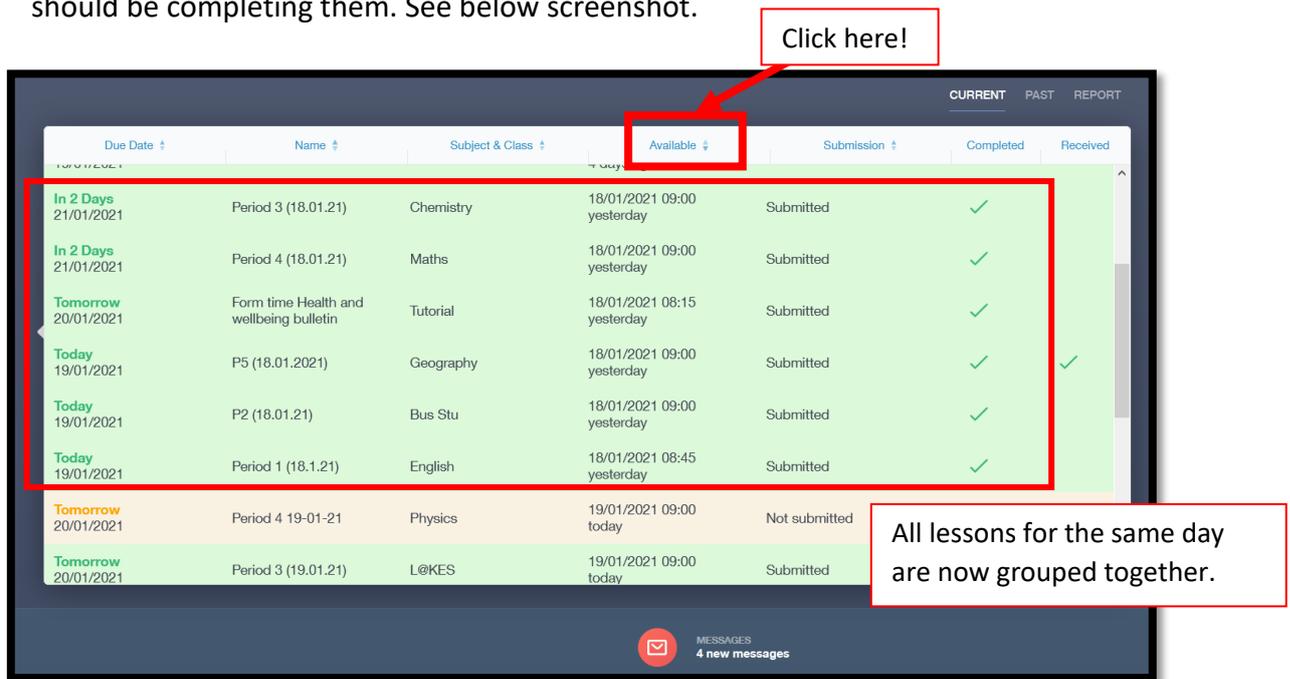


FAQ – for parents supporting their child with Microsoft Teams and Edulink

1- How can I help my child sort their work on Edu-link?

Edulink can appear overwhelming to students as it often displays every lesson for the week. A quick tip to help organise their work is to sort by availability date, rather than due date. Please follow the steps below to do this:

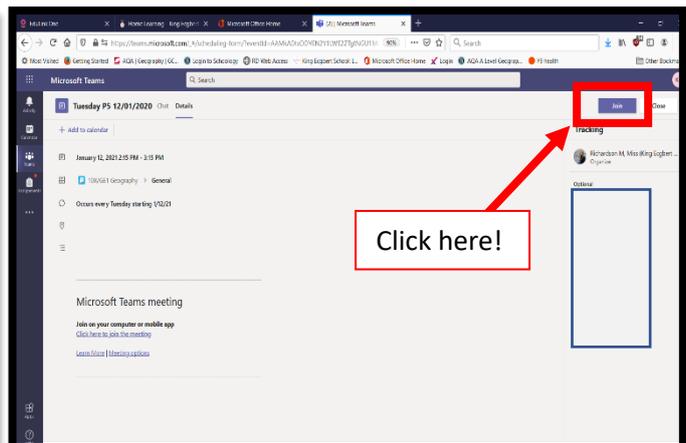
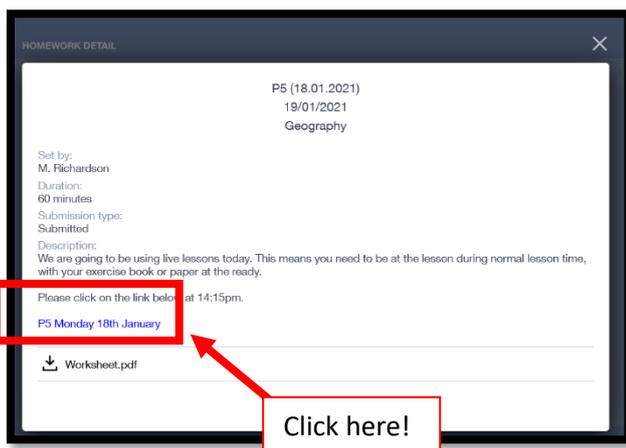
1. Access Edulink account on a laptop or tablet (the sorting feature does not appear on phones).
2. Click on the label titled 'available'. This should sort the lessons into the order (Mon-Fri) they should be completing them. See below screenshot.



2- How does my child attend a lesson hosted on Microsoft Teams?

Not every lesson for your child will be hosted live on Teams. IF there is a live session being hosted follow these steps:

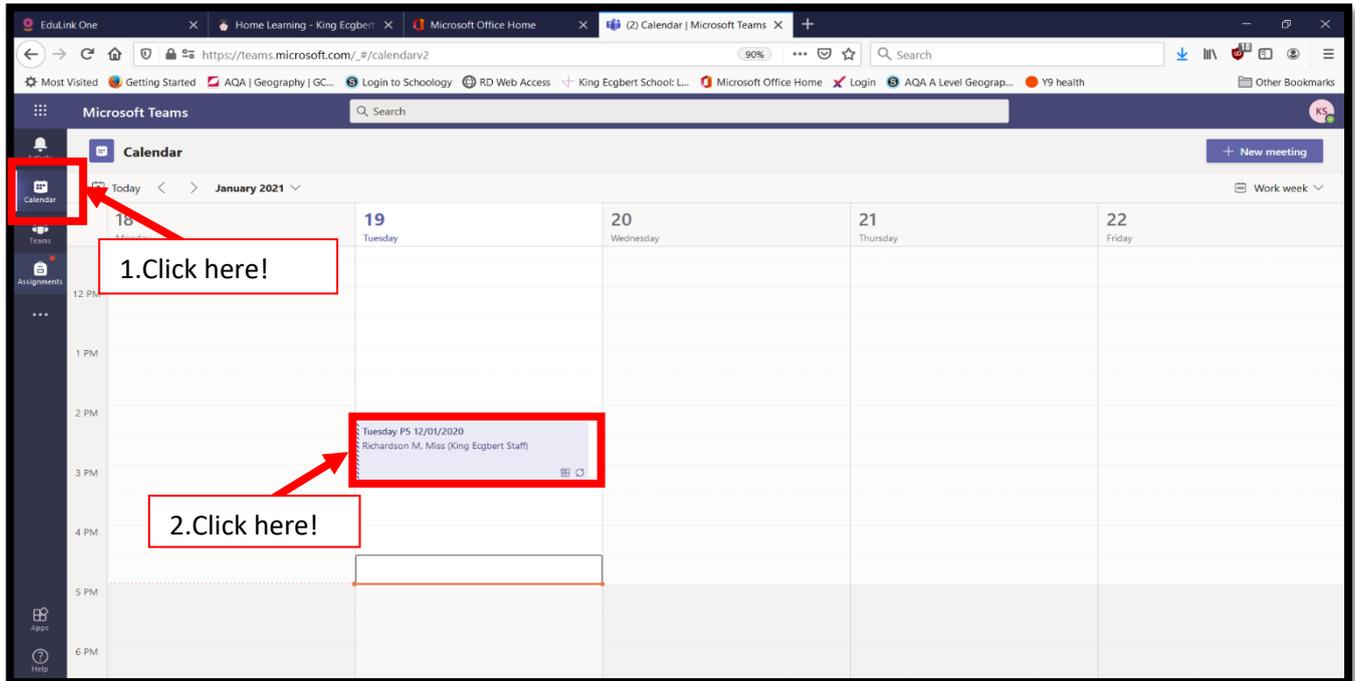
- 1- check the homework details by clicking on the subject within Edu Link.
- 2- If there is an invite to a live lesson, click on the link at the time the lesson would be held in school.
- 3- Click on the join button within teams.



3. The teacher has said there is a live lesson – but there is not a link!

1. Go to the calendar section in Microsoft Teams.
2. Find the right date and time – click on the lesson to join.

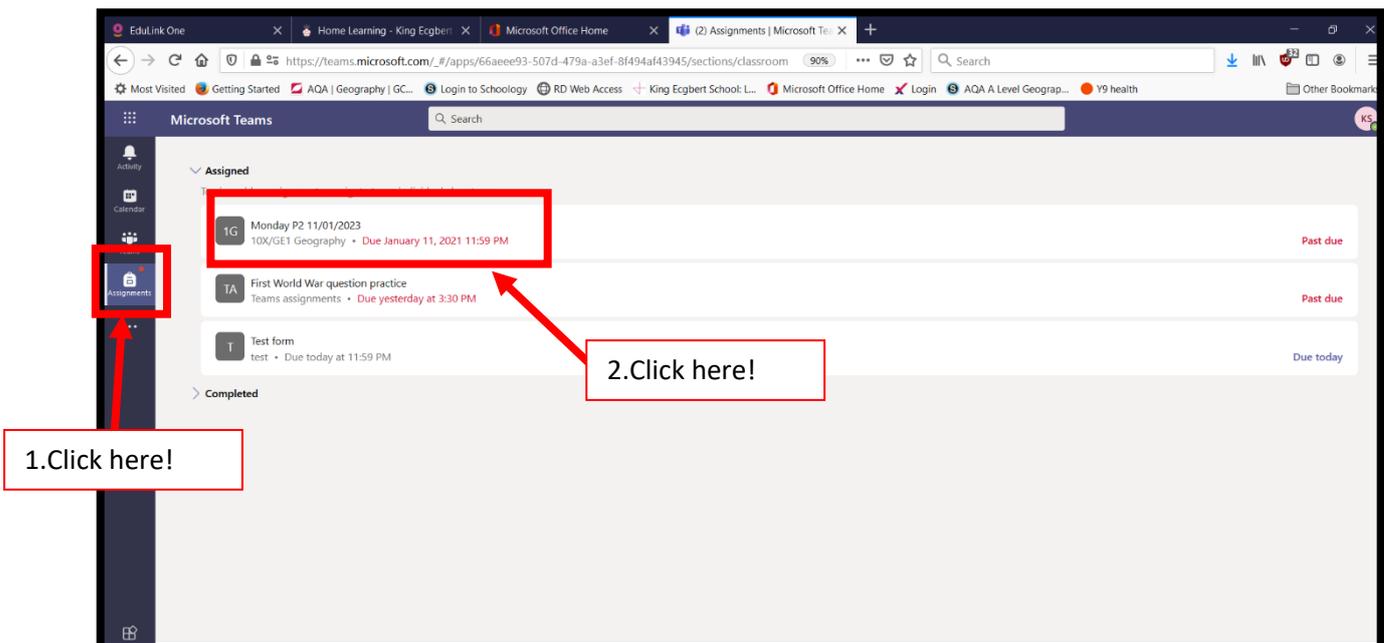
Please note this will only appear if the teacher has scheduled a live lesson. Not all lessons will be hosted on teams so there will not always be a meeting here.



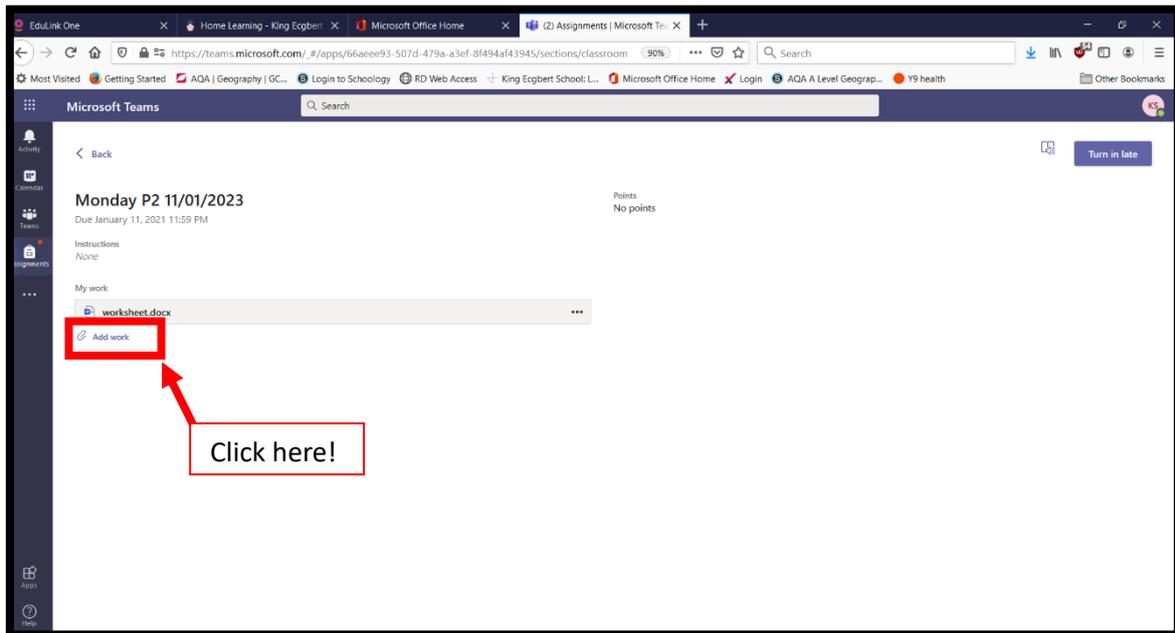
4. How does my child submit work on Microsoft Teams?

The teacher may request your child submits work on assignments. Please follow the **5 steps below** to do this:

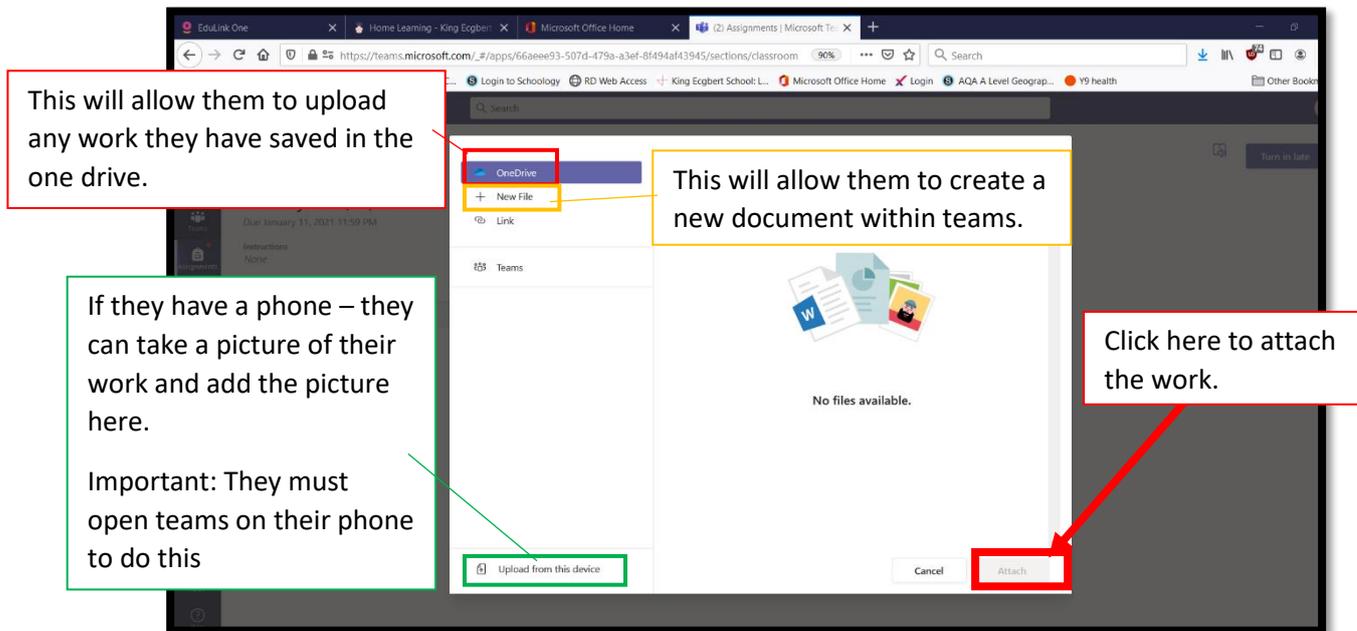
1. Go to their Microsoft Teams area and click on assignments.
2. Click on the assignment for the lesson you are wanting to submit work for



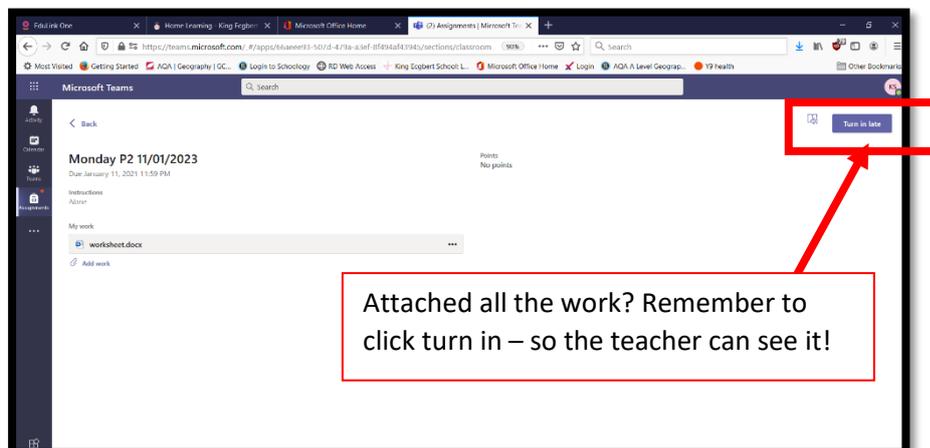
3. Click on the add work button.



4. Select the method you wish to use.



5. Click the 'turn in' button.

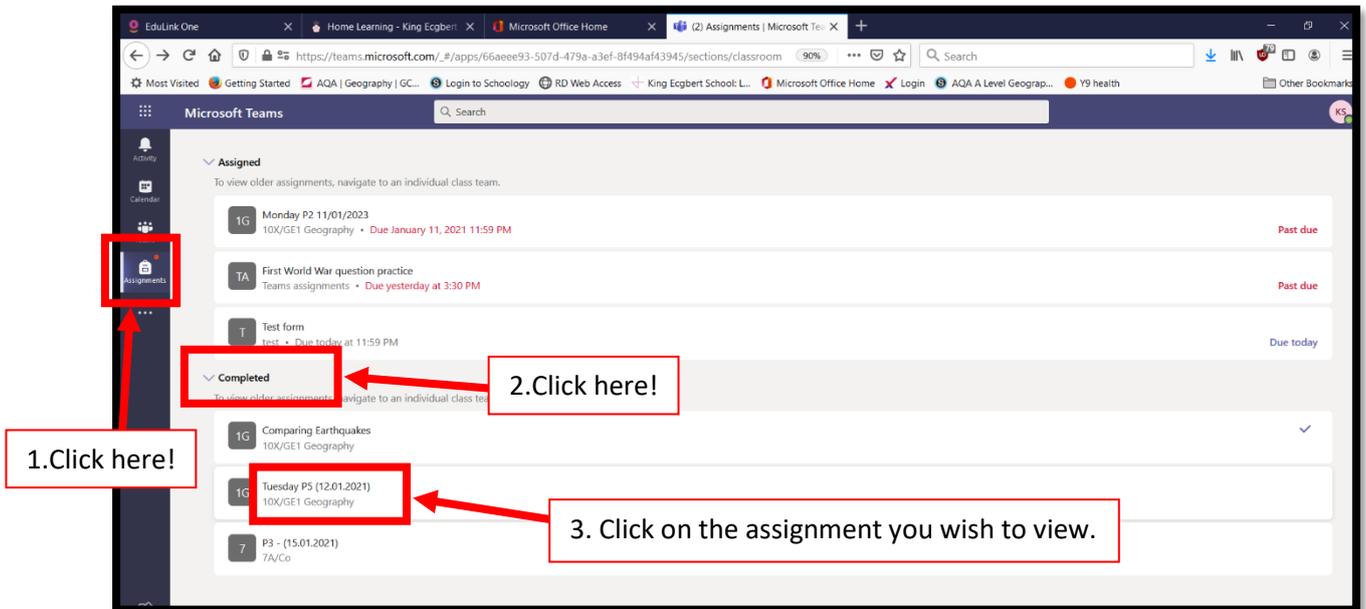


4- How does my child get feedback on the work they have submitted?

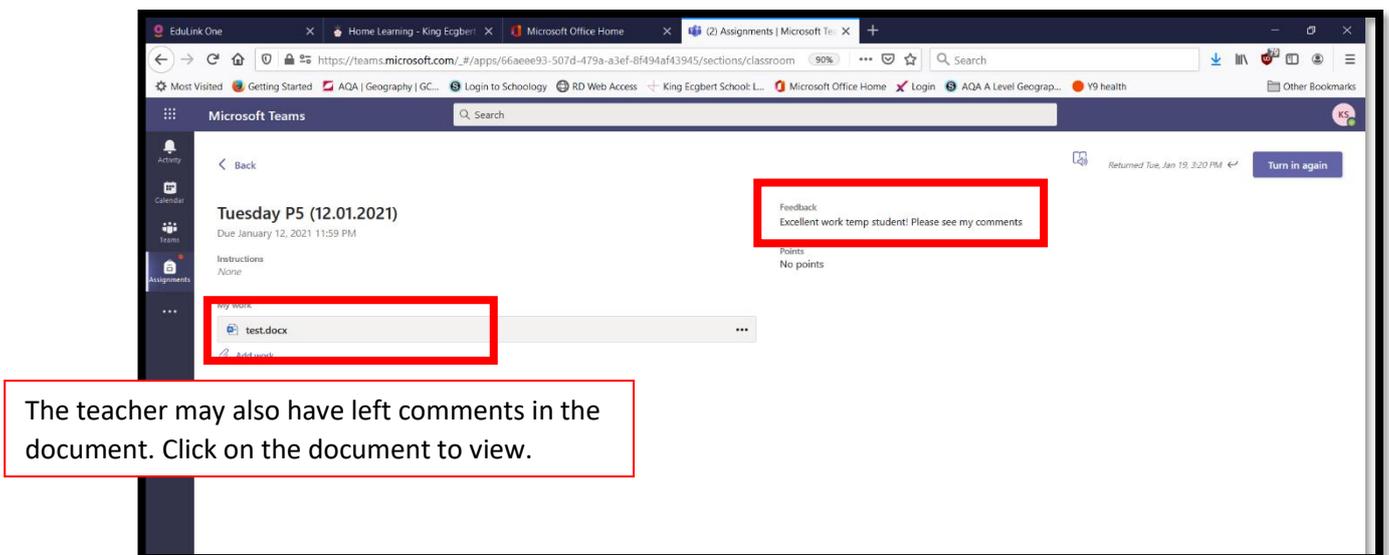
Once a teacher has left some feedback on work within assignments your child should receive a notification.

They can see the feedback by:

1. Clicking on the assignment button
2. Clicking on the completed button



3. After clicking on the assignment you wish to view; you should be shown a page (like below) with any comments from the teacher.



5- My child is still stuck - how to get further help?

- A. If programmes are not working, please ensure you are using either Google Chrome or Microsoft Edge as your internet browser.
- B. Please take the time to watch our help videos on our webpage.
<https://www.ecgbert.sheffield.sch.uk/page/?title=Home+Learning&pid=171>
- C. Issue with the lesson content - contact the subject teacher (between the hours of 8:30 and 16:00) stating the exact problem.
- D. Safeguarding or well-being concern – contact the head of year or other member of staff you feel comfortable sharing your concerns with.
- E. If you are unsure of who to contact, please email enquiries@ecgbert.sheffield.sch.uk and they will be able to forward your message on.