



Student and Parent

Frequently Asked Questions (FAQs)



To support virtual learning please refer to the FAQs below.

Should you still have further questions please submit an IT support request using this link –

[IT Support Request](#)

Some FAQ questions contain video guides. To access these videos, students will need to sign in using their school email address.

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How do I access my school email?

To access school email, go to www.office.com, sign with school email address (password is your computer password). Once successfully signed into Office 365, click Outlook shortcut on left sidebar.

How do I access Microsoft Teams?

There are four options to access Microsoft Teams:

1. Through Microsoft 365 Apps installed on Windows PC or Mac (*Recommended*),
2. Teams Application (standalone) installed on a Windows PC or Mac,
3. On a web browser, and
4. On smart devices like iPhone, iPad and Android devices

These are steps to install or access Microsoft Teams:

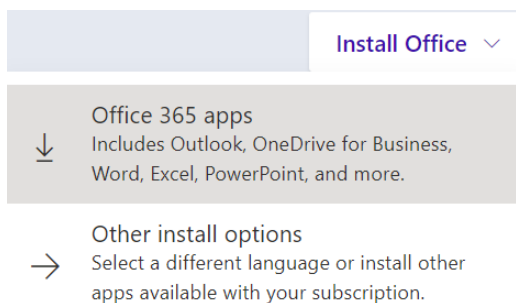
1. Office 365 ProPlus Installed on Windows PC or Mac



Microsoft Teams application is a part of **Microsoft 365 Apps**. Every Student while studying at The Hazeley Academy is entitled to have **five FREE copies Microsoft 365 Apps installed** on private computers at home, or on smart devices like an iPad, iPhone or Android device.

Step 1. Go to <https://www.office.com> and sign in with your Office 365 username and password (school email address and password).

Step 2. From the Office 365 home page select **Install Office** and click on **Office 365 apps**:



Step 3. When installation is completed you will see "You're all set! Office is installed now" - click on **Close** and **restart computer**.

Step 4. Activate Microsoft 365 Apps. Open any application from the Start Menu e.g., Word, and sign in with school email address.

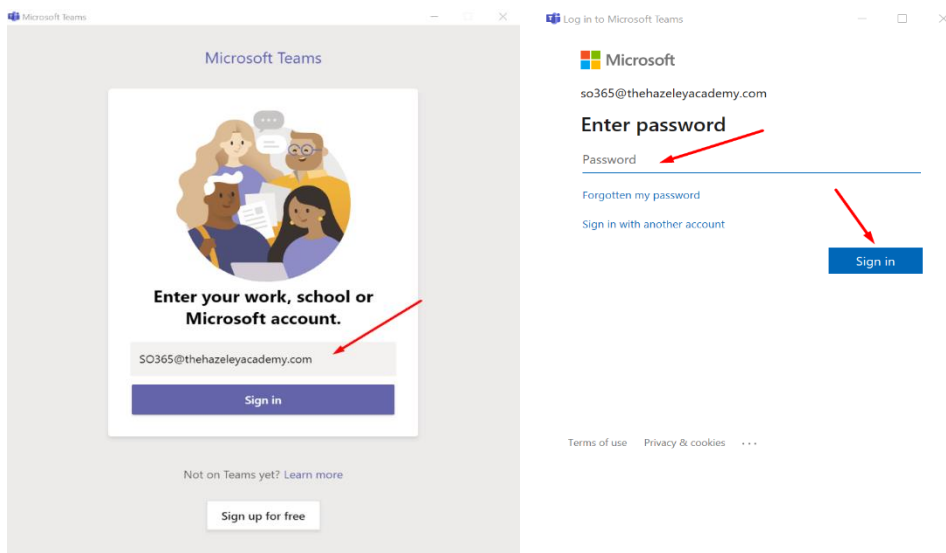
2. Microsoft Teams Application (standalone) installed on a Windows PC or Mac

Step 1. Download and install Microsoft Teams from here: <https://products.office.com/en-gb/microsoft-teams/download-app>

Step 2. Start Microsoft Teams:

- In Windows, click **Start**  > **Microsoft Teams**
- On Mac, go to the **Applications** folder and click **Microsoft Teams**

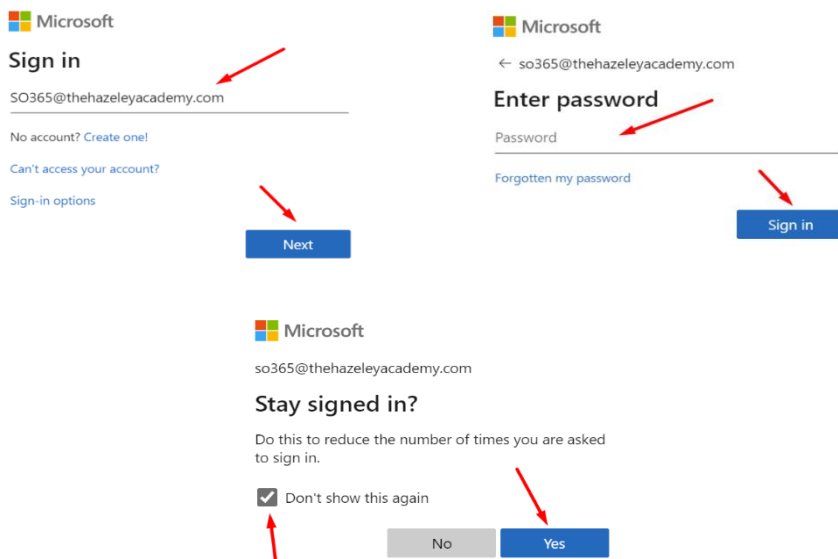
Step 3. Sign in with your Office 365 username and password (school email address and password):



3. Microsoft Teams on Web Browser

Step 1. Go to <https://teams.microsoft.com>

Step 2. Sign in with your Office 365 username and password (school email address and password):



4. Microsoft Teams on Smart Devices Like iPhone, iPad and Android Devices

Step 1. To download the Teams mobile app, go to your mobile device and follow the link [on download page \(https://aka.ms/getteams\)](https://aka.ms/getteams). Or download it from the [iOS App Store](#) or [Google Play Store](#).

Step 2. Tap the **Teams** icon, then sign in with your Office 365 username and password (school email address and password).

How do I access Office 365?

Go to www.office.com and sign in with your Office 365 username and password (school email address and password).

How do I reset my Office 365 / Teams / Google password?

Office 365, Teams, Google, and Email login details are the same as your computer login details. Your username is the part before the "@" symbol.

If you are working from home and you need to request a password reset, please submit request using this form - [IT Support Request](#)

If you are in school, you will need to ask your teacher to reset password for you.

How do I reset my Go4Schools password?

Go to www.go4schools.com and choose **Students login**.

From there choose **Forgotten your Password?** -> type in school email address -> and press **Send password reset link**

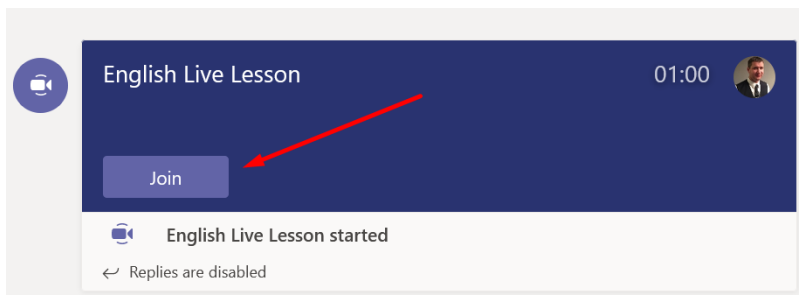
Reset link will be emailed to your school email address and is valid for 1 hour.

The image contains three screenshots illustrating the password reset process on the Go4Schools website. The top-left screenshot shows a navigation menu with options: Login, Schools login, Students login, Parents login, Governors login, and MAT login. A red arrow points to 'Students login'. The top-right screenshot shows a login form with fields for 'Email address' and 'Password', a checkbox for 'Remember my email address', and a 'Sign in' button. A red arrow points to the 'Sign in' button. Below this is a link for 'Forgotten your Password?'. The bottom screenshot is titled 'Forgotten your Password?' and contains the text: 'If you have forgotten your password, you can reset it by entering your email address.' It features an 'Email address:' input field with a red arrow pointing to it, a paragraph of notes, and two buttons: 'Send password reset link' and 'Cancel', with a red arrow pointing to the first button.

How do I join a Teams Live Lesson?

Navigate to Team by your subject, choose required channel and click on **Join**.

If you can't see the Join button please first speak with your teacher as the lesson may have been cancelled or rescheduled.

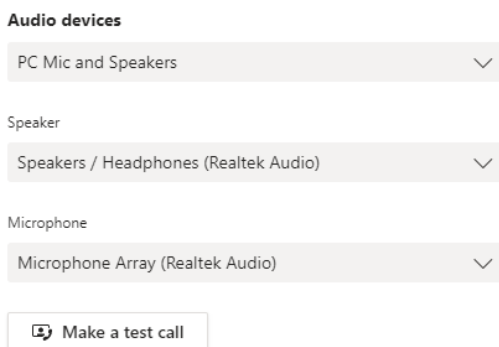


I can't type/talk in a Teams meeting - how can I get unmuted?

Your teacher has muted you. Please contact your teacher for details.

I can't hear anything in the Teams meeting - what can I do?

If your computer speakers are unmuted, and you still can't hear, check your device settings either from the meeting menu or the main settings menu and make sure the correct audio devices are selected.



Teams isn't working - what can I do?

Make sure you are connected to the internet. If that is working, try quitting Teams and reopening it. If that does not fix it, try restarting your device. You can access Teams via one of the alternatives explained at the start of this document. Finally, you may need to uninstall and reinstall the Teams app.

My Team is missing - what can I do?

Email your subject teacher or form tutor, so you can be added to the appropriate Teams.

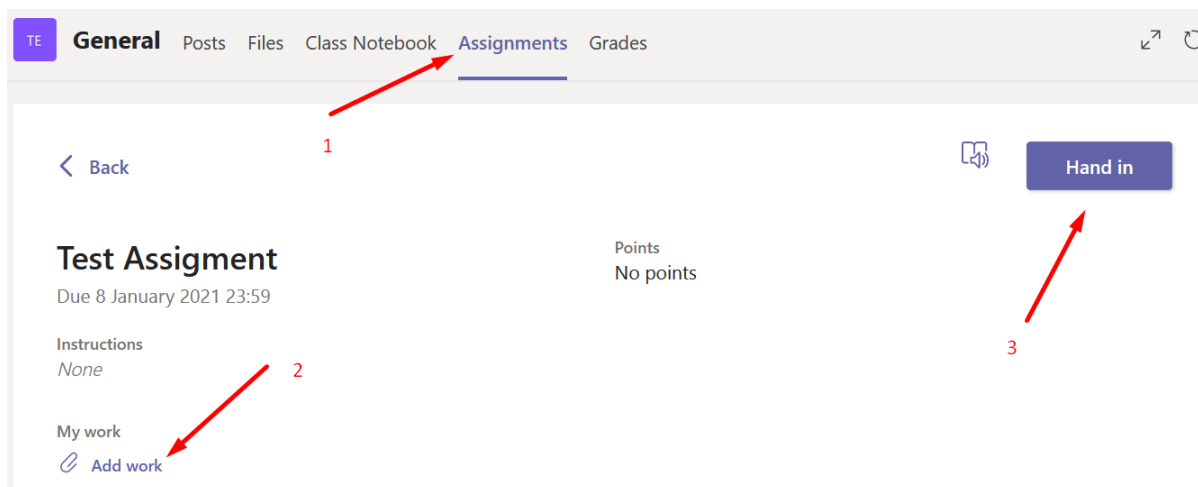
How do I access OneDrive?

Go to www.office.com and sign in with your Office 365 username and password (school email address and password). From Office 365 Home page on left sidebar, click OneDrive shortcut.

How do I upload files to a Teams assignment?

Navigate to the required Team and click on **Assignments**.

Click on **Assigned assignment**, **Add work**, and click on **Hand in**.



How to access Teams Assignment?

Watch this how-to video guide [here](#).

How to upload photo to an assignment using tablet?

Watch this how-to video guide [here](#).

How to upload photo to an assignment using phone?

Watch this how-to video guide [here](#).

How to upload file to an assignment using computer?

Watch this how-to video guide [here](#).

How to complete and hand in assignments using tablet?

Watch this how-to video guide [here](#).

How to complete and hand in assignments using phone?

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How to respond to Feedback on Teams?

Watch this how-to video guide [here](#).

How to complete Teams work on your phone or tablet?

Watch this how-to video guide [here](#).