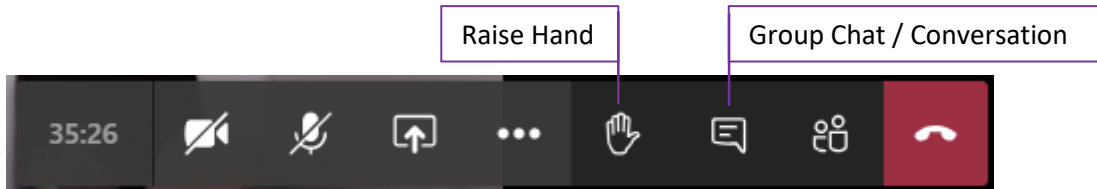


## Using the Teams App.

### Laptops & Desktops

If the **conversation** icon or **raise hand** icon do not work on the toolbar or if they are missing entirely, please check that you are logged in to the Teams App with your school email address and that no one else is logged in. Also check that the App is up to date. See below for further guidance.

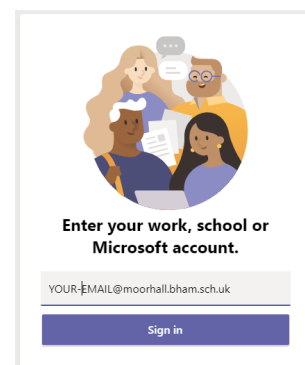


You can download the Teams App from this link:

<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>

When the app is installed.

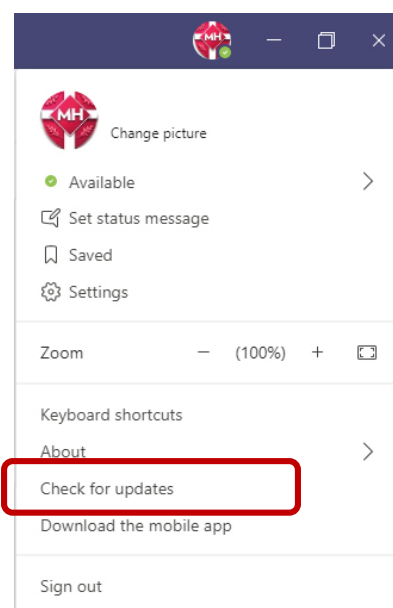
Login with your school email account.



Click your profile picture and then click **Check for Updates**.

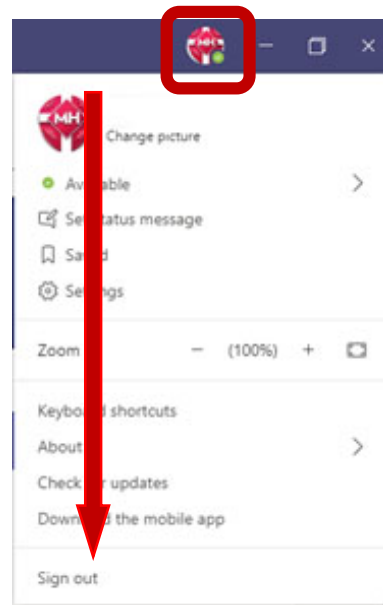
The Teams app will check and install any updates in the background. You can carry on as normal once clicking this button.

The application will update in the background and add any new features.

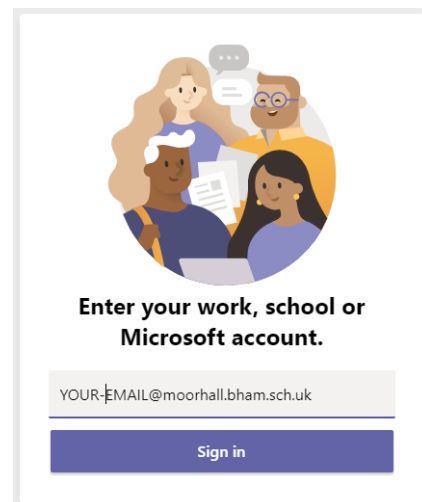


If the conversation icon is still not working. Please sign out of Teams and sign back in

Click your profile picture in Teams and scroll down to the bottom to click **Sign Out**.



Sign back in with your school email address and password.

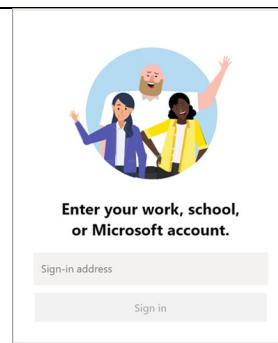


The conversation icon will only work for members of the team. Therefore, you need to be logged into the Teams App with your own school email address. If you use a device shared with others, please check that you are logged into the App and not somebody else for your meeting.

## Mobile App

Download the Teams App from your App Store.

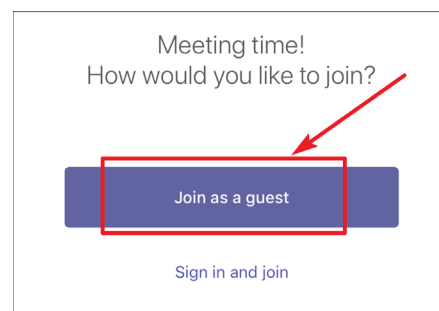
Open the App and then enter your email address and password to sign in.



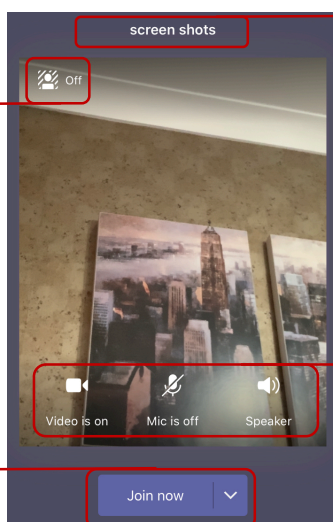
If you receive a screen like this.

**DO NOT** Click Join as a guest.

Choose the **“Sign in and join”** option



Blur your background



Join the Meeting

Meeting Title

Video enable or disable camera

Mic – enable or disable microphone

Speaker – enable or disable both microphone and speakers (Mute)

When in a meeting you can turn your camera on or off, turn your microphone on or off and Mute your speakers & microphone.

The three dots give you more options and the red button hangs up and removes yourself from the meeting.

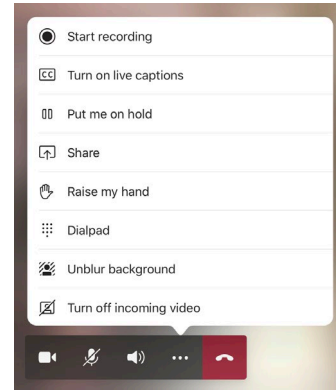


Clicking the three dots presents a menu like this.

If you want to speak.

Click: **Raise my Hand**.

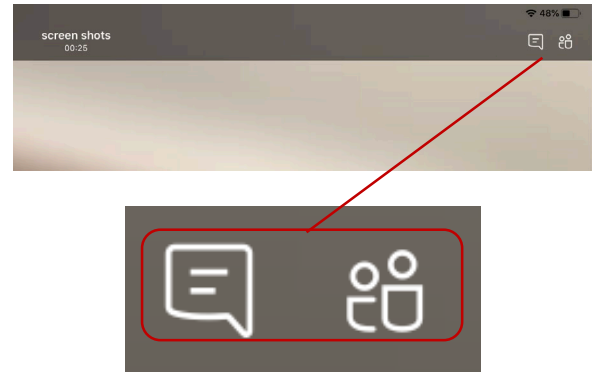
Your teacher and others in the meeting will receive a notification that you want to speak.



In the top right hand corner of your screen you will see the speech bubble icon and people icons.

The speech bubble allows you to type messages. If you have an issue with your microphone, you can talk to the meeting organiser using this chat feature.

The people icon, will list all the participants in the meeting so that you can see who else is present.



The conversation icon will only work for members of the team. Therefore, you need to be logged into the Teams App with your own school email address. If you use a device shared with others, please check that you are logged into the App and not somebody else for your meeting.

If more than one person uses the Teams App on an mobile device, you can switch accounts.

Click the Options icon from the main screen (3 lines).

Click Add Account.

Once you have added all the accounts you need, select your account when using the App and then enter your meeting. The features will then be available to you.

