

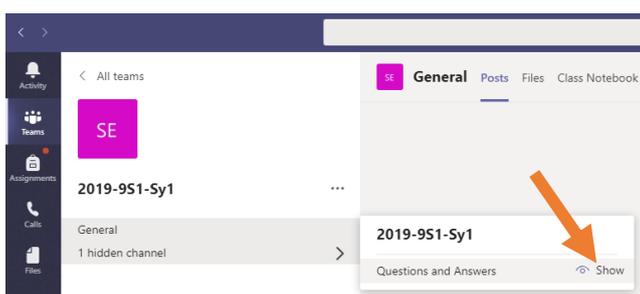
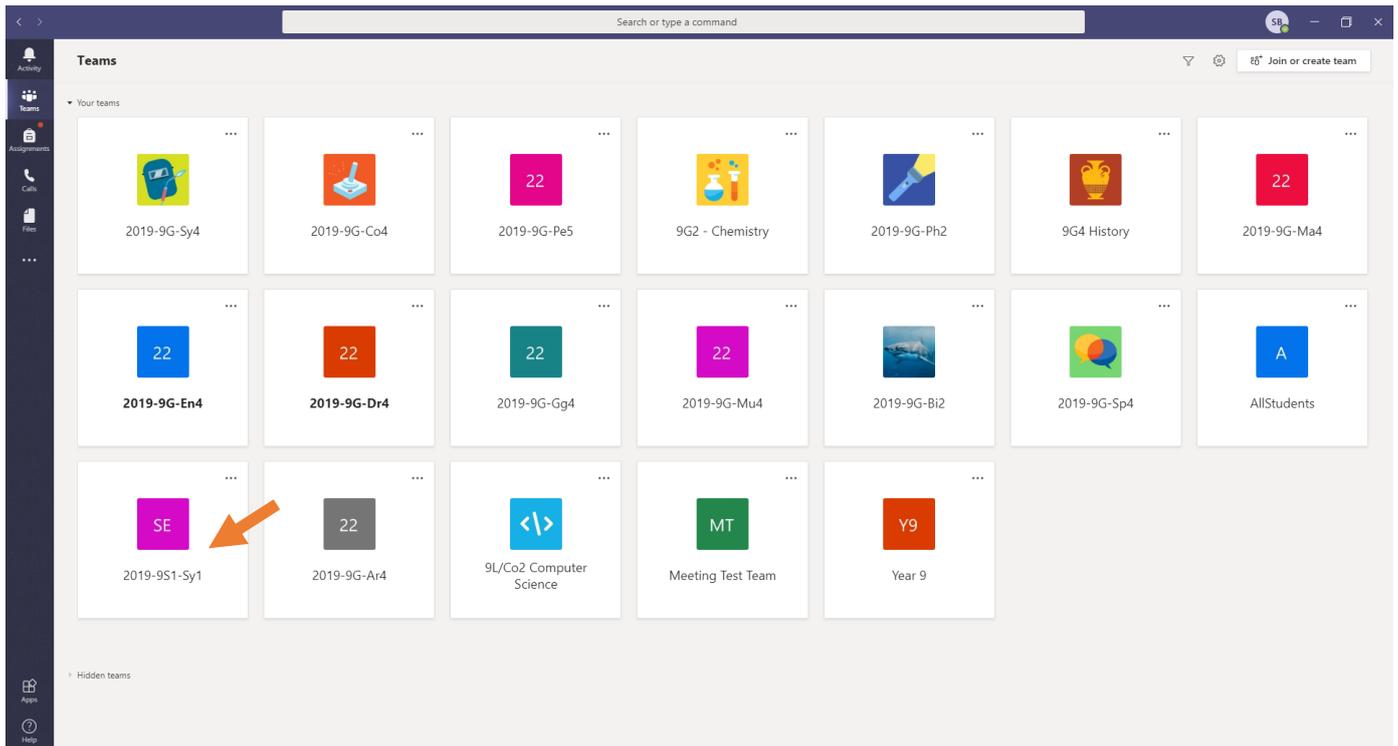
# User Guide: Using Channels to ask Questions on Teams

When a Team is created, a 'General' channel is created automatically; this is where all your posts and assignments appear as you've been getting set work for your classes. Your teachers are also creating new channels that can be used to ask questions of your teachers, prior to completing your work.

This guide explains the one-off steps required to see and set up notifications for these new channels on a smartphone or a computer.

## One-time setup for Question and Answer on a PC

1. Click the 'Teams' tab on the left-hand side of the screen, then the name of a class (E.g. 2019-9S1-Sy1).



2. Where a teacher has created a new Question and Answer channel, you will see '1 hidden channel' appear underneath the 'General' channel.

Click '1 hidden channel', then the 'Show' icon that appears.

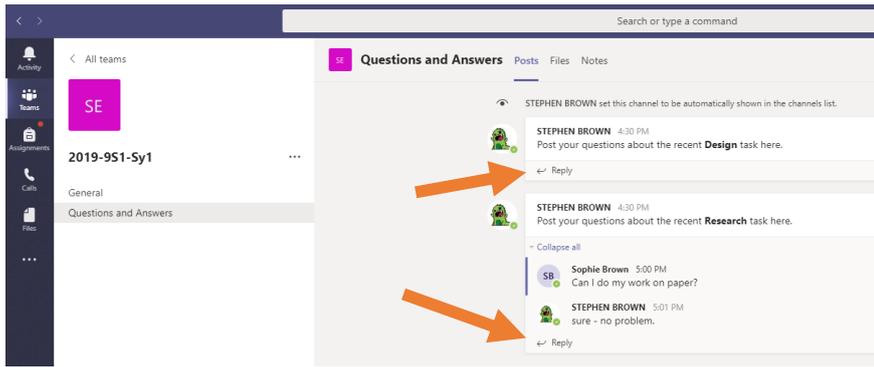
**Tip:** The 'General' channel is nothing new; this has been here all along, and is where all your posted work and assignments are set for you.

3. The words, '1 hidden channel' will change to 'Questions and Answers' channel, or something similar. Tap the '...' icon to the right of it, then select 'Channel notifications'. Set 'All new posts' to 'Banner and feed', and tick the 'Include all replies' box. Click 'Save to finish'.

**Important:** You will need to repeat this process for all your classes. Remember that not all your teachers will set this up at the same time, so keep checking until you have a QandA channel for all your groups.

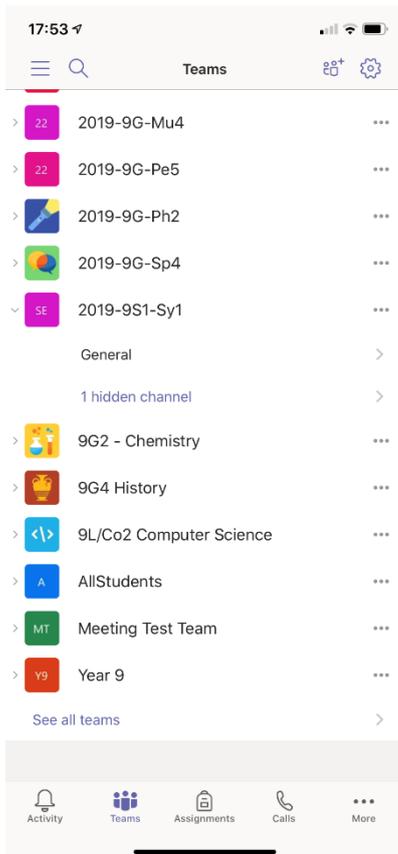
## Asking a question on a PC

Click the 'Teams' tab, then the class you wish to ask a question in, then the 'Question and Answer' link.



Your teacher will create one or more 'posts' on this page, inviting you to ask questions.

You post a question by clicking the 'reply' button at the bottom of the relevant post, as shown here to the left.



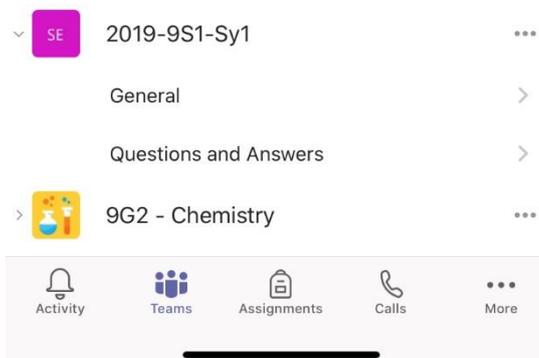
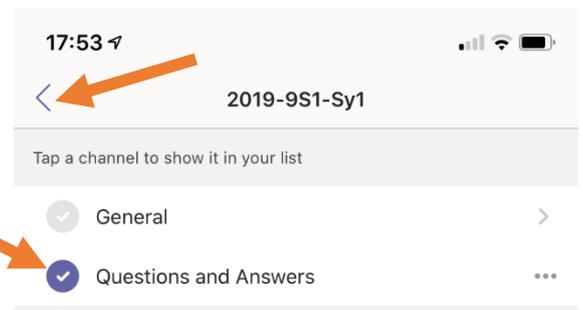
## One-time setup for Question and Answer on a smartphone

1. Tap the 'Teams' tab at the bottom of the screen, then the name of a class (E.g. 2019-9S1-Sy1).

Where a teacher has created a new Question and Answer channel, you will see '1 hidden channel' appear underneath the 'General' channel.

Tap '1 hidden channel'.

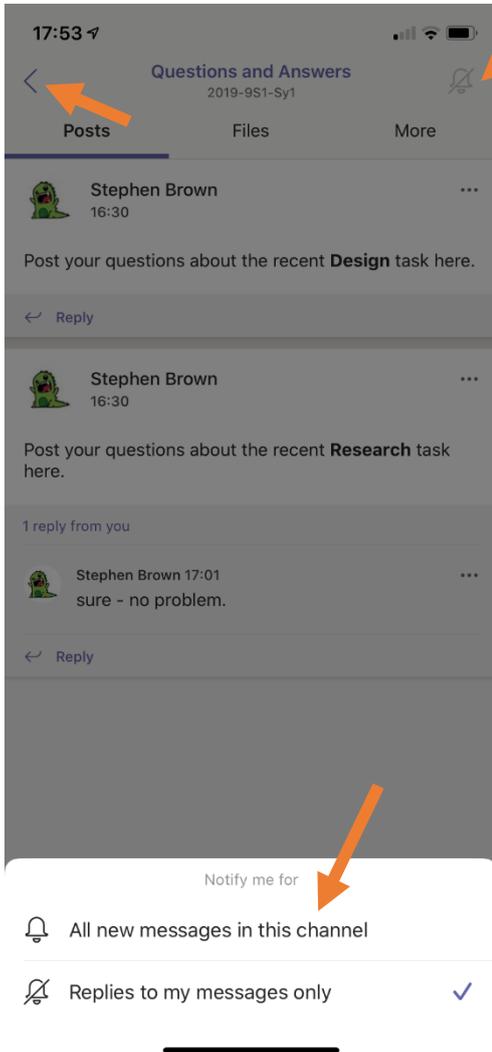
On the next screen, tap the hollow circle that appears to the left side of the 'Questions and Answers' channel, then the 'back' button.



The words, '1 hidden channel' will change to 'Questions and Answers' channel, or something similar.

Tap the words 'Questions and Answers' to view the channel.

Next page: Final step



Click the Notifications icon in the top-right corner (this looks like a bell with a line through it).

At the bottom of the screen, tap 'All new messages in this channel', then the 'back' button in the top left-hand corner to return to your list of classes.

**Important:** You will need to repeat this process for all your classes. Remember that not all your teachers will set this up at the same time, so keep checking until you have a QandA channel for all your groups.

### Asking a question on a Smartphone

Tap the 'Teams' tab, then the class you wish to ask a question in, then the 'Question and Answer' link.

Your teacher will create one or more 'posts' on this page, inviting you to ask questions.

You post a question by clicking the 'reply' button at the bottom of the relevant post, as shown here to the right.

### Important

Your teachers will do their best to respond to questions swiftly during school time, but at busy times it may take a day or so before they are able to respond.

### Support

For assistance with setting up or using channels, please contact [itsupport@bourne-grammar.lincs.sch.uk](mailto:itsupport@bourne-grammar.lincs.sch.uk)

