

## MS Teams FAQ for Parents

Question	Answer
<p>1. Why is EBR making teams available at this time?</p>	<p>Many teachers, parents, and school leaders requested support for a way to connect and engage with students and families in a secure way.</p> <p><b>Security</b> - Microsoft Teams includes encryption and is considered <a href="#">highly secure</a>, although no product should be considered perfect.</p> <p><b>Cost</b> - Microsoft Teams is already part of an existing platform (Office 365).</p>
<p>2. What were some of the specific concerns surrounding the use of Zoom and Google Hangouts Meet with students?</p>	<p><a href="#">Security and Privacy Issues</a> <a href="#">Zoom Meeting Hijacking</a></p> <p><b>Cost - Google Hangouts Meet</b> - advanced features are only free to EBRPSS until July, 1, 2020. This means features such as 250 people per call, live-streaming, and recording (free) all go away on 7/1/20.</p>
<p>3. Are there recommendations and guidelines for parents and students using Microsoft Teams for Distance Education?</p>	<p>Yes. Our district has created Distance Education Guidelines for Parents. Please review the guidelines for families <a href="#">in this Google Doc</a>.</p>
<p>4. What if my child does not have a device with a camera or the</p>	<p>Yes. Students in a MS Teams Class can still access all the files and links</p>

<p>Chromebook camera stops working, can they still participate with other students in Microsoft Teams?</p>	<p>available, see posts, receive notifications, and communicate with teachers.</p>
<p>5. How does a student access Microsoft Teams?</p>	<p>Students can go to: <a href="https://teams.microsoft.com">teams.microsoft.com</a> or click the Teams icon pushed out on their Chromebook.</p>
<p>6. What is the student log-in for MS Teams?</p>	<p>Student username = first initial + last initial + @ebrschools.org</p> <p>Student password = their EBR computer password.</p>
<p>7. What if a student does not know their login for Microsoft Teams?</p>	<p>Parents can access their child's computer login via the EBR JCampus Parent Portal.</p> <p>Website: <a href="https://ebr.edgear.net/progress/">https://ebr.edgear.net/progress/</a> Parents should create an account first by selecting "Register New User".</p>
<p>8. What if a student misses a virtual meeting via MS Teams?</p>	<p>Check to see if a recording of the session is available. Reach out to the child's teacher to determine if the session will be repeated or made up.</p>
<p>9. How can a student report problems and get support with audio or video with MS Teams?</p>	<p>Students will report problems to their homeroom teacher who will create an IT Helpdesk ticket.</p>

10. Is there a mobile app for MS Teams?	Yes. Visit the specific app store for your device. <a href="#">MS Teams for iOS</a> <a href="#">MS Teams for Android</a>
11. Is Microsoft Teams taking the place of Google Classroom? Is my child's Google Classroom going away?	No. Microsoft Teams works together with Google Classroom to add a video-conferencing component.