

## **Microsoft Teams FAQs:**

### **1. Where can I find the tutorial video for parents/carers/students?**

The video has been uploaded to our YouTube channel [here](#). On our website, you can find a useful flow chart to provide guidance for our remote learning procedure. Students can also find the video in the All-Students channel on Teams that was shared during tutor time.

### **2. What times will lessons take place?**

Remote lessons will follow the usual timings of the school day and the 3 period structure. Break and lunch times will follow the usual times. This is because staff and students of key workers that are in school will continue to follow the usual timings of the day.

### **3. What devices can I use to participate in my lessons?**

Any internet-enabled device can be used to access Microsoft teams. Go to [teams.microsoft.com](https://teams.microsoft.com) from any browser and log in to access your class teams and scheduled live lessons. The layout and available features varies between web and app platforms. The same is true of Microsoft and Apple versions of Teams. We suggest logging in using your usual school log in details from a range of devices to compare the differences in functionality.

### **4. Whom do I contact if I have technical issues?**

After watching the parent/carer and student tutorial videos, we suggest searching [support.microsoft.com](https://support.microsoft.com) to troubleshoot technical issues. If you still require support, please email your head of year in the first instance, who will direct the type of issue to the most suitable member of staff.

### **5. What safety considerations are in place to protect us?**

Students in KS3 and KS4 have audio and webcams disabled. Students in KS5 are able to contribute using audio without a web cam, provided this is instructed by the teacher. Staff will be recording the lesson using the built-in meeting record feature for safeguarding purposes. Staff have received in-depth training on best practices for conducting virtual meetings from both within school and from home. Our expectations of students is no different than within school. This means that our usual behaviour for learning policy will be in place, as will our safeguarding procedures.