

Frequently Asked Questions #BryandaleOnline

If you experience any issues please take a screenshot and send an email to support@bryandale.co.za or respond to an active ticket by clicking on the reply button.

How do I download Teams?

Connect on Teams anywhere with Windows, Mac, iOS and Android devices, or bring remote participants into meeting spaces of all sizes with Teams.

You can download the app on your device:

<https://products.office.com/en-za/microsoft-teams/download-app>

You can also check if your device is supported by going to the link below:

<https://docs.microsoft.com/en-us/microsoftteams/hardware-requirements-for-the-teams-app>

How do I access my Office 365 Account (Teams)?

Microsoft *Teams* is a hub for teamwork in Office 365. Keep all your *team's* chats, meetings, files, and apps together in one place.

Go to the following link: [Get started with Microsoft Teams](#)

Ensure your credentials are entered correctly when signing-in.

There are no resources in Teams after sign-in.

The resources are still in the process of being created or moderated, as #BryandaleOnline is only active from 14th April 2020, when their daily lessons will be placed on Teams.

(Please note that Grade 6 – 7 learners are currently doing a comprehension fortification programme on Teams that have been scheduled since before the lock-down.)

Is there a timetable to be followed for the online program starting on Tue 14 April?

The work is self-paced but must be completed as per the schedule that will be given by the end of the week.

Are the children expected to be online at a specific time?

No, the work is self-paced and given for the week. However, a timetable will be provided when teachers will be online for a specific time to answer any queries directly and learners can also post questions on the group should they so desire. This will help if devices are shared. The teacher will have a 24-hour turnaround time to answer as a text.

What time do online classes start on Tuesday?

There is no specific contact teaching time. Work is uploaded for the week, to enable the children to do it when convenient for them and the family. It will be best to establish a routine and pace it out over the week.

I use Teams for work. How do we log in separately on the child's account?

You will need to log out of your work account and let your child sign in with own credentials.

Can I log in with different devices?

Yes, download Teams on each device and log in.