St. Vincent & the Grenadines
Ministry of Education and National Reconciliation

Microsoft Teams Guide:

Updating Operating System and MS Teams Application For

1. Samsung SM-T295 Tablet
2. Laptop/Desktop *(Windows 10 Operating System)*

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Date:

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Some users are experiencing drop out from teams, disconnections, features not working, class issues, assignment issues and poor performance.

**To help reduce any issues please ensure the following:**

The tablet/laptop/desktop or mobile devices you are using is up to date from the different operating systems.

Microsoft teams app was recently updated. Please ensure you update the MS Teams app on you various devices.
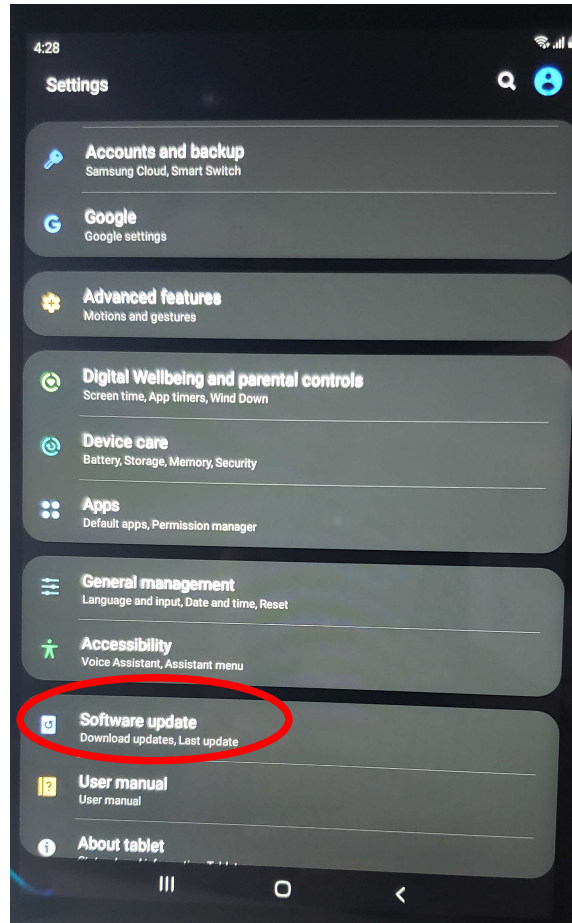
Samsung SM-T295 Tablet
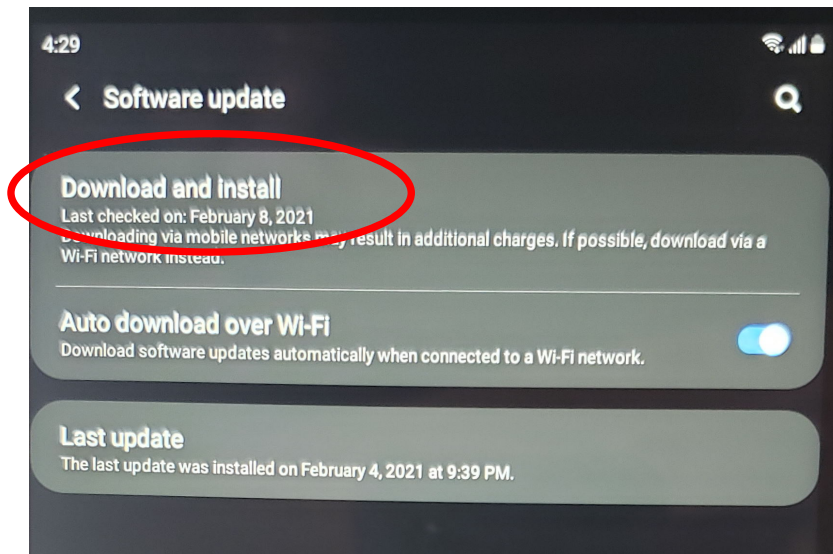
- Operating System update:

Please navigate to the **settings** in the tablet list of applications and click on it.
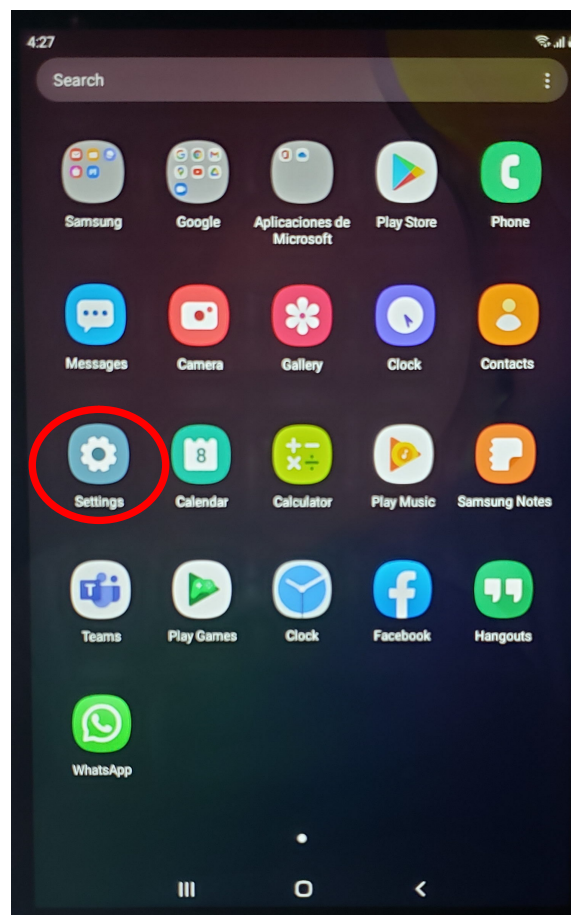
The following screen will open up, please scroll all the way to the bottom and look for **Software update**. Click on it.
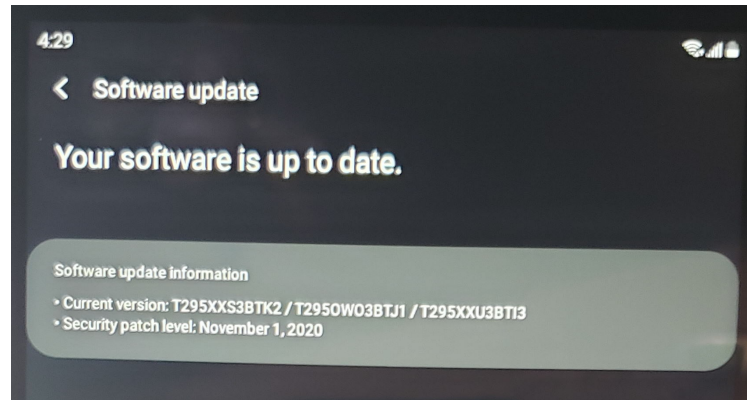

The following screen will open as shown below;

Please click on **Download and install**.

The Operating system will now try to look for an update for the Samsung tablet. Please be patient. If there is an update it will download and you will be able to install it. If there aren't any new updates you will see the following screen:

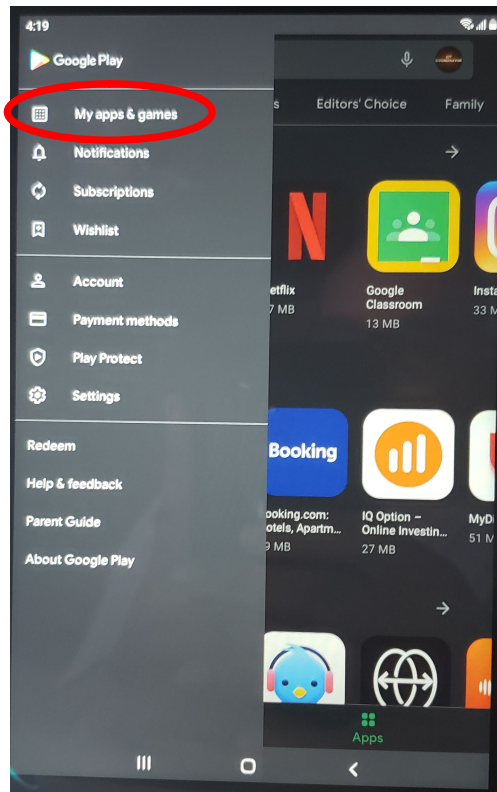You have successfully updated the operating system for your **Samsung SM-T295 Tablet**

- MS Teams Application update:

Please click on the Play Store icon, the app store will open as shown below;
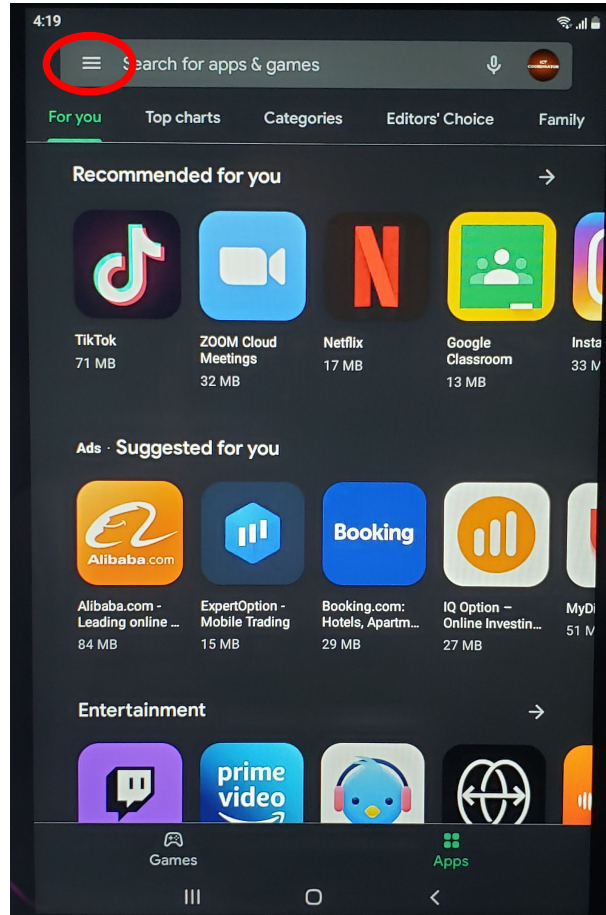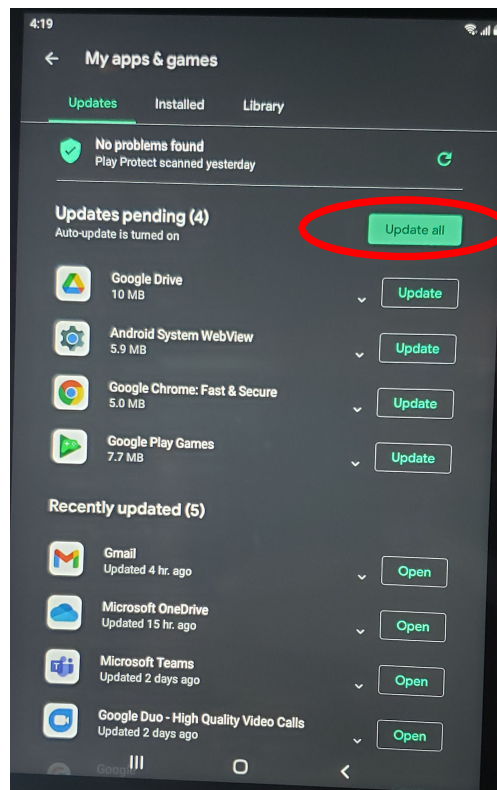

Please click on the **menu bar** as highlighted above.

The following screen will open as shown below;

Please click on: **My apps and games** as highlighted above.

The following screen will open up as shown below;

Please click on **update all** as highlighted above. Allow the apps to update.

You have successfully updated all the applications on the **Samsung SM-T295 Tablet**
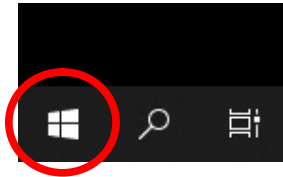
For those using windows OS, please ensure all windows updates are installed on your device and you install the latest version of MS Teams application from the internet.
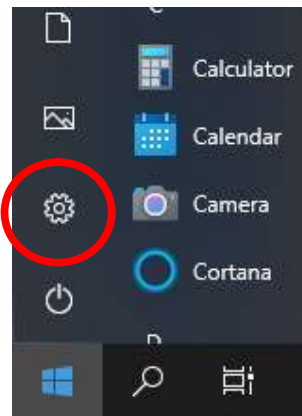
Laptop/Desktop (Windows 10 Operation system)

- Operating System update:

Please click on the windows button as shown below:
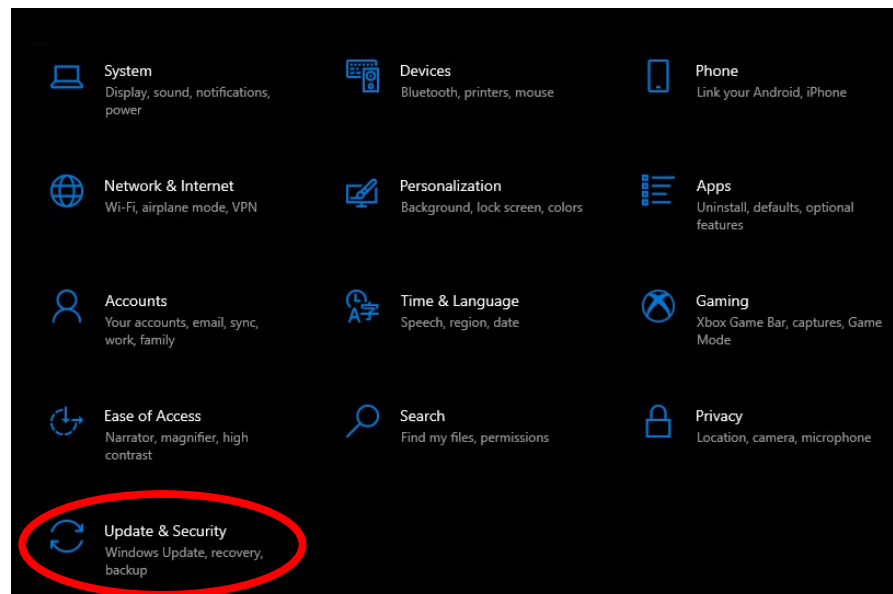

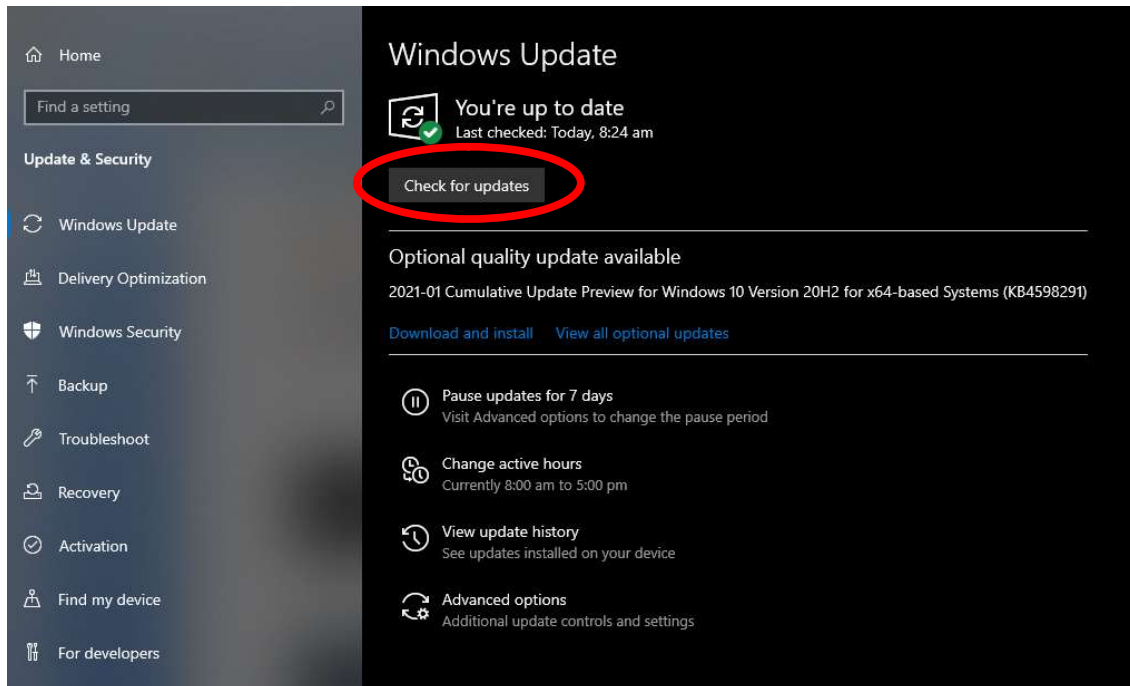The following window will open as shown below;

Please click on the **settings** button as highlighted above.

The following screen will open as shown below;

The following screen will open as shown below;

Please click on **check for updates** as highlighted above.

The laptop/desktop will check for updates to windows 10. Please be patient and let the operating system download any needed updates. When the updates are downloaded, a button will say **Install**, please click this button to install the update.

You have successfully updated the operating system for your **Laptop/Desktop (Windows 10 Operation system)**

- MS Teams Application update:

Please visit the following URL to download the latest version of MS Teams for windows operating system;

https://www.microsoft.com/en/microsoft-teams/download-app

The following webpage will open as shown below;
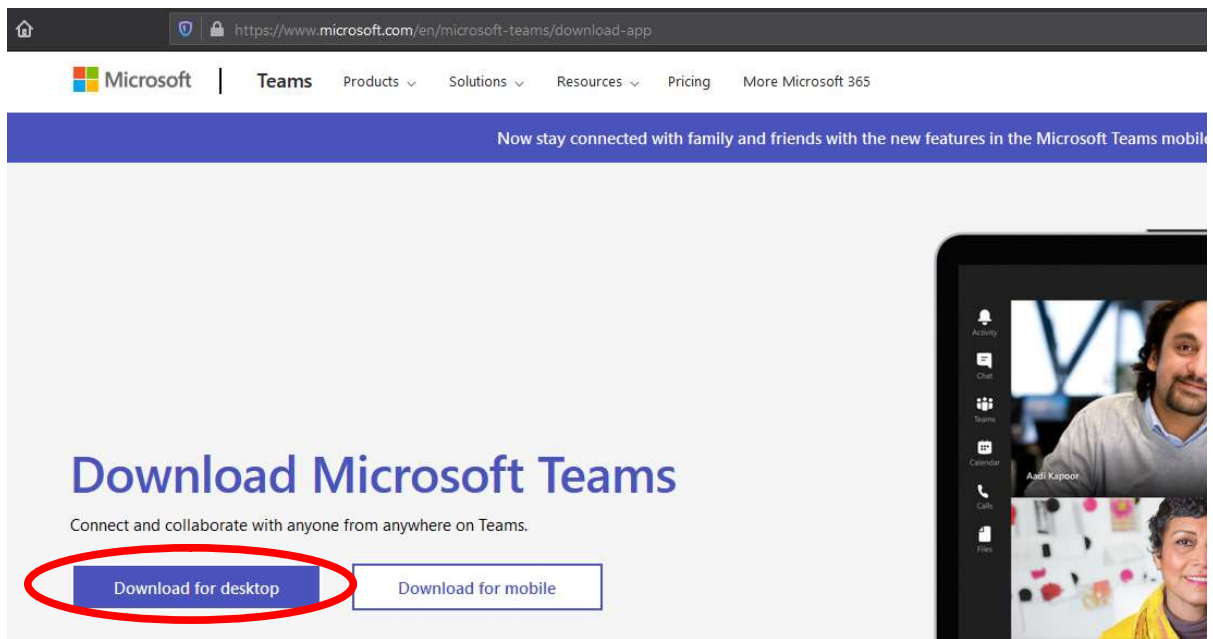
Please click on **Download for desktop**. This will download the application to your laptop/desktop.

After the download is complete, please locate where you have downloaded the file and double click it.

The program will run and install MS teams for your laptop/desktop.

You have successfully installed MS Teams for your **Laptop/Desktop (Windows 10 Operation system)**

POLICY CHANGES FROM MINISTRY OF EDUCATION MS TEAMS ADMIN

Global Policy are applied to ALL MS TEAMS

- Allow Meet now in channels - disabled
- Allow channel meeting scheduling – enabled
- Allow scheduling private meeting – enabled
- Allow participants to give request control – enabled
- Allow PowerPoint sharing – enabled
- Allow whiteboard – enabled
- Allowed shared notes – enabled
- Let anonymous people start a meeting – disabled
- Roles that have presenter rights in meeting – Organizers only but can override
- Automatically admit people – Organizer only
- Allow MEET NOW in Private chat - enabled
- Allow chat in Meeting - enabled

Student Remote Policy : In Progress

- Allow Meet Now in channels – disabled
- Allow channel meeting scheduled – enabled
- Allow scheduling private meeting – disabled
- Allow whiteboard – enabled
- Allowed shared notes – enabled
- Let anonymous people start a meeting – disabled
- Roles that have presenter rights in meeting – Organizers only but can override
- Automatically admit people – Organizer only
- Allow MEET NOW in Private chat - disabled
- Allow chat in Meeting - enabled

Teachers are required to enabled manage channels settings for ALL centrals. This is additional support to prevent students from creating or starting meetings.(Web or desktop app)

How to:

1. Click the ellipses at General channel
2. Click manage channel
3. Enable only owners can post
4. Click the next channel
5. Turn on moderation
6. Uncheck the last three options in the list
7. Repeat steps 4 – 7 for each channel

To manage meetings, teachers are required to apply meeting options settings. (Web or desktop app)

How to:

A.

1. Schedule your meeting

2. When the meeting schedule is posted on the page, click the ellipses on the blue bar to reveal view meeting details

3. Click view meeting details

4. When the meeting scheduling template opens, click meeting option at the top

(A new page will open in the browser)

5. Adjust who can bypass lobby to ONLY ME

6. Adjust who can present to ONLY ME

7. Close the page and return to you TEAM's post page

8. You have now applied meeting option settings

NB: It may appear as though the students have started the meeting, but they are actually in the waiting room. When the meeting starts, students will be in the lobby room. Click VIEW LOBBY then ADMIT ALL.

Then click the ellipses in the meeting room. Click MEETING OPTION, change lobby room options to EVERYONE then press SAVE. (This allows students who are coming into the room after the starts to enter freely). At the end of your meeting, remember to click the participants icon to download the attendance sheet. Finally, reapply the lobby option to ONLY ME.

To access meeting room on the tablet, teachers are required to use the desktop site feature. A video is posted in the GENERAL file section MOESVG Online Training for Teachers 2021, HELPDESK and all the DEMO TEAMS.