

# Parents and Students Guide

## Top Tips

### 1. Use Chrome as your browser. Or download the Teams App to your device

- a. <https://www.google.com/chrome/>
- b. <https://teams.microsoft.com/downloads>

Use as large a device as possible. All tablet and mobile phone devices will function in a slightly limited way compared to desktop and laptop devices.

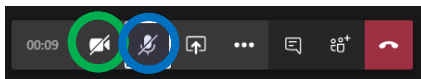
## FAQ

### 2. What if I get an error in my web browser saying it is not supported?

The best browser to use is Chrome, as it works on almost all devices and is Teams compatible.

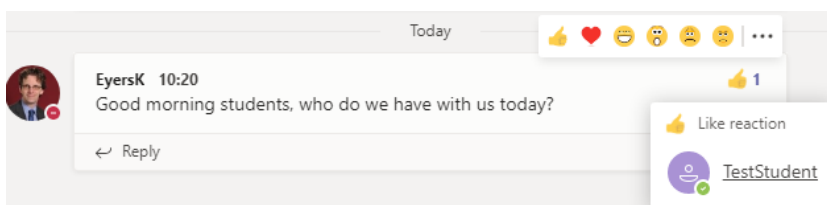
### 3. How do I turn my microphone/camera off?

When in a meeting press these icons to mute the microphone (see blue highlight) or turn off your webcam (see green highlight). When turned off you will see a line through the icon as shown.



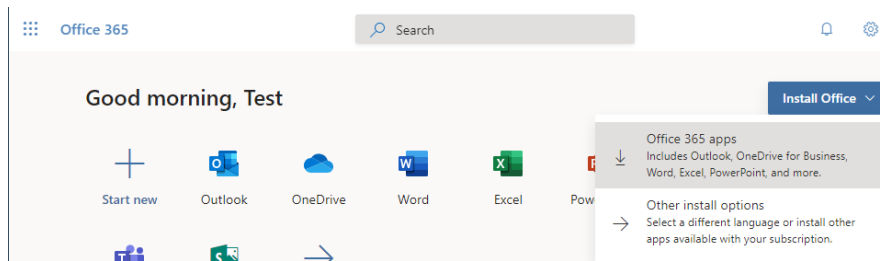
### 4. How will students notify teachers that they are part of the class, live or delayed?

We will be expecting all students to indicate in some way that they are participating. If the student is able to speak to or see the teacher live, that is fine. If not, they must either comment in the Posts area or send a like/emoji to the post that the teacher has sent. This is shown in the example below.



### 5. Our desktop/laptop device at home does not have/has an old version of - Microsoft Office. Does this mean our daughter/charge will not be able to complete work?

The schools Microsoft Office 365 license allows students to install a copy of Office at home. On the <https://office.com> homepage there is a link to install office.



They may need your assistance as an administrator password/account will be needed to install it.

**6. What if TEAMS crashes during the lesson, or the internet is intermittent?**

- a. If students experience any problems with TEAMS/internet, subject staff can also post work on Show My Homework or email. The students will need to let the teacher know that they are having difficulty accessing the work.