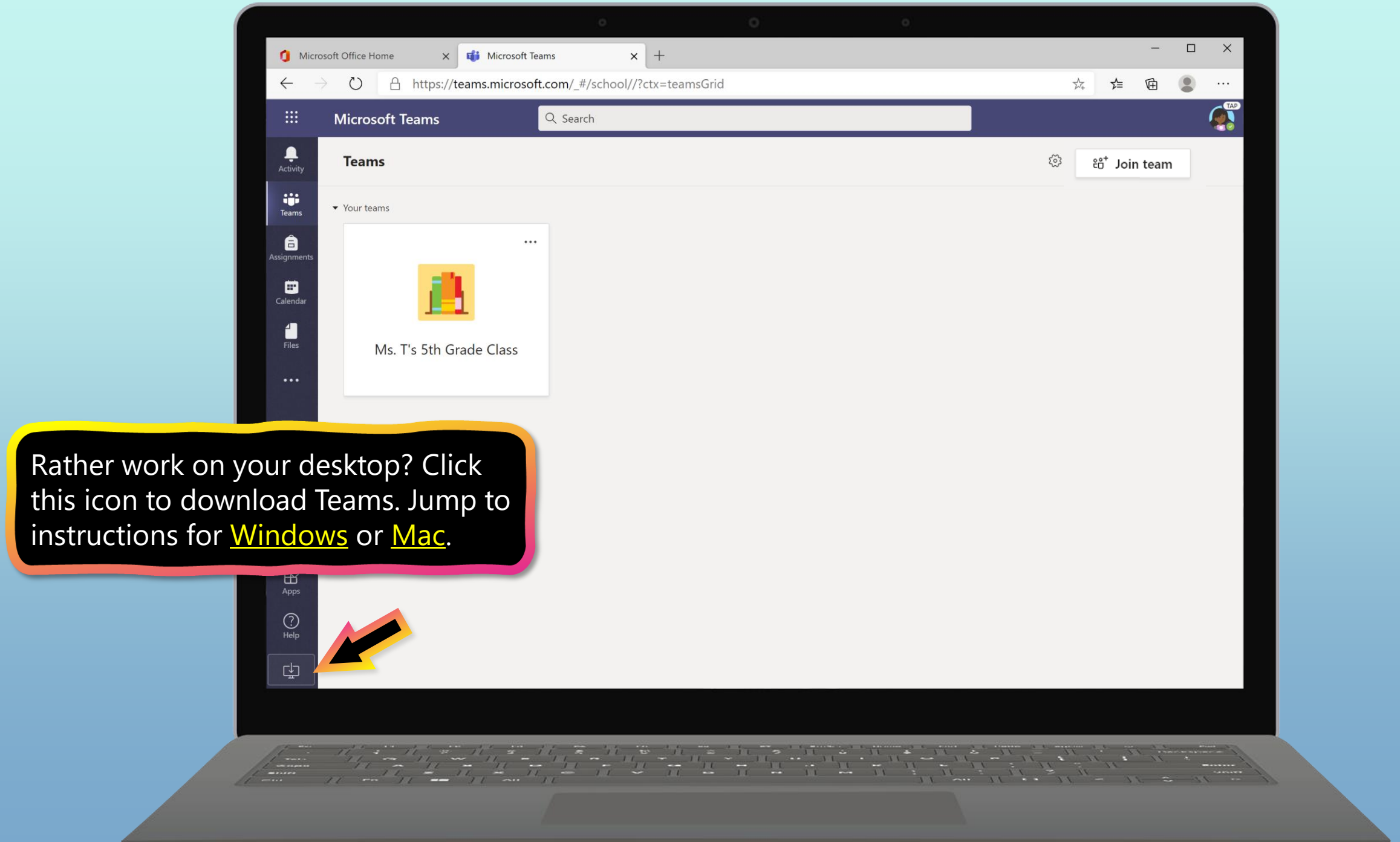

Microsoft Office Home
https://www.office.com/?auth=2
Office 365
Search
SS
Good evening, Sarah
Install Office
Start new
Outlook
OneDrive
Word
Excel
PowerPoint
OneNote
SharePoint
Teams
Sway
Forms
All apps
Recent
Pinned
Shared with me
Discover
No pinned Office documents
From the Recent tab, pin a document and we'll put it here.
Go to OneDrive
Feedback
OneDrive
SharePoint
Select the Teams application to start using Teams online.

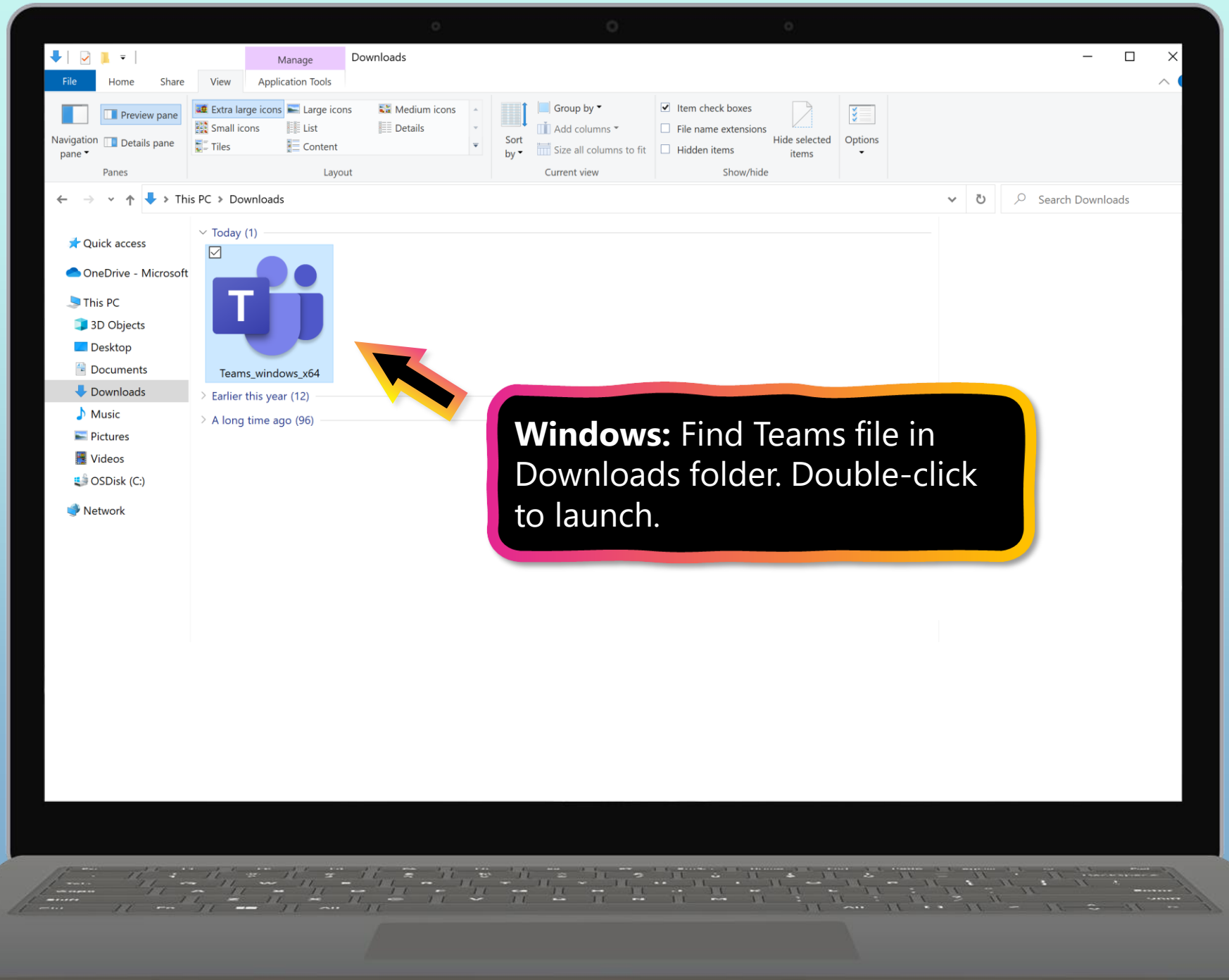

Microsoft Office Home
Microsoft Teams
https://teams.microsoft.com/_#/school//?ctx=teamsGrid
Microsoft Teams
Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
Teams
Join team
Your teams
Ms. T's 5th Grade Class
You're ready to use Teams!

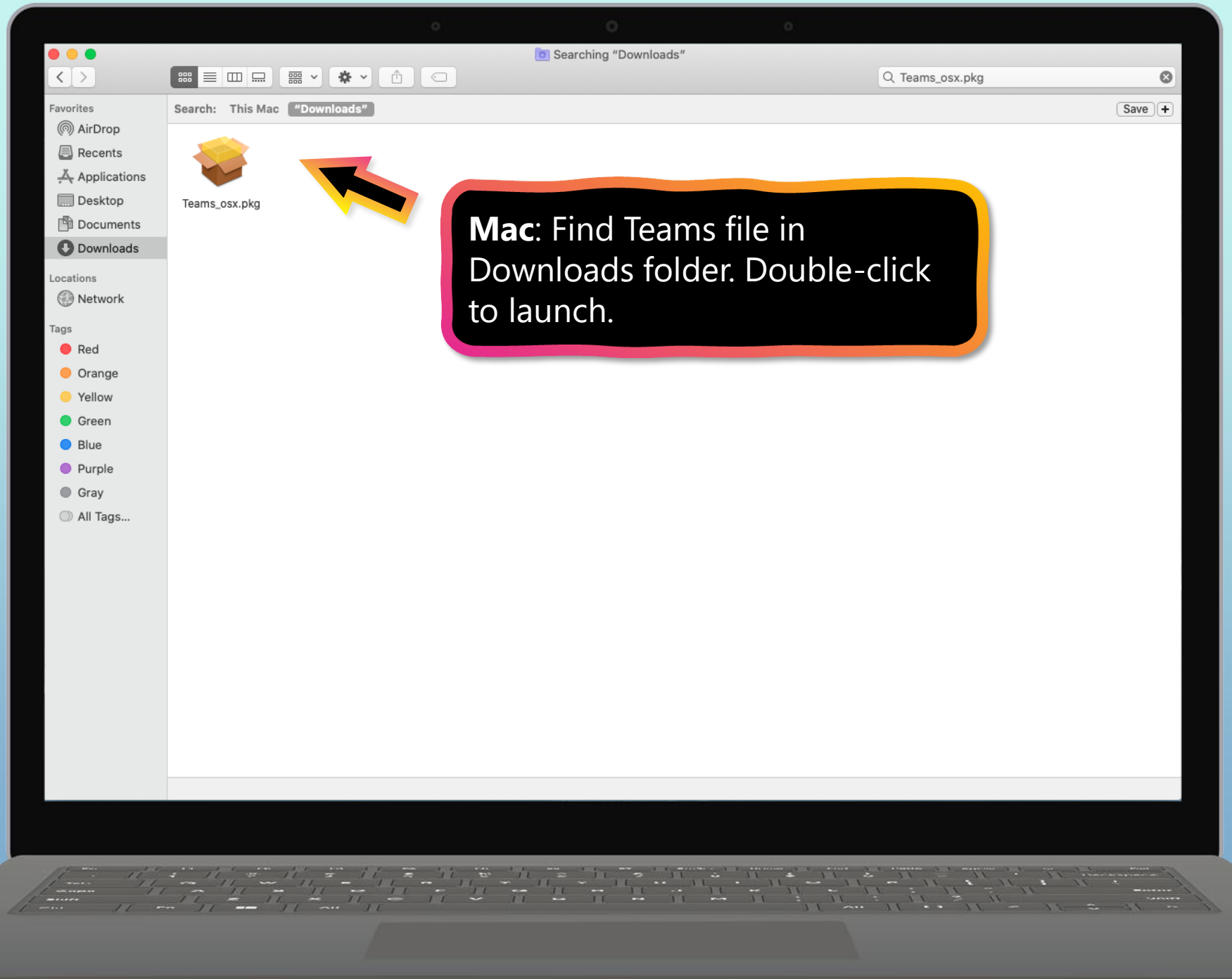
**Chapter 1**

# Get started with Teams

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


Microsoft Office Home
Microsoft Teams
https://teams.microsoft.com/_#/school//?ctx=teamsGrid
Microsoft Teams
Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
Teams
Join team
Your teams
Ms. T's 5th Grade Class
Rather work on your desktop? Click this icon to download Teams. Jump to instructions for Windows or Mac.


Manage
Downloads
File
Home
Share
View
Application Tools
Navigation pane
Preview pane
Details pane
Extra large icons
Large icons
Medium icons
Small icons
List
Details
Tiles
Content
Panes
Layout
Sort by
Group by
Add columns
Size all columns to fit
Current view
Item check boxes
File name extensions
Hidden items
Hide selected items
Show/hide
Options
This PC
Downloads
Search Downloads
Quick access
OneDrive - Microsoft
This PC
3D Objects
Desktop
Documents
Downloads
Music
Pictures
Videos
OSDisk (C:)
Network
Today (1)
Teams_windows_x64
Earlier this year (12)
A long time ago (96)
Windows: Find Teams file in Downloads folder. Double-click to launch.


Searching "Downloads"
Teams_osx.pkg
Favorites
AirDrop
Recents
Applications
Desktop
Documents
Downloads
Locations
Network
Tags
Red
Orange
Yellow
Green
Blue
Purple
Gray
All Tags...
Search: This Mac "Downloads"
Save
Teams_osx.pkg
Mac: Find Teams file in Downloads folder. Double-click to launch.

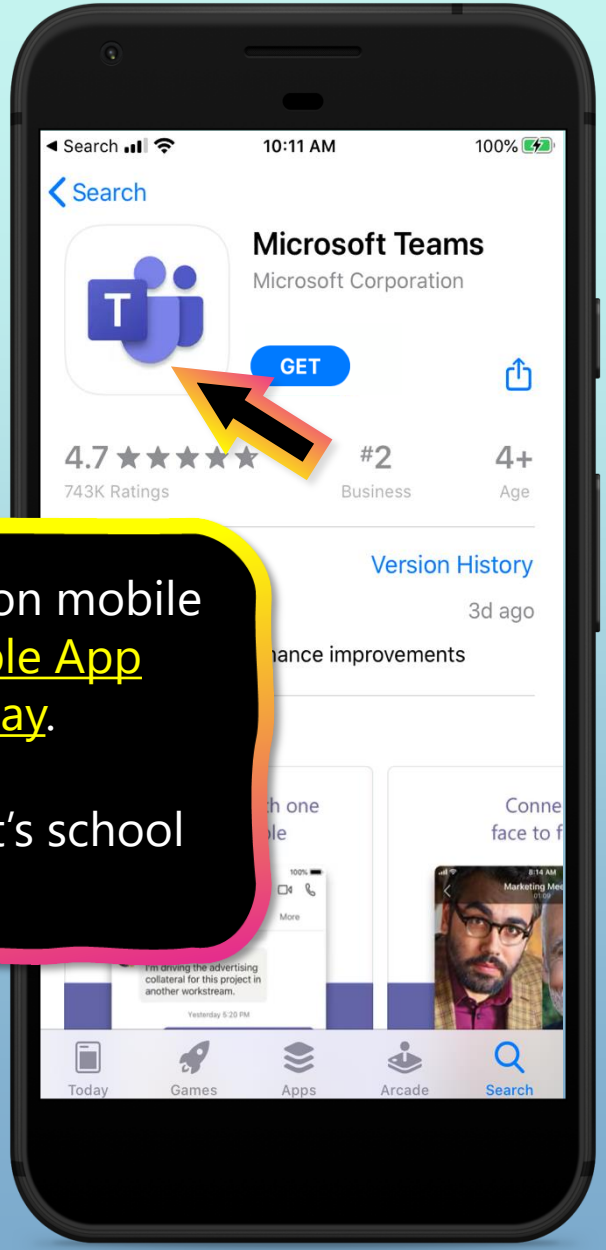
Chapter 1

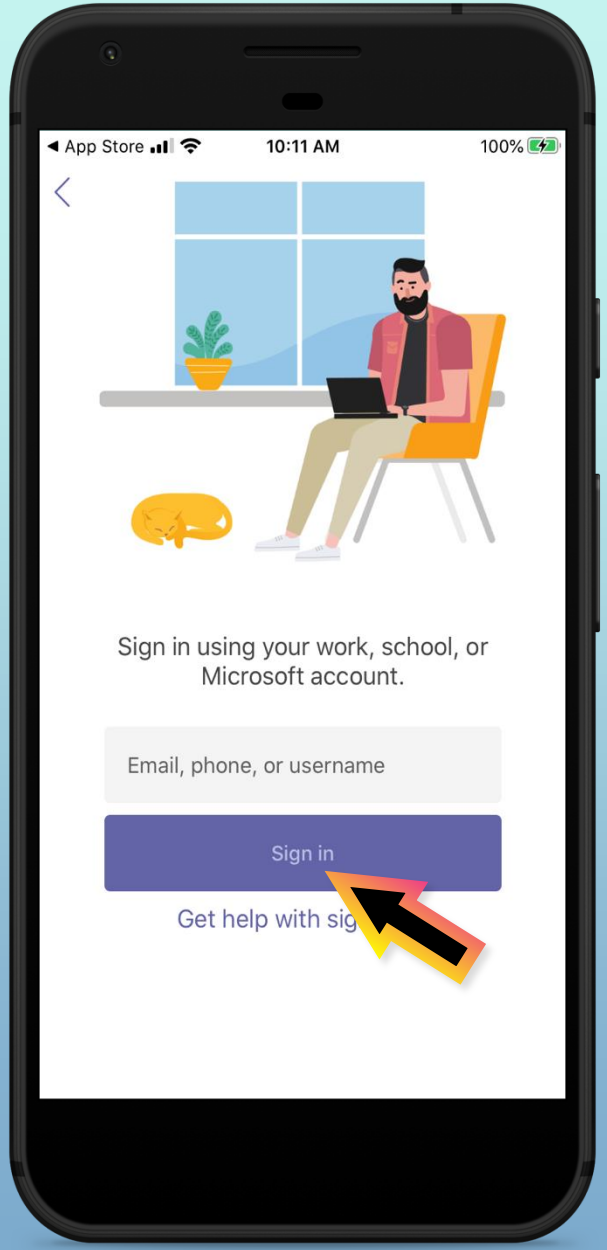
# Get started with Teams

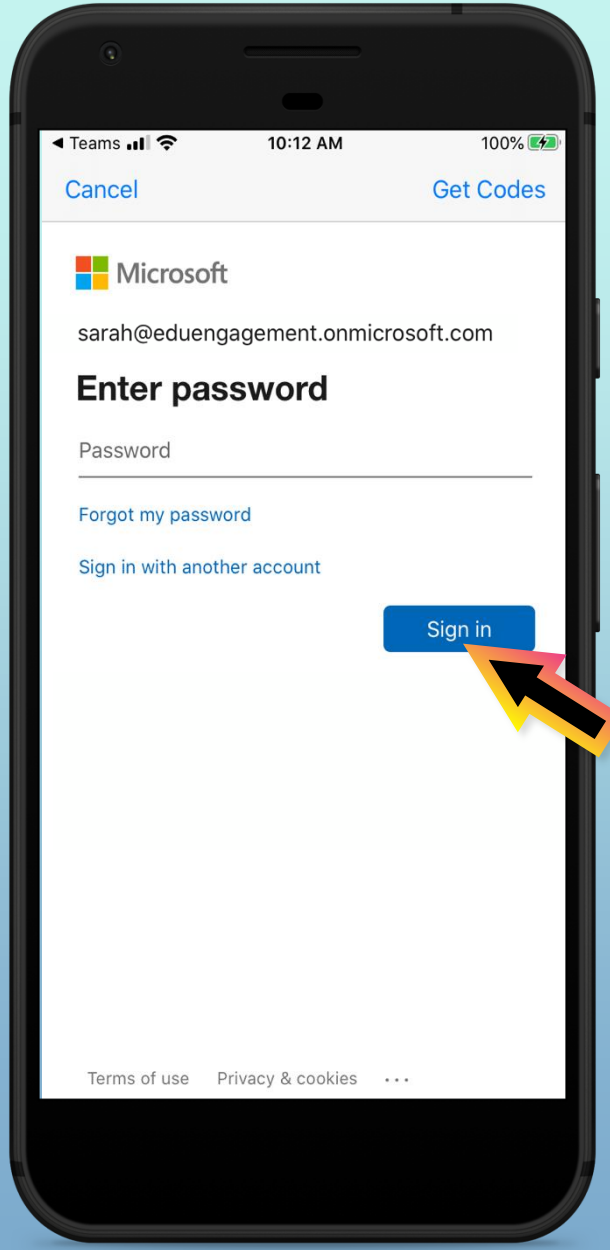
1. Sign into Teams online
2. Download Teams on desktop
3. **Download Teams on mobile device**

Download Teams on mobile device via the Apple App Store or Google Play.

Enter your student's school or work account.



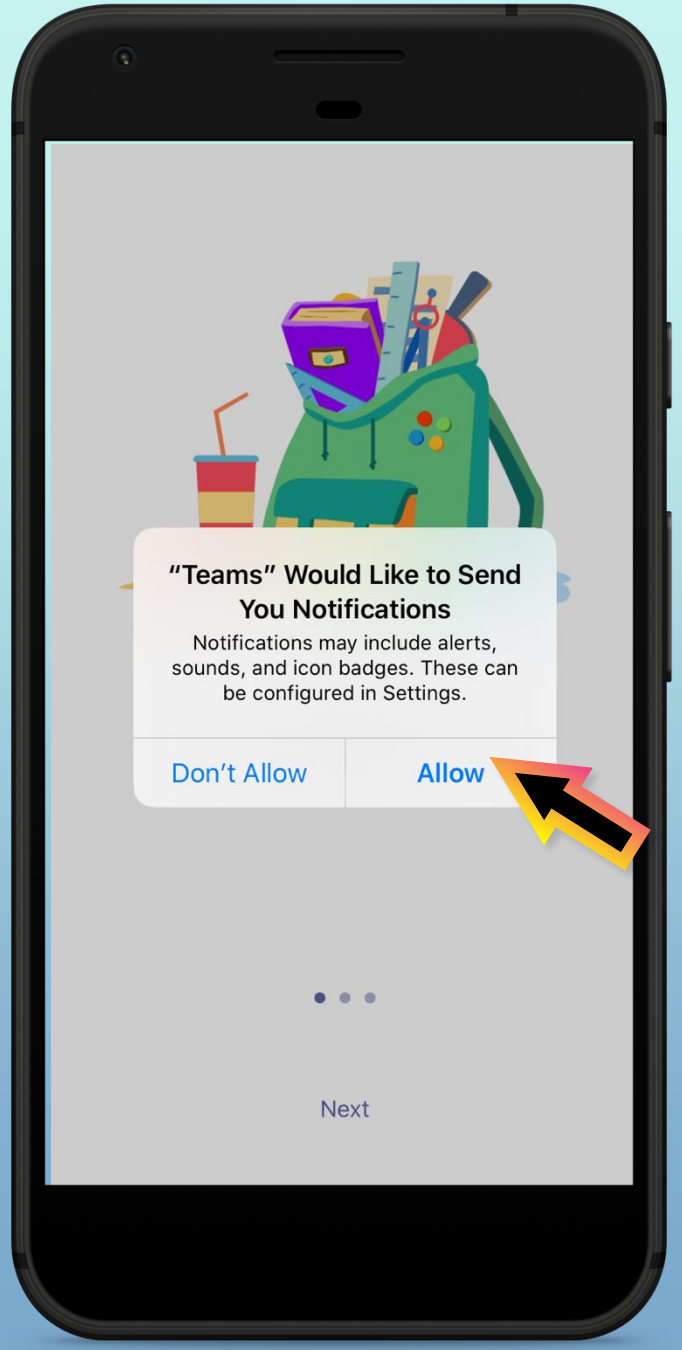



The app will ask you to allow notifications. Click **Allow**.

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.

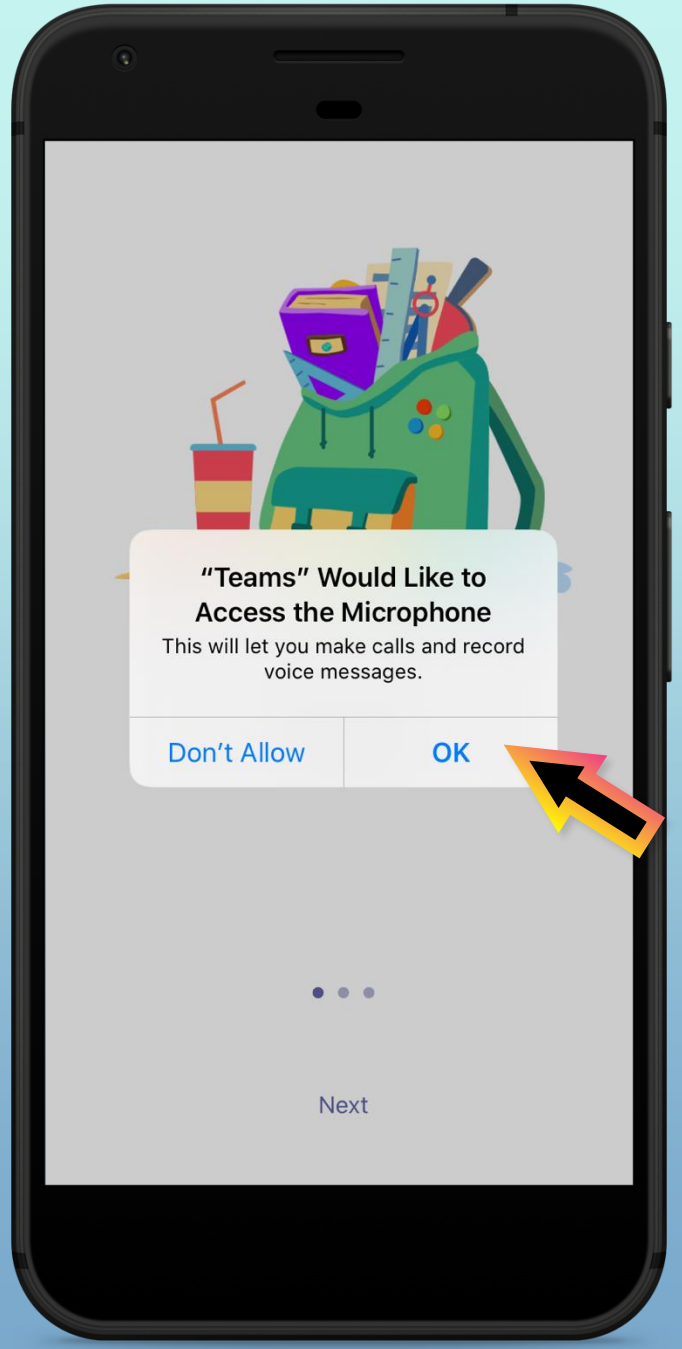
You can adjust this in **Settings**.



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

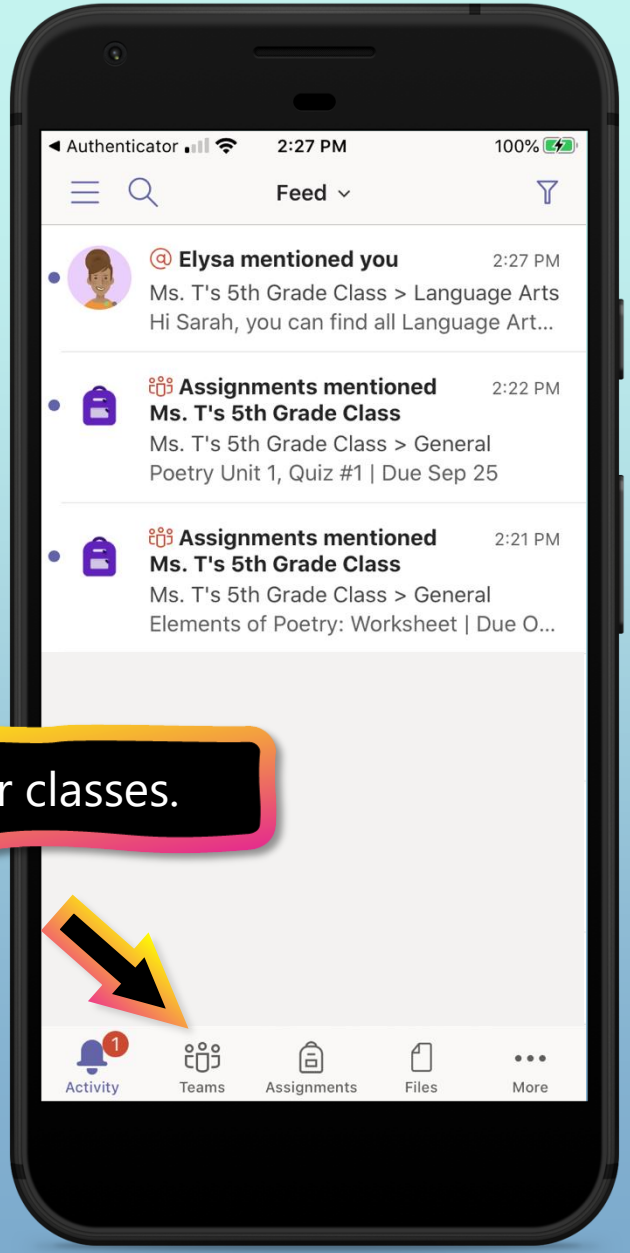
Get homework done anywhere.

Next

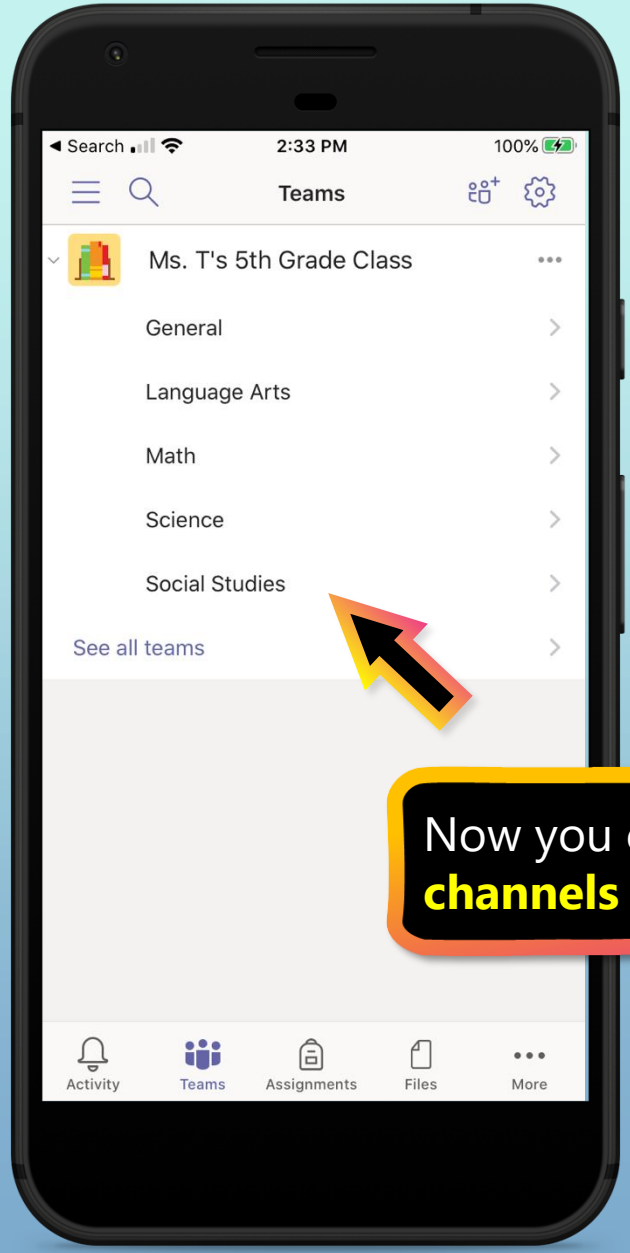
Speak up. Share out. Soar on.

Got it

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




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

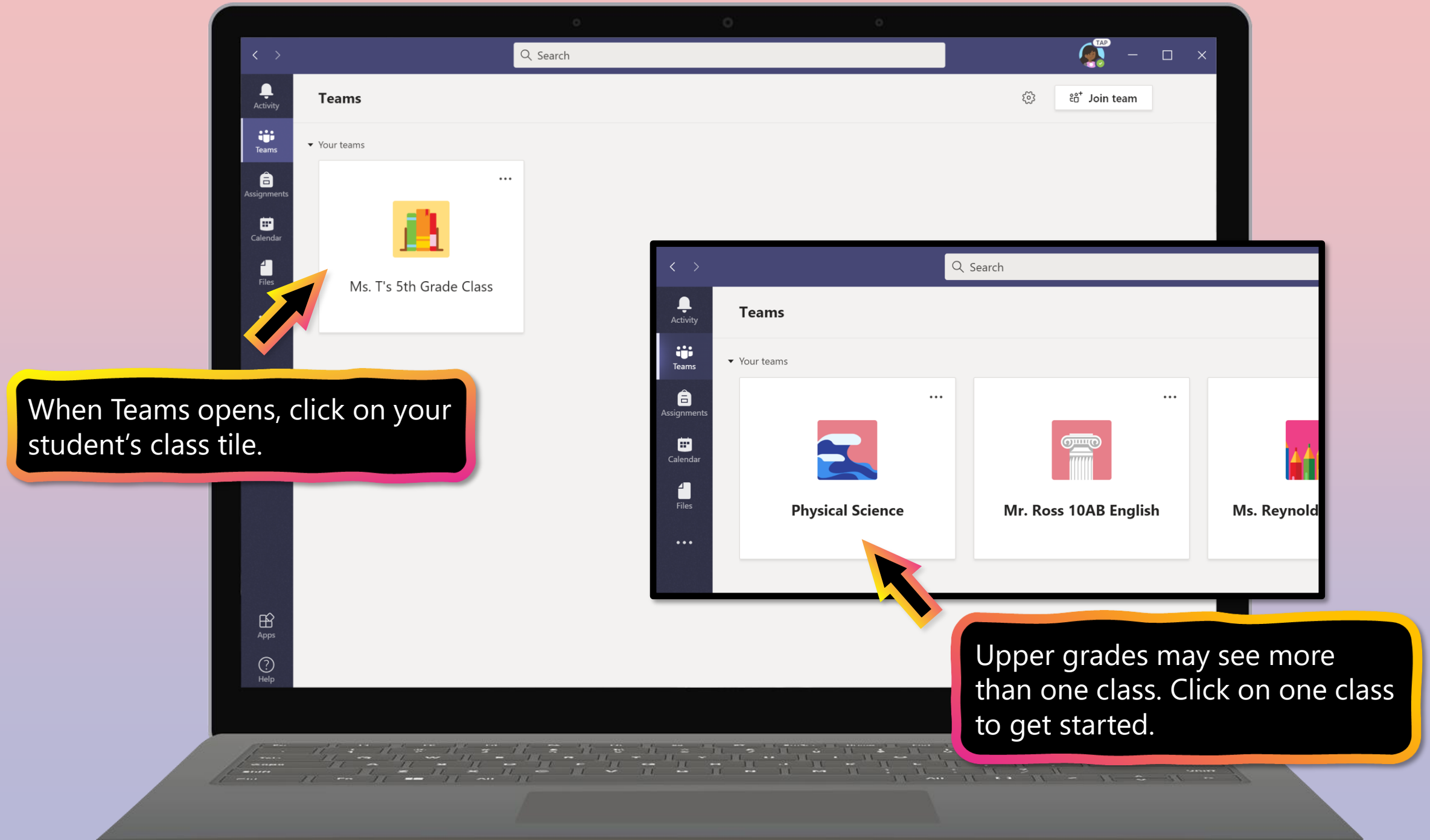


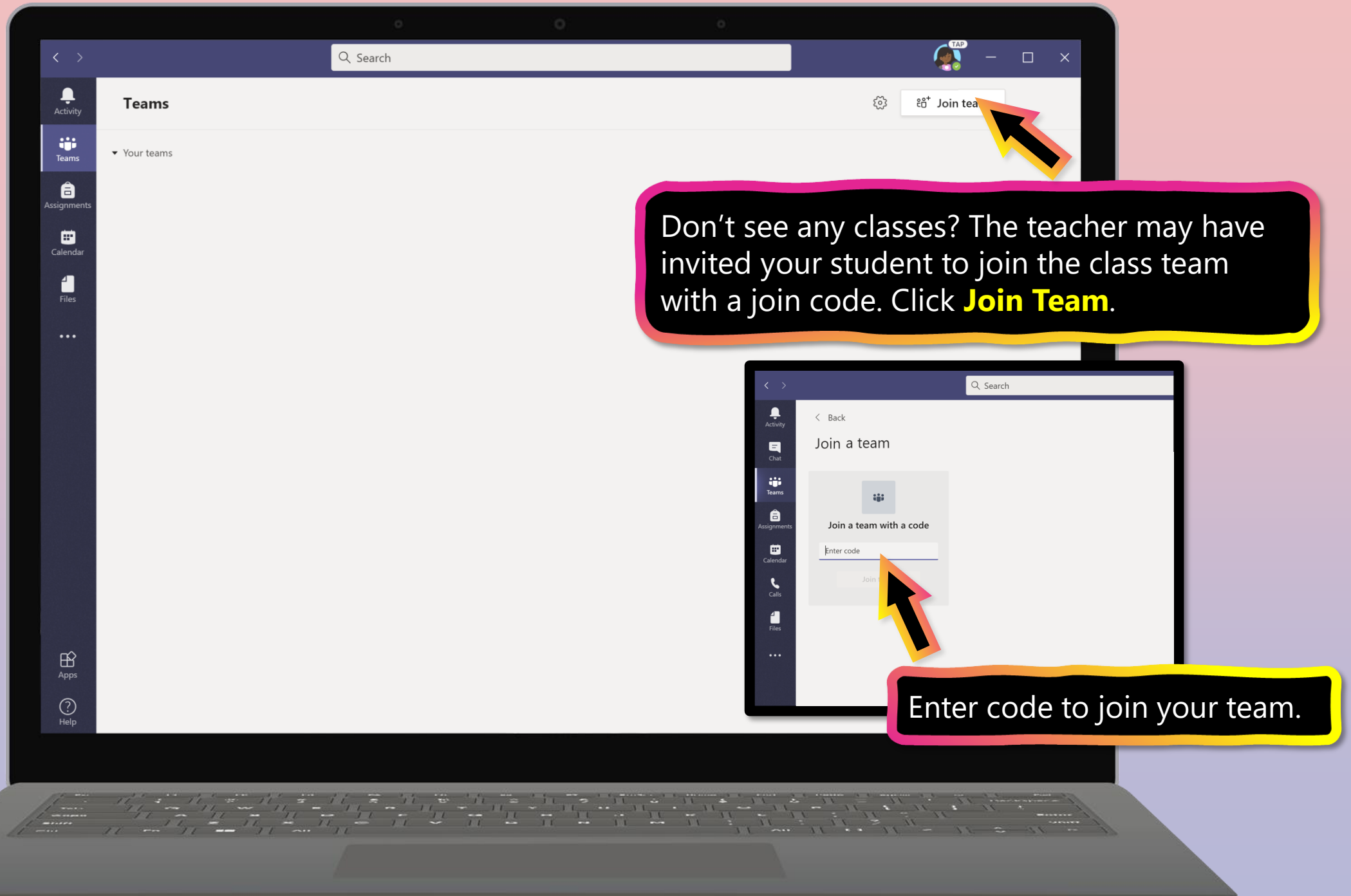

Now you can view the **channels** within your class.

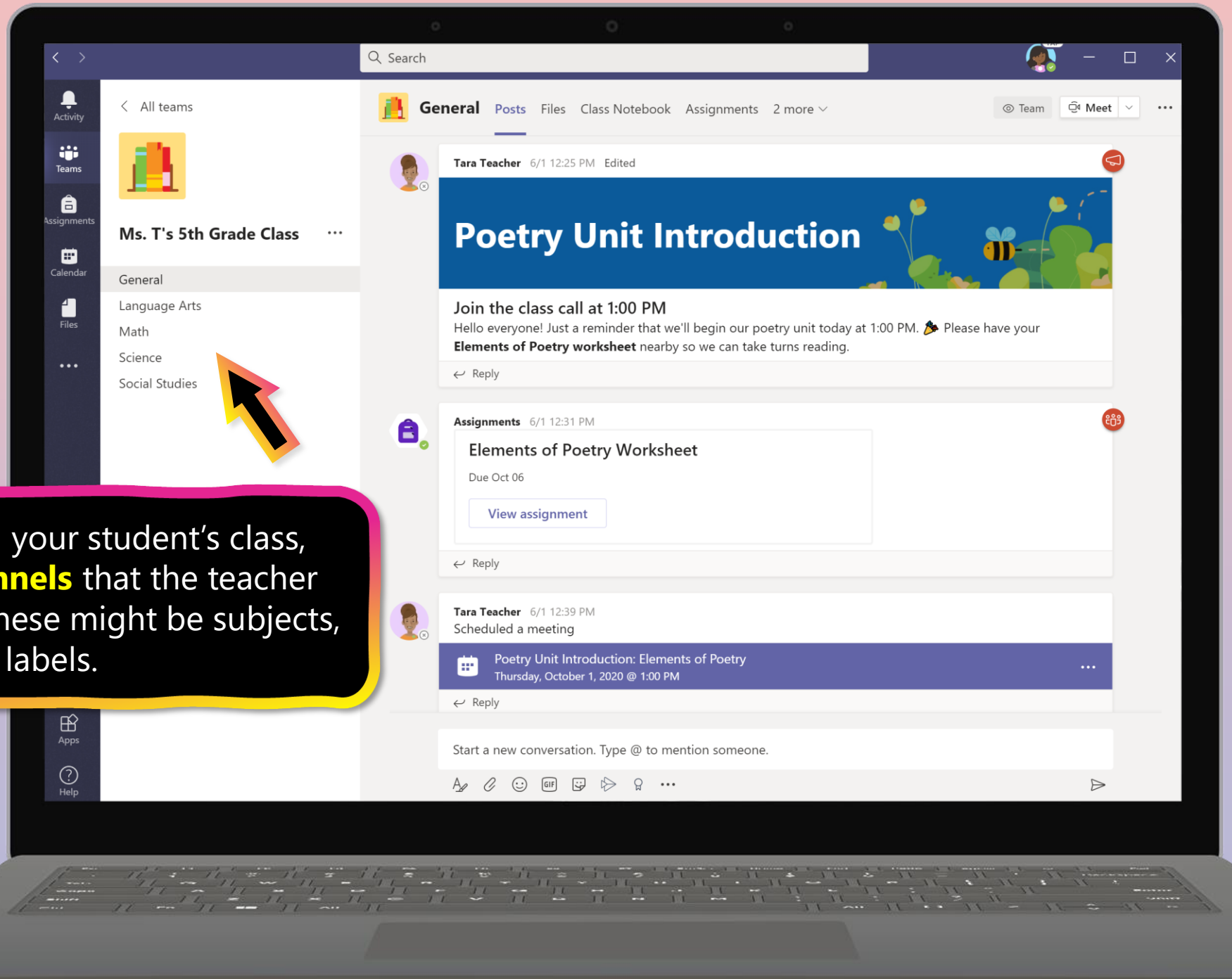
**Chapter 2**

# How to help your student use Teams

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


Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
Teams
Join team
Your teams
Ms. T's 5th Grade Class
When Teams opens, click on your student's class tile.
Search
Activity
Teams
Assignments
Calendar
Files
Teams
Your teams
Physical Science
Mr. Ross 10AB English
Ms. Reynold
Upper grades may see more than one class. Click on one class to get started.


Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
Teams
Your teams
Join tea
Don’t see any classes? The teacher may have invited your student to join the class team with a join code. Click Join Team.
Search
Back
Join a team
Join a team with a code
Enter code
Enter code to join your team.



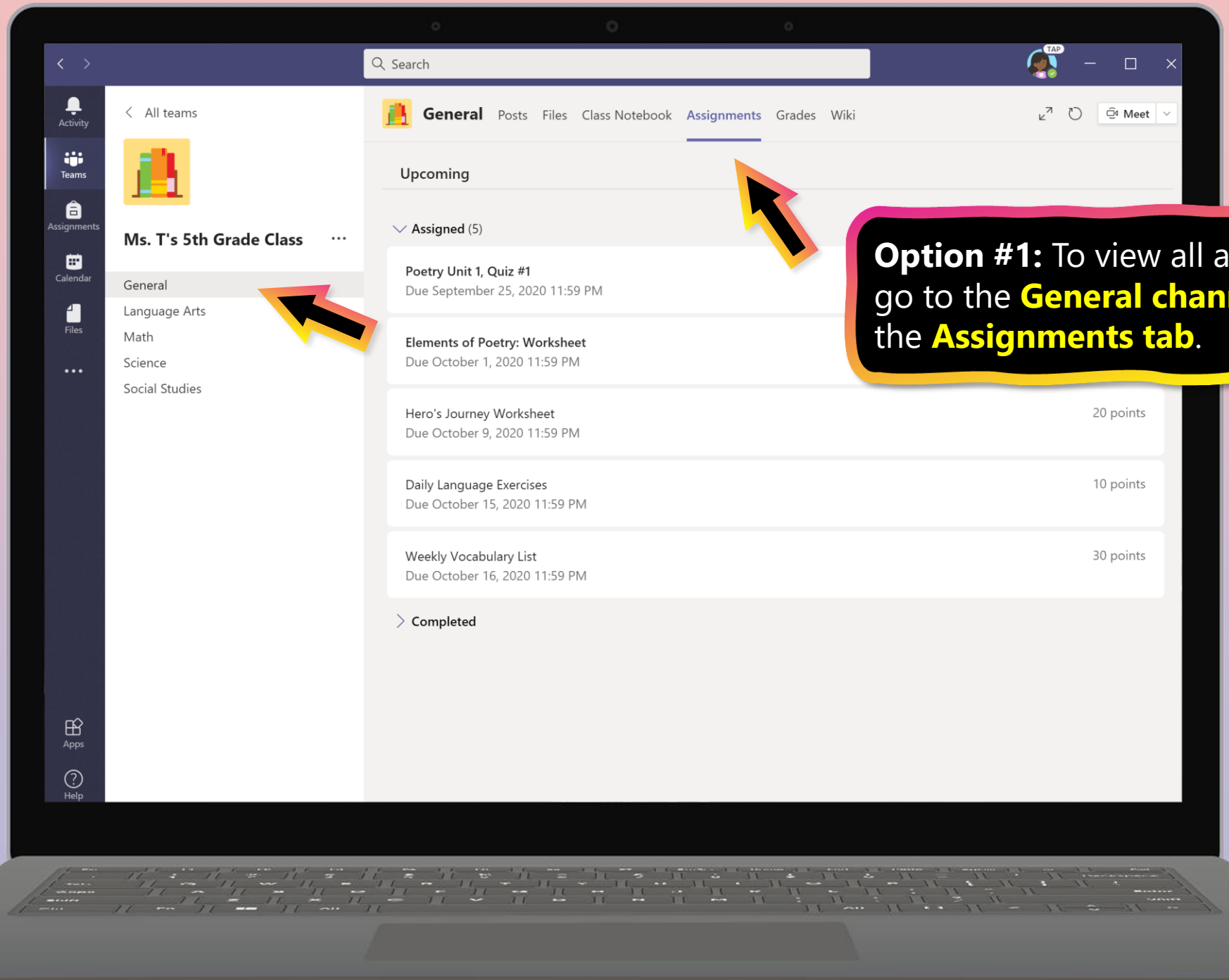

After selecting your student's class, you'll see **channels** that the teacher has created. These might be subjects, units, or other labels.

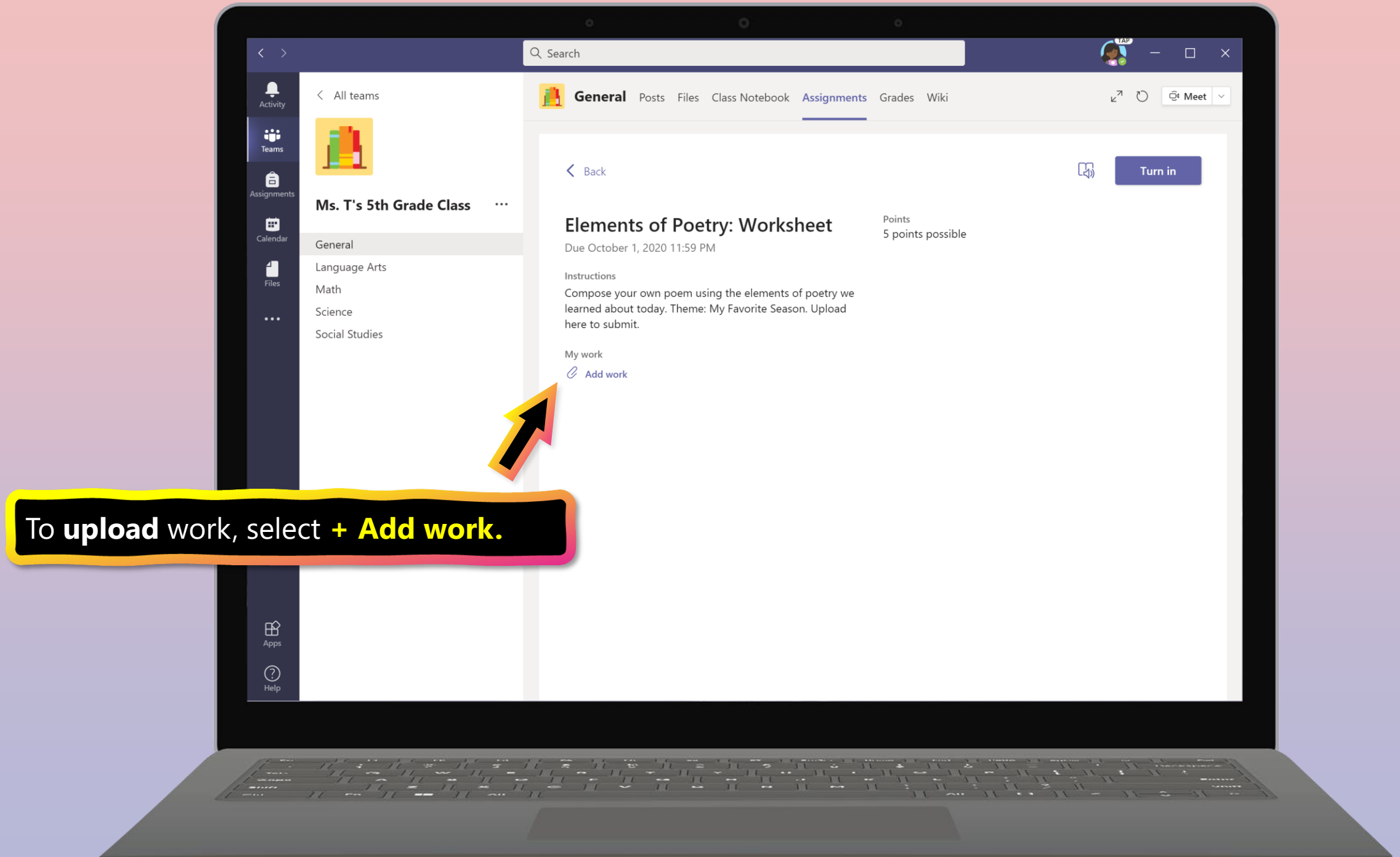
**Chapter 2**

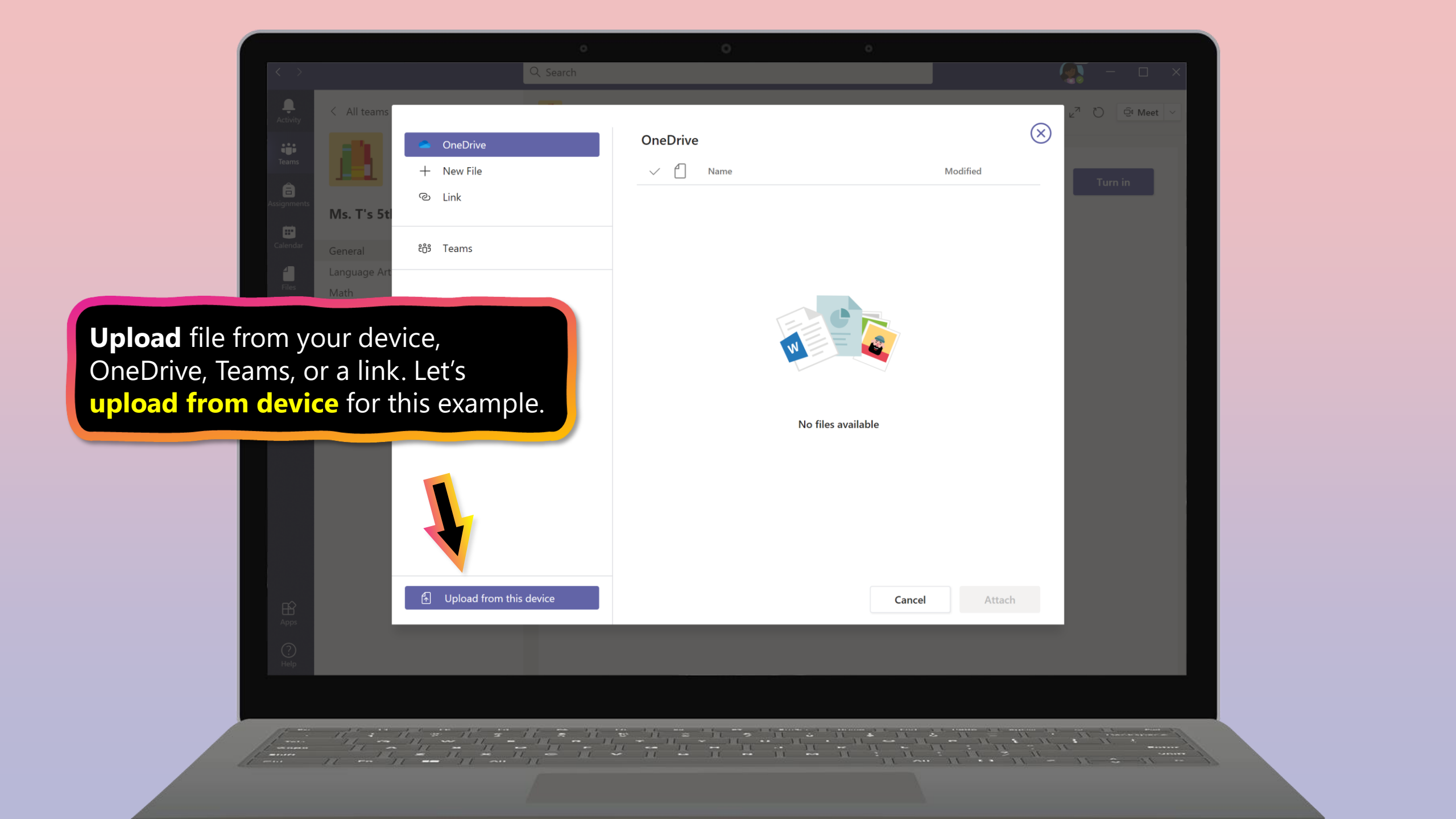
# How to help your student use Teams

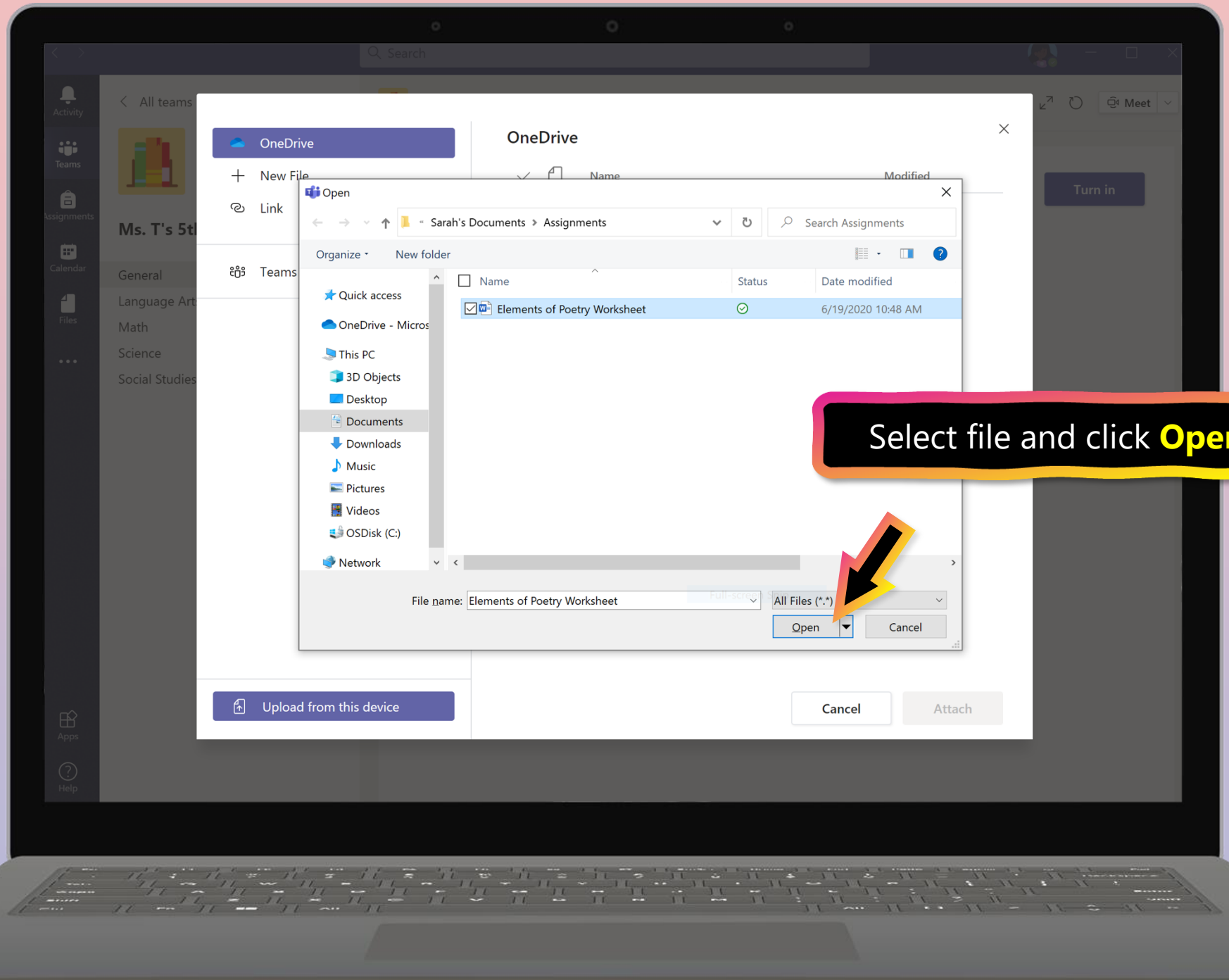
1. Join a class team
2. **View and turn in assignments**
3. Find grades
4. Chat with teachers and classmates

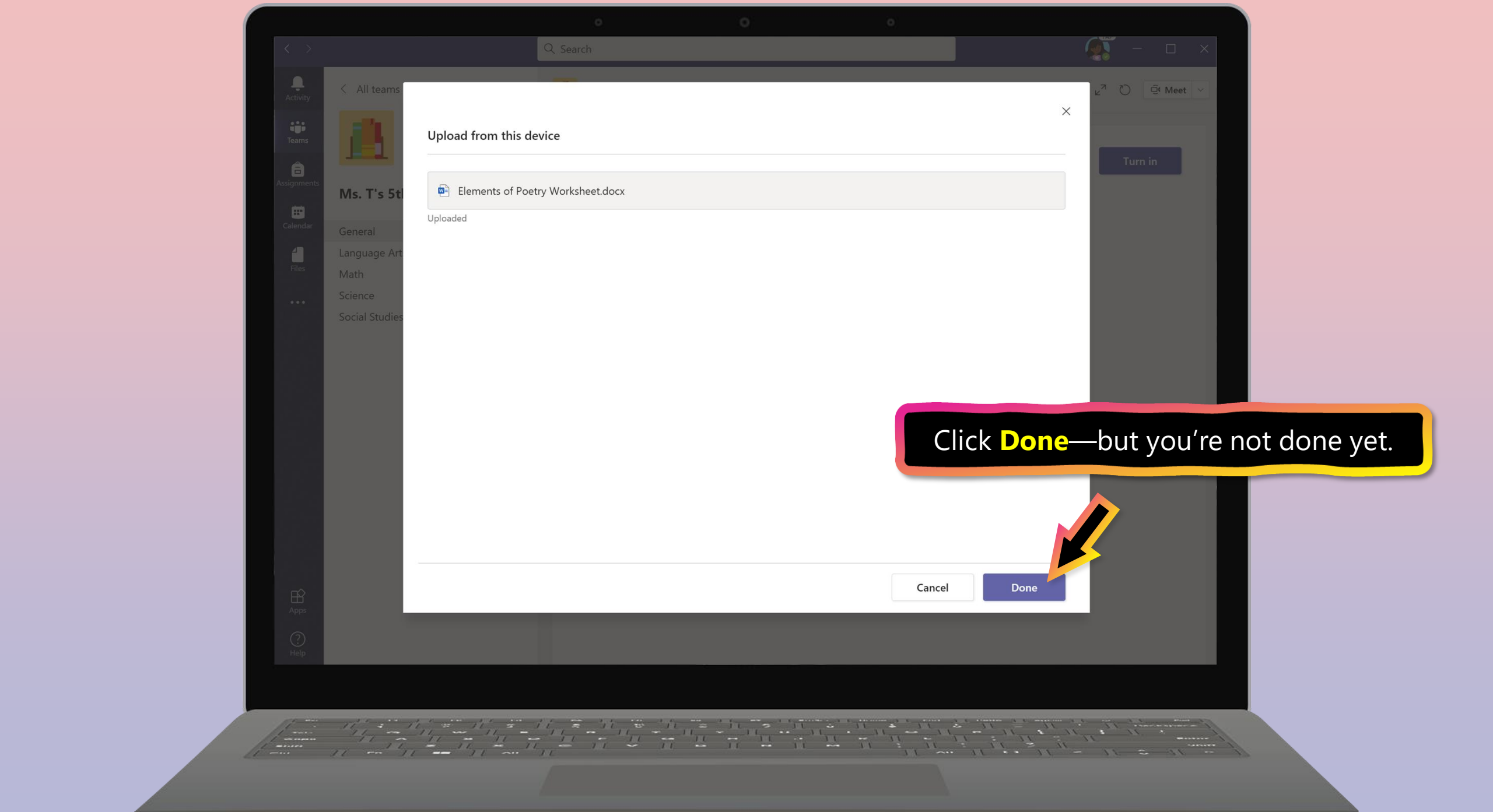
**Assignments can be viewed and submitted many ways on Teams. Here are some common options.**

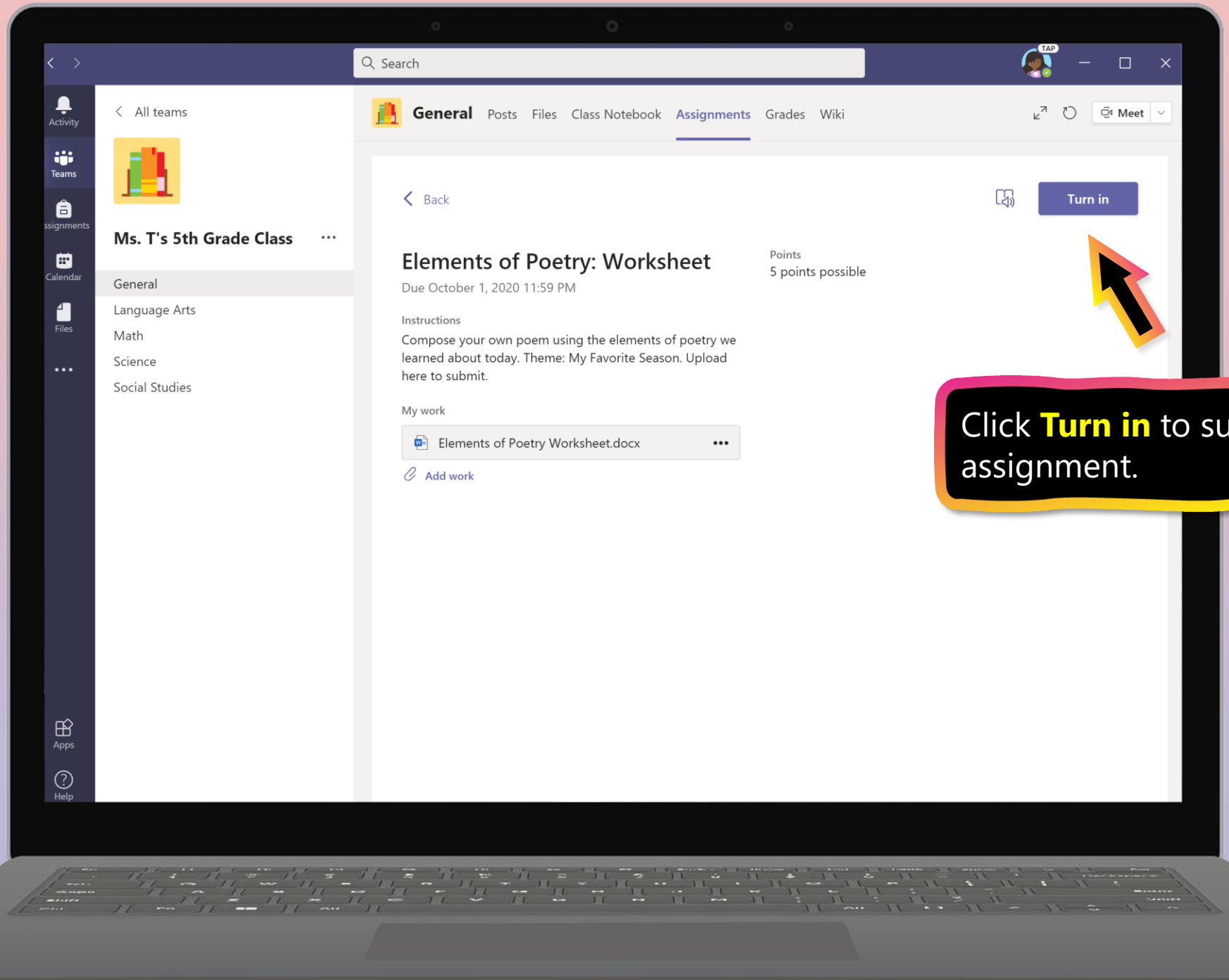

Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
All teams
Ms. T's 5th Grade Class
General
Language Arts
Math
Science
Social Studies
General
Posts
Files
Class Notebook
Assignments
Grades
Wiki
Meet
Upcoming
Assigned (5)
Poetry Unit 1, Quiz #1
Due September 25, 2020 11:59 PM
Elements of Poetry: 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
Completed
Option #1: To view all assignments, go to the General channel & select the Assignments tab.

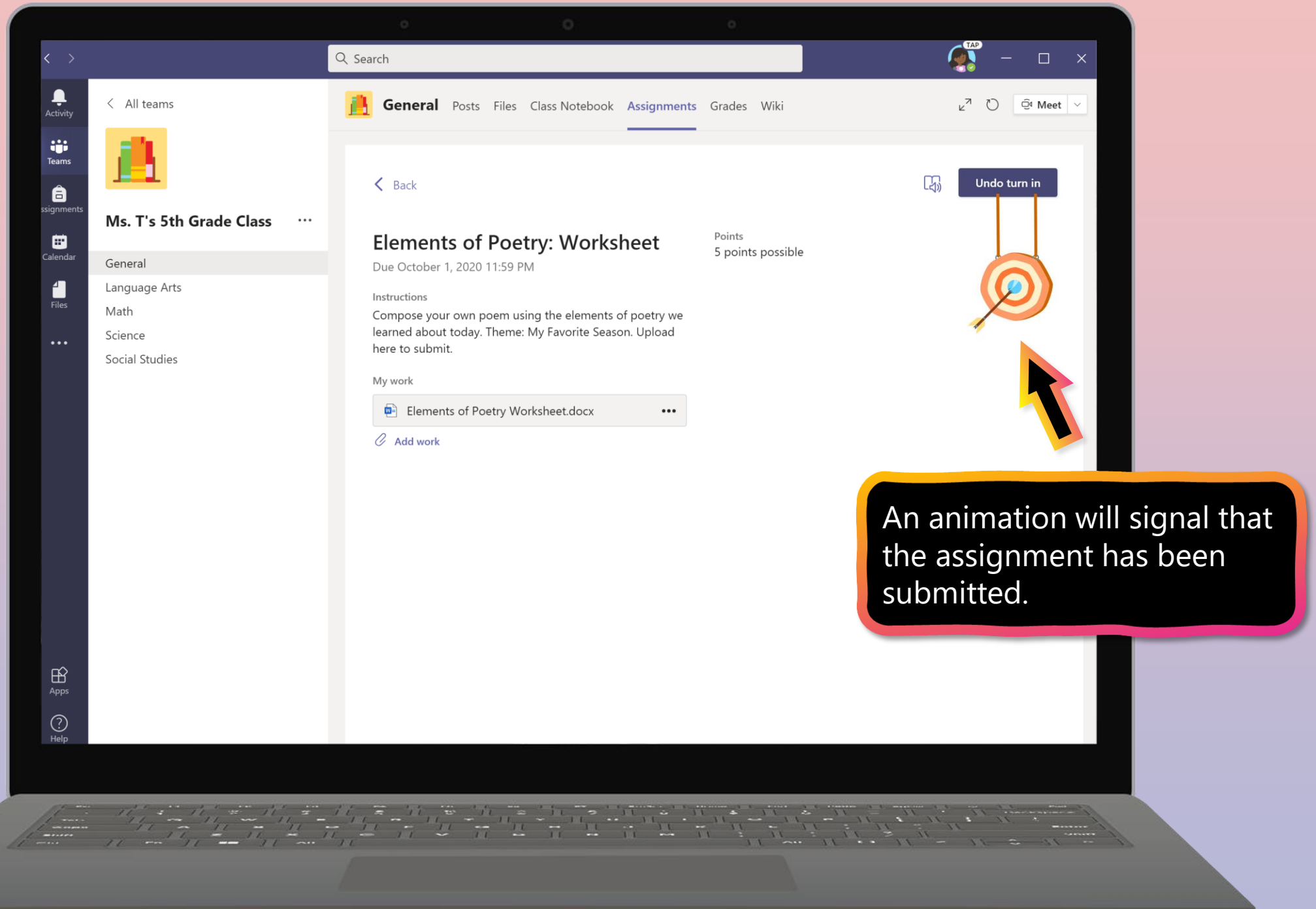

Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
All teams
Ms. T's 5th Grade Class
General
Language Arts
Math
Science
Social Studies
General
Posts
Files
Class Notebook
Assignments
Grades
Wiki
Meet
Back
Turn in
Elements of Poetry: Worksheet
Due October 1, 2020 11:59 PM
Points
5 points possible
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
To upload work, select + Add work.

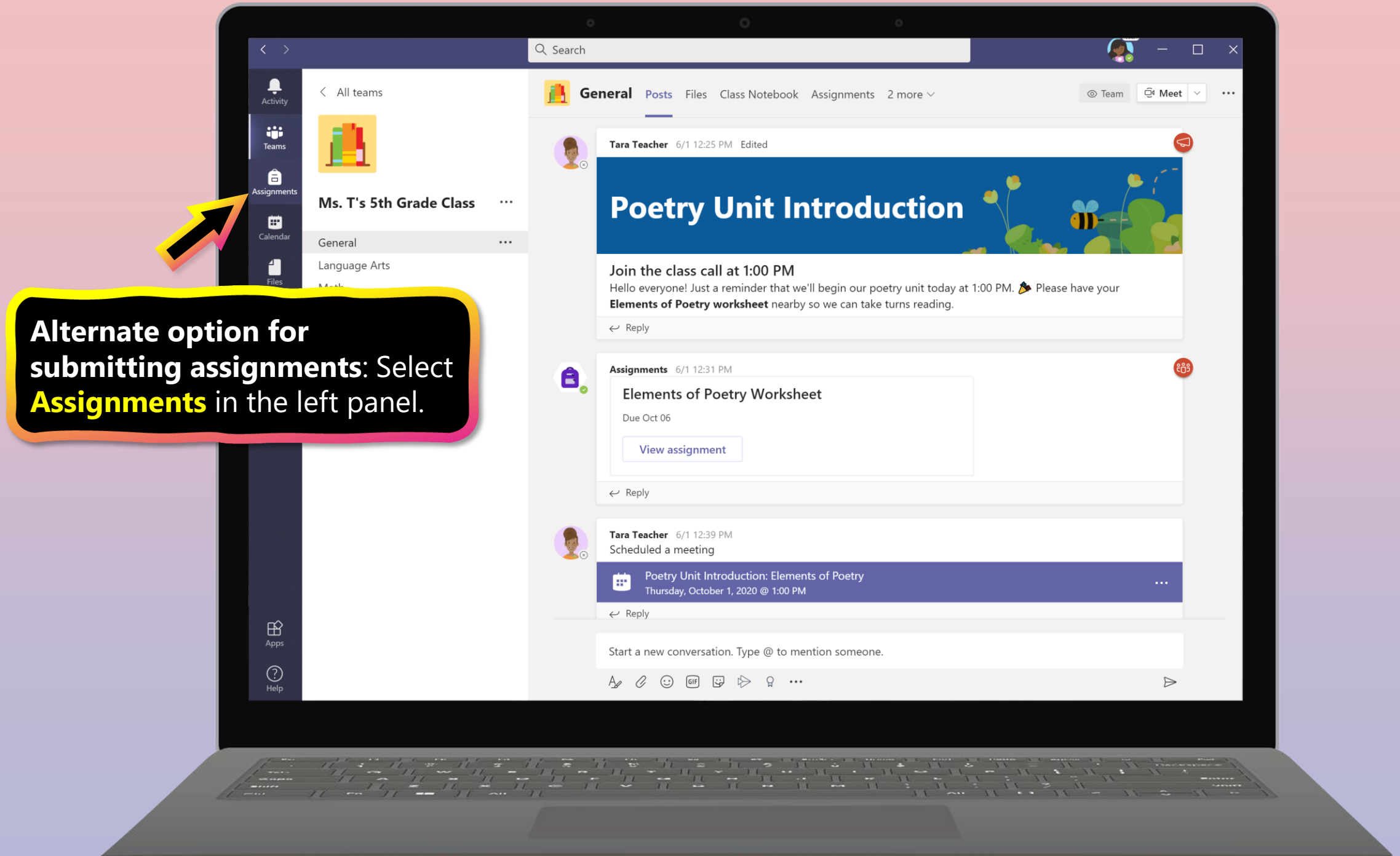

Search
All teams
Meet
Turn in
Ms. T's 5t
General
Language Art
Math
Activity
Teams
Assignments
Calendar
Files
Apps
Help
OneDrive
New File
Link
Teams
Upload from this device
OneDrive
Name
Modified
No files available
Cancel
Attach
**Upload** file from your device, OneDrive, Teams, or a link. Let's **upload from device** for this example.


OneDrive
New File
Link
Teams
Upload from this device
OneDrive
Name
Modified
Cancel
Attach
Open
Sarah's Documents › Assignments
Search Assignments
Organize
New folder
Quick access
OneDrive - Micros
This PC
3D Objects
Desktop
Documents
Downloads
Music
Pictures
Videos
OSDisk (C:)
Network
Name
Status
Date modified
Elements of Poetry Worksheet
6/19/2020 10:48 AM
File name: Elements of Poetry Worksheet
All Files (*.*)
Open
Cancel
Select file and click Open.

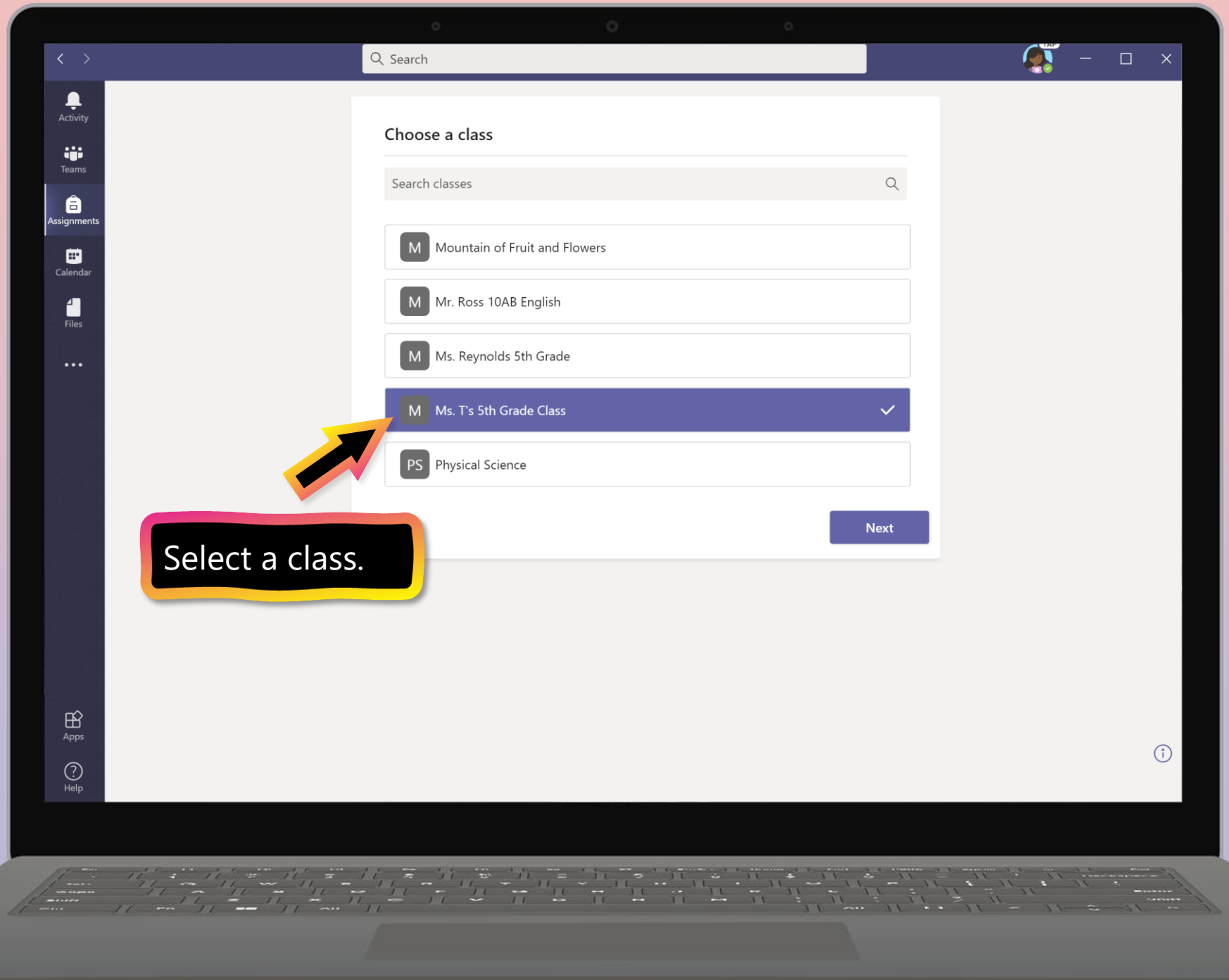

Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
All teams
Ms. T's 5t
General
Language Art
Math
Science
Social Studies
Meet
Turn in
Upload from this device
Elements of Poetry Worksheet.docx
Uploaded
Cancel
Done
Click Done—but you're not done yet.

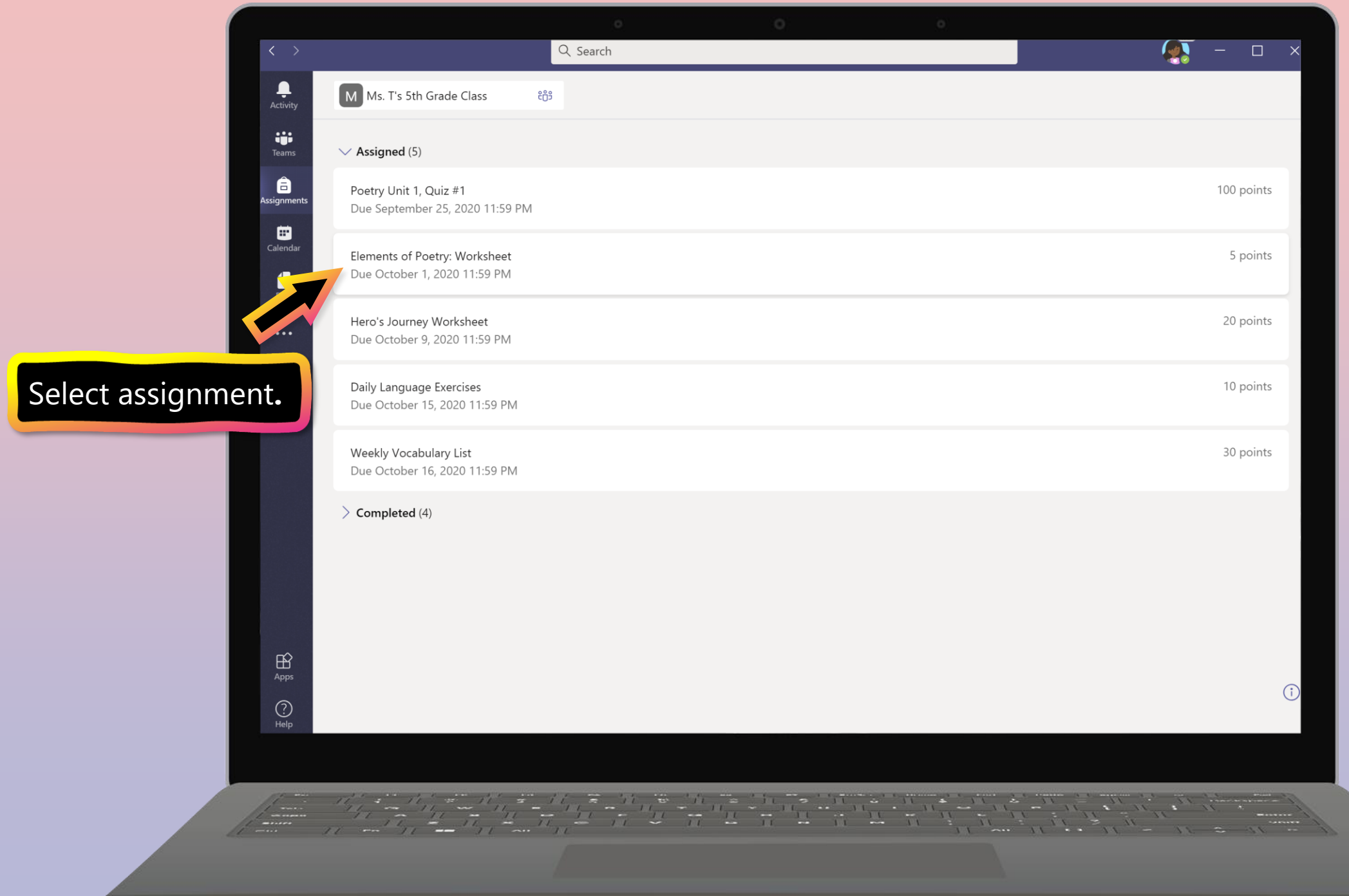

Search
Activity
Teams
ssignments
Calendar
Files
Apps
Help
All teams
Ms. T's 5th Grade Class
General
Language Arts
Math
Science
Social Studies
General
Posts
Files
Class Notebook
Assignments
Grades
Wiki
Meet
Back
Turn in
Elements of Poetry: Worksheet
Due October 1, 2020 11:59 PM
Points
5 points possible
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.

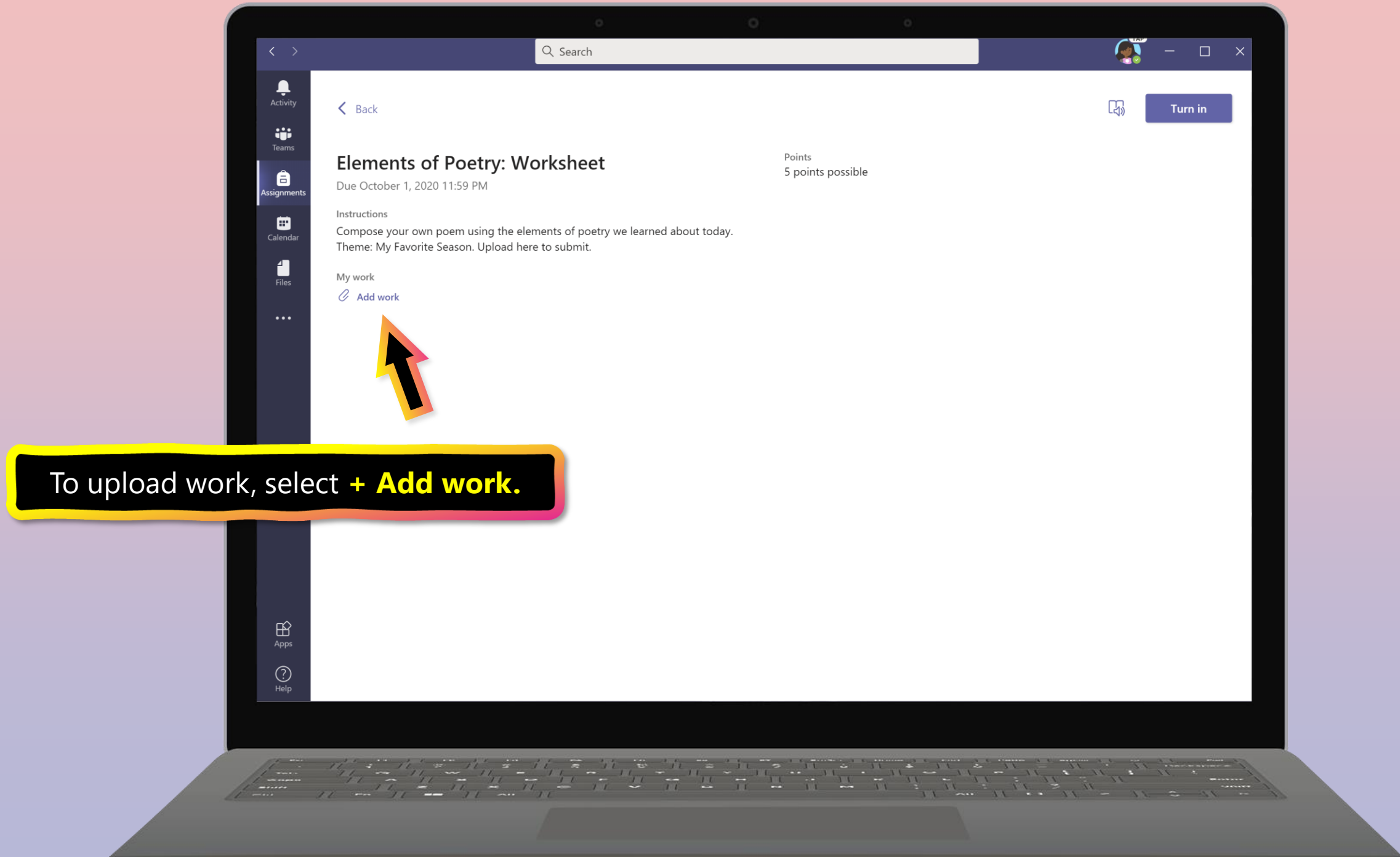

Search
Activity
Teams
Calendar
Files
Apps
Help
All teams
Ms. T's 5th Grade Class
General
Language Arts
Math
Science
Social Studies
General
Posts
Files
Class Notebook
Assignments
Grades
Wiki
Meet
Back
Undo turn in
Elements of Poetry: Worksheet
Due October 1, 2020 11:59 PM
Points
5 points possible
Instructions
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
An animation will signal that the assignment has been submitted.

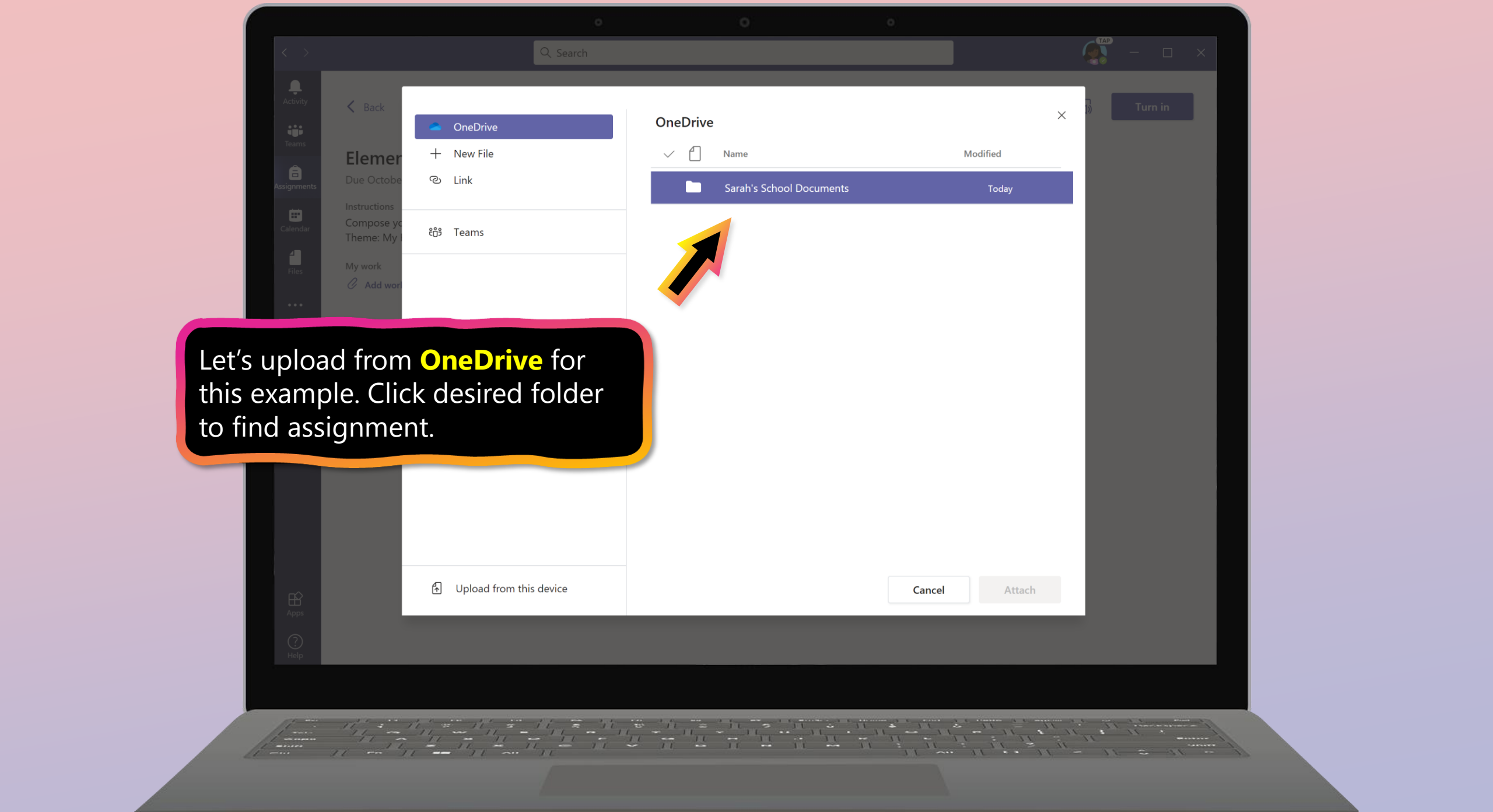


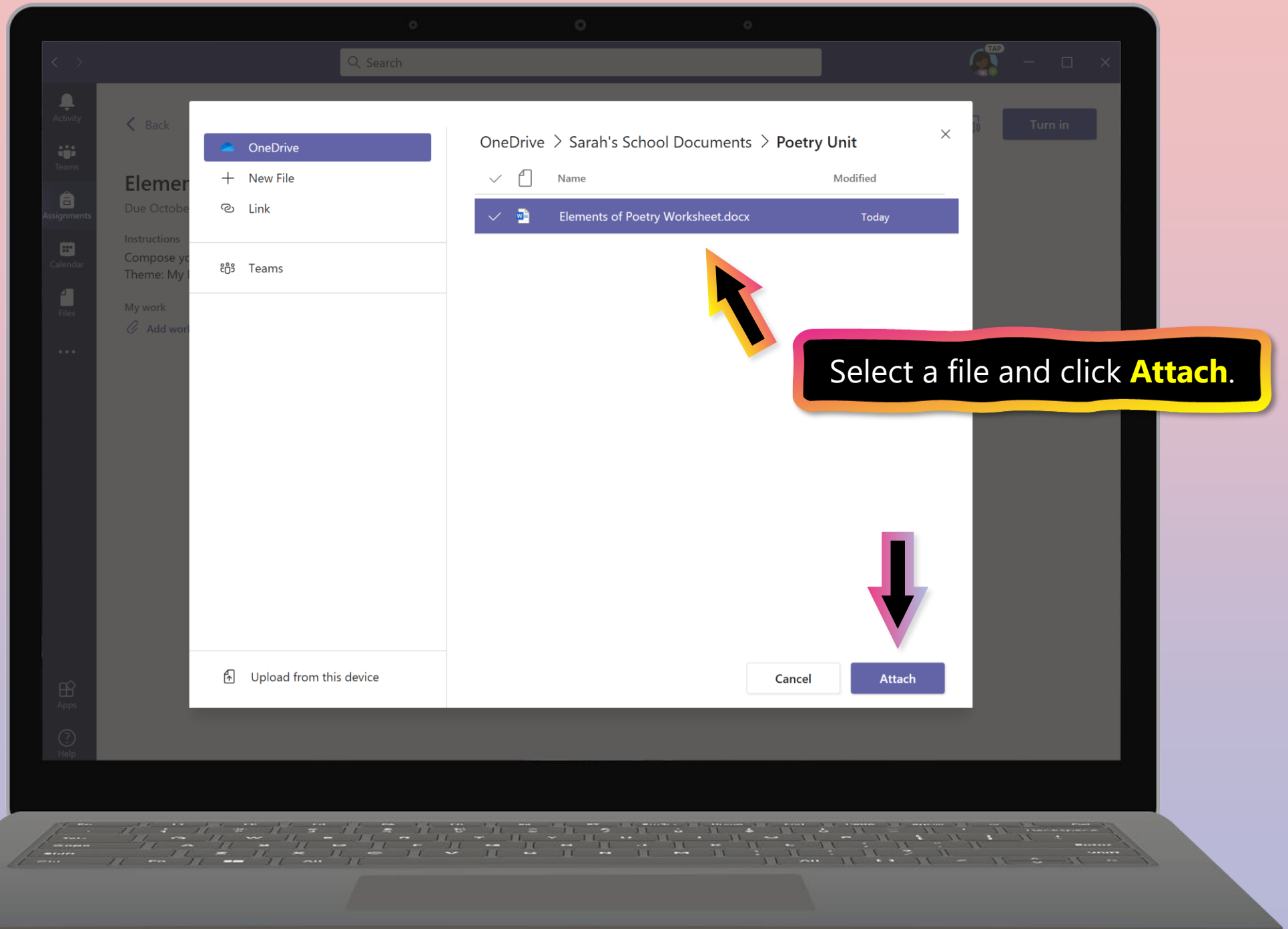

**Alternate option for submitting assignments**: Select **Assignments** in the left panel.

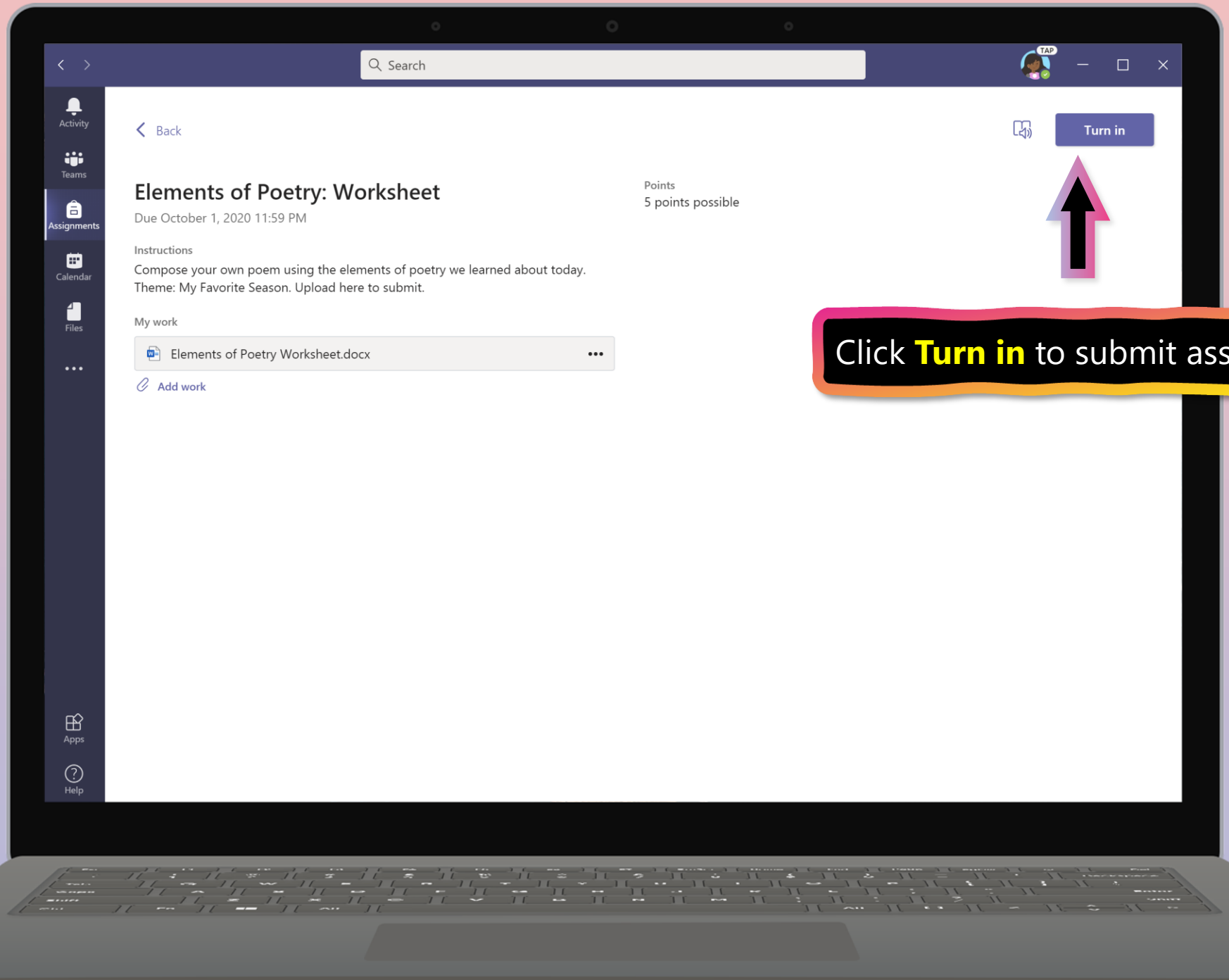

Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
Choose a class
Search classes
M Mountain of Fruit and Flowers
M Mr. Ross 10AB English
M Ms. Reynolds 5th Grade
M Ms. T's 5th Grade Class
PS Physical Science
Next
Select a class.

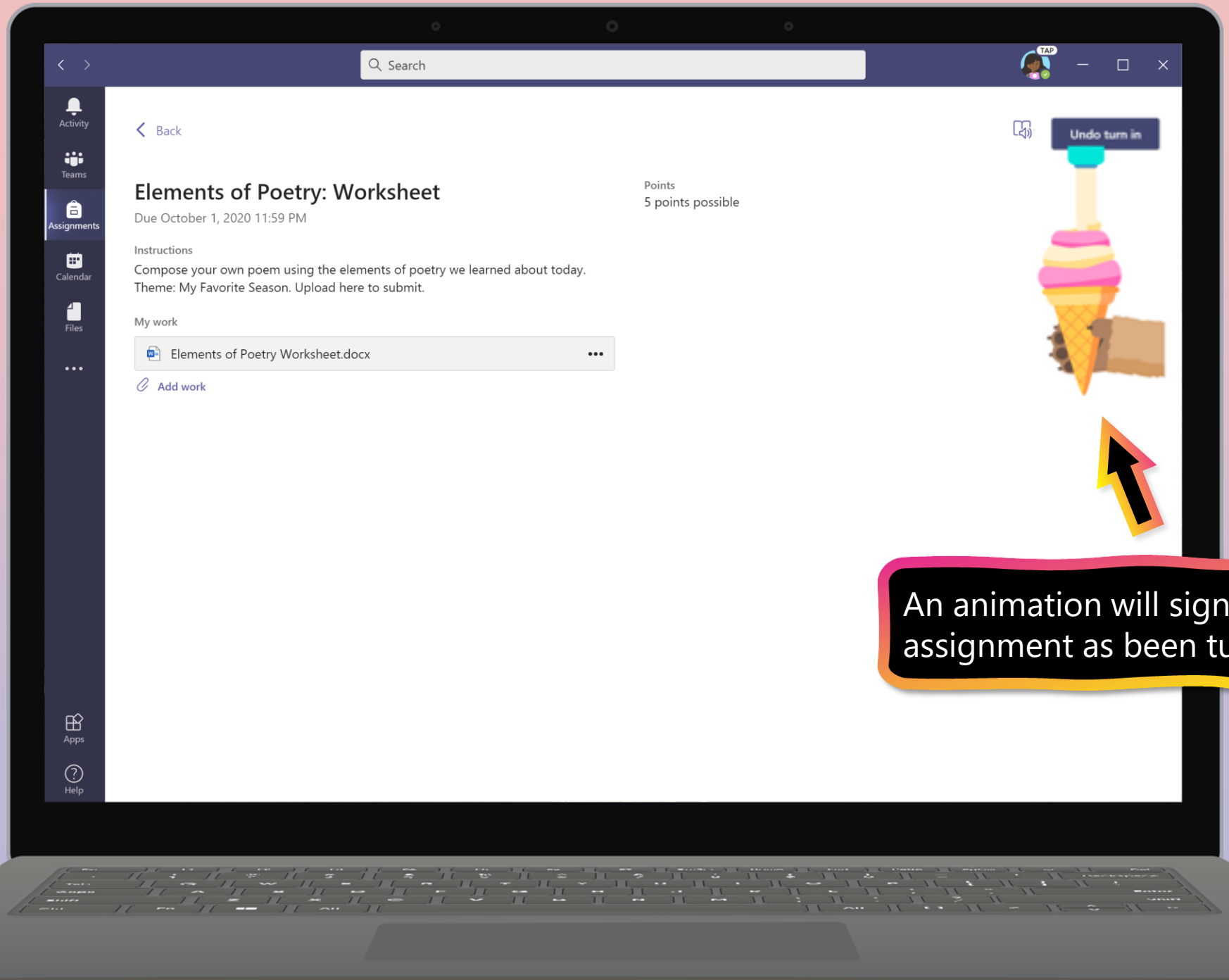

Search
Activity
Teams
Assignments
Calendar
Apps
Help
M Ms. T's 5th Grade Class
Assigned (5)
Poetry Unit 1, Quiz #1
Due September 25, 2020 11:59 PM
100 points
Elements of Poetry: Worksheet
Due October 1, 2020 11:59 PM
5 points
Hero's Journey Worksheet
Due October 9, 2020 11:59 PM
20 points
Daily Language 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.

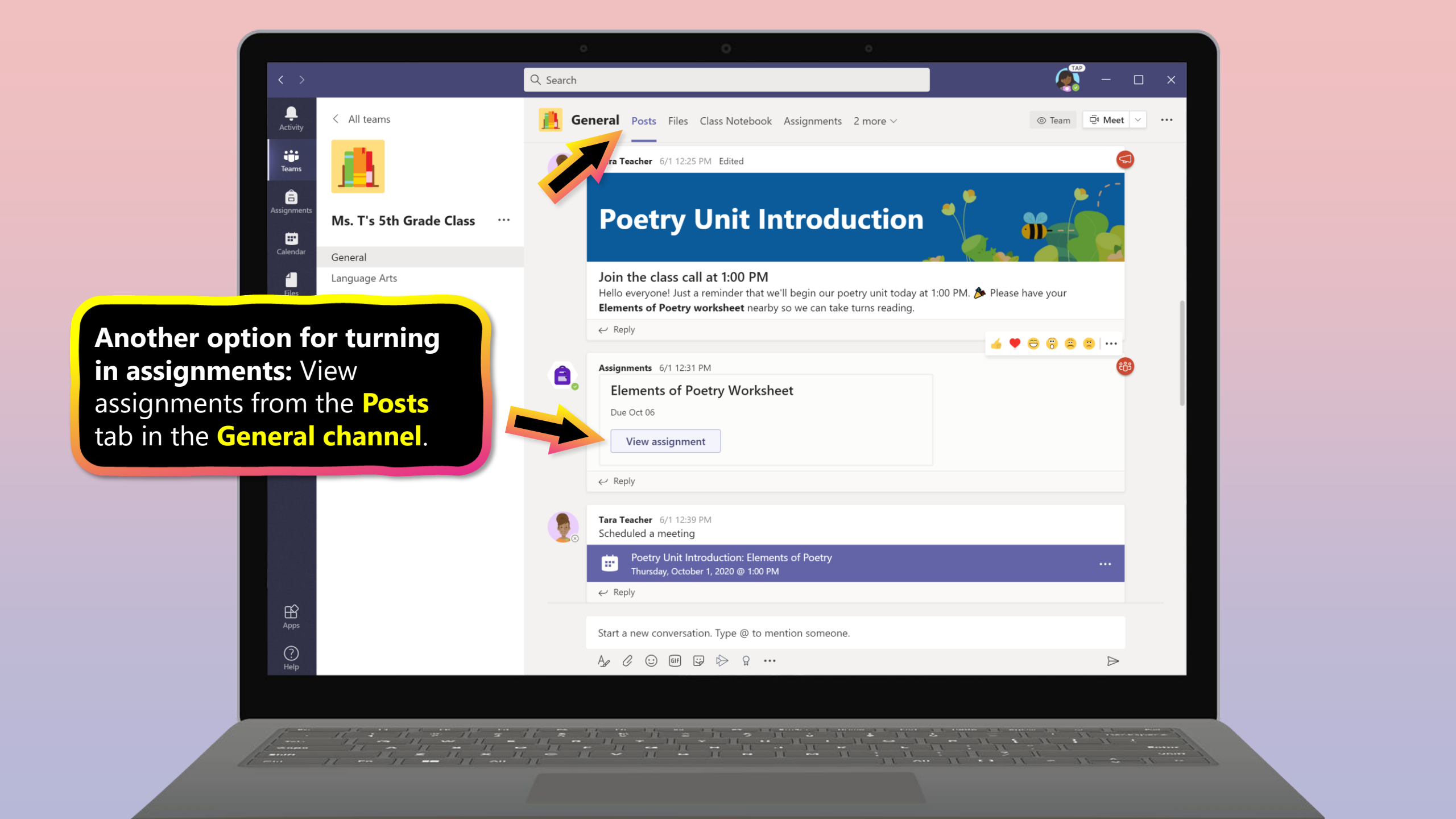

Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
Back
Turn in
Elements of Poetry: Worksheet
Due October 1, 2020 11:59 PM
Points
5 points possible
Instructions
Compose your own poem using the elements of poetry we learned about today.
Theme: My Favorite Season. Upload here to submit.
My work
Add work
To upload work, select + Add work.

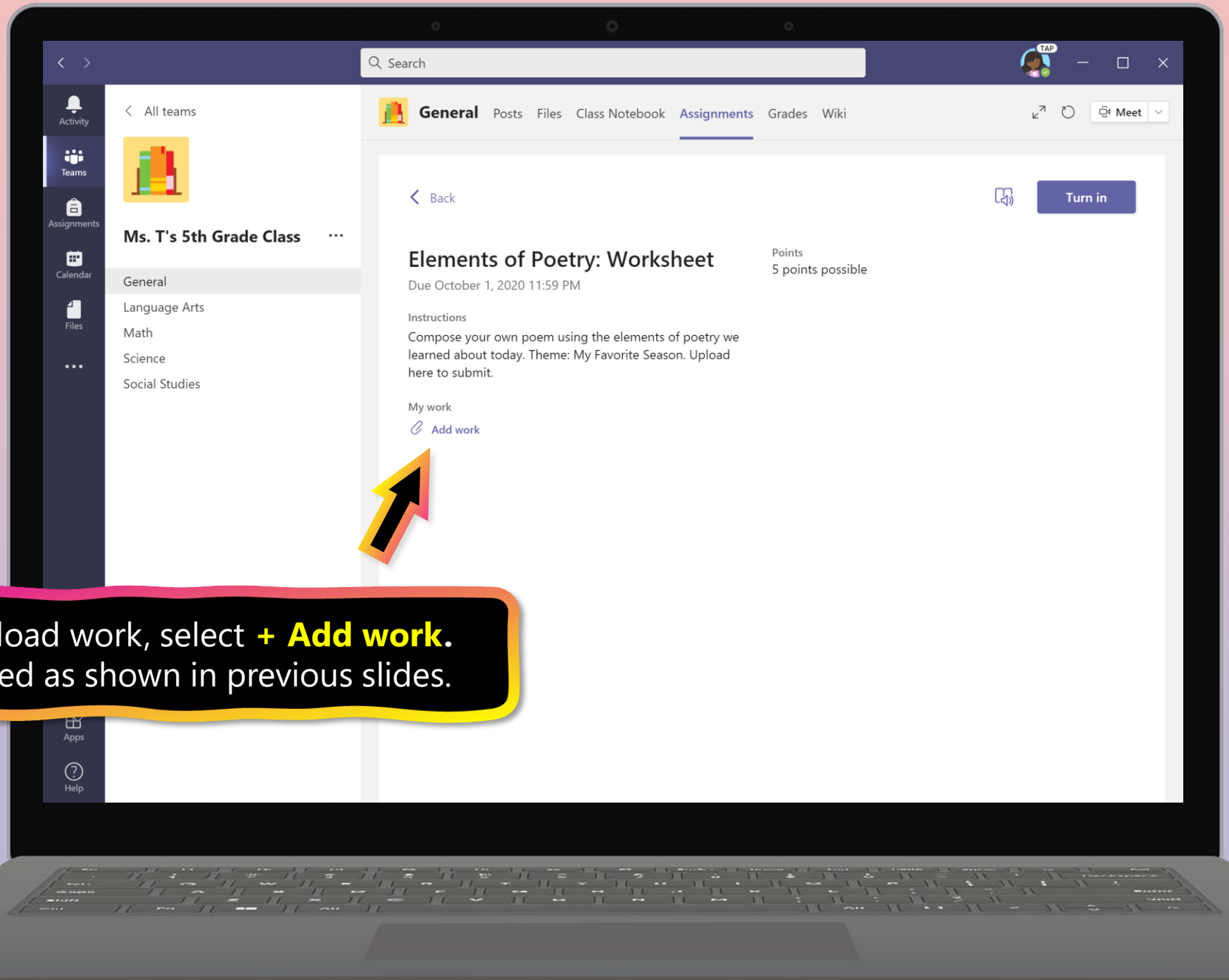

Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
Back
Turn in
Instructions
My work
OneDrive
New File
Link
Teams
Upload from this device
OneDrive
Name
Modified
Sarah's School Documents
Today
Cancel
Attach
Let's upload from OneDrive for this example. Click desired folder to find assignment.


Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
Back
Turn in
Instructions
My work
OneDrive
New File
Link
Teams
Upload from this device
OneDrive > Sarah's School Documents > Poetry Unit
Name
Modified
Elements of Poetry Worksheet.docx
Today
Cancel
Attach
Select a file and click Attach.


Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
Back
Turn in
Elements of Poetry: Worksheet
Due October 1, 2020 11:59 PM
Points
5 points possible
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.


Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
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 as been turned in.


Another option for turning in assignments: View assignments from the Posts tab in the General channel.
Search
All teams
Ms. T's 5th Grade Class
General
Language Arts
General
Posts
Files
Class Notebook
Assignments
2 more
Team
Meet
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.
Reply
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.
Activity
Teams
Assignments
Calendar
Files
Apps
Help

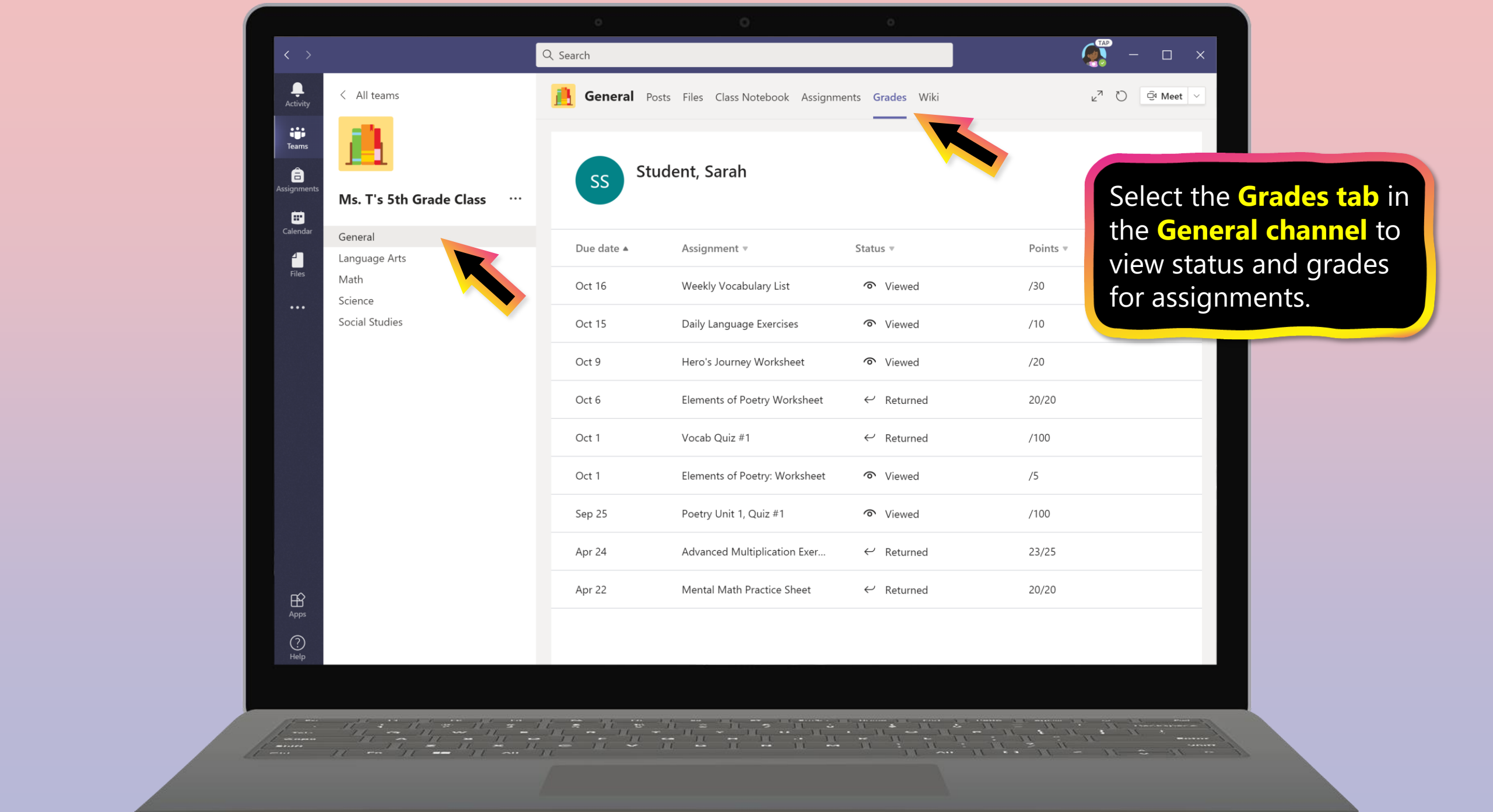

Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
All teams
Ms. T's 5th Grade Class
General
Language Arts
Math
Science
Social Studies
General
Posts
Files
Class Notebook
Assignments
Grades
Wiki
Meet
Back
Turn in
Elements of Poetry: Worksheet
Due October 1, 2020 11:59 PM
Points
5 points possible
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
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. **Find grades**
4. 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.**


Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
All teams
Ms. T's 5th Grade Class
General
Language Arts
Math
Science
Social Studies
General
Posts
Files
Class Notebook
Assignments
Grades
Wiki
Meet
SS
Student, Sarah
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
Select the Grades tab in the General channel to view status and grades for assignments.

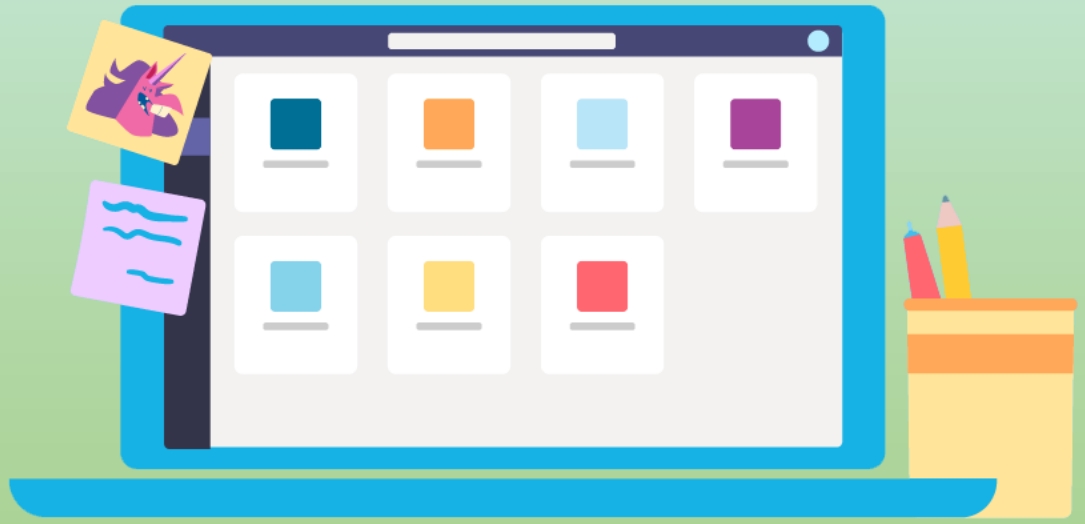
**Chapter 2**

# How to help your student use Teams

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

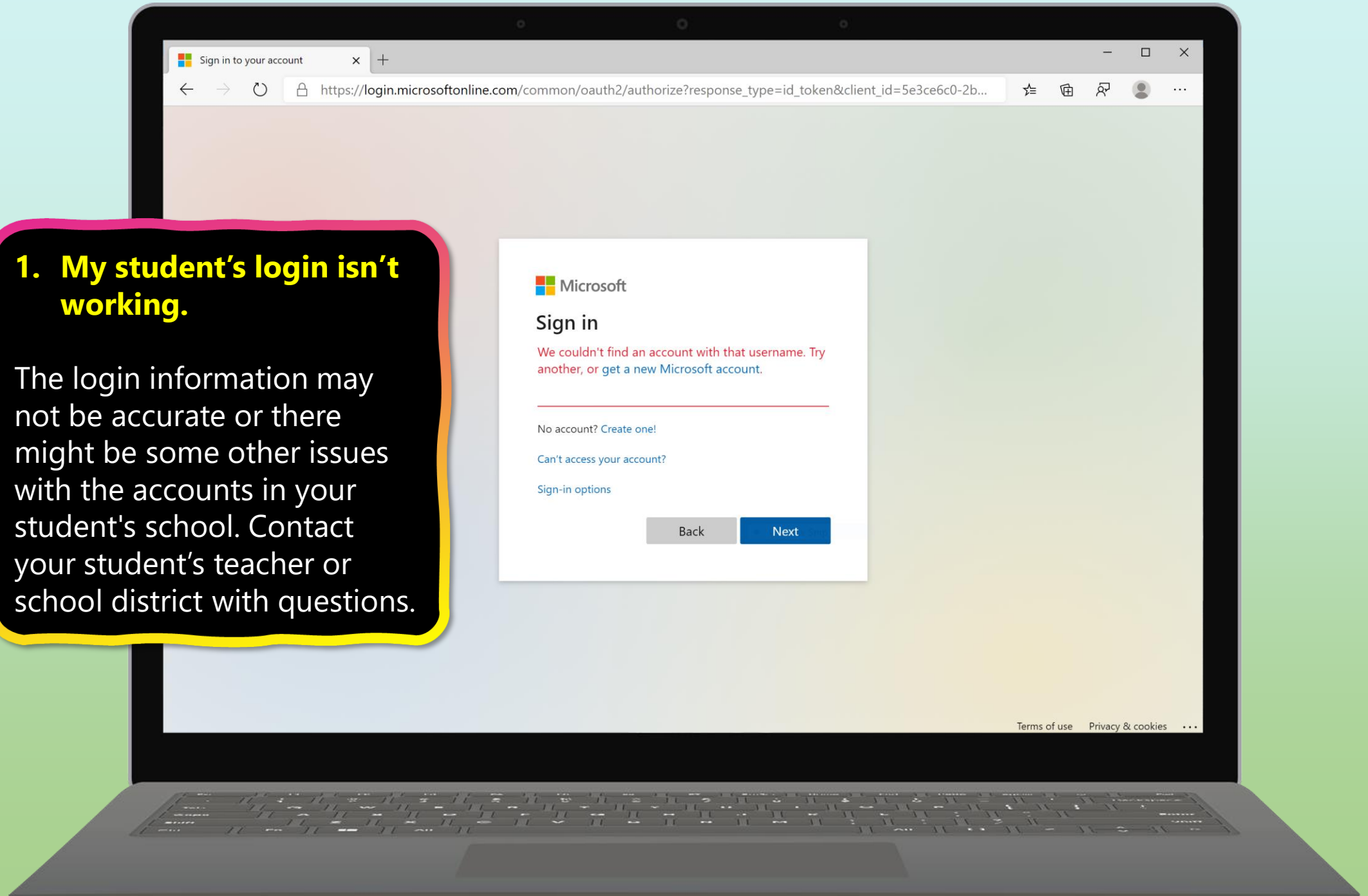
# FAQ & Troubleshooting

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.

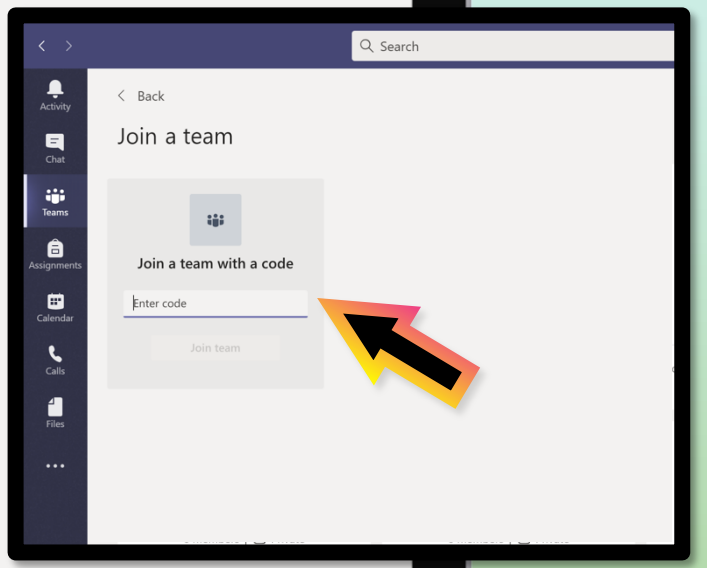
The login information may not be accurate or there might be some other issues with the accounts in your student's school. Contact your student's teacher or school district with questions.

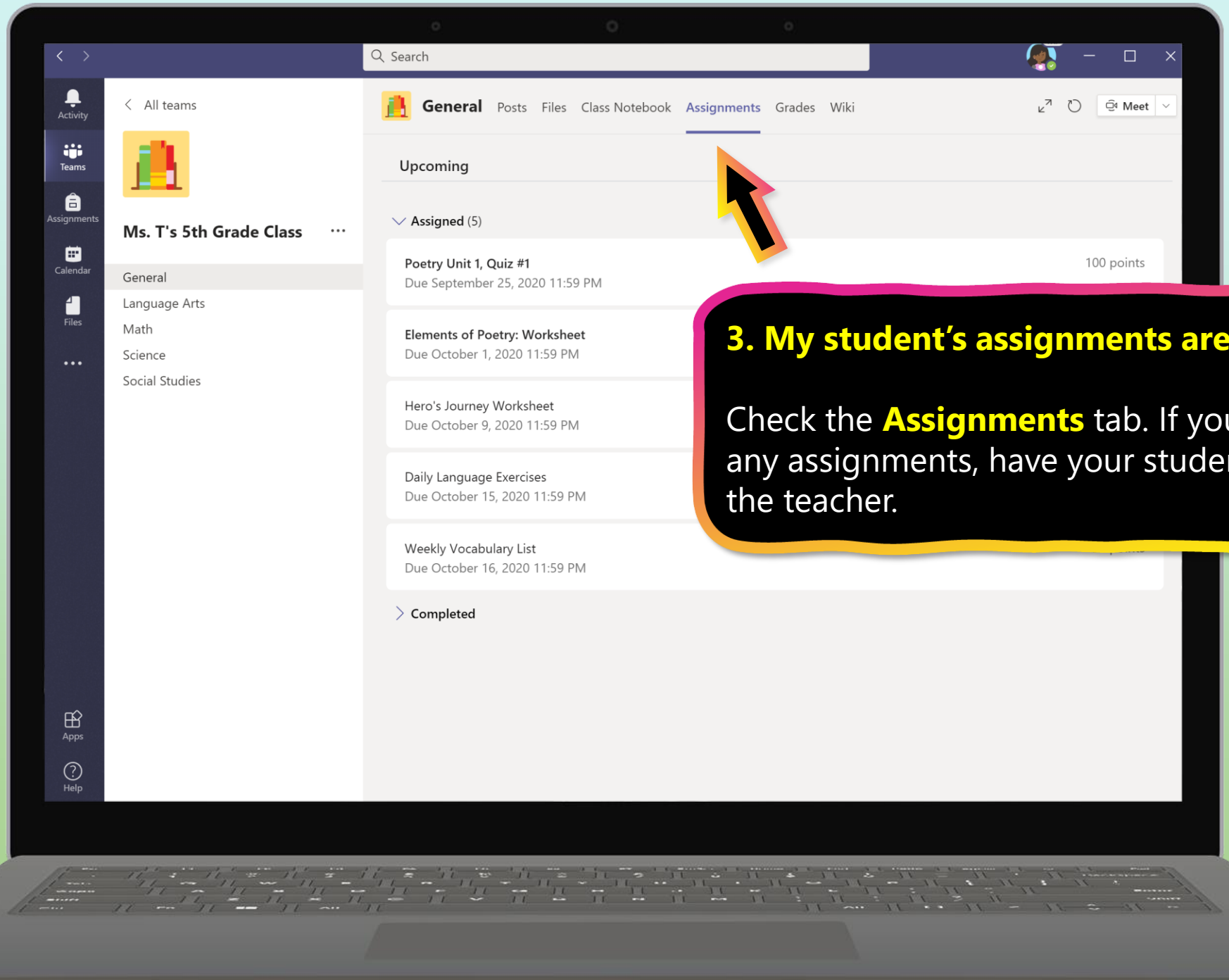


## 2. I can’t find my student’s class during set-up.

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:

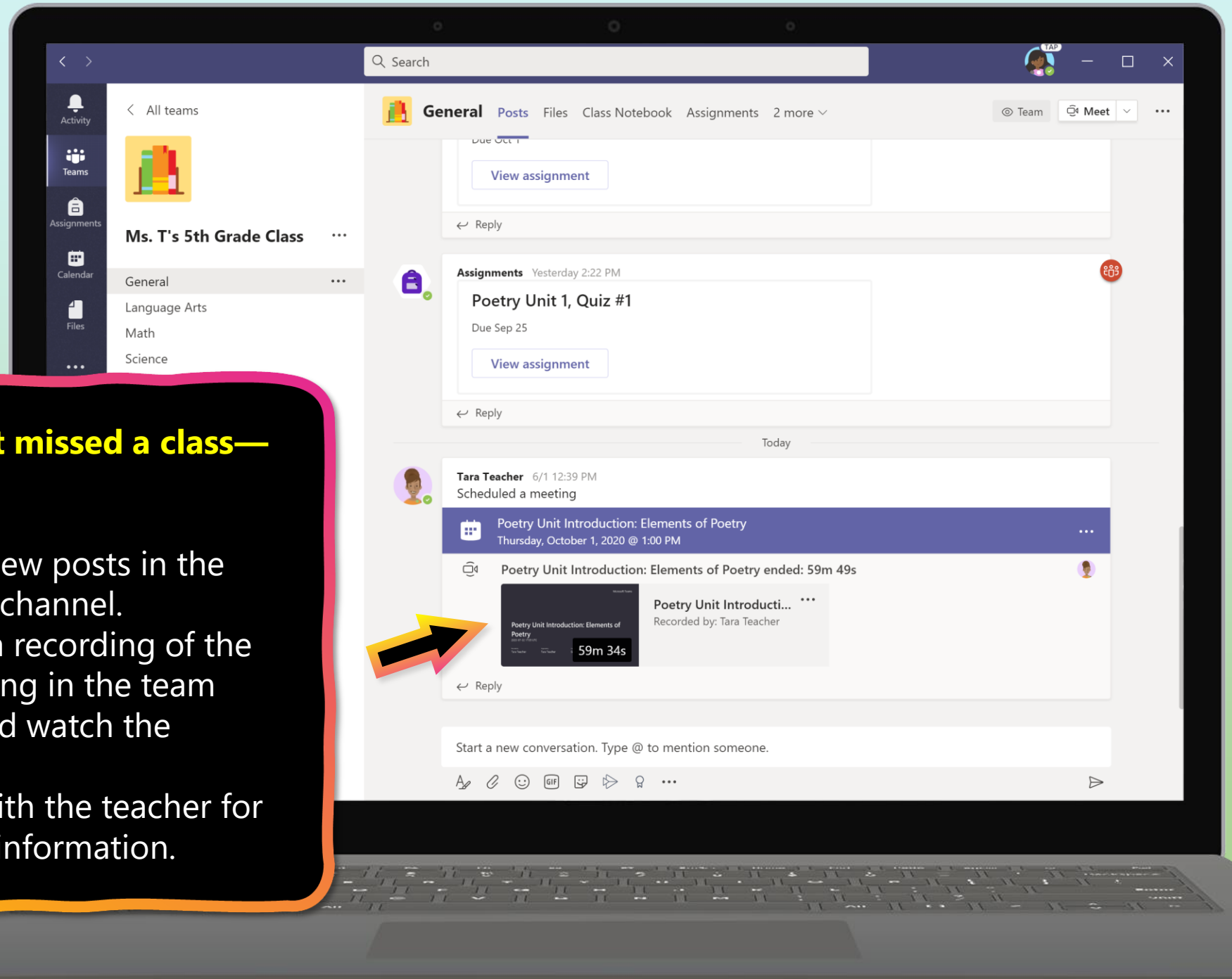
- A join code. From the Teams page, select **Join team** and enter the code.
- A unique link. Ask your student to check their email.




Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
All teams
Ms. T's 5th Grade Class
General
Language Arts
Math
Science
Social Studies
General
Posts
Files
Class Notebook
Assignments
Grades
Wiki
Meet
Upcoming
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
Hero's Journey Worksheet
Due October 9, 2020 11:59 PM
Daily Language Exercises
Due October 15, 2020 11:59 PM
Weekly Vocabulary List
Due October 16, 2020 11:59 PM
Completed
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?

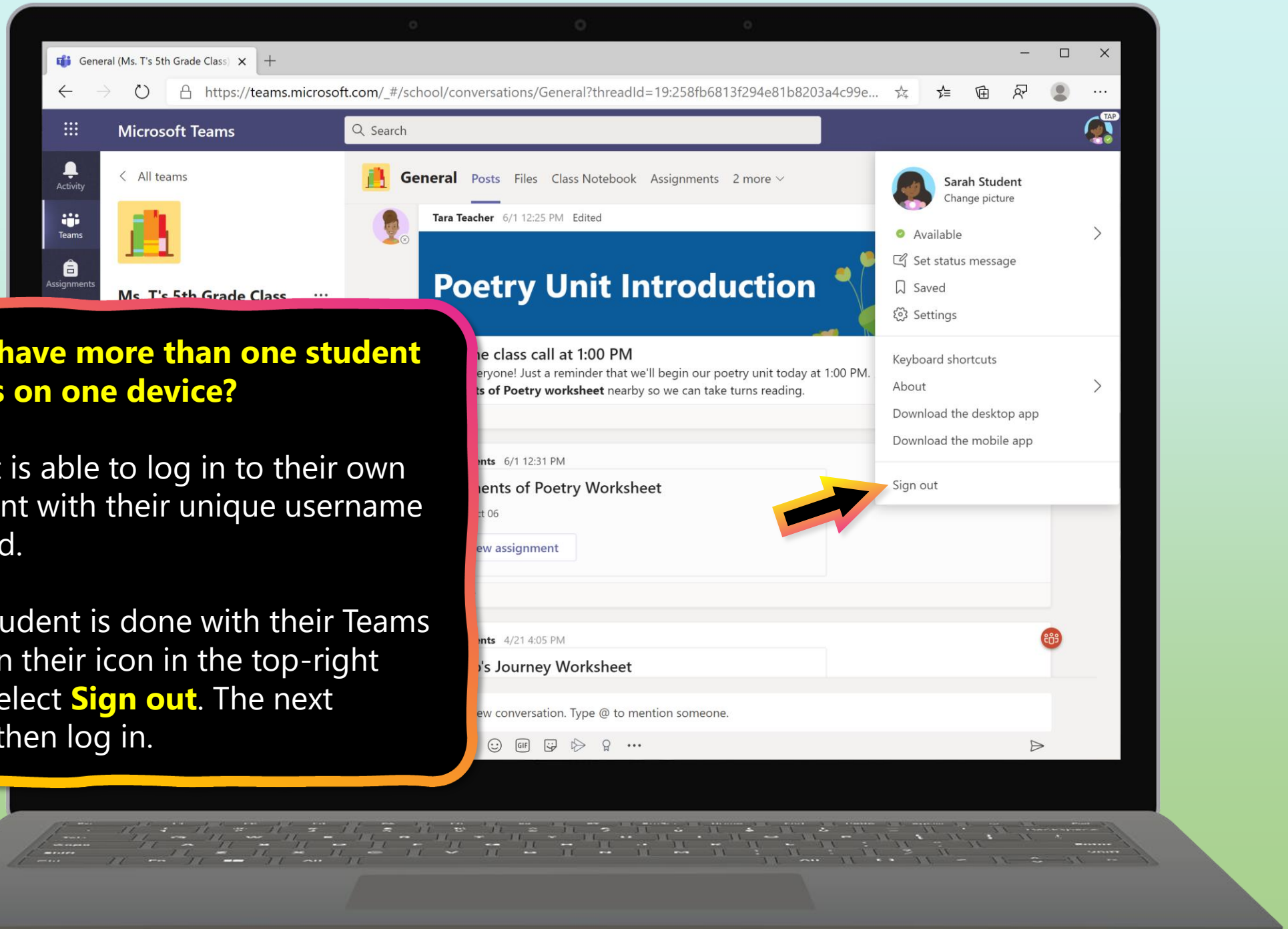
1. Read any new posts in the class team channel.
2. Check for a recording of the class meeting in the team channel and watch the meeting.
3. Check in with the teacher for additional information.

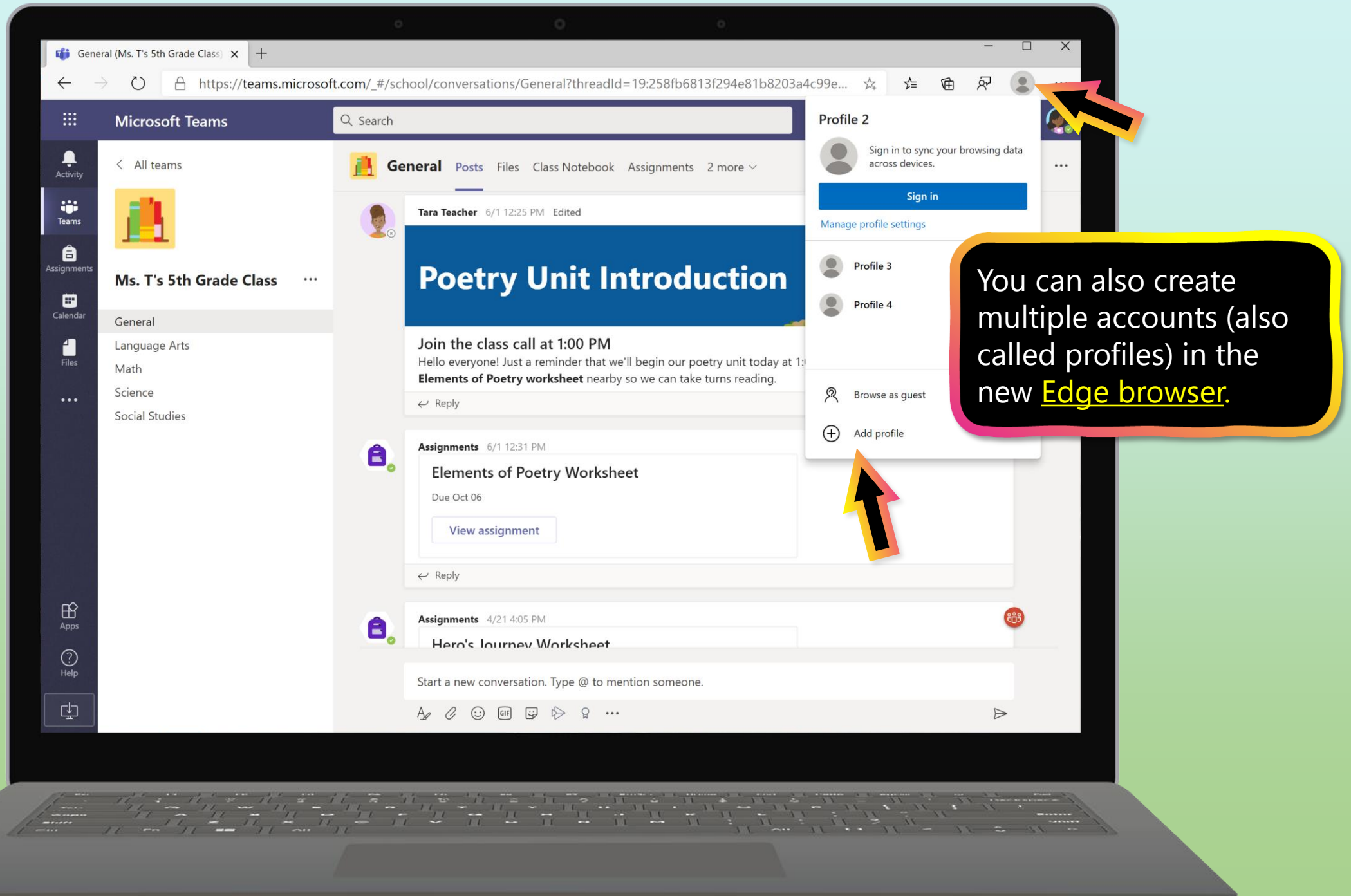


## 5. What if I have more than one student using Teams on one device?

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.

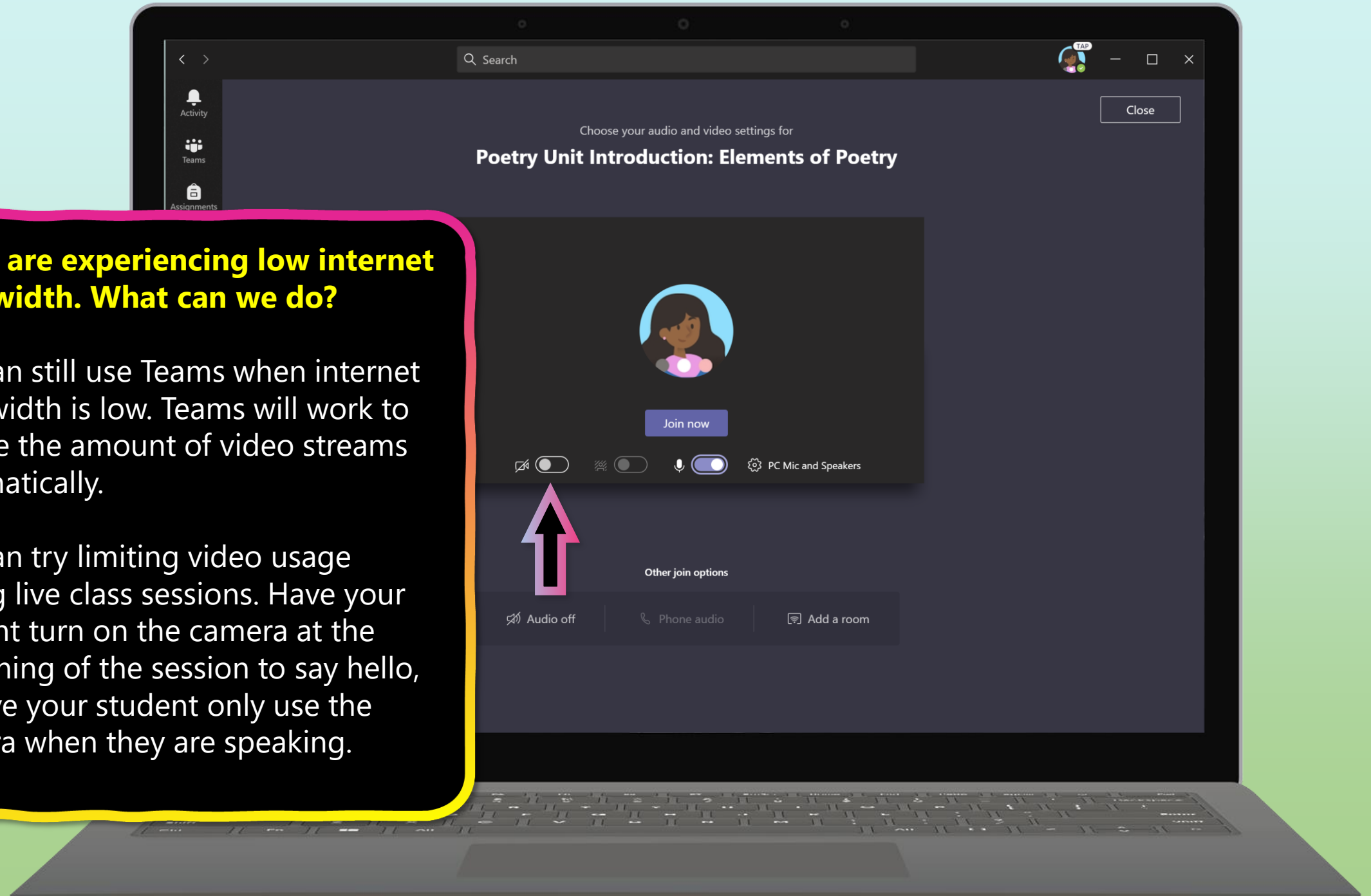


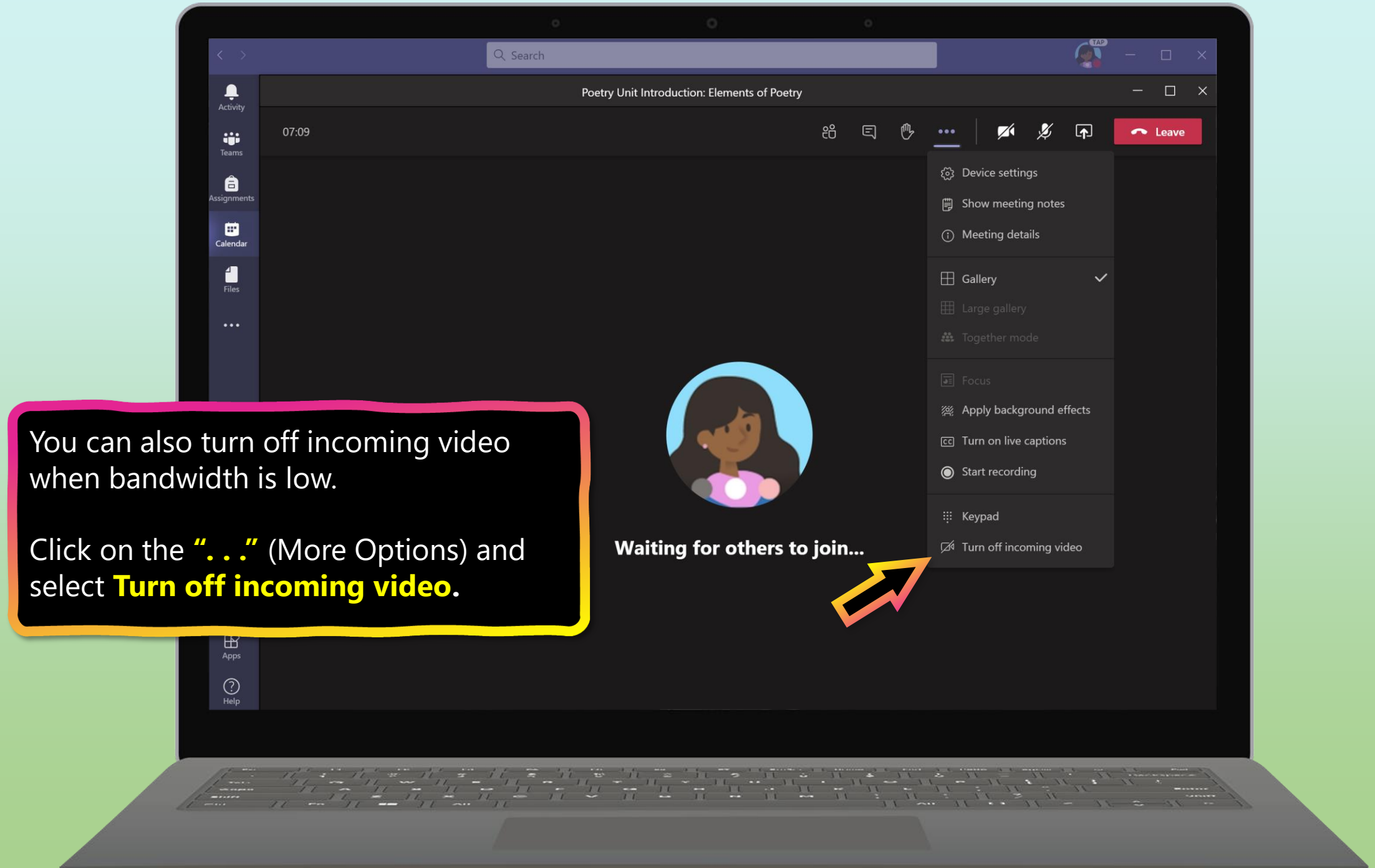

General (Ms. T's 5th Grade Class)
https://teams.microsoft.com/_#/school/conversations/General?threadId=19:258fb6813f294e81b8203a4c99e...
Microsoft Teams
Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
All teams
Ms. T's 5th Grade Class
General
Language Arts
Math
Science
Social Studies
General
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:
Elements of Poetry worksheet nearby so we can take turns reading.
Reply
Assignments 6/1 12:31 PM
Elements of Poetry Worksheet
Due Oct 06
View assignment
Reply
Assignments 4/21 4:05 PM
Hero's Journey Worksheet
Start a new conversation. Type @ to mention someone.
Profile 2
Sign in to sync your browsing data across devices.
Sign in
Manage profile settings
Profile 3
Profile 4
Browse as guest
Add profile
You can also create multiple accounts (also called profiles) in the new Edge browser.

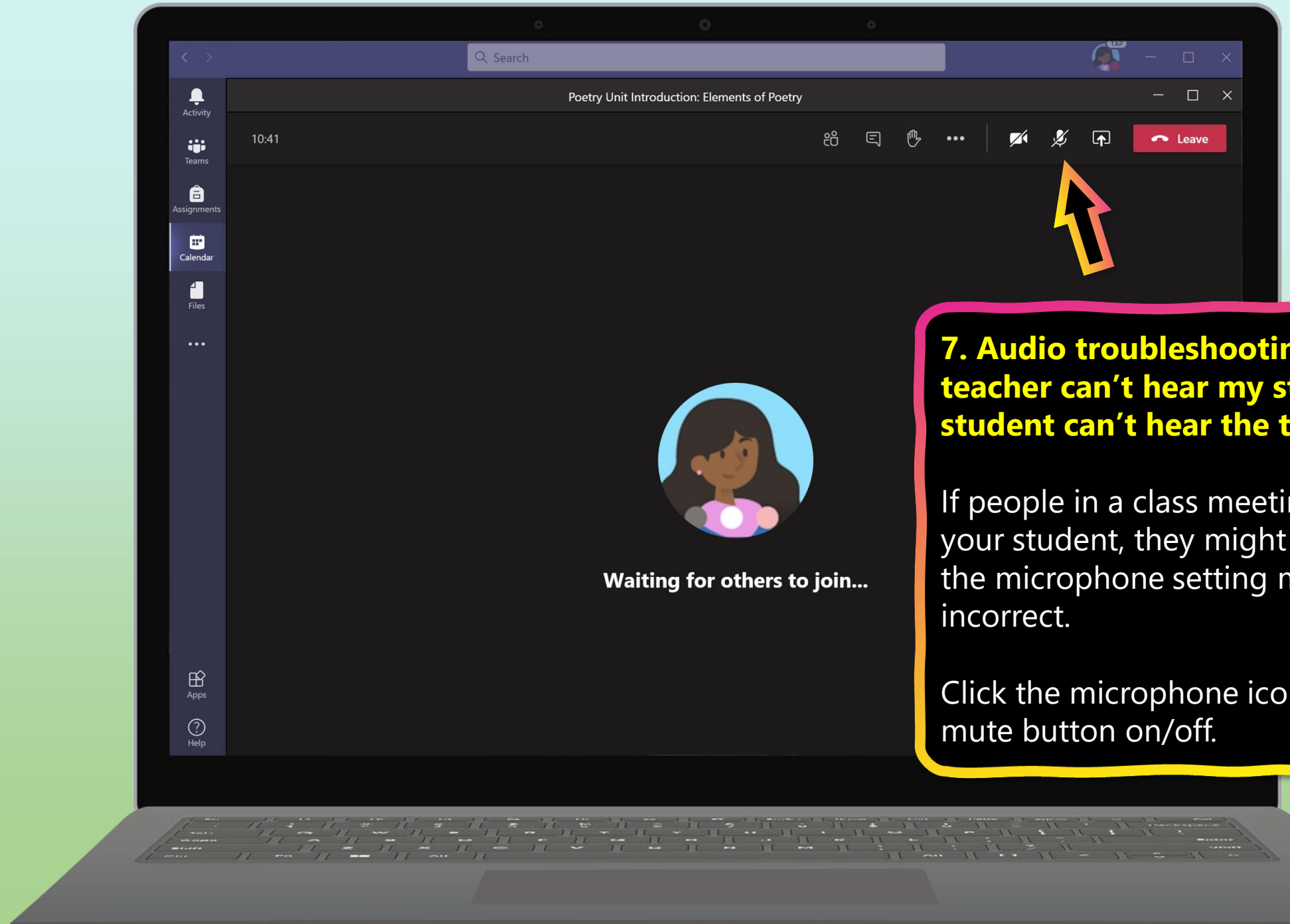
**6. We are experiencing low internet bandwidth. What can we do?**

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.



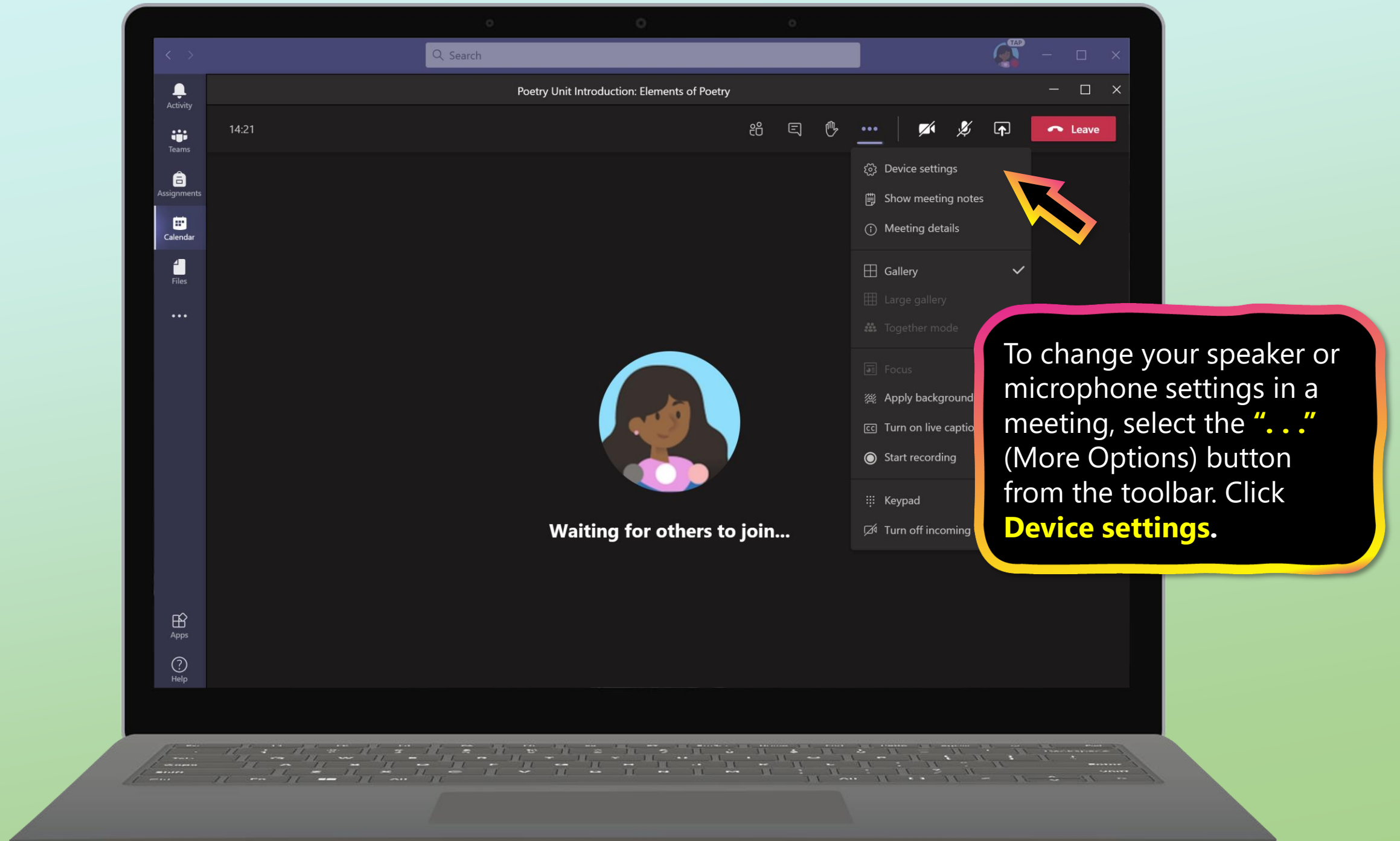

Search
Poetry Unit Introduction: Elements of Poetry
07:09
Leave
Activity
Teams
Assignments
Calendar
Files
Apps
Help
Device settings
Show meeting notes
Meeting details
Gallery
Large gallery
Together mode
Focus
Apply background effects
Turn on live captions
Start recording
Keypad
Turn off incoming video
Waiting for others to join...
You can also turn off incoming video when bandwidth is low.
Click on the ". . ." (More Options) and select Turn off incoming video.

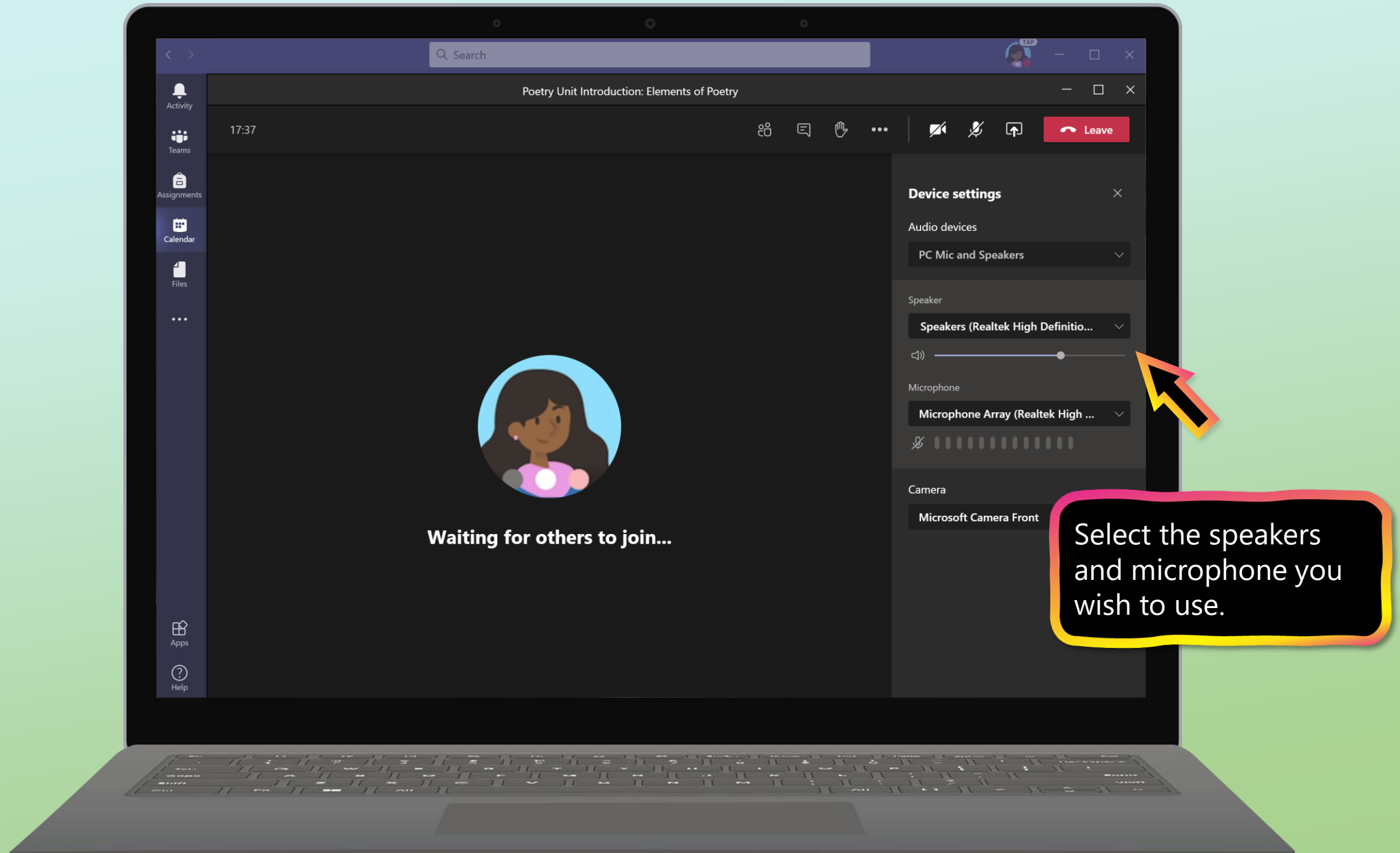



**7. Audio troubleshooting: The teacher can't hear my student, or my student can't hear the teacher.**

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.

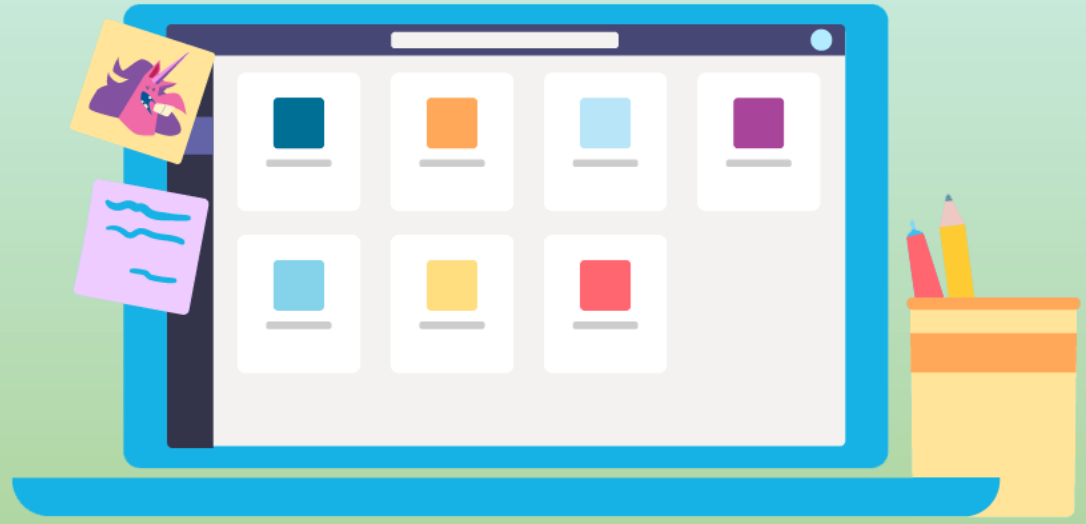

Search
Activity
Teams
Assignments
Calendar
Files
Apps
Help
Poetry Unit Introduction: Elements of Poetry
14:21
Leave
Device settings
Show meeting notes
Meeting details
Gallery
Large gallery
Together mode
Focus
Apply background
Turn on live captio
Start recording
Keypad
Turn off incoming
Waiting for others to join...
To change your speaker or microphone settings in a meeting, select the ". . ." (More Options) button from the toolbar. Click Device settings.


Search
Poetry Unit Introduction: Elements of Poetry
17:37
Leave
Activity
Teams
Assignments
Calendar
Files
Apps
Help
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