

Online lessons – troubleshooting

- I can't get logged on!
- How do I find the meeting?
- I can't hear the teacher
- How do I switch my microphone off?
- How do I switch my camera off?
- My teacher is asking me to look at files – where are they?
- How do I use the chat?
- How do I find a lesson that has been recorded?
- My question doesn't appear here – help!

I can't get logged on!



When you log in, you need to use your email address, not just your username. For example, if your user name is *17jbloggs*, you would need to type:

USERNAME: 17jbloggs@lymmhigh.org.uk

PASSWORD: (here, you type the same password that you normally use to log in to your school account)

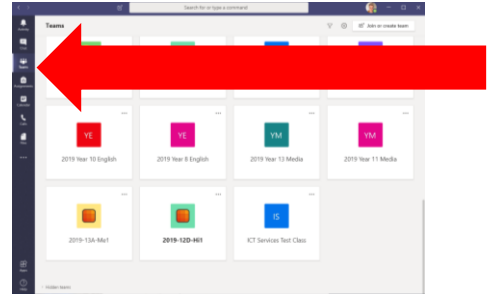
I still can't get logged on!

- Email jbrennan@lymmhigh.org.uk and ithelpdesk@lymmhigh.org.uk with as much detail as possible about what the problem is. Give a contact number for a parent or carer and one of us will get in touch via email or phone to help you to resolve the problem as quickly as possible.
- Check out the [Teams help page](#) to see if there is a simple resolution to the problem there.
- Don't hang around waiting – if you can't get logged on, get on with some of your other work on Show My Homework.
- Remember – this is a trial week. There are bound to be problems along the way, but we will get there! Stay calm and be patient. If you can't access a live session because of technology issues, you will be able to access the recorded lesson later.

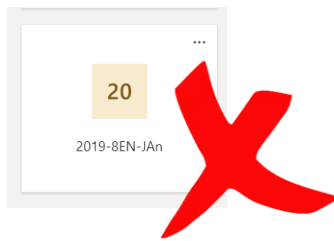
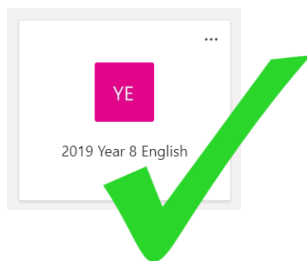
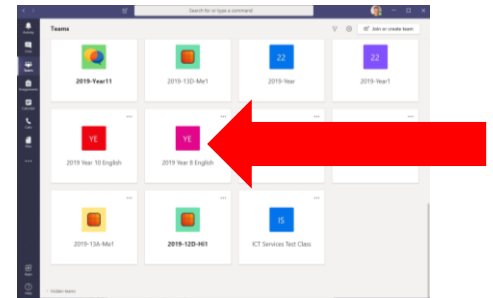
How do I find the meeting?



When you are logged onto Teams, check that you are on your Teams content page.



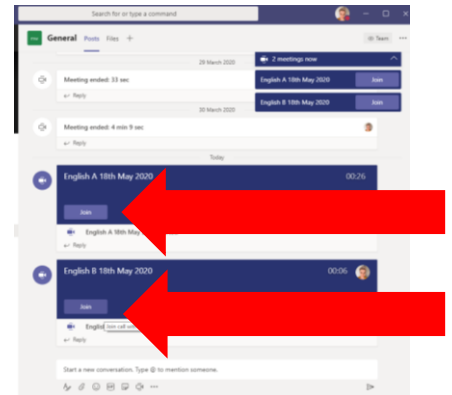
Choose the Team with subject name that you are timetabled to attend. Make sure that you are on the Team with your Year group in, **not** your class.



Make sure that you are in the “posts” section.



Check the titles of the meetings to make sure that you join the right one.



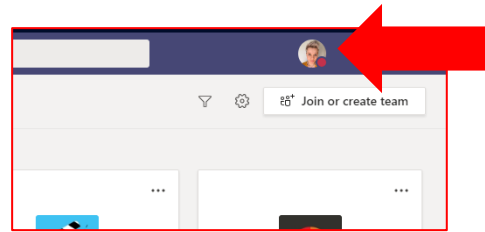
I still can't find the meeting!

- Email jbrennan@lymmhigh.org.uk and ithelpdesk@lymmhigh.org.uk with as much detail as possible about what the problem is. Give a contact number for a parent or carer and one of us will get in touch via email or phone to help you to resolve the problem as quickly as possible.
- Check out the [Teams help page](#) to see if there is a simple resolution to the problem there.
- Remember – this is a trial week. There are bound to be problems along the way, but we will get there! Stay calm and be patient.

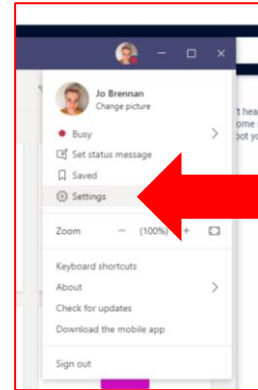
I can't hear the teacher!



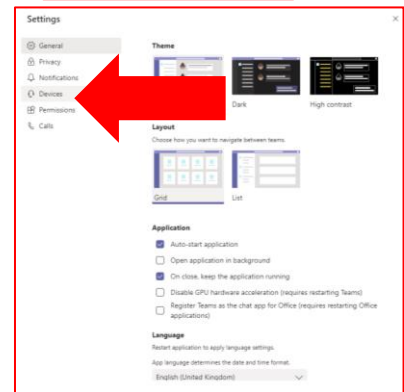
In the Microsoft teams client, select your icon located in the top right.



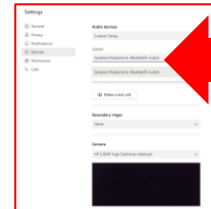
Then select the "Settings" icon (cogwheel).



Select "Devices" within the settings menu



Click the drop down menu under "Speaker" and select your active speakers/headphones



I still can't hear the teacher!

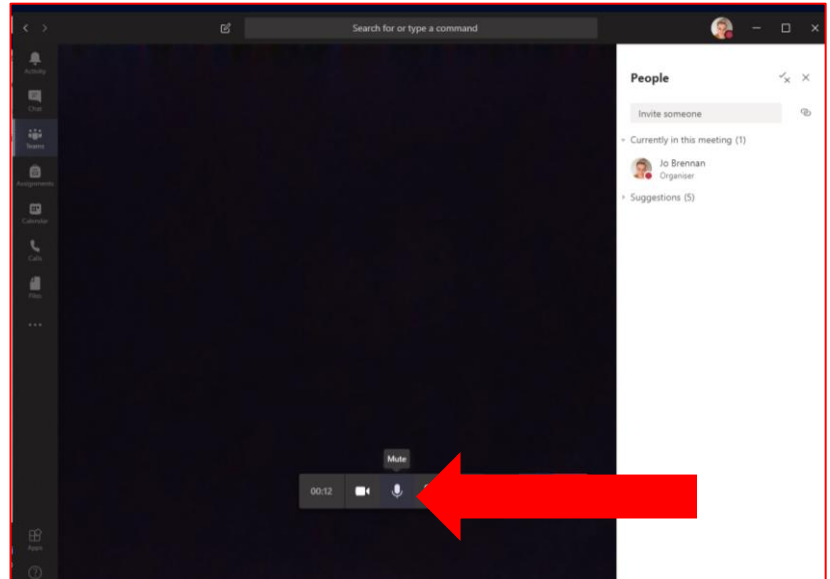
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How do I switch my microphone off?



Your teacher may mute all students. If they have done this, you don't need to do anything.

If they haven't muted you, click the microphone button here and it will mute you.



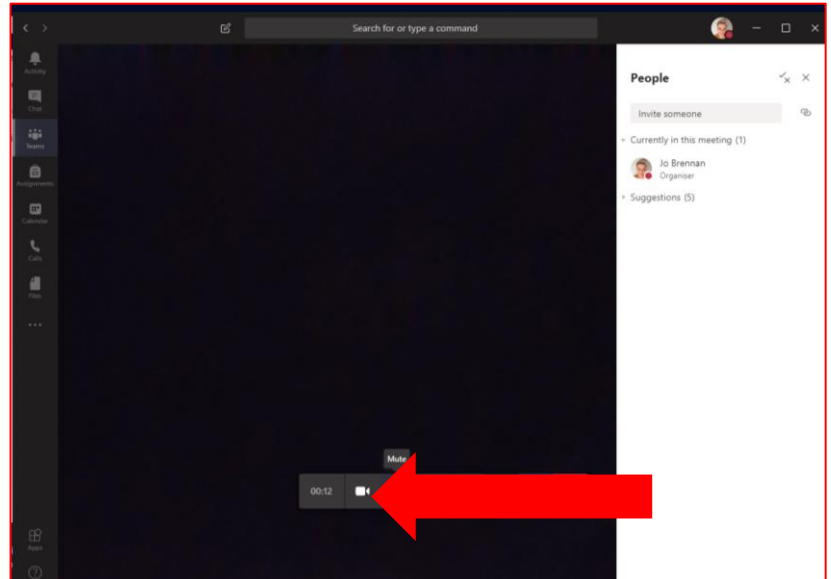
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How do I switch my camera off?



Click the camera icon at the bottom of the meeting screen.



I still can't switch my camera off!

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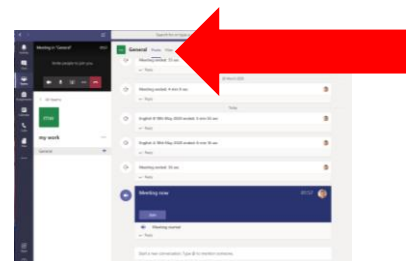
My teacher is asking me to look at files – where are they?



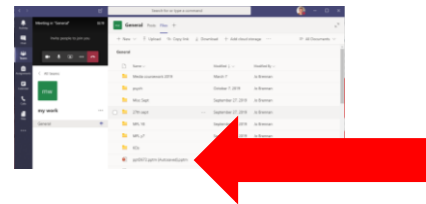
If your teacher asks you to access files during a meeting, click the back-arrow in the corner.



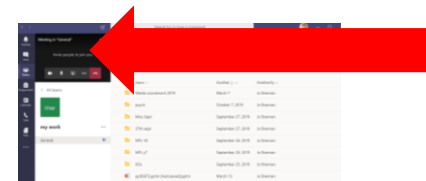
This will take you back to the “posts” page. You need to click on the “files” tab on the top bar.



When you are in the “files” section, you can open the file you need to look at by clicking on it. The meeting will stay open in the corner.



To return to the meeting on full screen, click anywhere on the meeting box.



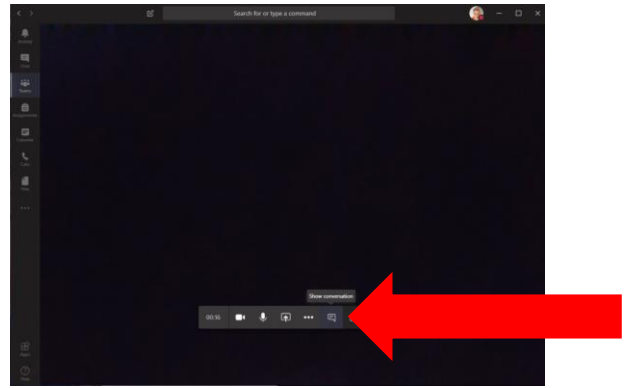
I still can't find them!

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How do I use the chat?

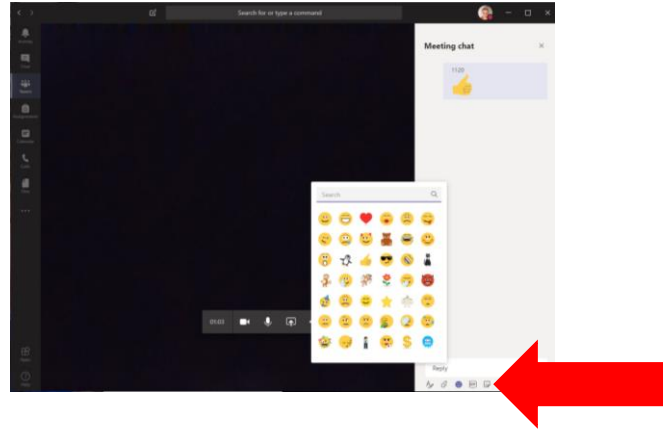


If your teacher asks you to use the chat function to answer a question, click the “show conversation icon” on the meeting icon bar (it looks like a little speech bubble).



There are options at the bottom of the chat box to add emojis or files. Your teacher may ask for a *thumbs up* to indicate that you can hear, or that you understand. You can use the chat to ask questions, but please:

- Be as clear as you can – if you say “I don’t understand,” it will be difficult for your teacher to know what advice to give. Instead, be specific: “I don’t understand what you just said about the first line of the poem.”
- Be appropriate! Only use the chat to speak to your teacher, and be as professional and polite as you would in class.
- Only use emojis when the teacher has asked you to.
- Remember that if you are not using the chat in these ways, you will be removed from the lesson and your parents/carers will be contacted by the Senior Team or your Head of Year.



I still can't use the chat?

- Email jbrennan@lymmhigh.org.uk and ithelpdesk@lymmhigh.org.uk with as much detail as possible about what the problem is. Give a contact number for a parent or carer and one of us will get in touch via email or phone to help you to resolve the problem as quickly as possible.
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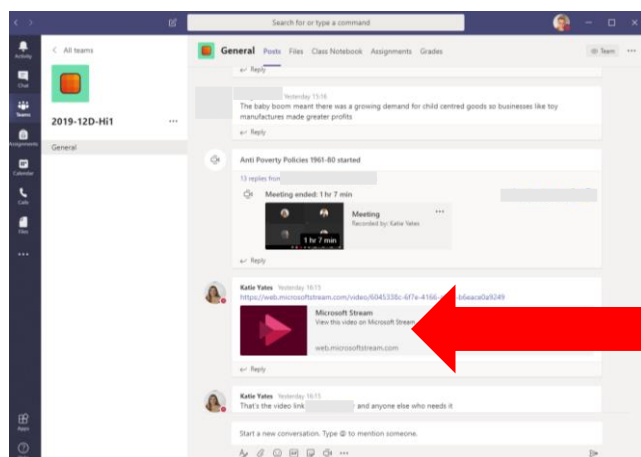
How do I find a lesson that has been recorded?



Go to the “posts” section of the Team whose lesson you are looking for.



Find the link to Microsoft Stream files: this is where all recorded lessons are saved.



I still can't find a lesson that has been recorded!

- Email jbrennan@lymmhigh.org.uk and ithelpdesk@lymmhigh.org.uk with as much detail as possible about what the problem is. Give a contact number for a parent or carer and one of us will get in touch via email or phone to help you to resolve the problem as quickly as possible.
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My question doesn't appear here – help!



- In the first instance, check out the [Teams help page](#) to see if there is a simple resolution to the problem there.
- Email jbrennan@lymmhigh.org.uk and ithelpdesk@lymmhigh.org.uk with as much detail as possible about what the problem is. Give a contact number for a parent or carer and one of us will get in touch via email or phone to help you to resolve the problem as quickly as possible.
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