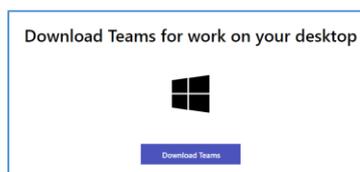


We have been made aware that a small number of pupils are unable to see the shared screen when a teacher shares their screen on a Teams meeting. If this affects your child, please see below the steps you can take to troubleshoot this, by ensuring you are using the most up-to-date version of Teams.

- **On a PC/Laptop**

For the best experience, please download and install the Teams app from: <https://www.microsoft.com/en-gb/microsoft-teams/download-app>



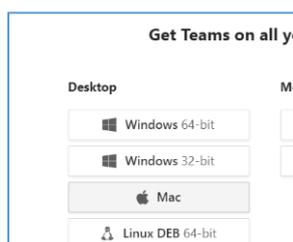
If you already have the Teams app you can also ensure you have the updated version by downloading and installing Teams from the link above.

You can also access the meeting through the following browsers, and still see the shared screen: Google Chrome or Microsoft Edge.



- **On a Mac**

For the best experience, please download and install the Teams app from: <https://teams.microsoft.com/uswe-01/downloads>



You will not be able to see the shared screen if using Teams through the Safari browser.



You can see this if using the Chrome or Edge apps on a Mac.

- **On an iPhone or iPad**

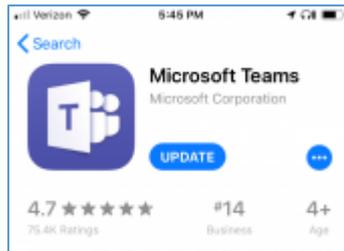
You must have the up-to-date Teams app for iOS downloaded on the device. You can search for Microsoft Teams in the App Store or click this link on the device:

<https://apps.apple.com/gb/app/microsoft-teams/id1113153706>

Ensuring the best Teams experience



You can update the app from the App Store if you already have this installed by clicking the link above or searching for 'Microsoft Teams' in the App Store. If it says 'update', please click this to update it:



You do not need to sign into the Teams app.

- **On an Android phone or tablet**

You must have the Teams app for Android downloaded on the device. You can search for Microsoft Teams in the Play Store or click this link on the device:

https://play.google.com/store/apps/details?id=com.microsoft.teams&hl=en_GB

You can also ensure this app is up-to-date by clicking the link above or searching for Microsoft Teams in the Play Store. If it says 'update' please click this to update the app:



You do not need to sign into the Teams app.

- **On a Chromebook**

You can access the meeting through the browser (Google Chrome or Edge only).

For the best experience, please download the Teams app from the Play store:

https://play.google.com/store/apps/details?id=com.microsoft.teams&hl=en_GB

You can also ensure this app is up-to-date by clicking the link above or searching for Microsoft Teams in the Play Store. If it says 'update' please click this to update the app.

You do not need to sign into the Teams app.