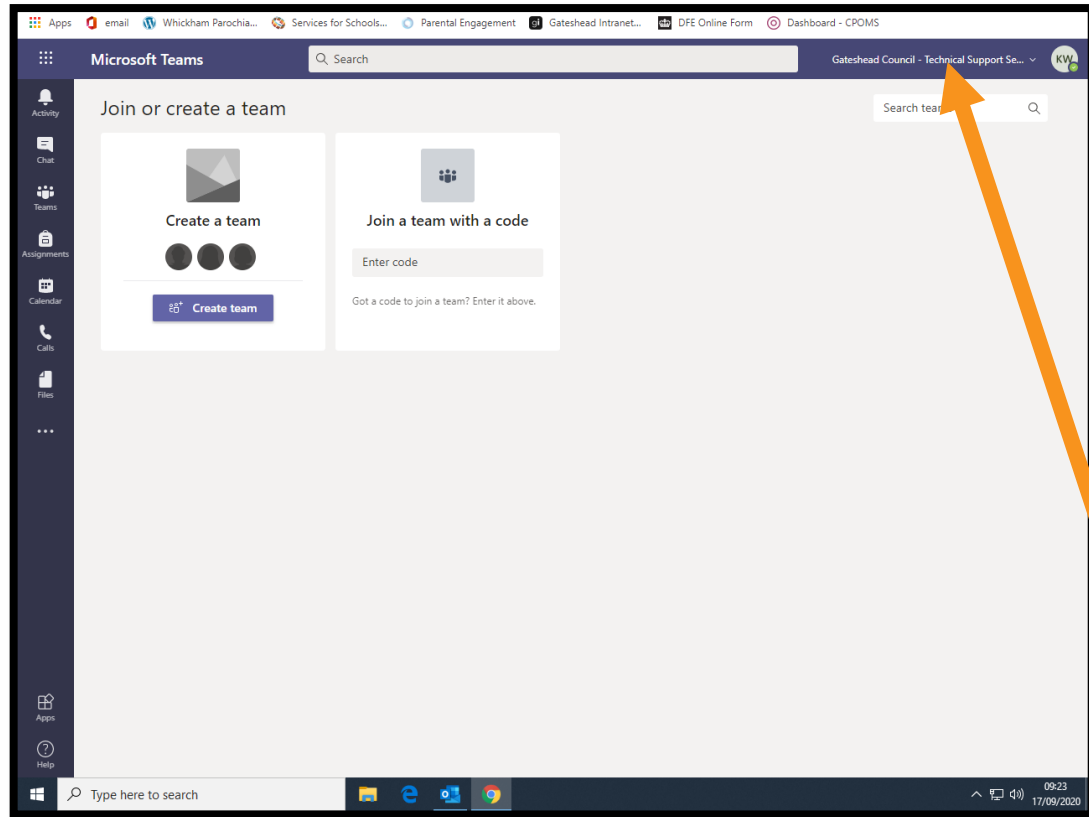


# Trouble shooting - what to do if you log on and you see this image instead of your child's team.

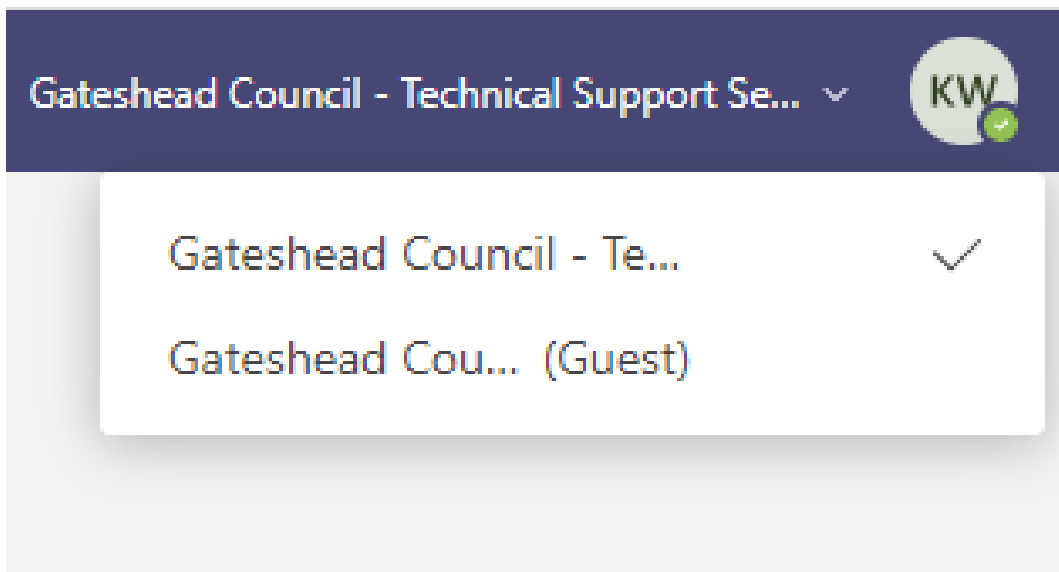


**This is what to do if you have joined on web browser.**

Go to the top right hand corner where your child's initials are in a coloured circle. Just beside it you will see the beginning of the phrase Gateshead Council Technical Support. Click the phrase.



Trouble shooting - what to do if you log on and you see this image instead of your child's team.



This will appear. Click the (Guest) option.

# Trouble shooting - what to do if you log on and you see this image instead of your child's team.

The screenshot shows a Microsoft Teams interface. The top navigation bar includes 'Microsoft Office Home', 'Email - Rachel Walton (Whi...', 'Remote Learning | Whickha...', 'Microsoft Office Home', and 'General (Year 3 Intake 2017)'. The address bar shows the URL: [teams.microsoft.com/\\_?login\\_hint=kaelinwilliamson@gatedu.net#/conversations/General?threadId=19:763c616467eb40bca24d5028ebb1a50d@thread.tacv2&...](https://teams.microsoft.com/_?login_hint=kaelinwilliamson@gatedu.net#/conversations/General?threadId=19:763c616467eb40bca24d5028ebb1a50d@thread.tacv2&...). The left sidebar shows 'Your teams' with 'Year 3 Intake 2017' selected, and a list of channels: 'General', 'English', 'Maths', and '6 hidden channels'. The main chat area displays a 'Welcome to the class!' message with instructions: 'Try @mentioning the class name or student names to start a conversation.' Below this, a list of actions is shown: 'Rachel Walton (Whickham Parochial) has added williamcoxon (Guest) as a guest to the team.', 'Rachel Walton (Whickham Parochial) has added Katy Hutchinson1 (Whickham Parochial) to the team.', 'Rachel Walton (Whickham Parochial) has added Suzanne Hodgson (Whickham Parochial) to the team.', 'Rachel Walton (Whickham Parochial) has changed team description.', 'Katy Hutchinson1 (Whickham Parochial) has created channel English. Hide channel', 'Katy Hutchinson1 (Whickham Parochial) has created channel Maths. Hide channel', 'Katy Hutchinson1 (Whickham Parochial) has created channel Science. Show Channel.', 'Katy Hutchinson1 (Whickham Parochial) has created channel RE. Show Channel.', 'Katy Hutchinson1 (Whickham Parochial) has created channel Art and DT. Show Channel.', 'Suzanne Hodgson (Whickham Parochial) has created channel History. Show Channel.', 'Suzanne Hodgson (Whickham Parochial) has created channel Geography. Show Channel.', 'Suzanne Hodgson (Whickham Parochial) has created channel French. Show Channel.', 'Rachel Walton (Whickham Parochial) has removed Kaelin Williamson (Guest) from the team.', 'Rachel Walton (Whickham Parochial) has added Kaelin Williamson (Guest) as a guest to the team.', and 'Rachel Walton (Whickham Parochial) has added clairemcloughlin (Guest) as a guest to the team.' A message from 'Katy Hutchinson1 (Whickham Parochial)' is visible: 'Hello everyone! Please leave me a huge 'HELLO' so I know you can find this group!'. At the bottom, there is a 'New conversation' button.

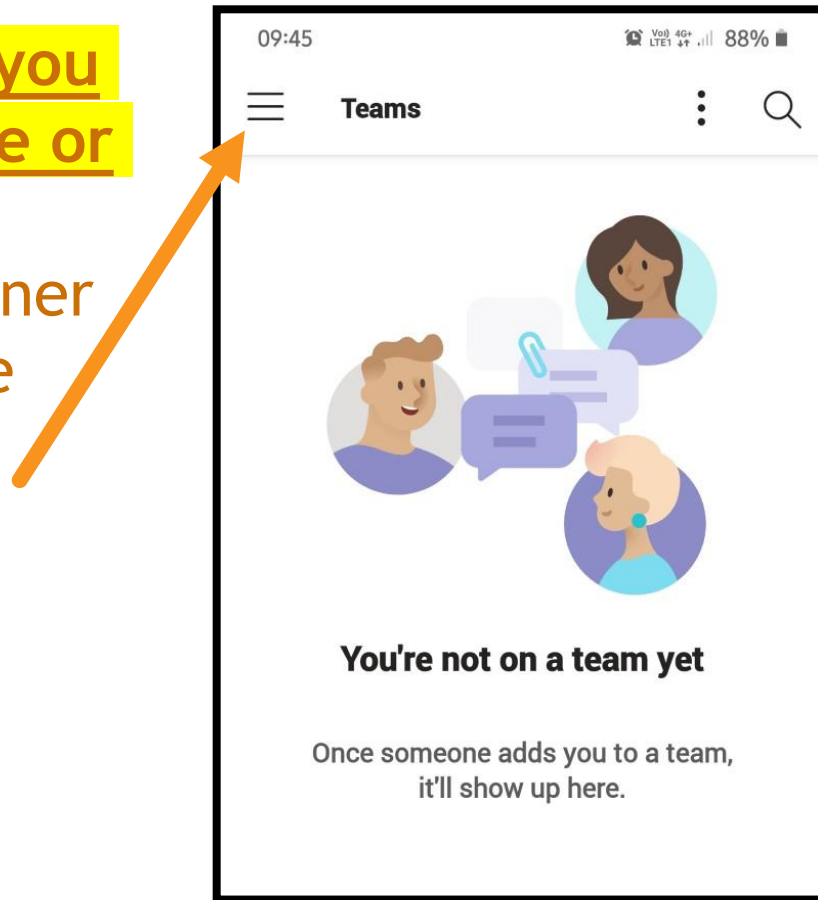
The team is now visible. Look to find the message your teacher has written and reply with a hello so we know you have managed to access the team.



# Trouble shooting - what to do if you log on and you see this image instead of your child's team.

**This is what to do if you have joined on phone or a tablet.**

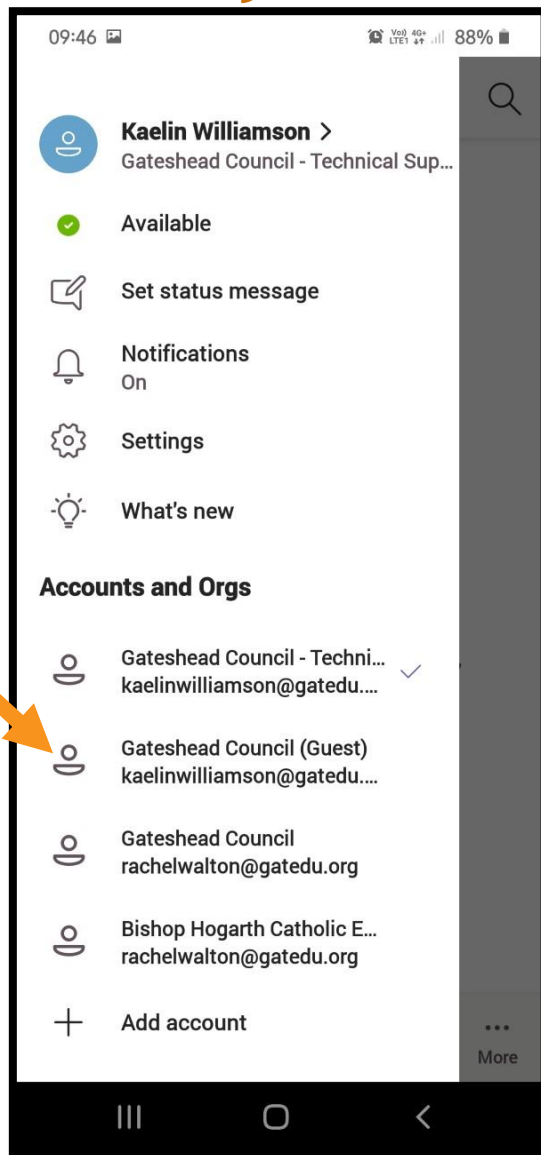
Go to the top left corner and click on the three horizontal lines,



# Trouble shooting - what to do if you log on and you see this image instead of your child's team.

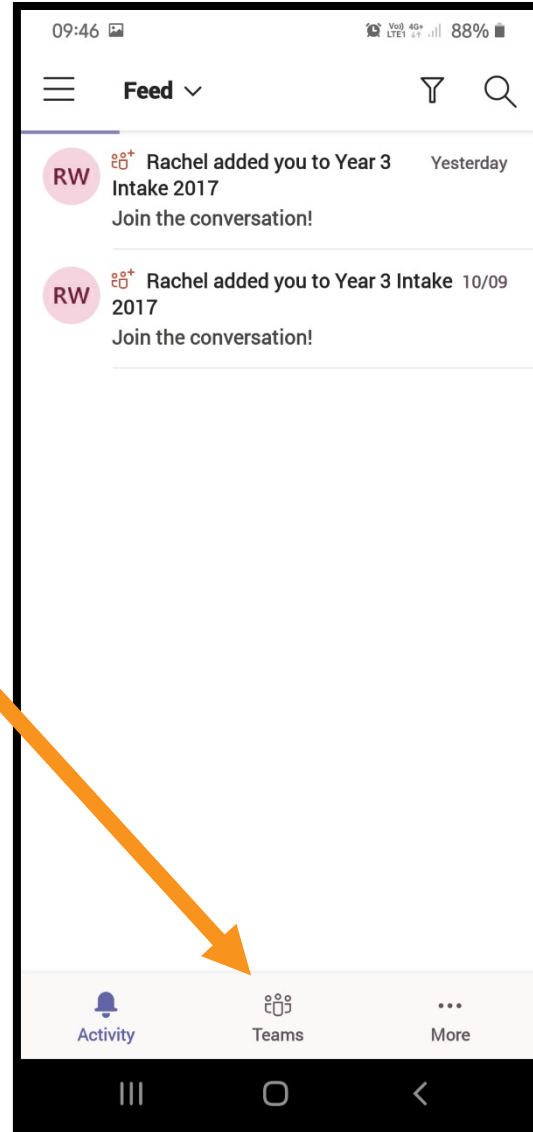
You will see that your child also has a (Guest) account option. Click it.

*Don't worry, we asked for permission to use Kaelin's account!*



# Trouble shooting - what to do if you log on and you see this image instead of your child's team.

If you see this page, click the icon at the bottom for the team.



# Trouble shooting - what to do if you log on and you see this image instead of your child's team.

You are now on your child's team. Click General to take you to the chat your child's teacher has begun and give them a wave or a hello.

