

## Accessing Microsoft Teams App

*(NOTE: Unfortunately, it will not be possible to download this app to school laptops currently out on loan to families.)*

With the aim of improving the experience further for your child at home, we are emailing to offer further guidance and advice in regard to taking part in live calls if you are using a **Windows laptop or desktop computer**. Some children are already capable of seeing the whole of their group on their devices in one go, as opposed to seeing only the 'speaker' at the time; however, some do not yet have this capability. This is something we know will really support their mental well-being at home in a time when they might not have the chance to see their class friends using some other form of communication.

So, if you are accessing Teams through a Windows laptop or desktop computer, we recommend downloading the Teams app to access live sessions, rather than using Google Chrome to do so as it appears you can only see one 'speaker' at a time.

To do this, you need to google search the following phrase, 'Microsoft Teams App Download' or use the following link: <https://www.microsoft.com/en-gb/microsoft-teams/download-app>



### [Download desktop and mobile apps | Microsoft Teams](https://www.microsoft.com/en-gb/microsoft-teams/download-app)

Learn how to create and manage teams and channels, schedule a meeting, turn on language translations, and share files. Learn how to transition from a chat to a call for deeper collaboration, manage calendar invites, join a meeting directly in Teams, and use background effects. Learn how to set your ...

[www.microsoft.com](https://www.microsoft.com)

You will then be able to follow the online steps to download the Teams App by selecting 'Download for Desktop'. You will need to install and run the file to complete the download. Again, when logging in, you will need to use your child's login details that were communicated with you from school.

Please ensure you spell the username correctly as this has been a common error that has been made over the last couple of weeks. It is important to note that **your child's login ends with .uk - not .co.uk or .com** etc. If you enter the wrong details, you will be asked for a verification code to be sent (again, this has been a common issue parents have had).

To clarify, moving forward, we recommend using:

- **Google Chrome to access Teams in order to access and download learning.** Website links appear to be more successfully accessed using Google Chrome.
- **The Teams App to take part in live sessions (if you are using a Windows laptop or desktop computer)** so that your child has the capability of seeing all of the children in their group call.