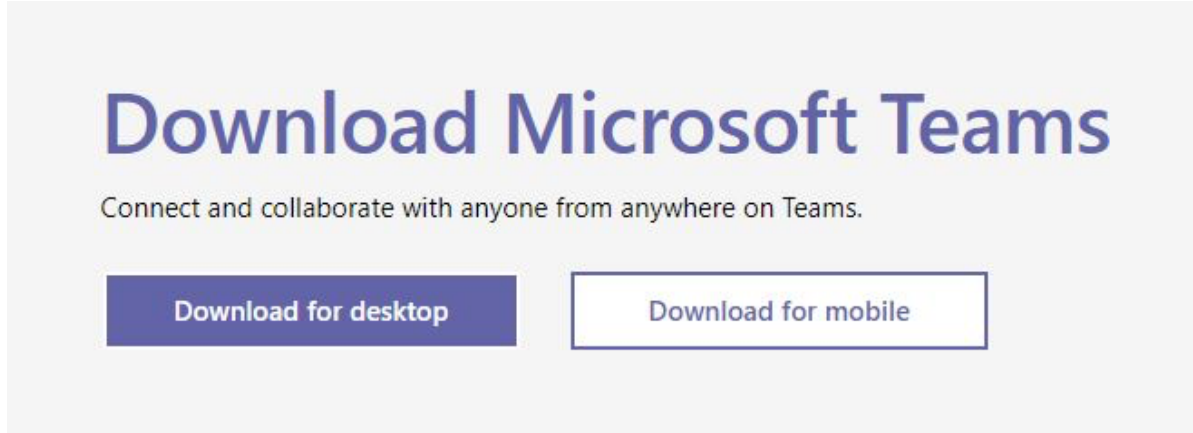


# WINDOWS

## Method 1:

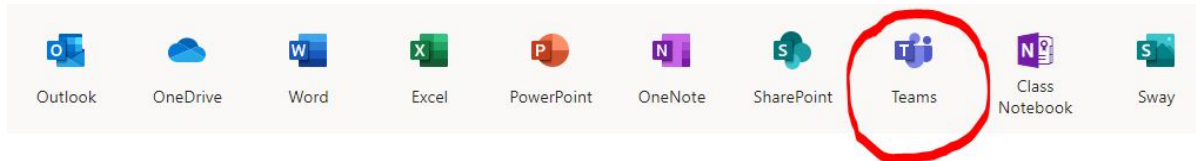
1. Go to <https://teams.microsoft.com/downloads>
2. Select download for desktop app.
3. Install the downloaded file.
4. Sign in with your school email address and password. (use the same password used on the school computers).



## METHOD 2:

1. Visit <https://portal.office.com>
2. Sign in with your school email address and password. (use the same password used on the school computers).

3. Click on **Teams**

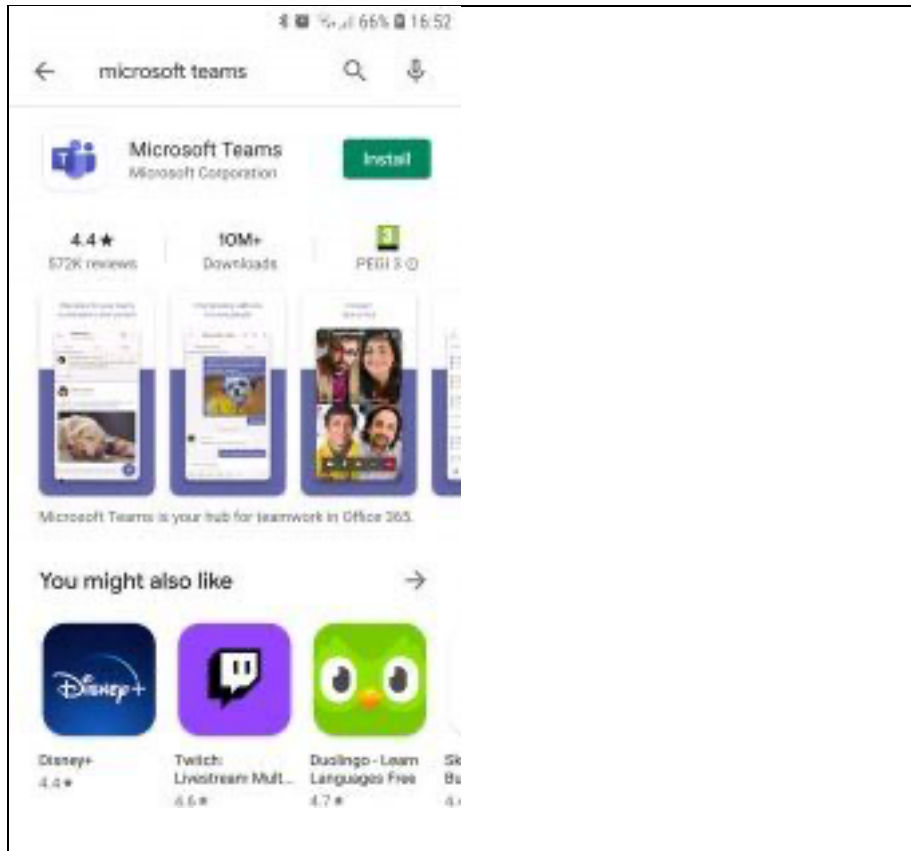


4. Towards the left bottom of the toolbar, click the download app button to install the standalone desktop client.



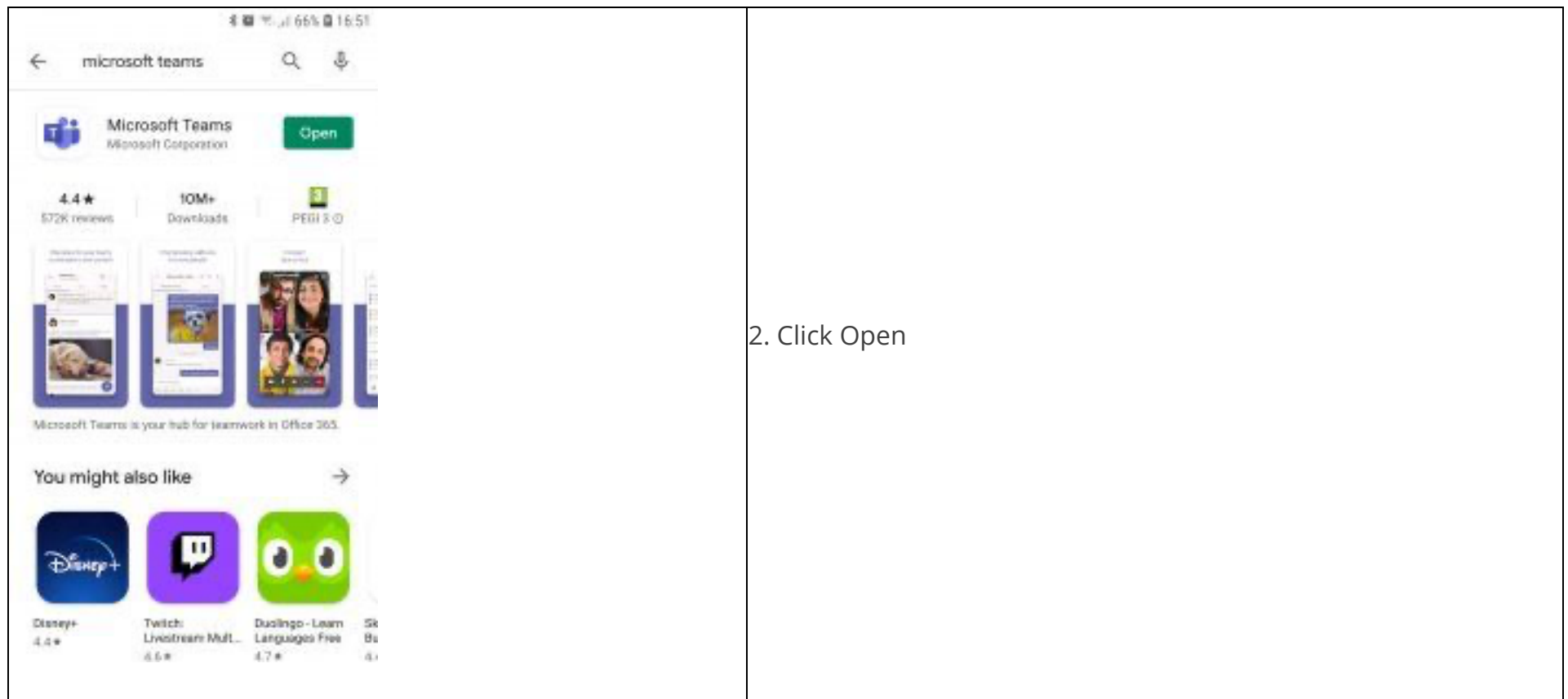
5. This will initiate the download of the teams desktop client install file. Once downloaded, install the file, and sign in with your credentials as mentioned above.

## ANDROID



The screenshot shows the Google Play Store interface for the Microsoft Teams app. At the top, the search bar contains "microsoft teams". The app card for Microsoft Teams is displayed, featuring the app icon, the name "Microsoft Teams", and the developer "Microsoft Corporation". A green "Install" button is visible. Below the app name, the rating is 4.4 stars with 572K reviews, and it has over 10 million downloads. The app is categorized as "Productivity" (PEGI 3-0). A carousel of screenshots shows the app's interface. Below the carousel, a description states: "Microsoft Teams is your hub for teamwork in Office 365." Underneath, there is a section titled "You might also like" with three recommended apps: Disney+ (4.4 stars), Twitch: Livestream Mult... (4.6 stars), and Duolingo - Learn Languages Free (4.7 stars).

1. Open Google Play, and search for Microsoft Teams.



2. Click Open

## Microsoft Teams



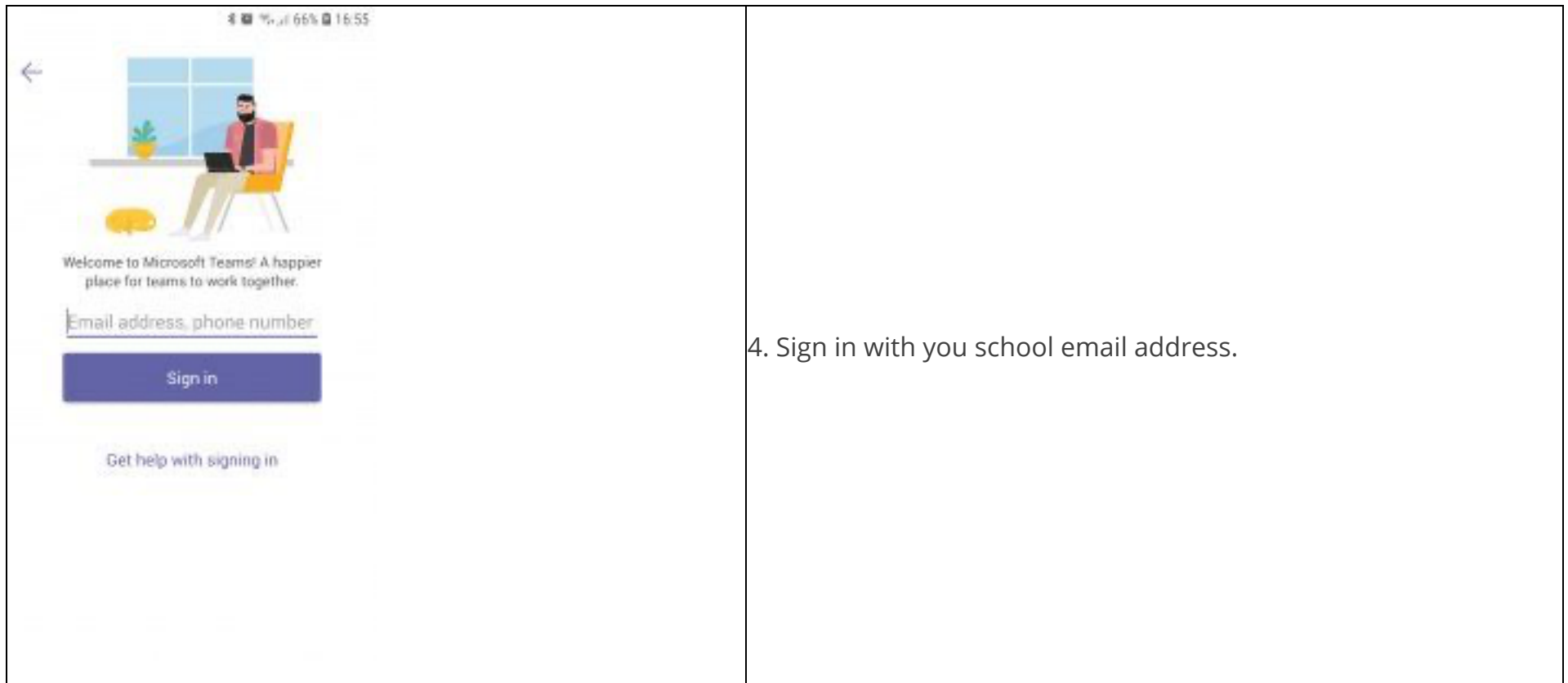
Welcome to Microsoft Teams! A happier place for teams to work together.

Sign in

Sign up for free

Learn more

3. Click Sign in



## MAC

- Visit <https://teams.microsoft.com/downloads>
- Under Mac, click Download.
- Double click the downloaded PKG file.

- Teams will be installed to /Applications folder. (It is a machine-wide installation.)
- Sign in with your school email address and password. (use the same password used on the school computers).

## TEAMS FAQ.

[Click to return to the Microsoft Teams Support homepage.](#)

[Click here for detailed step by step install guides.](#)

[Click here to Troubleshoot your camera and microphone.](#)

[Click here to check your camera and microphone permissions.](#)

## MOST FREQUENTLY ASKED QUESTIONS. (UPDATED 28-04-2020)

### 1. **Do I need to request a Teams account?**

You don't need to request a Teams account, simply login with your school email address and password.

### 2. **Are audio and video meetings supported in all browsers?**

If you choose to use the web app, audio and video meetings are only supported in Chrome and Edge browsers.

### 3. **I can only see one person at a time when in a meeting!**

If you are using the web app, the screen will only show one participant. The video feeds displayed will change based on who is speaking, and if there are more than four attendees, they will display as profile pictures on screen. If you want a certain participant to always be visible, click the ellipses beside their name then 'Pin'. This will make their video feed the largest. 'Unpin' using the same method. Install the desktop app for the best experience, it allows four participant video feeds to be displayed on the screen at any one time if using the desktop app.

### 4. **I cannot make audio or video calls?**

Students cannot make audio or video calls, they can only join meetings if invited by the teacher.

5. **There is a problem with camera and microphone.**

Make a test call and turn on your camera and microphone permissions. [Click here for instructions.](#)

6. **I cannot create any of my own teams?**

You do not have permissions to create any Teams. Requests for new teams must be made to the helpdesk, all your class Teams will be available on login

7. **Can I blur my background while in a video meeting?**

Yes, but this only works in the desktop app. While you're setting up your video and audio before joining a meeting, select background effects. It's just to the right of the mic switch. Your background options will display on the right. Choose Blur to blur your background. You'll appear nice and clear while everything behind you is subtly concealed. You can also replace your background with one of the images provided.

## TEAMS TROUBLESHOOTING.

### TESTING YOUR CAMERA AND MICROPHONE.

To make a test call with the desktop app (the option doesn't exist in the web app), click your avatar (picture) in the top bar and select Settings, then Devices. Make sure that the right audio devices are selected for the test and then click **Make a test call.**



## Settings



General

Privacy

Notifications

Devices

Permissions

Calls

### Audio devices

PC Mic and Speakers



Speaker


Speakers (Conexant ISST Audio)



Microphone

Internal Microphone (Conexant ISST Audio)



 Make a test call

### Secondary ringer

None



### Camera

HP HD Camera



## CHECKING YOUR CAMERA AND MICROPHONE PERMISSIONS.

**If your camera or microphone failed the tests, then here are few things to check:**

First make sure:

- If you are using an external camera and microphone make sure they are plugged in, and if it is a Bluetooth device, be sure it is connected as well.
- Check your sound is not muted.
- Make sure your camera is pointing towards you and there's nothing obstructing it.
- Try playing a song or using another application with sound or youtube and test your volume.

If that didn't resolve your issues then follow the steps below to check your camera and microphone permissions.

1. Teams needs your permission to access the microphone and camera. Lets check your privacy permissions.

- Go to **Start**
- Select the **Settings** gear
- Select **Privacy**.
- Select camera or microphone on the left
- Turn on **allow apps to access your microphone or camera**
- Restart Teams.





## System

Display, sound, notifications,  
power



## Devices

Bluetooth, printers, mouse



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## Apps

Uninstall, defaults, optional  
features



## Accounts

Your accounts, email, sync,  
work, other people



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## Privacy

Location, camera



## Update & Security

Windows Update, recovery,  
backup



S

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Find a setting

Privacy

Windows permissions

General

Speech, inking & typing

Diagnostics & feedback

Activity history

App permissions

Location

Camera

**Microphone**

Notifications

# Microphone

## Allow access to the microphone on this device

If you allow access, people using this device will be able to choose if their apps have microphone access by using the settings on this page. Denying access blocks apps from accessing the microphone.

Microphone access for this device is on

Change

## Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access only blocks apps from accessing your microphone. It does not block Windows.

On

## Choose which apps can access your microphone

Some apps need to access your microphone to work as intended. Turning off an app here might limit what it can do.



3D Viewer

Off

Settings

Home

Find a setting

**Privacy**

Windows permissions

- General
- Speech, inking & typing
- Diagnostics & feedback
- Activity history

App permissions

- Location
- Camera**
- Microphone
- Notifications

## Camera

### Allow access to the camera on this device

If you allow access, people using this device will be able to choose if their apps have camera access by using the settings on this page. Denying access blocks Windows and apps from accessing the camera.

Camera access for this device is on

Change

### Allow apps to access your camera

If you allow access, you can choose which apps can access your camera by using the settings on this page. Denying access only blocks apps from accessing your camera. It does not block Windows.

On

### Choose which apps can access your camera

Turning off an app prevents it from directly accessing your camera. It does not prevent it from requesting to open the built-in Windows Camera app, which only captures images when you ask it to. To prevent apps from also accessing the camera using the built-in Windows Camera app, you must also turn off access to the Camera

## USING AN XBOX OR PLAYSTATION TO ACCESS REMOTE LEARNING (TEAMS).

Access your remote learning. An alternative method of accessing remote learning during time of lockdown.

### **Xbox**

1. Plug a keyboard into the Xbox USB slot.
2. Go into my games and apps.
3. Find Microsoft Edge and select.
4. Type in: Microsoft Teams and login as you would in school.
5. To move around you use the Xbox control or plug in a mouse.
6. You can then access your work and use key packages including:
  - Word
  - Teams
  - Excel
  - PowerPoint
  - Your emails

### **PlayStation**

1. Identify the PlayStation internet browser icon (it is WWW with dots around it).
2. Press the PS4 logo on the controller.
3. Go to the library and find option for games and applications.
4. Go in to applications and you will find the internet browser.
5. Type Microsoft Teams into the browser and login in as you would in school.
6. To move around you use the Xbox control or plug in a mouse.

7. You can then access your work and use key packages including:

- Word
- Teams
- Excel
- PowerPoint
- Your emails