

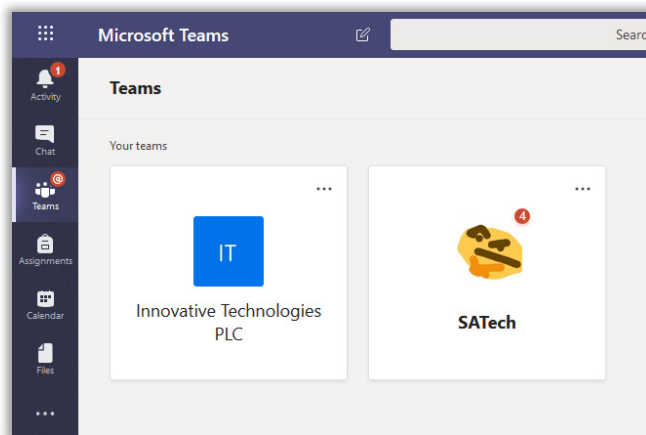


Contents

Login to Microsoft Teams Online.....	1
Install Microsoft Teams Desktop Client	1
School Laptop or Desktop.....	1
Personal Laptop or Desktop.....	2
Mobile Devices	2
Meetings.....	2
Join a Meeting.....	2
Using Meeting Reminder.....	2
Using School Email	2
Links.....	3
Troubleshooting	3
Don't know your login or login doesn't work	3
Your password has expired	3
Microphone Problems.....	3
Speaker Problems.....	3
Camera Problems	4

Login to Microsoft Teams Online

- Open a web browser and visit teams.microsoft.com
- Enter your full LearnLink email address (e.g. John.Smith123@schools.sa.edu.au) and click **Next** to login to Microsoft Teams
(If you don't know your login or it doesn't work refer to [Troubleshooting](#) section on page 2)
- If you have not already been authenticated, you will be redirected to the LearnLink Login Page
- Enter your LearnLink email address and password then click **Sign In**
- Once authenticated, you will be logged into Microsoft Teams



Install Microsoft Teams Desktop Client

School Laptop or Desktop

- Open the shortcut at **Start Menu > Microsoft Office > Microsoft Teams**



Microsoft Team Student Instructions



- Use the same login details as above
- Microsoft Teams will start automatically each time you start your computer

Personal Laptop or Desktop

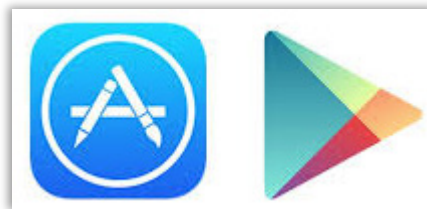
- Login to Microsoft Teams online using the instructions above
- Click the Download desktop app at the bottom left of the page



- Install the program and use the same login details as above
- Microsoft Teams will start automatically each time you start your computer

Mobile Devices

- Install the Microsoft Teams app from the Google Play Store or Apple App Store
- Login to Microsoft Teams online using the instructions above

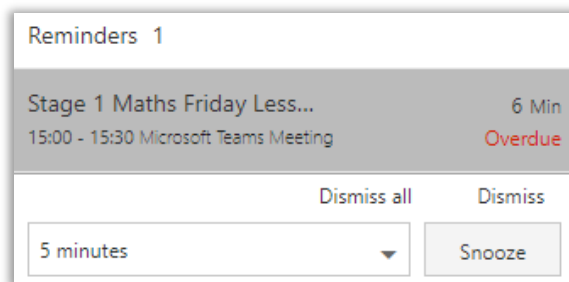
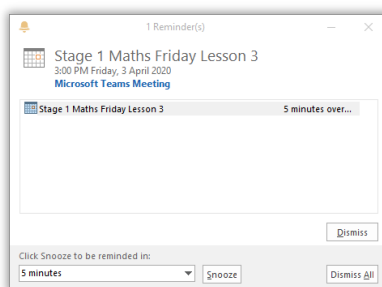



Meetings

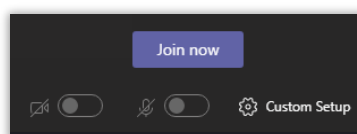
Join a Meeting

Using Meeting Reminder

- Login to school email using Outlook 2019 or by going to webaccess.msc.sa.edu.au
- If you get a reminder about the meeting double click the latest meeting reminder



- If you don't see the reminder automatically click on the  at the top right and double click the latest meeting reminder
- Click on the link under the **Join Microsoft Teams Meeting**
- Click **Open Microsoft Teams** button on the message that shows up in the browser
- If you have not installed the **Microsoft Teams** client follow the instructions above
- Click the **Join now** button



Using School Email

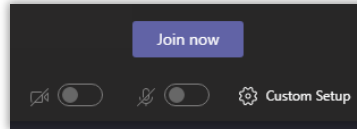
- Open your school email by going to webaccess.msc.sa.edu.au
- Login with your username and password



Microsoft Team Student Instructions



- Find and open the Microsoft Teams meeting email
- Click on the link under the **Join Microsoft Teams Meeting**
- Click **Open Microsoft Teams** button on the message that shows up in the browser
- If you have not installed the **Microsoft Teams** client follow the instructions above
- Click the **Join now** button



Links

- [Remote learning with Office 365 for students \(Website\)](#)

Troubleshooting

Don't know your login or login doesn't work

- Send an email to helpdesk@msc.sa.edu.au with the following details
Subject: LearnLink Login
Body: Firstname Surname
Student ID (eg. 190123 from your Time Table or Student ID card)
Description of the problem
- We will reply to the email with your current LearnLink **username** and **password**
- Try to [Login to Microsoft Teams Online](#) again and let us know if it still doesn't work

Your password has expired


- Click the **Change your password** link
- Enter your current **username** and **password** then click **OK** button
- Enter your **new password** and **confirm new password**
- Click **Change Password** button
- Click **OK** button
- Try the [Login to Microsoft Teams Online](#) steps again

Microphone Problems


Solution 1

- If you are using a desktop computer, make sure that you have a microphone connected

Solution 2

- Make sure that the microphone icon is not muted in the Meeting toolbar 

Solution 3

- When you have joined the Meeting click the  option then select **Show device settings**
- Select **Custom Setup** in the selection box under **Audio devices**
- Make sure that the right device is selected in the **Microphone** selection box

Speaker Problems


Solution 1

- If you are using a desktop computer, make sure that you have a speaker connected

Solution 2

- Make sure that your sound is not muted



Solution 3

- When you have joined the Meeting click the  option then select **Show device settings**
- Select **Custom Setup** in the selection box under **Audio devices**
- Make sure that the right device is selected in the **Speaker** selection box



Microsoft Team Student Instructions



- Check the Speaker volume level is high enough  

Camera Problems


Solution 1

- If you are using a desktop computer, make sure that you have a camera connected


Solution 2

- Make sure that your camera is enabled if it has a physical switch to disable the camera

Solution 3

- Make sure that the camera icon is not disabled in the Meeting toolbar 

Solution 4

- When you have joined the Meeting click the  option then select **Show device settings**
- Make sure that the right device is selected in the **Camera** selection box