



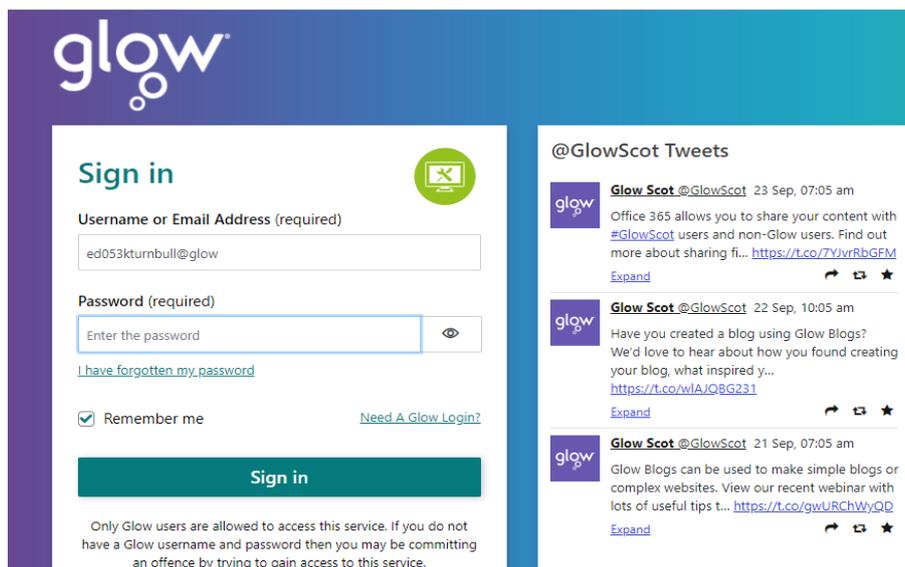
Kelvindale Primary School



Support to access Microsoft Teams on a laptop or desktop device

Step 1 – Access Glow

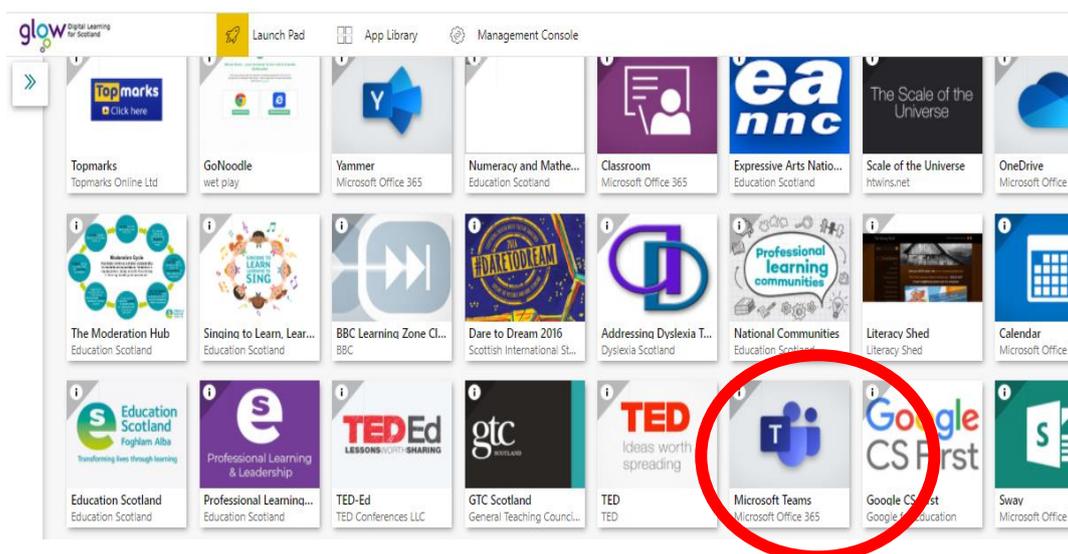
- Go to <https://glow.rmunify.com/> - you should see the screen below.



- Get your child's username and password information (this has been issued separately)
- Enter the username and password in the boxes shown.
- Your username will follow the pattern gwlOsurnamefirstname@glow.sch.uk Please ensure that you include @glow.sch.uk
- If you have not received or have lost the username/password please contact snicol@kelvindale-pri.glasgow.sch.uk

Step 2 – Access Teams

- Once you login you should see the GLOW Launchpad (see below). Please find and click the Microsoft Teams tile. The Teams logo should consist of 2 purple figures and a purple box with 'T' in the centre.
- You may, at times, be asked to enter a username/password once you click on the tile – please note this is the exact same username (including @glow.sch.uk) as your GLOW login details.



Step 3 – Accessing the class Team.

- Once you have accessed teams, please click on Teams (which will be on the left hand side of the screen – see fig 1.)
- This will then show you all of the Teams your child is part of – for most, this should only be the class team which will take the format of Primary 6a – KPS, Primary 1b – KPS etc. (see fig 2.)
- Click on the Team to access it.
- Once you are in please take some time to experiment and familiarise yourself with the programme.
- There is a help icon at the bottom of the screen should you require any further support at any time.

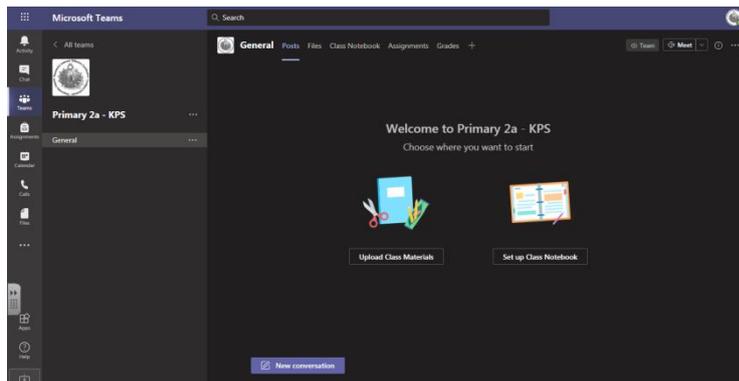


Fig.1



Step 4 – Navigating the Class Team

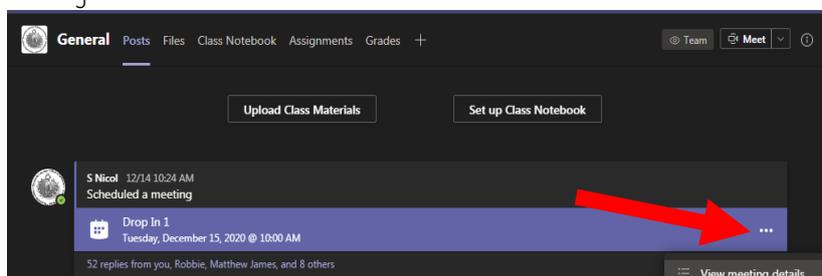
- Once in Teams your screen should look like this.



- There are two channels 'General' and 'Class Chat'.
- The 'General' section is where meeting will be scheduled and where you will be able to join the meetings and chat with the teacher.
- There will be no chat/posts in the general section other than scheduled meetings
- Children may click on class chat – children can post/chat to each other here – **Please note this chat is monitored daily by the class teacher and the Senior Leadership Team. The purpose of this chat is to allow children to continue friendly communication in the absence of face-to-face interaction.**

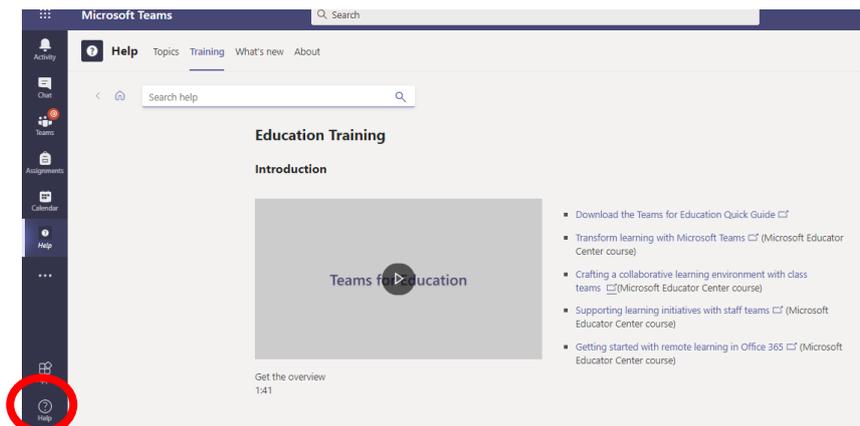
Step 5 – Joining a scheduled meeting

- Once in your class team, you should click on the general link.
- You will then see a meeting scheduled (please see below)
- You should then click on the 3 small dots on the top right hand corner (circled in red)
- Click on View meeting details
- Click on the purple 'join' icon
- When joining the meeting please ensure cameras are switched on but microphones are switched off – teachers will invite children to unmute. This will prevent background interference.



Teams Help

Teams has excellent support once you are in the Team, click help and search by topic/ what's new etc.



Guides and tutorials

Guides to help with Teams are available online. Here is an excellent quick start tutorial, as well as links to others.

<https://support.office.com/en-gb/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7>

<https://www.youtube.com/watch?v=ZgmIucYKiZM>

Troubleshooting

Accessing MS Teams from a Mac

Please note that MS Teams does not work on Safari (Mac's default browser). If your child/ren are using Mac computers/laptops please download the Google Chrome browser (for free) in order to allow them access to MS Teams as normal via their Glow login.

Accessing MS Teams from a PC

Teams and Glow work best from the Google Chrome browser. If you are experiencing problems such as greying out of content, try switching from Explorer to Chrome. You may be asked to verify your Microsoft account, in which case use the following email format **gw2Osurnameforename@glow.sch.uk**

Accessing MS Teams from a Mac

MS Teams does not work on Safari (Mac's default browser). If you are using Mac computers/laptops please download the Google Chrome browser / Edge (free) in order to access MS Teams as normal via your Glow login.

Useful Info

You may be prompted if you wish to turn on desktop notifications – I would say yes to this.

You will know if there is new activity in a Team if the Team name has turned bold. If you have been mentioned there will be a red bubble on the Team.



Support to access Microsoft Teams on a tablet/iPad

If you are using a tablet/phone the MS Teams tile does not work. In order to access MS Teams from a tablet or phone download the free MS Teams App. You will then be prompted to login to the app. When logging into the app please use your child's Glow email account which follows the following pattern **gw2Osurnameforename@glow.sch.uk**

You, in theory, should only be required to enter this email once for the initial set up.

Step by Step instructions...

- 1. Go to the App Store or Google Play and search for TEAMS.
- 2. The one you want is Microsoft TEAMS. It is free.
- 3. Press Get. This will download the App. (Size is 84k).
- 4. Once downloaded, open the App.
- 5. The sign in page will pop up. Enter your GLOW email address (eg. Cw2Osurnameforename@glow.sch.uk) into the sign on page.
- 6. Enter your password – this is the exact same as your GLOW details.
- 7. This will then take you to the GLOW sign on page – please re-enter your username/password here and click 'sign in'.
- 8. You should now be set to access the TEAMS app.

