

## **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?**

The school will provide remote learning primarily in the form of live lessons, with some work set through assignments, the expectation is that most students will access their learning through this format. If students are unable to access the online learning, then please contact the school so we can provide additional resources or arrange on-site provision. We want to give our students the best opportunity to have access to education.

### **When is work set?**

Live lessons will take place during the normal onsite timetabled hours, and any additional work will be set through assignments in preparation for the lesson commencing. It is important that students are logged into Teams during the school day to participate in the lessons as they are delivered, staff will also be able to offer support throughout the lesson via the chat function as required.

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

Work that is set in advance can be submitted by uploading it and submitting the work via the assignment or placed in their student work folder as directed by their teacher.

### **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, they should let their teacher know through a question in the chat function, this allows the teacher to offer help during the lesson and support continued progress through the work. They can contact their class teacher by email should they wish after the lesson if they still require additional support. If sending an email teachers 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 lefthand 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)