

## Microsoft Teams – Frequently Asked Questions

### What is it?

Microsoft Teams is an online platform that allows the school to share resources with students and provides a means for students to contact teachers for support.

### Why are you using it?

As part of the school's response to the Corona Virus we want to ensure our students have access to education in this uncertain and ever-changing time. Each student has been enrolled and work will be available to allow them to continue their education as best they can from home.

### How do I log on?

Visit <https://teams.microsoft.com>

You will then be prompted to input a username and password:

Username: This will be your child's full school email address e.g. 19TestA@stpetershuntingdon.org

Password: This will be the password your child uses to log on usually at school

If your child cannot remember their username and/or password please email [wcharles@stpetershuntingdon.org](mailto:wcharles@stpetershuntingdon.org) who will respond as quickly as possible with these details.

### Is it compulsory?

This is not compulsory; we simply want to give our students the best opportunity to have access to education.

### When is work set?

Teachers have done their best to upload work quickly in response to the Coronavirus whilst still teaching Year 9 upwards and are continuing to do so. Please check regularly as work will be added for as long as we can.

A 'User Guide' video is currently being created to help assist your child navigate the system. This will can be found on our website.

### What do I do once set work is completed?

Once your child has completed the work the file can be 'dragged and dropped' into their specific 'Student Work' folder. Please refer to our 'User Guide' video which can be found on our website.

### Who can I contact if I am experiencing difficulties?

Depending on the difficulties your child is experiencing they can do one of the below:

#### School work difficulties:

If your child is having trouble understanding any of the work set, they should contact their class teacher by email. They will of course do their best to reply as quickly as possible but please be aware there may be delays as they are potentially helping all 1080 students we have.

Contact information for teachers can be found on our website via the 'Parents, Carers and Students' tab. Your child will need to choose curriculum, then the appropriate department listed on the left-hand side, click the drop-down arrow to the right of it and then click 'Departmental Contacts'.

#### Technical difficulties:

If you have any questions about Microsoft Teams or are unable to access Teams from home please email [wcharles@stpetershuntingdon.org](mailto:wcharles@stpetershuntingdon.org) or [kjones@stpetershuntingdon.org](mailto:kjones@stpetershuntingdon.org)