

Microsoft Teams FAQ for Students

Q - How do I access Teams?

A – You have been sent a document showing you how to access Microsoft Outlook. When you first do this you will need a phone nearby as it will take you through the registration process and send a code to your phone.

Once you are in Outlook, click on the 9 dot square (“App launcher”) in the top left of the page. Then click “Teams”. Your classes will appear.

Q – How do I find my lessons?

A – In Teams, click on your calendar on the left hand side. You will see your live lessons in your calendar for the week. Join **only** at the correct time (about 5 mins before the lesson start time) by clicking on the lesson.

Q – What happens in a lesson?

A – You will be able to listen, live, to your teacher. Some may enable video so that you can see them. The video will be automatically switched off so that you cannot see anyone else in your lesson and they cannot see you. Teachers will share resources and information via their screen so that you can see and listen to their explanations etc. They will check how you are getting on with your work and give feedback on your learning. They may ask questions for you to reply in the “Chat” function (your microphone will be muted automatically, but if it isn’t please switch it off unless you are asked to do so). They may select individuals to “unmute” so that you can talk to the teacher or answer a question – just like in class. At the end your teacher will end the meeting. Remember the lesson is being recorded so it may be made available for revision or if anyone misses it the first time.

If you are in Yr12 your teacher may allow the camera to be enabled so that you all appear on screen. This is at the teacher’s discretion. Please make sure that you are sat in a room with a neutral background. You may individually decline and switch your camera off if you are not comfortable or it isn’t appropriate at the time.

Q – I have a problem and can’t make the lesson, what do I do?

A – Contact the subject teacher in advance via Teams or SMHW to let them know.

Q – I don’t know or have forgotten my login details.

A – Contact help on this email: imsoffice@draytonmanorhighschool.co.uk

Please let them know what the issue is and the best phone number to contact you. Message your teacher via SMHW to let them know.

Q – I don’t have access to a PC/Laptop/Tablet or phone.

A - Please contact your Head of Year to discuss how we can support you.

Q – Can I access Office 365 on my mobile phone?

A – Yes. Download the free App. The mobile version may not look like the desktop but it still works properly.

Q - Can I join the lesson using a different login?

A – If you manage to access Teams without signing in to your Outlook account, you will only be allowed to enter the lesson if your teacher can clearly recognise you from the email address used.