

Troubleshooting within a lesson

What can I do if I cannot see a PowerPoint?

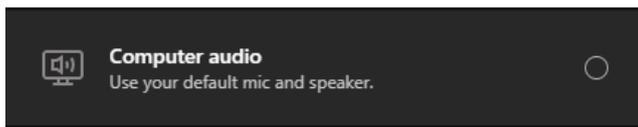
- Put your hand up and explain to the teacher you are not able to see the PowerPoint and you will follow these actions.
- Leave the meeting 
- Re-join the meeting from your calendar
- Let the teacher know by putting your hand up whether you can see the PowerPoint

What if I still cannot see the PowerPoint?

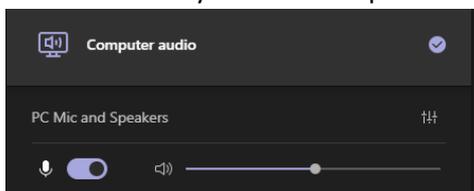
- Try repeating the above instruction
- The teacher will try their best to help you but sometimes you will just need to sit and listen, follow the teacher's instruction
- The recorded lesson will be available to view once the lesson has ended.
- See How to access Microsoft TEAMS for recorded lessons. (COVID/TEAMS)

What can I do if I cannot hear the teacher properly or the teacher cannot hear me?

- At the beginning of every meeting before you click join you will be asked to choose your audio, click on Computer audio



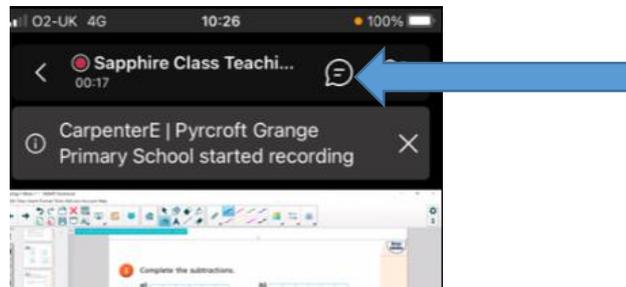
- Make sure that your mic and speakers are turned up.



- If you are already in the lesson put your hand up and explain to the teacher, you are not able to hear and you will leave and follow these actions.
 - a. Leave the meeting
 - b. Rejoin the meeting and check your computer audio as above
 - c. Also check that your volume on your computer is turned up!
- If the teacher cannot hear you go into the chat function  and send a short message to say you will leave and follow these actions.
 - a. Leave the meeting
 - b. Rejoin the meeting and check your computer audio as above
 - c. Also check that your volume on your computer is turned up!
- If you are wearing headphones make sure they are plugged in properly and over your ears!!

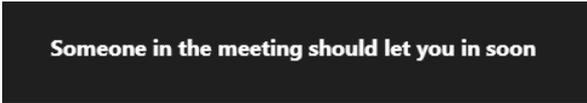
What if the chat function is not available?

- Sometimes the chat function may not be available depending on the device you are using.
- If you are using an iPhone or iPad the chat function is at the top of the screen, sometimes this will go and you just have to tap the screen for it to return.



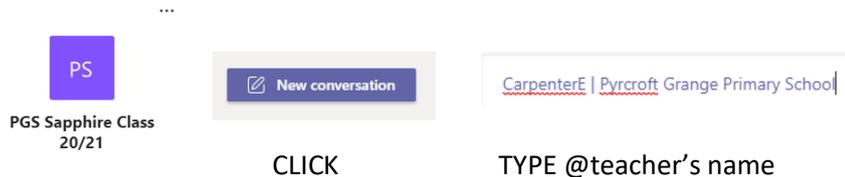
- Put your hand up in the lesson and let the teacher know that Chat is disabled for you, the teacher will advise if it is needed in the session.
If you lose the PowerPoint or sound and cannot access after following actions above or you need to leave and want to message the teacher please follow instructions below;
How can I message the teacher on TEAMS?

What happens if I am waiting in the lobby and haven't been let into the lesson?



- Check the time of my lesson - the teacher will only let you in just before the lesson starts. You can check your timetable on the website. (COVID/TEAMS)
- If you can still see the above notice past the time of the lesson, click the cross in the top left hand corner.
- Try to rejoin the meeting.
- If you are still not being allowed in the teacher will be aware and will do the following.
- Wait 2 minutes
- The meeting will have been completely ended by the teacher and they will then restart the meeting; this should resolve the issue and you can now try to re-join.
- If you still cannot access, please send the teacher a message on your TEAMS wall (see below). Teacher will advise

How can I message the teacher on TEAMS?



Add a subject

CarpenterE | Pycroft Grange Primary School sorry I am not being admitted to the session, please advise

TYPE MESSAGE

