

How to access teams from home

Step 1: Download Teams on a home device.

First, download Microsoft Teams on either your phone, tablet, laptop or computer.

If you are using a Phone or Tablet, you can do this by searching for 'Teams' in your app store.

If you already have Teams downloaded, then make sure it's the most up to date version. You can do this by searching for it on app store and seeing if it says update, if it says open, it's the most recent version.

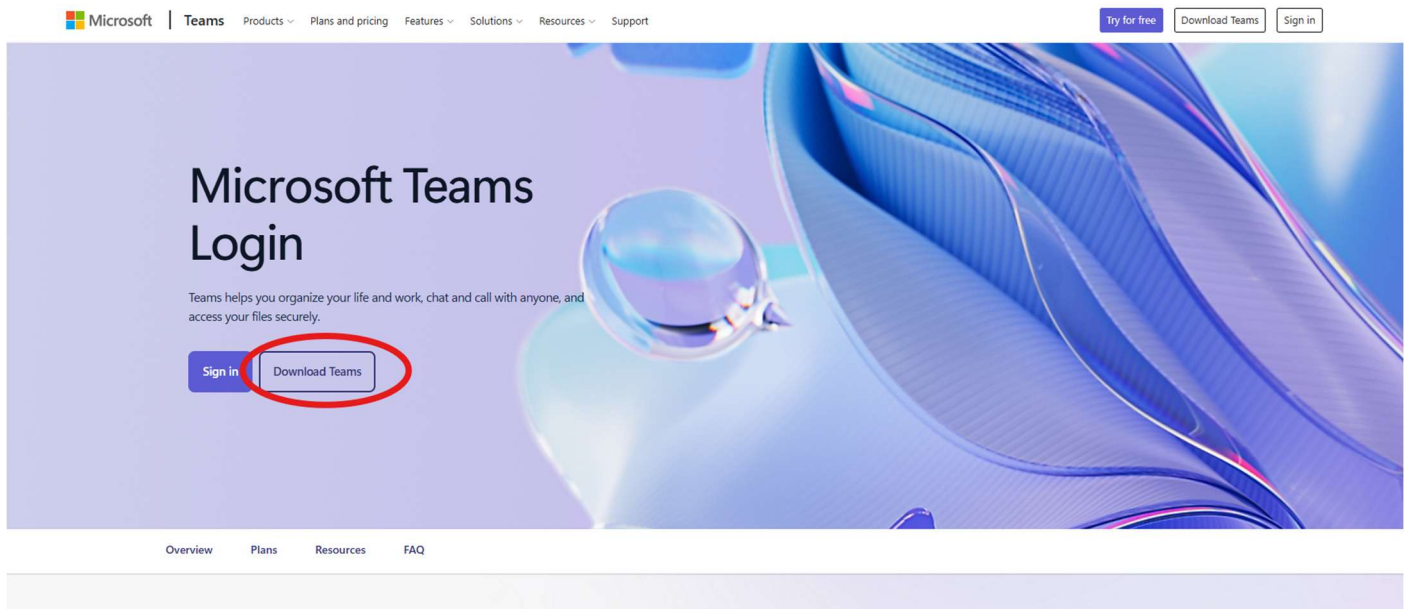
Please note these steps will vary slightly depending on the type of device and brand you are using.



If using a laptop or Computer, go to <https://www.microsoft.com/en-gb/microsoft-teams/log-in>

*** NOTE YOU MUST ALSO HAVE TURNED OFF ANY VPN BEFORE SIGNING INTO ANY SCHOOL SERVICE

There should be an option to download teams.



You can also sign in to teams from the above link, you don't have to download it to your device.

Step 2: Logging onto teams.

Log in with your school email address. Your email address is your student username which you use to log in on the school computers followed by @cathedral.trinitymat.org

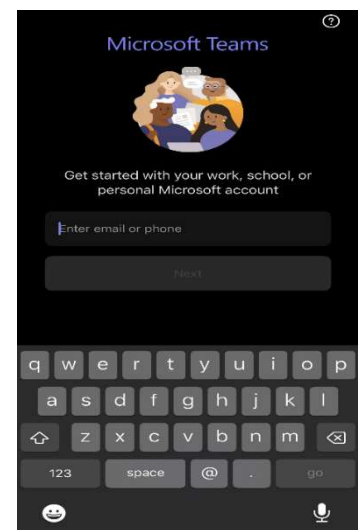
For example, 21SmithG@cathedral.trinitymat.org

Select Next, then enter your password.

It may then ask you to restart the app.

Step 3: Setting a code.

Once you reopen the app, if on a phone or tablet, it may ask you to set a code. This is a 4 or 6 digit code you will need to enter every time you open teams.



Step 4: Once logged on, using your Microsoft Teams

Once logged on, navigate to Teams, where you should then see a list of your classes.

If you are using your mobile phone, the list could be quite long so scroll down to see your current classes.

When you get homework your teacher may put it onto your classes Team channel. To find this find the correct class for your subject.

They may have made a post with a link to an external website such as Sparx maths or Seneca

or

Your work may be set as an assignment

Sometimes there are other issues, things to try if the above doesn't work

Update your device to the latest versions, and any browser too (Chrome / Firefox / Safari / Edge).

Any VPNs are switched off.

Sign out and back into Teams

For Android Issues Step 1: The Android 16 "WebView" Toggle Fix

Android 16 updates how the tablet renders built-in web login forms. If your system browser component didn't migrate cleanly during the OS update, Teams will fail right at the sign-in prompt. [1]

1. Go to **Settings > Apps > Android System WebView**.
2. Tap the three vertical dots in the top-right corner and select **Uninstall updates** (or **Remove updates**).
3. Restart your tablet.
4. Immediately open the [Google Play Store](#), search for **Android System WebView**, and hit **Update** to reinstall the cleanest version compatible with Android 16.

For Android Issues Step 2: Clear the "Broker" Identity Cache

Teams on Android does not hold your login credentials itself; it passes them to a background broker app. Clearing Teams' cache alone won't work if the background token is broken. [1]

1. Go to **Settings > Apps**.
2. Clear the cache and data for **Teams**.
3. **Crucial:** Look down your app list. If you see **Microsoft Authenticator** or **Company Portal (Intune)**, clear the cache and data for those apps as well. This forces Android 16 to create a brand-new cryptographic token for your device.

Uninstall Teams and Reinstall it.

If it still doesn't work.

Try installing the "Microsoft Edge Browser" from your App Store and using this only for your schoolwork. You can sign in with your school email address and password. The link above for teams would also allow you to sign into that.



-If you are having issues accessing teams after following this document please visit the IT team in school.

-If you are having issues accessing specific websites such as Sparx or Seneca, please reach out to your teacher of that subject.