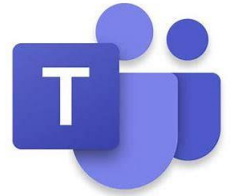


Troubleshooting support for Microsoft Teams

January Edition

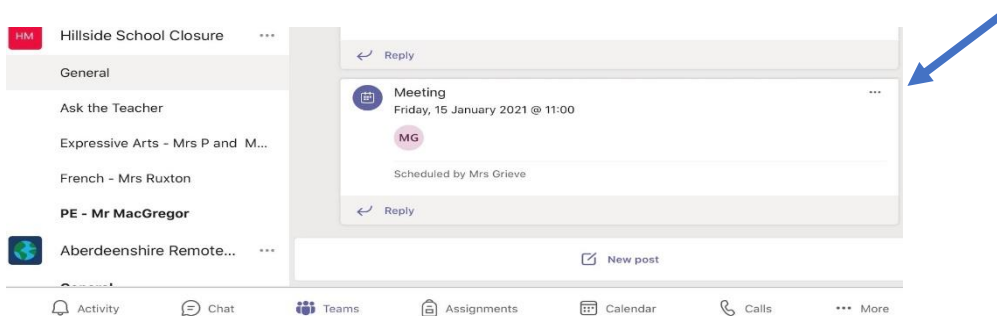


The guidance below will hopefully help resolve any difficulties you have experienced in the past few weeks as we all become more familiar with the many features of Teams.

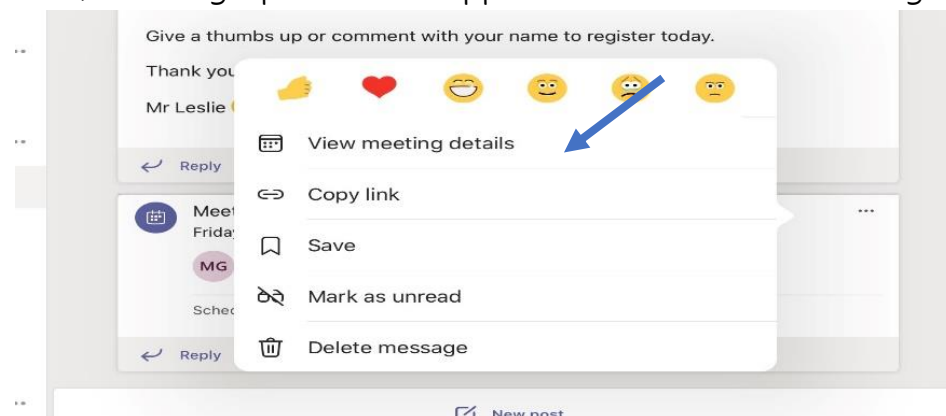
My child is using an iPad to join the Class check ins but I can't find how to join using an iPad?

Join a meeting requires a few more steps when using an iPad

1. Find the meeting link on your child's class team, this should be on the 'General' channel. Click on the 3 dots within the meeting link.



2. The following options will appear. Select 'View meeting details'



3. Click 'Join.' This will allow you to join the meeting and see the camera options etc.



My child can't join the Assembly at 2.30pm because I have work commitments, can we view it later?

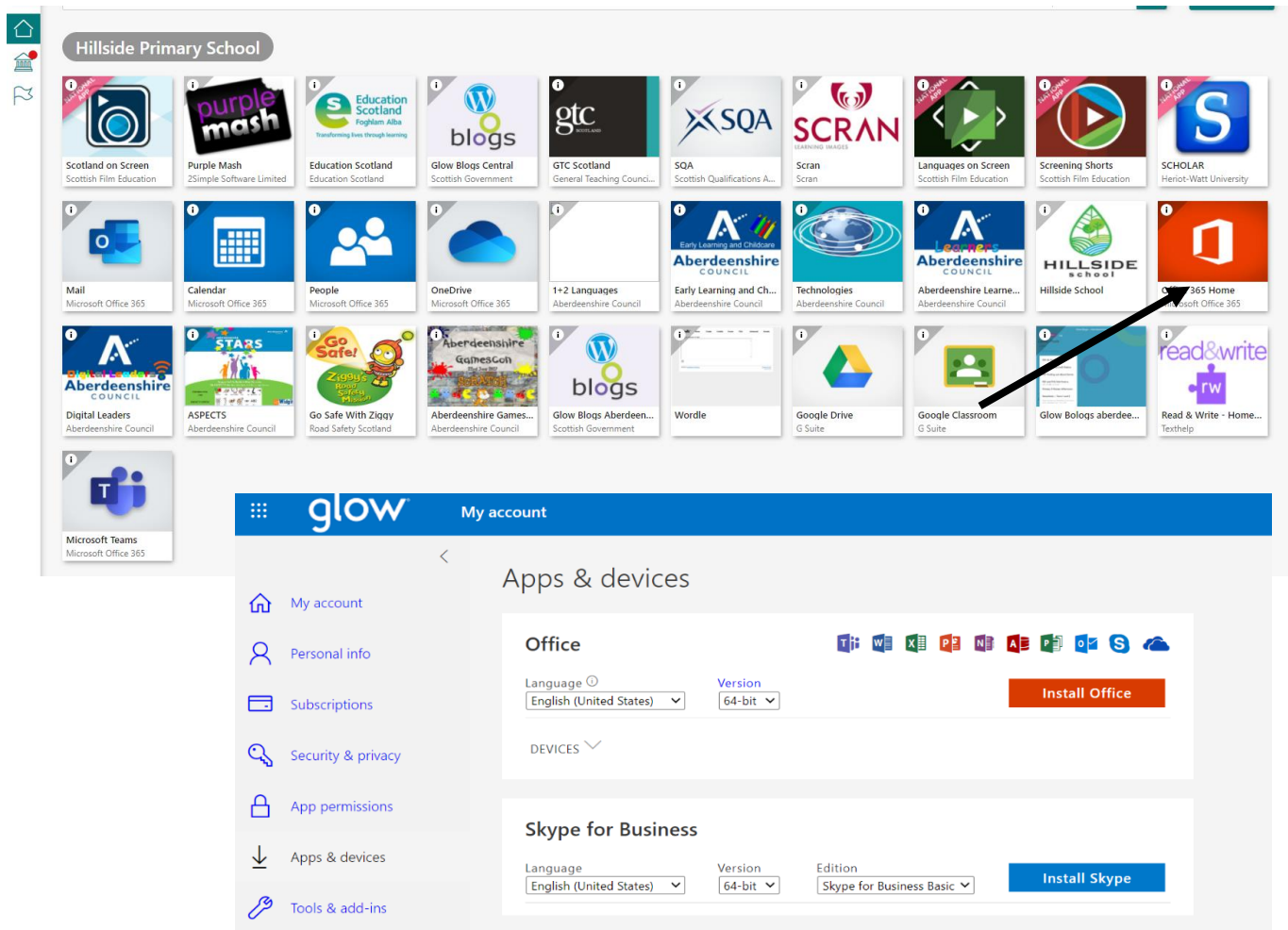
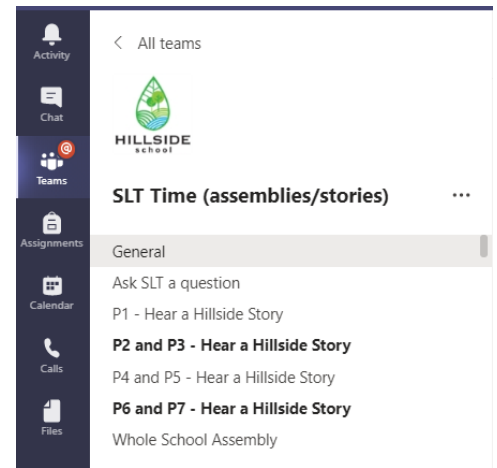
A link will be posted within the SLT Assemblies/Stories Team on the Assembly Channel. This is a pre-recorded video which can be viewed **at any time**. 'Hear a Hillside Story' with SLT will continue to be a live session each day at 2.30pm which cannot be recorded as a safeguarding measure as pupils do appear on our screen.

**Please note pupils are reminded at the start of each story session about being kind and speaking appropriately to one and other using the chat function during these sessions as comments can be viewed by everyone even after the story has finished.*

Most of the work need to be completed using Microsoft 365 which I don't have on my devices at home – what can I do?

Anyone with access to Glow can download the latest Office 365 package for **FREE** on up to **5 devices** on android, iOS and desktop.

Log into Glow on your device. Select the Office package tile on the launch pad and follow the download instructions on screen.



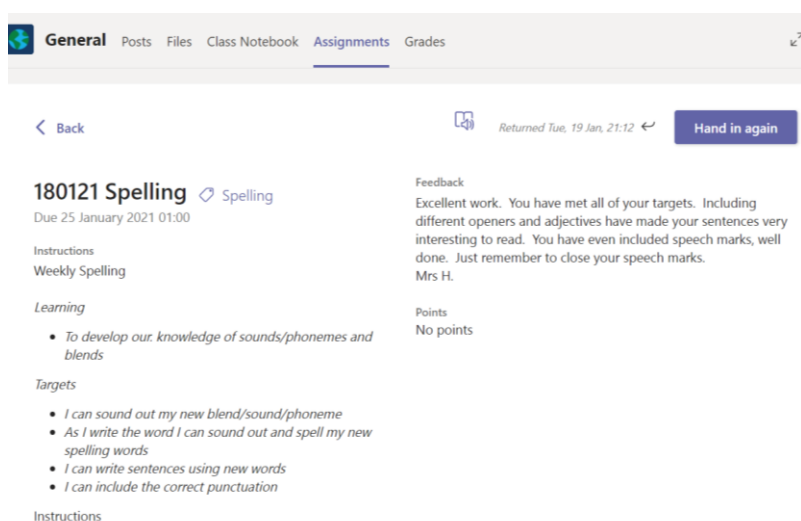
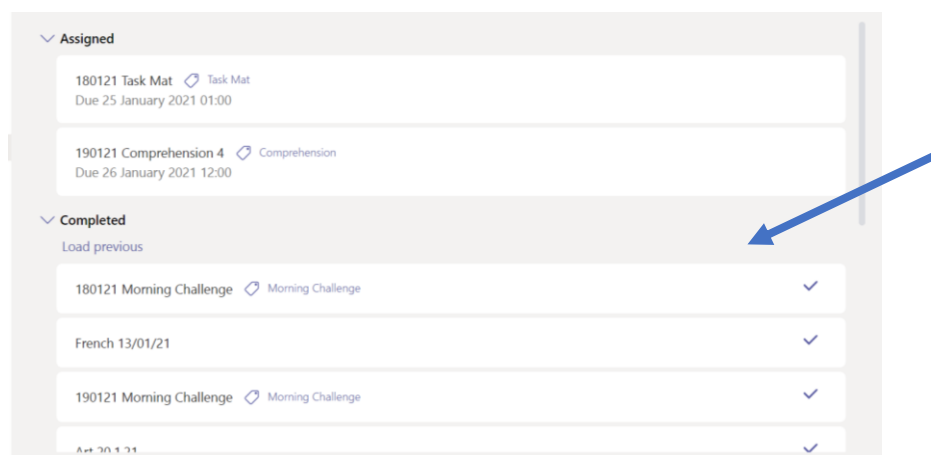
I have logged into my child's account and I can see the task instructions but none of the files are there for us to access. Have I deleted them by accident?

Glow and Microsoft Teams is being used National across Scotland and although Microsoft are working in the background to improve things when a lot of people are accessing the files it can cause a delay or error message when you click on them. This can be frustrating but the best solution is to leave it for 15-30 minutes and work on one of the activities from the task mat which don't always require technology or the other curricular area tasks being offered such as PE with Mr MacGregor or a Language activity with Ms Ruxton or Ms Janssen.



My child has completed the assignment and handed it so why has it appeared back in their assignment tab?

When work has been submitted as an assignment, teachers add written feedback to the task. This should reappear in the completed assignment folder.



Work **does not** have to handed in again. The feedback might give a suggestion of a strategy to try next time or may ask them to have another look at a few questions to fix a correction. Predominately feedback is used to praise their efforts and recognise the work undertaken to complete the task.