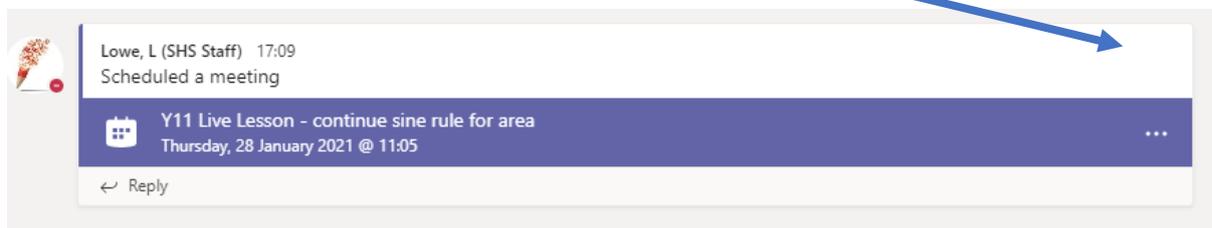


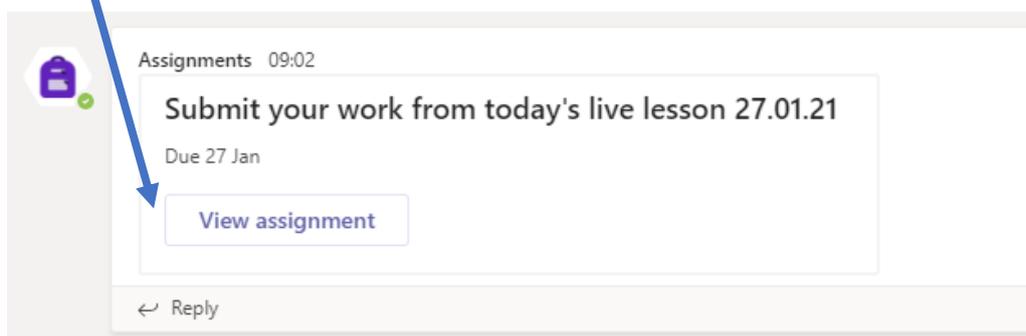
Student problems

1. It's time for my next lesson and I don't know what to do.

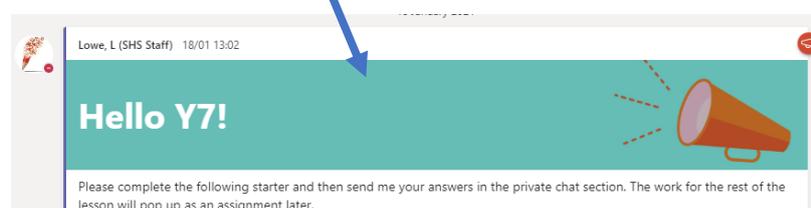
- Submit your work from your previous lesson (even if it is not finished).
- Go into the team of the lesson that has started.
- Is there a live lesson? If so, join it.



- Is there an assignment? If so, view it. Make sure you read **ALL** the instructions before asking your teacher any questions.



- Is there an announcement? If so, read **ALL** of it before asking your teacher any questions.

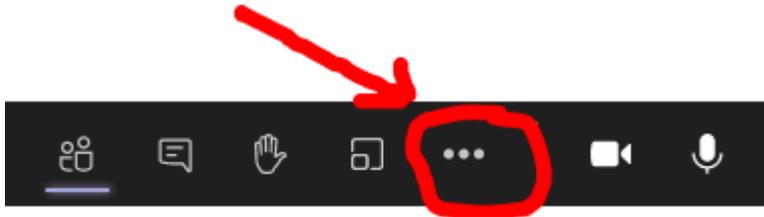


2. I don't understand the work or what to do.

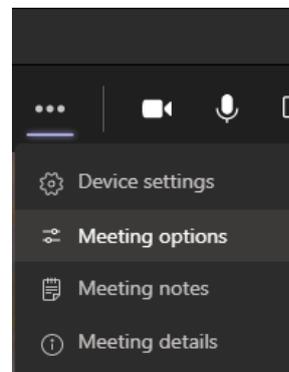
- Make sure you attend the live lesson if one is being offered. Don't skip it and just 'crack on' with the assignment!
- If there is a video, make sure you watch all of it, don't skip sections.
- Have you read ALL the instructions? Read them again!
- The instructions may be on the Teams assignment or they may be in a document attached to the assignment. Check everywhere for the instructions before contacting your teacher.
- When contacting the teacher and asking for help, 'I don't get it' is not helpful! Be specific about what you don't understand or what you can't do when asking your teacher for help.
- Read the instructions in small chunks. Do the first task and then go back and read the instructions for the next task and so on.

3. I can't hear the teacher during a live lesson.

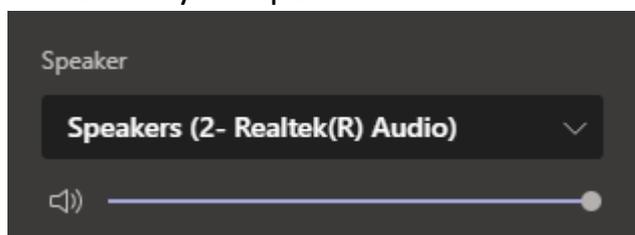
- Click on



- Then click on 'Device settings'.

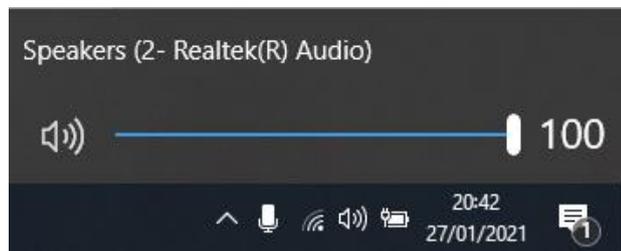


- Make sure your speaker is on



- If that doesn't work, then leave the meeting and return.

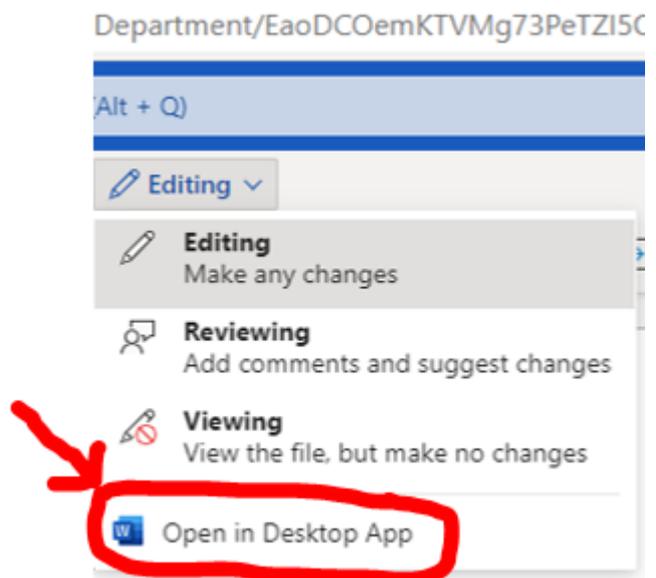
- Make sure you have got your laptop volume on



- If you are using a mobile phone or tablet, then make sure your device is not on silent.

4. I can see another student's work on my document

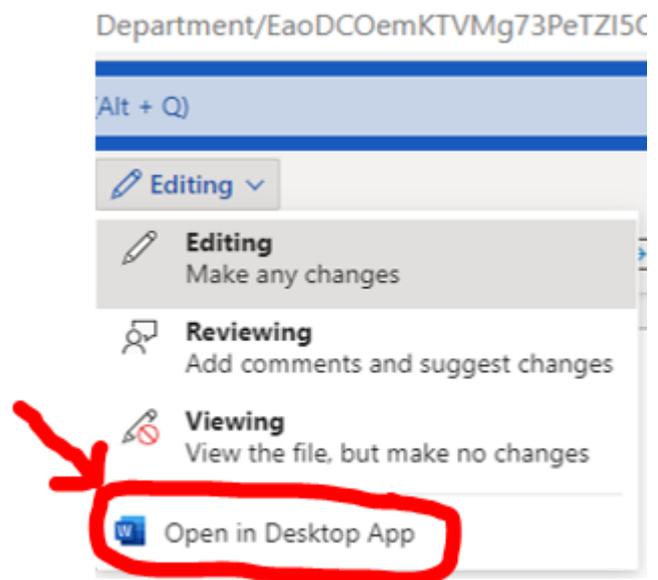
- Click on 'open in desktop app'



Your work will automatically save so when you have finished just click the cross at the top right of the document. You can then hand your work in.

5. I can't write on the document provided by the teacher.

- Click on 'open in desktop app'



Your work will automatically save so when you have finished just click the cross at the top right of the document. You can then hand your work in.

6. I can't hear the teacher talking on the PowerPoint.

- If the Powerpoint has opened in Teams, then just wait for it to load.
- If you have opened it in the desktop app then make sure you are watching the PowerPoint in slide show mode.
- Make sure you have clicked the play button.
- If the sound still doesn't work, then close the PowerPoint and re-open it.

7. The Loom link won't work.

- Copy and paste the link into the web browser.

