

Student and Parent FAQ

These are frequently asked questions by students and parents. Please look through the questions and click on the one you have to be taken to the solution.

If these questions haven't resolved your problem, please contact IT support at its@ct5d.com.

Some FAQ questions have video guides and to watch them you will need to sign into your account with your school email address.



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How do I access my school email?

To access school email, go to www.office.com, sign with your school email address (password is your computer password at school). Once successfully signed into Office 365 click Outlook shortcut on left sidebar.

How do I access Microsoft Teams?

There are four options how to access Microsoft Teams:

1. Through Microsoft 365 Apps installed on Windows PC or Mac (*Recommended*),
2. Teams Application (standalone) installed on a Windows PC or Mac,
3. On a web browser, and
4. On smart devices like iPhone, iPad and Android devices

These are steps how to install or access Microsoft Teams:

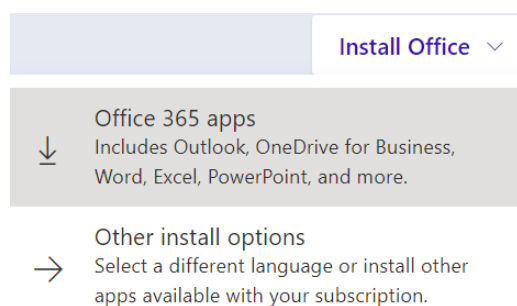
1. Office 365 ProPlus Installed on Windows PC or Mac



Microsoft Teams application is a part of **Microsoft 365 Apps**. Every Student while studying at The Hazeley Academy is entitled to have **five FREE copies Microsoft 365 Apps installed** on private computers at home or smart devices like iPad, iPhone and Android devices.

Step 1. Go to <https://www.office.com> and sign in with your Office 365 username and password (school email address and password).

Step 2. From the Office 365 home page select **Install Office** and click on **Office 365 apps**:



Step 3. When installation is complete you will see "You're all set! Office is installed now" click on **Close** and **restart computer**.

Step 4. Activate Microsoft 365 Apps. Open any application from Start Menu like Word and sign in with school email address.

2. Microsoft Teams Application (standalone) installed on a Windows PC or Mac

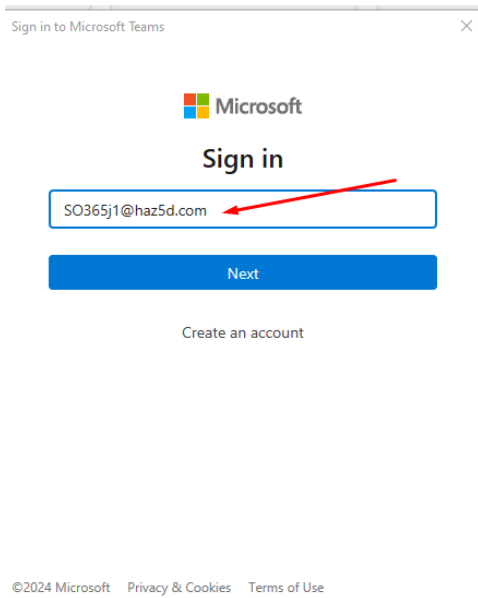
Step 1. Download and install Microsoft Teams for work or school from here:

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

Step 2. Start Microsoft Teams:

- In Windows, click **Start**  > **Microsoft Teams**
- On Mac, go to the **Applications** folder and click **Microsoft Teams**

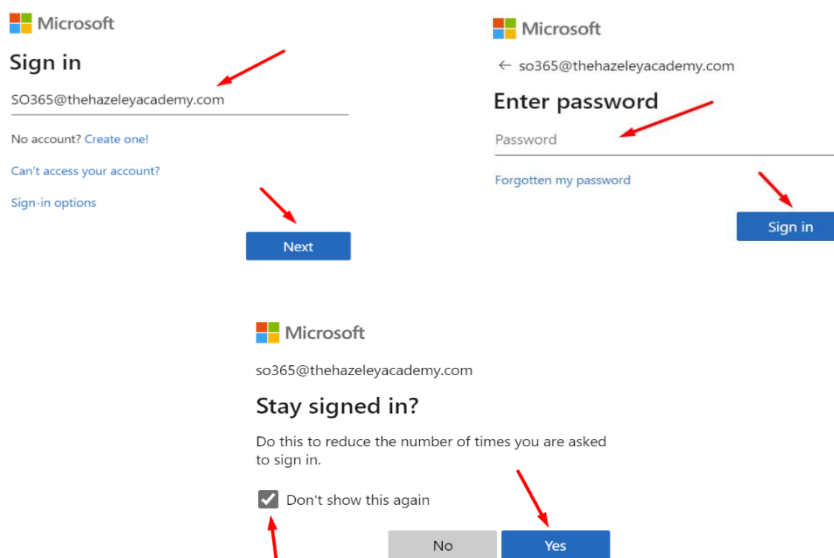
Step 3. Sign in with your Office 365 username and password (school email address and password):

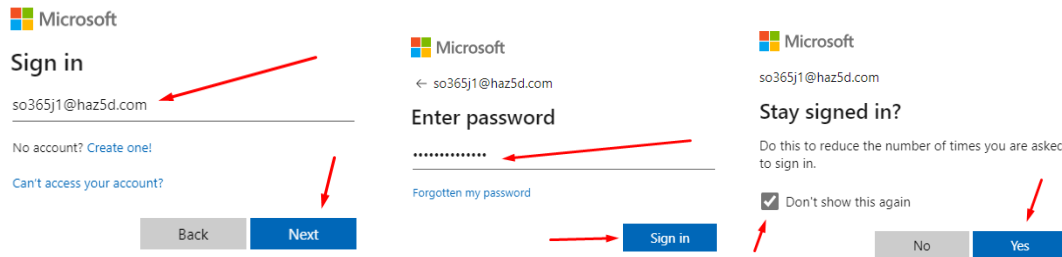


3. Microsoft Teams on Web Browser

Step 1. Go to <https://teams.microsoft.com>

Step 2. Sign in with your Office 365 username and password (school email address and password):





4. Microsoft Teams on Smart Devices Like iPhone, iPad and Android Devices

Step 1. To download the Teams mobile app, go to your mobile device and follow the link [on download page \(https://aka.ms/getteams\)](https://aka.ms/getteams). Or download it from the [iOS App Store](#) or [Google Play Store](#).

Step 2. Tap the **Teams** icon, then sign in with your Office 365 username and password (school email address and password).

Logging into Seneca

1. Go to www.senecalearning.com.
2. Click on Log In.
3. Click on Continue with Microsoft.
4. Follow the prompts and login with your HAZ5d.com account.
5. If you get an error message, ask your teacher to reset your password.

Want to watch a video? Click here: [Logging into Seneca](#)

How do I access Office 365?

Go to www.office.com and sign in with your Office 365 username and password (school email address and password).

How do I reset my Office 365 / Teams password?

Office 365, Teams, and Email login details are the same as your computer login details except that for computer you need to use username bit which one is before “@” symbol.

If you are working from home and urgently need a password reset, you will need to email **IT Support: its@ct5d.com**.

If you are in school, you can ask any of your teachers or your form tutor to reset password for you.

How do I reset my Arbor password?

You can log into Arbor using the ‘Log in with Microsoft’ button. If you do need to reset your Arbor password, go to <https://thehazeley.uk.arbor.sc/>. From there choose **Forgot your Password?** -> type in school email address -> and press **Request password reset**.



The Hazeley Academy

Log in

Log in with Microsoft

Or

Enter your email address

Enter your password

[First time logging in?](#) [Forgot your password?](#)

Log in

Trouble logging in? Click [here](#) for help

Forgot your password?

Don't worry! Just tell us the email address you use to log into Arbor and we'll send you an email with a link to reset your password.

Unsure which email address to use?
Contact your school administrator and they will help you out.

so365j1@haz5d.com

Request password reset

Reset link will be emailed to your school email address which is valid for 1 hour.

How do parents reset their Arbor password?

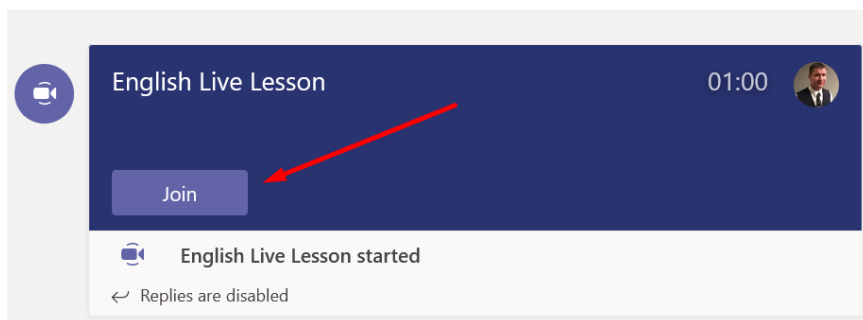
If you do need to reset your Arbor password, go to <https://thehazeley.uk.arbor.sc/>. From there choose **Forgot your Password?** -> type in your email address email address -> and press **Request password reset**.

If you do not receive the password reset email, please send a password reset request email to arborhelp@haz5d.com.

How do I join a Teams Live Lesson?

Navigate to Team by your subject, choose required channel and click on **Join**.

If you can't see Join button first speak with your teacher maybe lesson have cancelled or rescheduled.

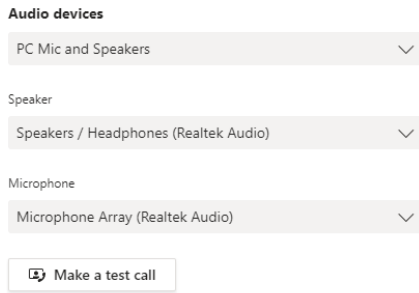


I can't type/talk in a Teams meeting, how can I get unmuted?

Your teacher has muted you or turned off the chat. Please contact your teacher for details or raise your hand in the meeting.

I can't hear anything in the Teams meeting, what can I do?

If your computer speakers are unmuted, and you still can't hear, check your device settings either from the meeting menu or the main settings menu and make sure the correct audio devices are selected. If that does not fix the issue, try leaving the call and rejoining.



Teams isn't working, what can I do?

Make sure you are connected to the internet. If that is working, try quitting Teams and reopening it. If that does not fix it, turn restart your device. You can access Teams via one of the alternatives explained at the start of this document. Finally, you may need to uninstall and reinstall the Teams app.

My Team is missing; what can I do?

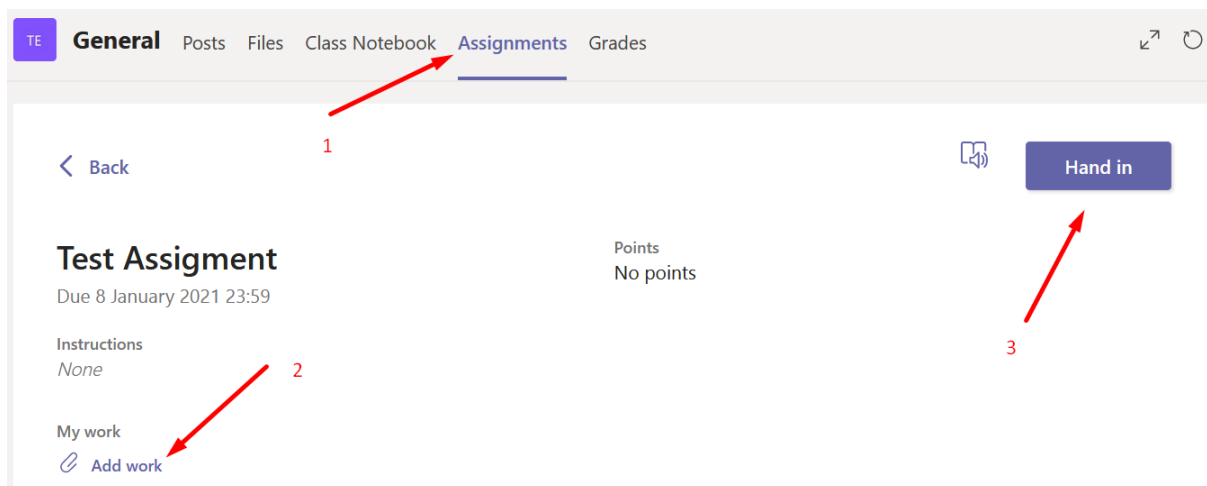
You should automatically be added to all your class Teams. If you urgently need adding to a Team, email your subject teacher or form tutor with the specific Team you need to be added to.

How do I access OneDrive?

Go to www.office.com and sign in with your Office 365 username and password (school email address and password). From Office 365 Home page on left sidebar click OneDrive shortcut.

How do I upload files to a Teams assignment?

Navigate to the required Team and click on **Assignments**. Click on **Assigned assignment, Add work**, and hit on **Hand in**.



How to access Teams Assignment?

Watch this how-to video guide [here](#).

How to upload a photo to an assignment using a tablet?

Watch this how-to video guide [here](#).

How to upload a photo to an assignment using a phone?

Watch this how-to video guide [here](#).

How to upload a file to an assignment using a computer?

Watch this how-to video guide [here](#).

How to complete and hand in assignments using a tablet?

Watch this how-to video guide [here](#).

How to complete and hand in assignments using phone?

Watch this how-to video guide [here](#).

How to respond to Feedback on Teams?

Watch this how-to video guide [here](#).

How to complete Teams work on your phone or tablet?

Watch this how-to video guide [here](#).