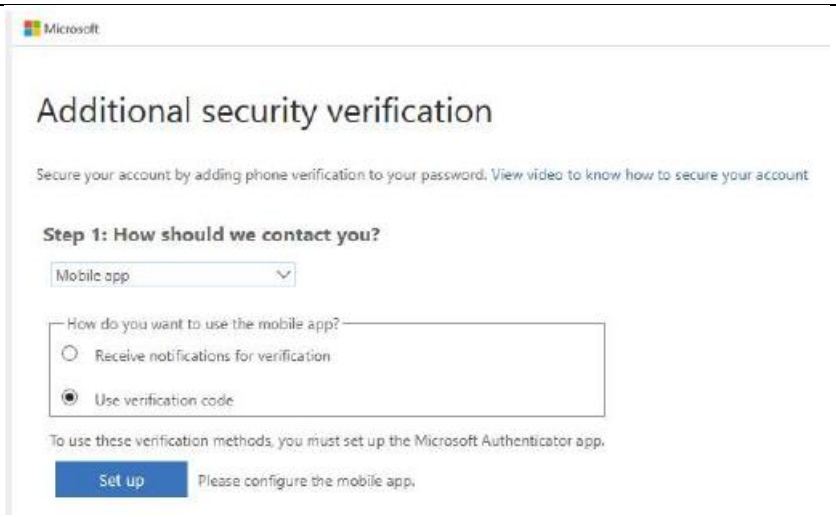
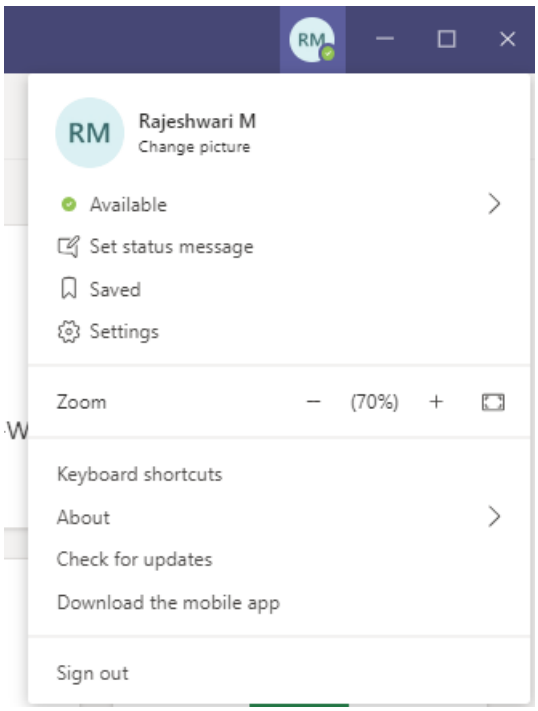
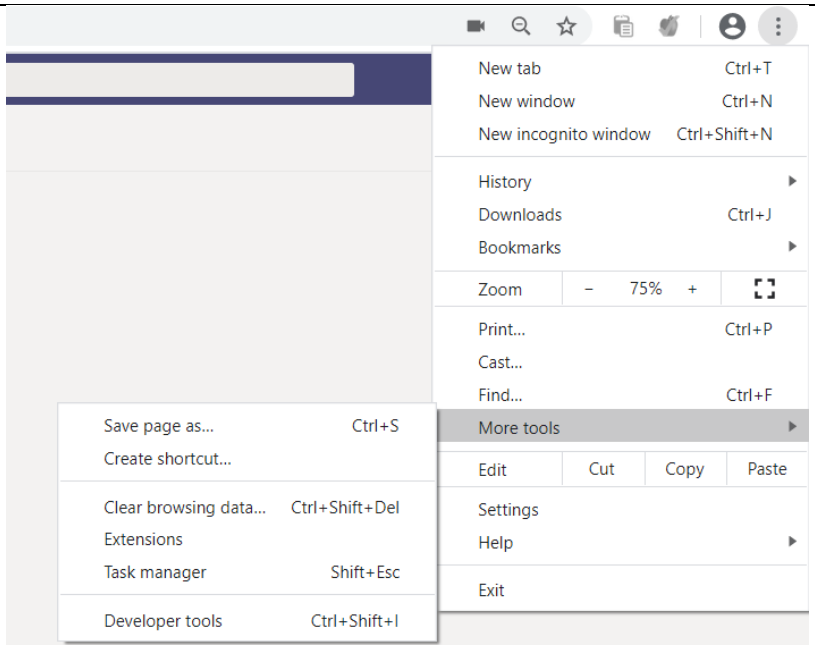
We still find many children have not logged into teams in the right way. This is very crucial for us, as all assessments will be conducted through teams and if the child has not registered with teams he/she will not be able to enjoy all its features.

How do I know if I have logged in correctly. Kindly check the following .

Q.No	Question from the child	Solutions
1	How do I know if I have logged in correctly	• The class teacher will post a form link in the **GENERAL POST AREA** of the class Team on Saturday
2	Is it class Team or subject Team	Class Team
3	How do I identify my class Team	Class Teams are labelled as WF-09A, WF-10A and so on
4	What should I do after clicking the link	• Once you click the form , it opens in the browser • Fill the form and press submit
5	Yes I have filled and submitted, what next	Yippee, you have logged into Teams correctly
6	I'm not able to click the link, It throws error message	You have not logged into Teams correctly
7	What do I do now, I followed all the steps correctly	Cross check the procedure once. 1. Open www.office.com in your browser 2. You might find many Microsoft login urls, Please use only office.com(as directed by Microsoft to the school) 3. Sign in with the MS. Id given by school 4. Do not click trial option, instead click **next** option. 5. Cross check the user guidance PDf that is attached in the mail. 6. Once you reach the below screen

		7.  8. Before clicking **Set up** option, Download the **Microsoft authenticator** app on your mobile. 9. Login with your MS. Teams Id(sent by school) 10. It will ask for QR code. 11. Now click the **Set up** option on your system 12. After few seconds It will display the QR code 13. Scan the QR code using your mobile. 14. Once that is successful, the app will display a 6 digit verification code. 15. Click **next** button on your system 16. In the following page enter the 6 digit number that appears on the mobile app. 17. The 6 digit number is like an OTP , so it gets refreshed after a given time period. Try to enter the code before the code time expires.
8	I followed all the above process, but still I'm not able to click the form link	• Logoff from Teams. Log off doesn't mean closing the window. You need to sign out of Teams by clicking the name icon on top right corner and then press sign out option. • 

		• Sign out from Office browser. • Log out from your account from other devices(laptop or mobile phones) • Make sure all have signed out from all your MS Teams app . • Now login into your account .
9	I did all of the above still I'm not able to access the forms	Check if you have signed off from your browser Teams app If you are using the app downloaded on laptop. Sign out from it . If your parents have Microsoft Id, and they are using the same lap top,make sure they have logged ot of it completely
10	Yes all done, but still	1. Download a new browser and try to sign in 2. Clear your browser cache.
11	How do I clear cache	In chrome, select the 3 dots on the top right corner., then select more tools , and then select "clear browser data"

		
12	After logging out , when I try to sign in it says password is wrong and I'm not able to reset it	Write to ae.wf@deensacademy.org with your details.