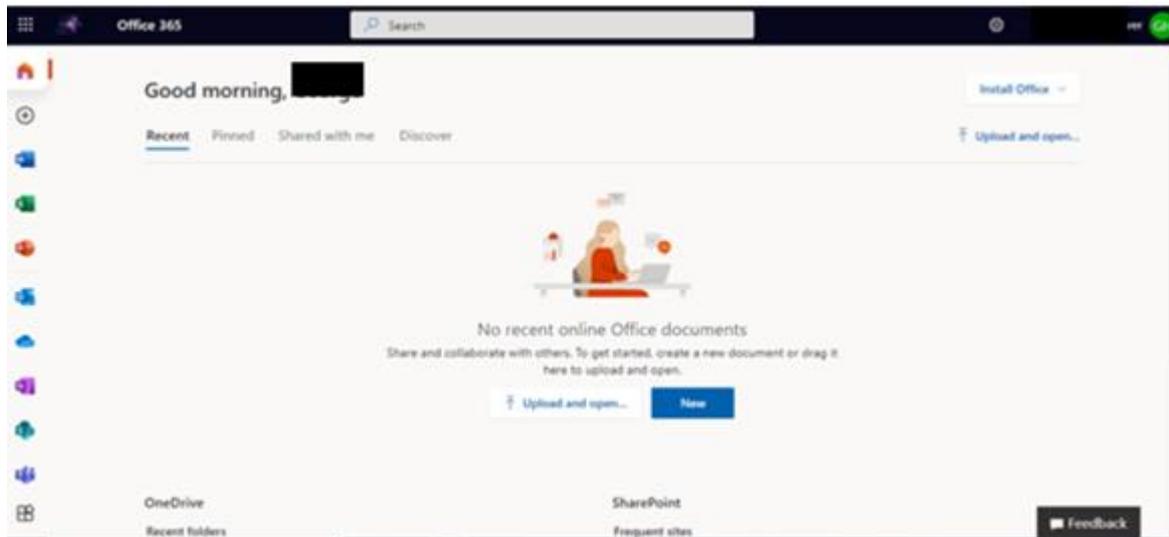


If you're having trouble accessing Microsoft Teams

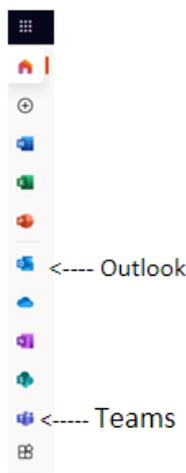
We have noticed that some children are having trouble accessing Microsoft Teams at home. We have put this short guide together in the hopes of children being able to access teams at home through **browser**.

1) Go to **Office365.com** and log in. Your child needs to add their full log in in order to access Microsoft at home (username@horsford.norfolk.sch.uk) followed by the password they were given. It's really important that the children do not change their password.

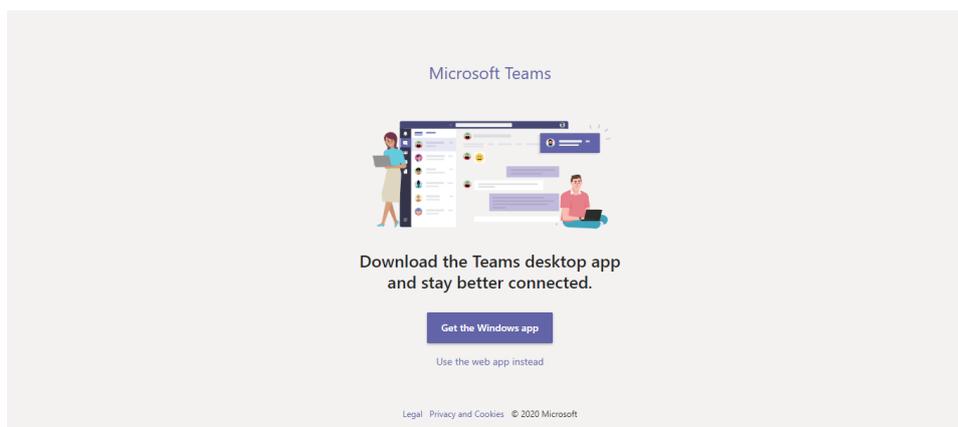
2) They should then be greeted by the **Office** home page. They may be greeted with a welcome message which can easily be closed.



3) Along the left-hand side, are a selection of applications that the children can access at home. From this bar, the children are able to open **Teams**. Some parents have additional security features installed on their laptops; this may require email verification before accessing teams. In this case, before opening teams, the children will need to open **Outlook**, which is also accessible from the tabs along the side, and verify their new email address before opening **Teams**.



4) Upon opening teams, there may be a recommendation advising them to download the app, this isn't necessary on **browser** and instead click 'Use the web app instead' located under the larger blue box.



5) When editing work on **browser**, the children will not need to have any additional applications open as the work will be editable within **Teams**.