


## About Microsoft Teams

Microsoft Teams is an interactive, intuitive meeting place in which users may converse and collaborate in a virtual platform. Currently, all ECASD staff and students have access to Microsoft Office365 licensing, which includes Microsoft Teams. ECASD staff may schedule virtual meetings with their colleagues, students, their students' parents, or a combination of all three. Please use this guide to help you navigate through a successful virtual experience using Microsoft Teams.




## Installing/Finding Microsoft Teams

### On an ECASD, Windows 10 device (laptop, desktop):

 Open the Windows 'Start' menu and begin typing Teams. The Microsoft Teams pre-loaded app will populate in the results. Please select it.

### On an ECASD iPad:

 Locate the Self Service App and open it. In Self Service, search or scroll down until you find the Microsoft Teams app. Select 'Install.' Return to the home screen and wait for it to install.

### From a personal computer:

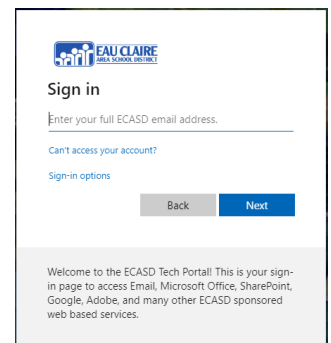
To install *just* the Microsoft Teams program, visit <https://products.office.com/en-us/microsoft-teams/download-app>, and select "Download for Desktop." Each student in the district is afforded a license for the full Office365 Suite of software. To leverage this license and download the software, please visit <https://www.ecasd.us/hup>.

### From a personal mobile device:



## Logging In

Students will need their ECASD email address and password to log-in to Teams. Your email address is formatted as: [studentID]@ecasd.us. Your password is your lunch PIN. If you do not know your Student ID or lunch PIN, you may contact your school secretary for that information.



The screenshot shows a sign-in page for the ECASD Tech Portal. At the top is the ECASD logo. Below it is a "Sign in" section with a text input field labeled "Enter your full ECASD email address." Below the input field are links for "Can't access your account?" and "Sign-in options". At the bottom of the sign-in section are "Back" and "Next" buttons. Below the sign-in section is a welcome message: "Welcome to the ECASD Tech Portal! This is your sign-in page to access Email, Microsoft Office, SharePoint, Google, Adobe, and many other ECASD sponsored web based services."

## Using the Chat Feature

The chat function of Teams is an instant messenger you can use to communicate with teachers and students.

- In Teams, click on or tap the speech bubble icon with the word "chat."
- Available chat 'conversations' may be located along the left-hand side.
- To start a new conversation, click or tap the icon that looks like a pencil in a box. Search for the names of people (students or teachers) you would like to add to your chat. You can add as many people as you like.
- Once you have added everyone to your chat, enter your message in the box that says, "Type a new message." Everyone in your chat conversation will see this message and can respond to the whole group.



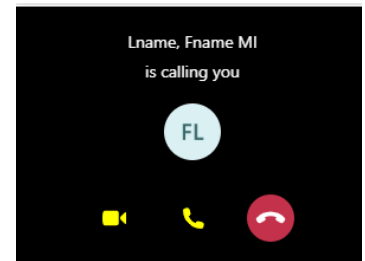
## Making a Video Call

- You may transition a chat into a video call.
- To start a video call, first, begin a chat with the people you would like to call. (Or open a chat you have previously interacted in.)
- Once you have opened the chat, look for a video camera icon in the top right corner.
- Click or tap the video icon to begin a video call.
- As people answer the call, their videos will appear on your screen.
- You can use the video camera and microphone icons to turn your video and sound on or off.



## Receiving a Video Call

- When someone tries to call you, their name will appear on your device, and the device will vibrate or make a ringing sound.
- Tap the blue 'accept' icon to answer their call or the red 'x' to decline.
- You can use the video camera and microphone icons to turn your video and sound on or off.



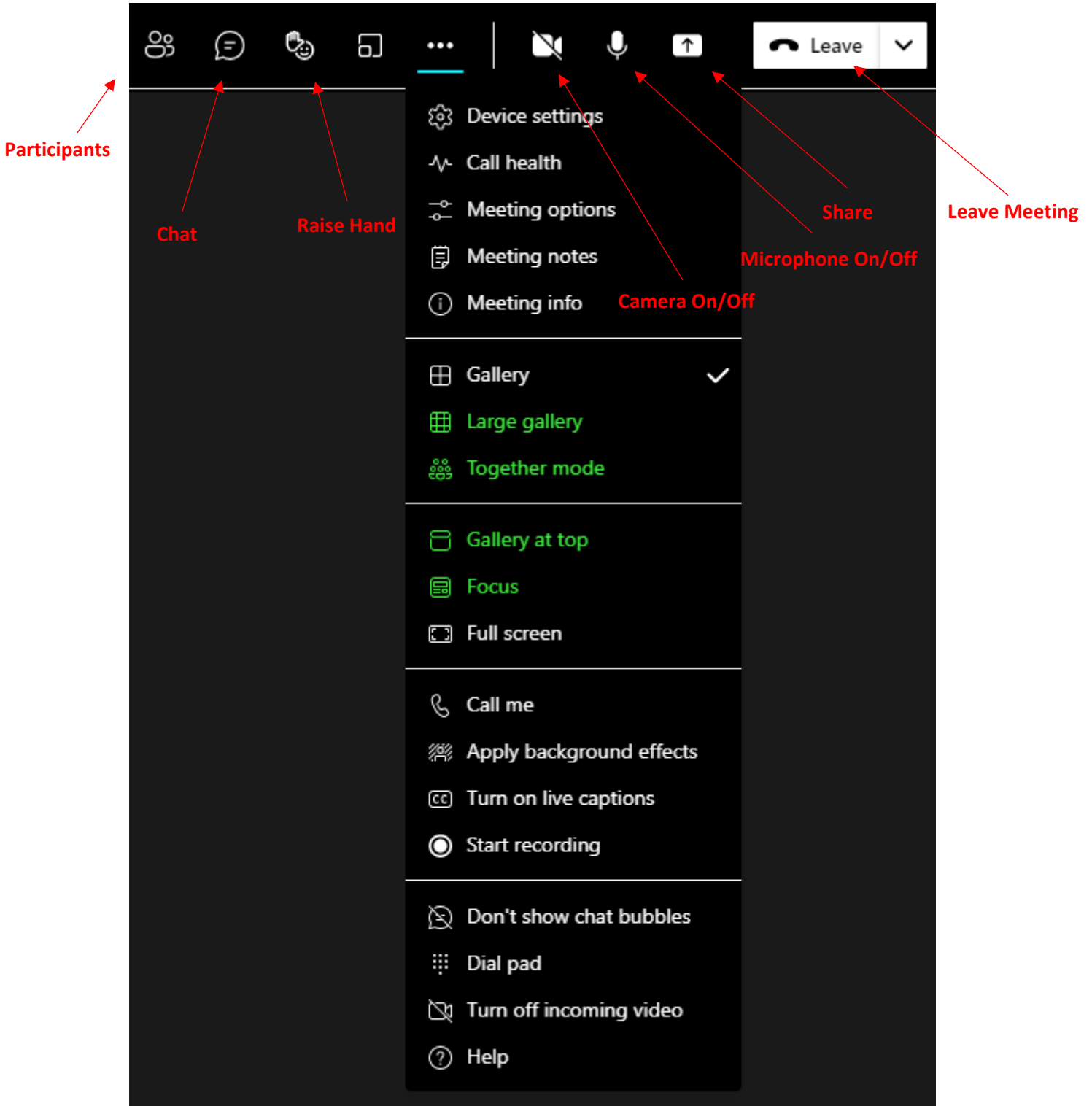
## Important End-user Information

- Should you experience issues with any of the above items, please reference the basic troubleshooting table below, [Microsoft Teams Support](#), or contact the ECASD Helpdesk (715.852.3411) between 8 am and 3 pm.
- Students are encouraged and expected to maintain positive digital citizenship when using online tools. Reference the following links as a resource of reminders for responsible behavior online:  
[K-6 Student Internet Etiquette \(Netiquette\)](#)  
[Digital Citizenship](#)
- To "pin" another user on the screen on an iPad, press and hold on their picture and then select 'pin'.
- Using Teams as a 'guest' will not allow the full range of Teams options (recording, sharing, video, etc.)

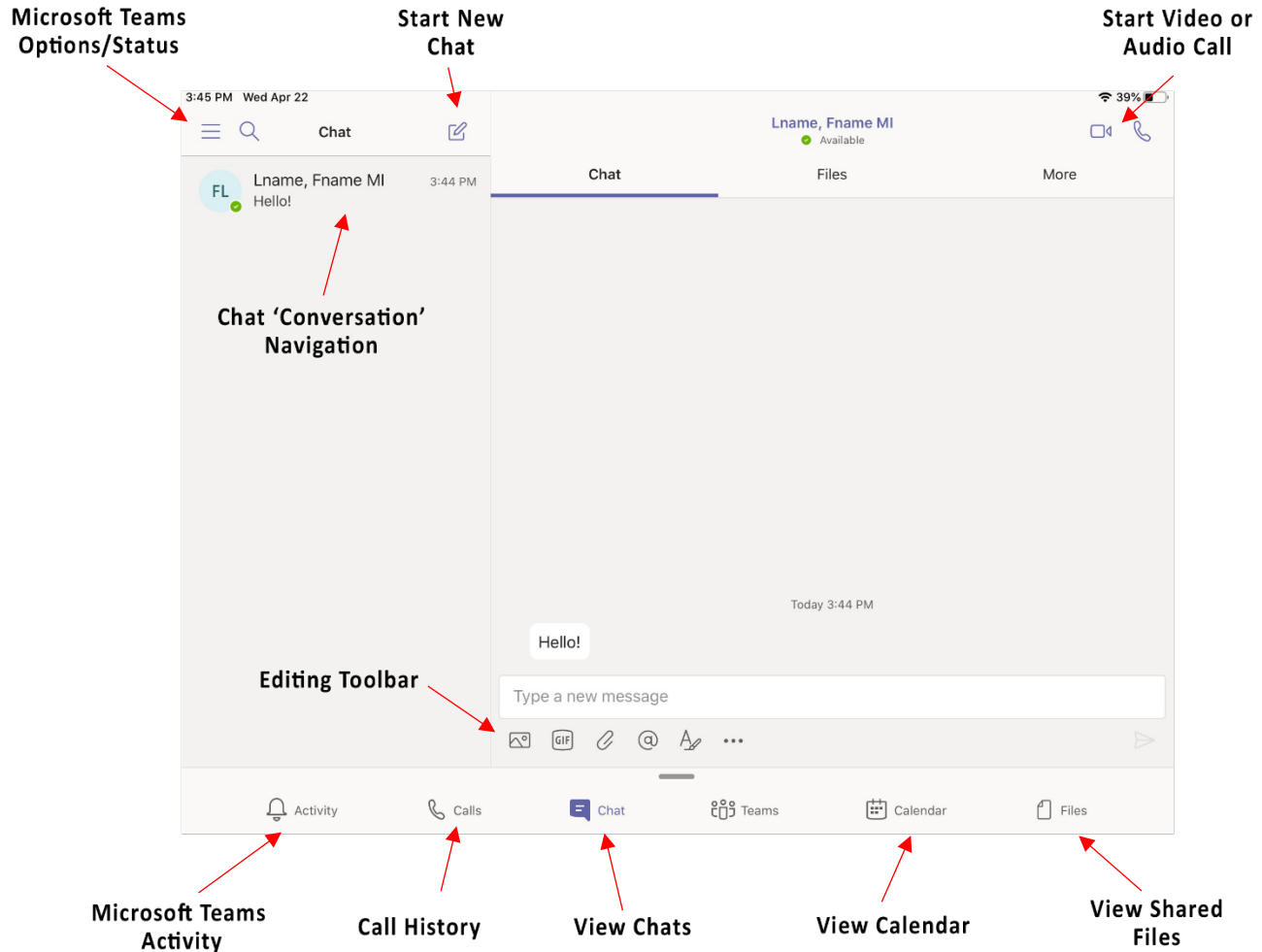


Basic Microsoft Teams Troubleshooting	
Issue	Possible Solution
I can't hear the other participants.	Ensure your device sound isn't muted.
The other participants cannot hear me.	Go to More Options > Show Device Settings > Make sure the microphone is active. Otherwise, restart your device or MS Teams app.
The other meeting participants can't see me?	Toggle the Camera button on the video chat on and off; or close Teams/re-enter the meeting. OR make sure that the camera permissions in the iOS Teams app settings are allowing the camera to be used by Teams.
How can I keep my teacher on the big screen?	Select the options button of a user in the screen or Show participants tab and select the 'Pin' icon. You may pin up to 4 users.
My video is cutting in and out?	Restart MS Teams; disconnect your wifi and reconnect
My video is showing up side-ways? (iPad)	Turn your iPad and back again. Make sure your aspect lock isn't engaged in the control menu.

## Windows 10: Video Call Toolbar Map



## iPad App Button Map



## iPad App: Video Call Toolbar Map

