# Schools IT Help Guide - Installation of MS Teams

To install Microsoft Teams, please try the following instructions:

1. Open Google Chrome, and in the Address Bar (right at the top of the screen where it usually has the 'http' bit), type '**portal.office.com**'. Hit Enter.
2. Once you sign in with your email address and password, you should have a choice of Office apps that you can use. The one we want is Teams, as show by the red ring below.
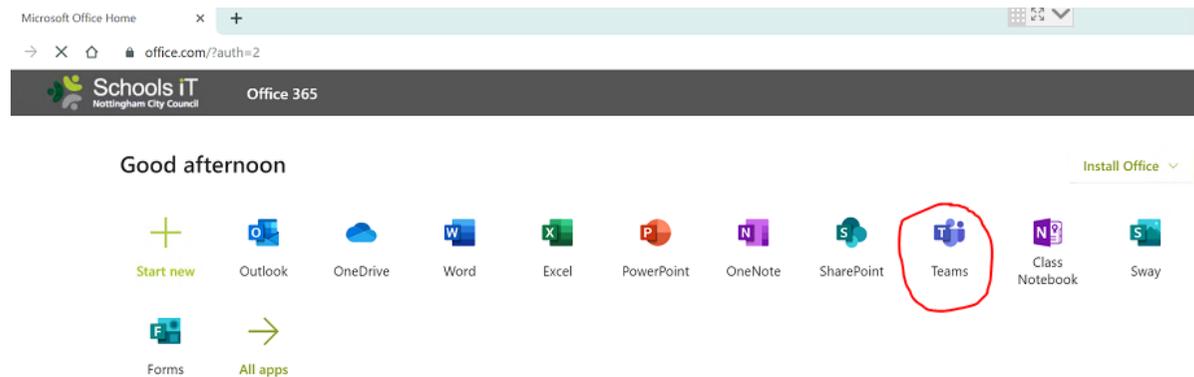

Once you've done this, it'll take you into Teams – which can be used via the browser, but for quality purposes, the app is usually better. To download the app, go to the icon right at the bottom of Teams, on the left-hand side, shown in the image below:

This will start to download the Teams app. Upon completion of the download, it'll appear as shown below. Click on this box.

Once you've done this, the box will disappear, but Teams won't load up automatically. To start Teams, go to the Start menu, and look for Microsoft Teams, which will appear as a new item. Click on it to start the app.
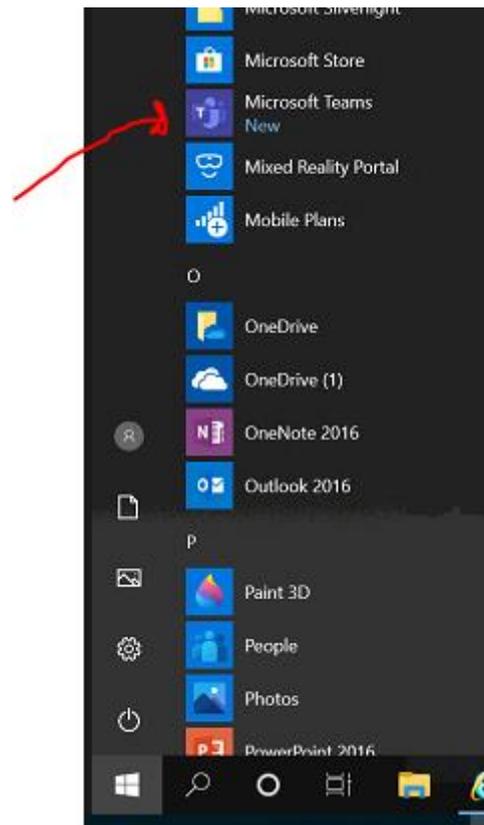
It will then ask you to sign in with your school email address – once you've done this, untick the 'Allow my organisation to manage my device' which appears on the next screen, and click next to proceed. You should now have Teams on your machine, as an app.

If you've never used Teams before, and want to learn how to use it, it's recommended that you have a look at some of the Teams tutorials that Microsoft provide. You can find them at the link below.

https://support.office.com/en-gb/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7

Please report any faults you have with Teams as normal either by emailing us at schoolsit@nottinghamcity.gov.uk, or calling us on 0115 915 0900.

Please also note that due to an increase in demand for Teams, currently there is a delay in Microsoft provisioning Teams and some users are having to wait up to 24 hours to access Teams. The first time they try and launch it some users receive the message 'We can't sign you in please try again'; the advice here is to wait 24 hrs and then try again. If the issue persists then report it to us otherwise after the initial first wait, once you have logged in the next time you will not have to wait.