

Remote Learning at Dixons Music Primary

Common issues and how to solve them on Microsoft Teams

1. I am struggling to log my child into Microsoft Teams

In addition to the [Parent Guide](#), there is a useful [video here](#) to provide further clarity.

2. The Powerpoint / video / resource isn't loading

Check that the browser you are using is supported (Chrome, Safari and Firefox are best) and check that it is fully updated. Also ensure that only a small number of tabs are open in your browser.



3. The resource loads but says my child doesn't have permission to access the resource

Before clicking 'Request Access', check that your child is logged in with their own DMP username and password. If your child is sharing a device, you will need to log out of other accounts before you can log in with your child.

Log out of Outlook and Teams and then log back into Outlook and Teams with your child's email address and password. You will then be able to launch the assignment.

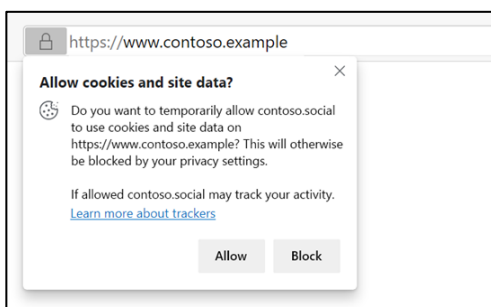


4. The task that has been set is too difficult or my child doesn't understand what they are being asked to do

Staff have ensured that there is clarity of explanations as well as sequencing learning. Encourage your child to go back through the lesson slides before attempting to complete the worksheet. If there is a particular question they are stuck on, encourage them to have a go and feedback will be given either individually or to the class. Your child can also move onto the next question. You can also email the class email address but please note that feedback can be given both individually and globally to the class. Refer to [Remote Learning Update 3](#) for clarification about feedback.

5. A bar has appeared that is asking me if I should allow cookies to be collected on this website

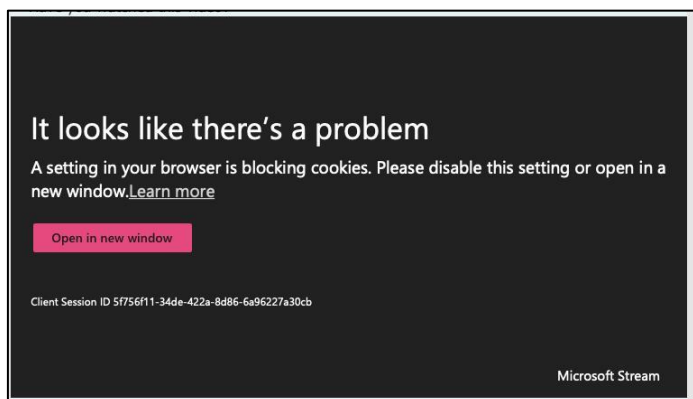
Click accept to allow cookies to be stored for that resource. Dixons Music Primary use only trusted resources and therefore this is safe.





6. I'm using Safari and it didn't give me the option to accept cookies, what do I do?

This is an issue that occurs often if you are using an Apple device, simply click 'open in a new window'



7. I don't have a desktop or laptop; can my child still access the work?

Yes, all of the remote learning can be accessed by any device that has access to the internet including mobile devices, tablets and games consoles. The editable worksheets can be completed by your child writing answers on paper and a photograph emailed to your child's class email address.

8. I have forgotten my password

If you have forgotten your password for your DTC log in either send an email to your advisor, tell them on the weekly call or call the academy number and explain. If it is for a non-DTC log in such as Hegarty Maths or The Everlearner, simply go to the sign in page and click forgotten password. This will take you through the process of resetting and setting a new password so you can access your account.

9. My child has an Xbox or Playstation. How do they access remote learning?

XBox

1. Plug a keyboard into the Xbox USB slot
2. Go to 'My Games and Apps'
3. Find 'Microsoft Edge' and select
4. Search for 'Microsoft Teams'
5. Select 'Sign In'
6. Enter your academy email address and password to login

PlayStation

1. Identify the PlayStation internet browser icon (it is WWW with dots around it)
2. Press the PlayStation logo on the controller
3. Go to 'Library' and find options for 'Games' and 'Applications'
4. Select 'Applications' and you will find the internet browser
5. Search for 'Microsoft Teams'
6. Select 'Sign In'
7. Enter your academy email address and password to login

10. Difficulty completing worksheets in MS Powerpoint (within MS Teams)

Worksheets are set by the class teacher in a MS Powerpoint format. Please ensure you/your child follow the instructions on the first slide of the Powerpoints to edit it. There is also a useful [video here](#) to provide further clarity. If this is still causing an issue then your child can write answer on paper and a photo can be emailed to your child's class email address however we want to be able to ensure students working at home can complete the worksheet electronically so please draw our attention to this if it is an issue by emailing your child's class email address with the specific issues by taking a photograph of the issue or screenshots.

