



St Peter's C of E (Aided) Primary School

Little Green Lane, Farnham, Surrey, GU9 8TF

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✉: info@stpeters-farnham.surrey.sch.uk

www.stpeters-farnham.surrey.sch.uk

Head Teacher: Mrs Sarah Dunning MEd ALCM



Technical Support Guide

We have trialled Teams with one year group before going live to the whole school. The following guide outlines frequently asked questions.

PROBLEM	POTENTIAL SOLUTION
<ul style="list-style-type: none"> When I try to play the videos, it says I need to login again. 	<ul style="list-style-type: none"> This is often because more than one person has an Office 365 account in your house. Make a note of any passwords, log out of Teams altogether, delete your browsing history and try again. Alternatively, you can open Teams using 'incognito' tabs.
<ul style="list-style-type: none"> When I click on the video link in the assignment, it will not play the video. 	<ul style="list-style-type: none"> For some, the videos don't play in Teams. You can highlight, copy and paste the link into a new window. If that doesn't work, try the hints above.
<ul style="list-style-type: none"> I am not sure how to 'hand in' work. 	<ul style="list-style-type: none"> When you go to the assignment, a button says 'hand in'. When the next window comes up, in the bottom left corner, there is an option to say from this device, where you can take a picture of the work or upload it as a word document. This depends on how the work was completed.
<ul style="list-style-type: none"> Resources listed in the assignment will not show in Teams. 	<ul style="list-style-type: none"> Often there are 3 dots (...) next to the activities. Click on this and then you can choose to open it in another window or download it to your computer. If you download it, the file will appear in your downloads folder, which will differ in location dependent on device.
<ul style="list-style-type: none"> I am unable to collaborate on word documents for the weekly registers (this will come from week two) 	<ul style="list-style-type: none"> This is likely a software issue. Please ensure you have word downloaded on your device in order to access them. Another hitch may be the type of device you are using. Where possible, try and complete the registers on a computer or laptop. The final reason for difficulty may be volume of traffic. If too many people are accessing the document at the same time, it may 'confuse' it. Waiting until later may be more successful! If you are still having difficulties completing the registers, there is no need to duplicate them and insert your own. Teachers will be able to check through Teams to see who has been accessing the home learning so will cross-reference any gaps.
<p>I have sound/video difficulties during the live sessions.</p>	<p>All of our technology through school is monitored and checked to ensure it is working as it should be. Double-check the settings for your volume, webcam and microphone. Also, check your settings in Teams to ensure you aren't accidentally muted. If you are still having problems, it may be that your device is damaged.</p>



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