

**St. Vincent & the Grenadines**  
Ministry of Education and National Reconciliation



## **Microsoft Teams Guide:**

- 1. Install MS Teams on a Tablet**
- 2. Activate the Self-Service Password Reset**
- 3. How to Reset an account password**

**Prepared by:**  
**ICT-Unit**

**Date:**  
**07-01-2021**

This document will provide instructions on the following:

- **Install MS Teams on your Tablet**
- **Activate the Self-Service Password Reset**
- **How to Reset an account password**

**PLEASE NOTE:**

**This document assumes you still have access to your account and you can login to MS Teams successfully.**

If you do not have access to your account, please contact the Principal of the institution to which your child/ward is attending. They will contact the Ministry of Education to pass on the relevant information.

## **Install MS Teams on your Tablet**

**STEP: 1**

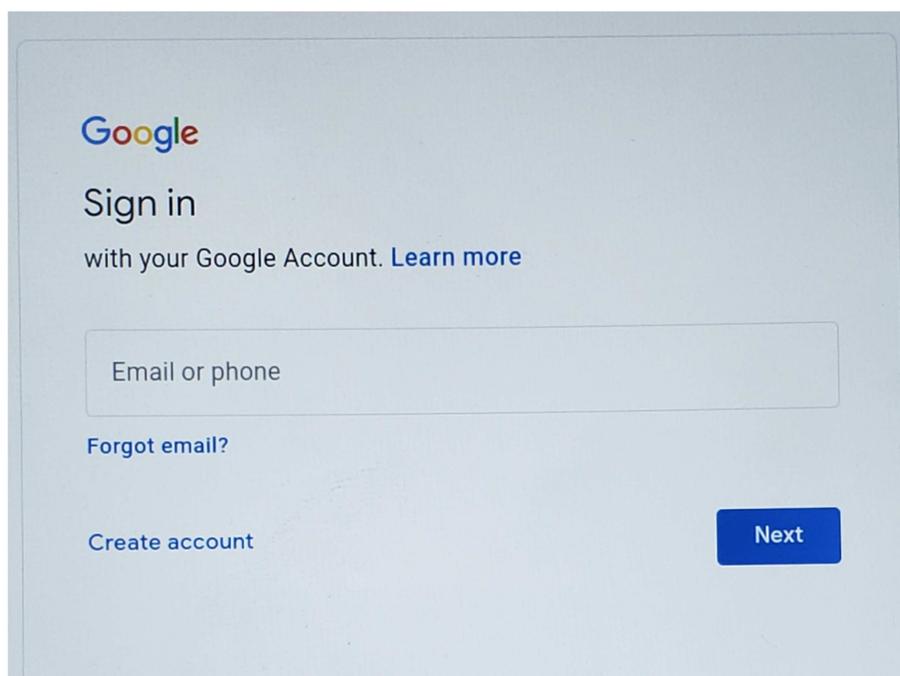
Turn on your tablet and proceed to find the Google Play Store Icon:



**STEP: 2**

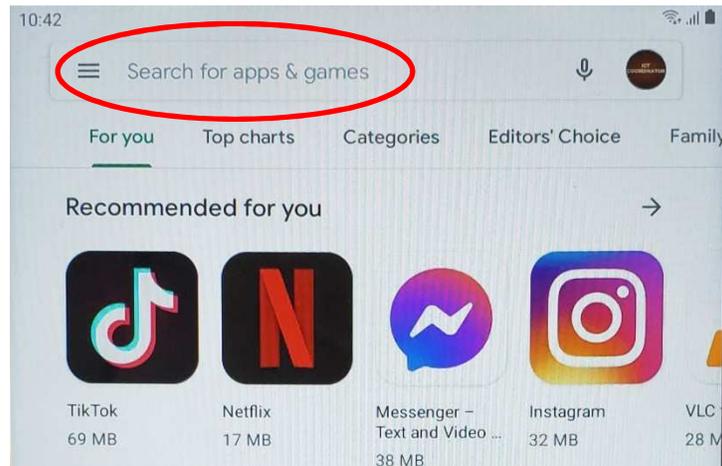
Click the **Google Play Store Icon** to launch the app.

Please login with a suitable Google account if you have one or create account.



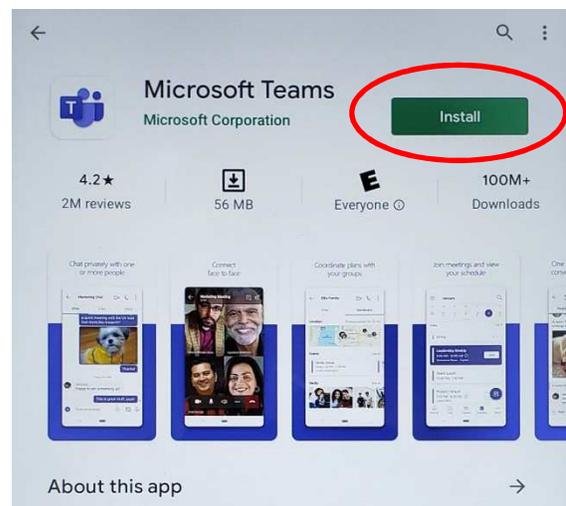
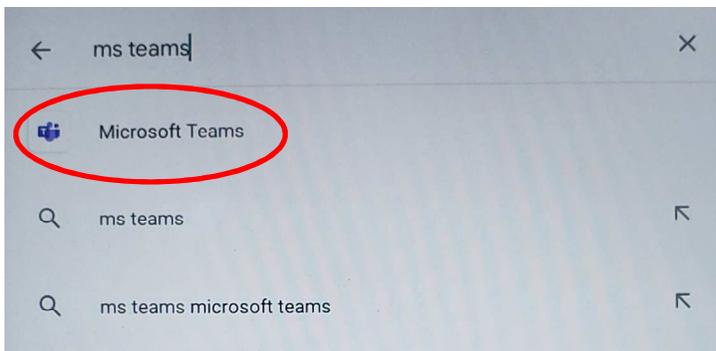
**STEP: 3**

Once you have logged into the Play Store, you can search for MS Teams in the search bar. Click the **search bar** now and search for **MS Teams**.



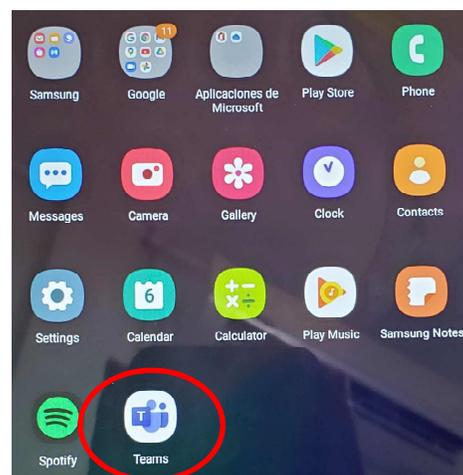
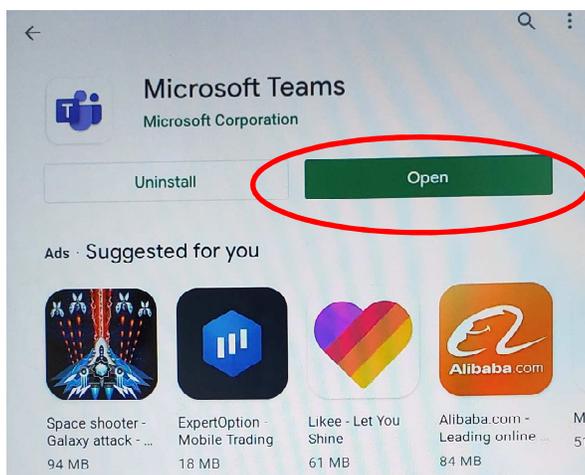
**STEP: 4**

Click on the **app listed** and it will open up the app details. Click **Install**.



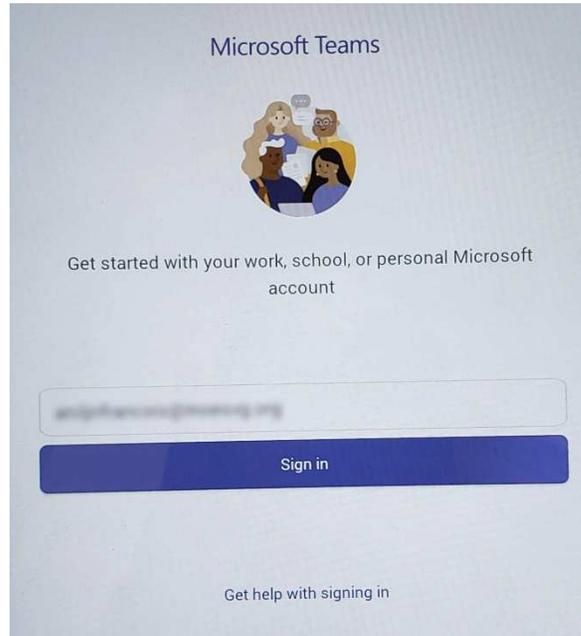
**STEP: 5**

MS Teams will be downloaded and then installed on your tablet. This may take several minutes depending on your internet speed. After installation is completed, Click on: **Open** to open the app OR look for the installed app on your tablet.



**STEP: 6**

When MS Teams app opens, you will be greeted by the Login Screen.



You have successfully looked for MS Teams, downloaded and installed the app and are now ready to Login and proceed to use MS Teams.

**PLEASE DOWNLOAD ADDITIONAL SOFTWARE FROM THE PLAY STORE:**

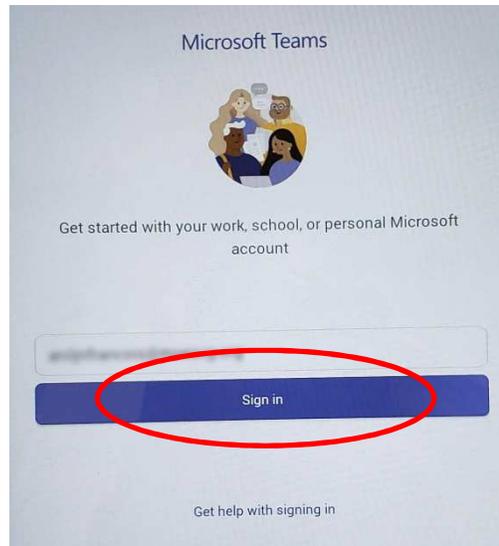
- Onenote
- Word
- Flipgrid
- Powerpoint
- Excel

-END-

## Activate the Self-Service Password Reset

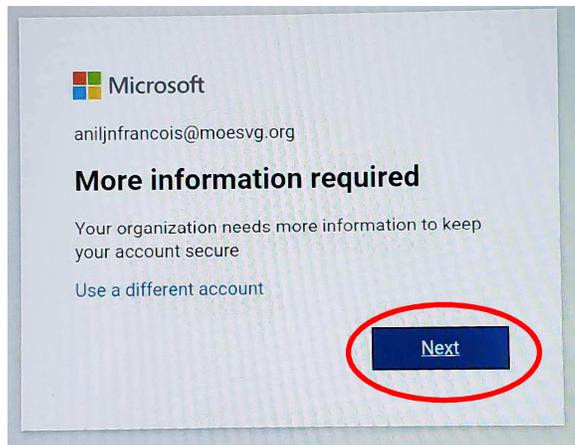
### STEP: 1

Please proceed to sign into MS Teams.



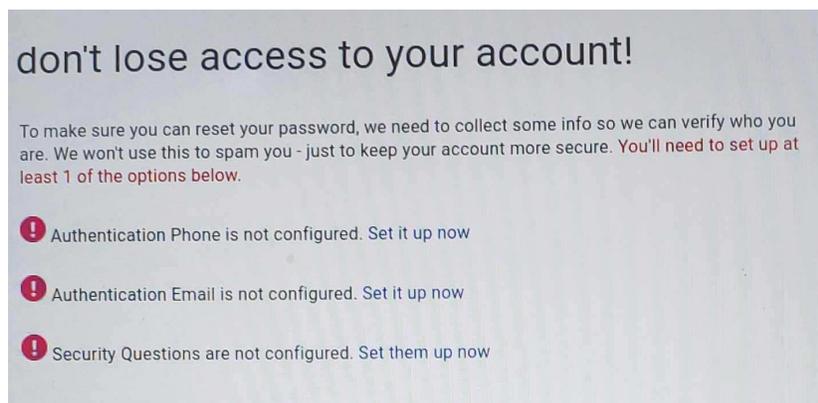
### STEP: 2

After successful login, you will be prompted to provide more information to keep your account secure. Click on: **Next**



### STEP: 3

You have the option to setup **at least 1 option** for phone, email or a set of security questions. Choose the option/s you wish to use.



Phone

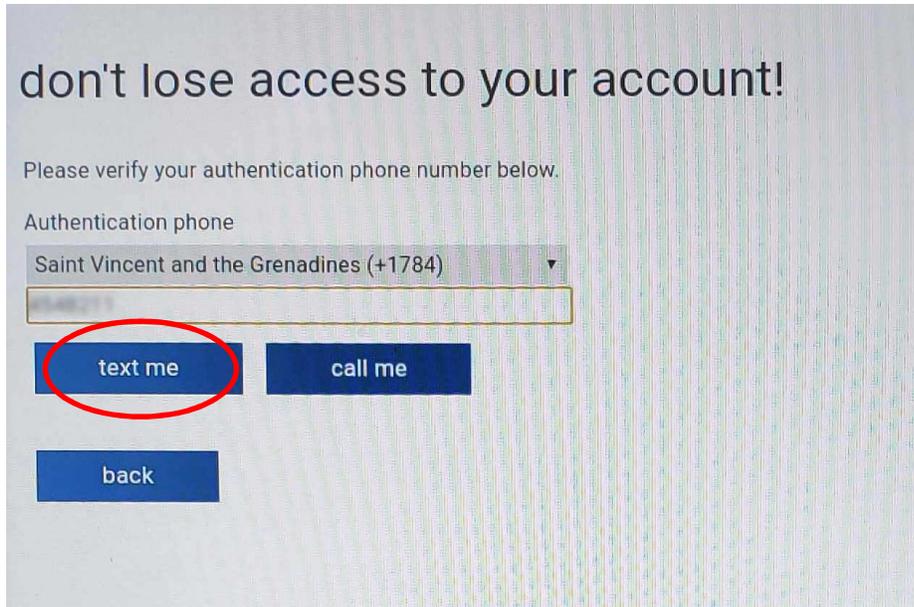
Click on: **setup it up now.**

Select your country or region

Scroll to: Saint Vincent and the Grenadines (+1784)

Click on it and then proceed to enter a working phone number.

Click on: **text me**



don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Saint Vincent and the Grenadines (+1784)

text me call me

back

You also have the option to be called by the automated system.

You will be texted a code to enter, Check your phone messages.

If you have received the code, enter it in the provided space. If you didn't receive a text message, click on: **try again.**

Once you entered the code Click on: **Verify**

Your phone number will be added to your account. A green checkmark will indicate phone recovery number has been added.

Email

Click on: **setup it up now.**

Provide a working email address in the space.

Click on: **email me**

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

Enter your authentication email address

email me

back

You will be emailed a code to enter, Check your email.

If you have received the code, enter it in the provided space. If you didn't receive an email message, click on: **try again.**

Once you entered the code Click on: **Verify**

Your email address will be added to your account. A green checkmark will indicate phone recovery number has been added.

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ! Authentication Phone is not configured. Set it up now
- ✓ Authentication Email is set to [redacted] . Change
- ! Security Questions are not configured. Set them up now

finish cancel

**Security Questions**

Click on: **set them up now**.

Once you have chosen your questions and answers

Click on: **save answers**

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.

Security question 1

What is your favorite food?

Security question 2

When you were young, what did you want to be when you grew up?

Security question 3

What was the name of the first school you attended?

**save answers**

Your 3 security questions will be added to your account. A green checkmark will indicate security questions are added.

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

! Authentication Phone is not configured. Set it up now

✓ Authentication Email is set to [redacted] Change

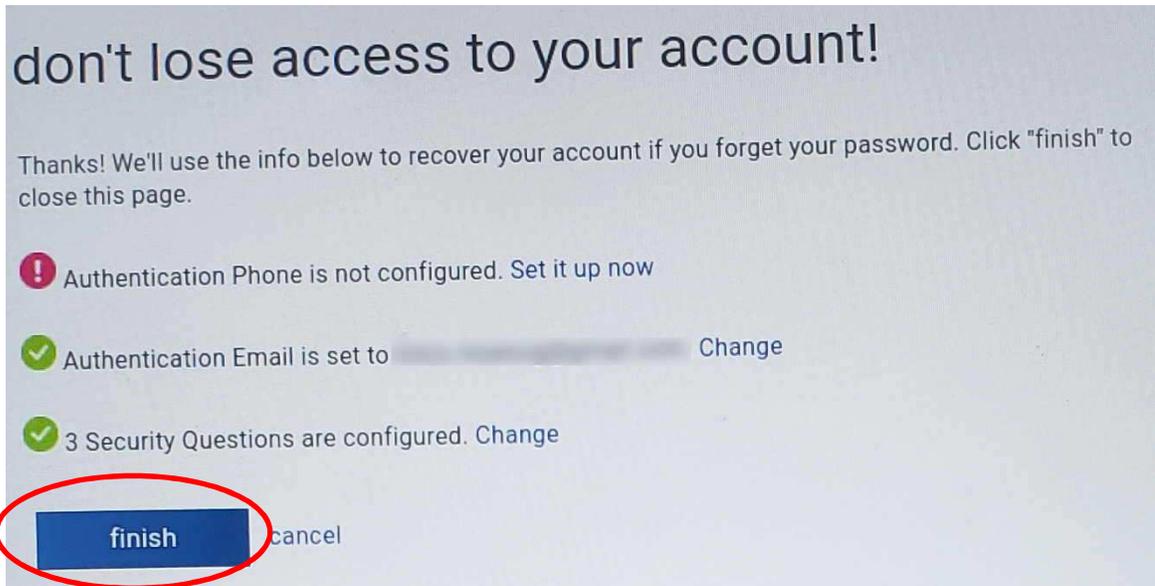
✓ **3 Security Questions are configured. Change**

**finish** cancel

**STEP: 4**

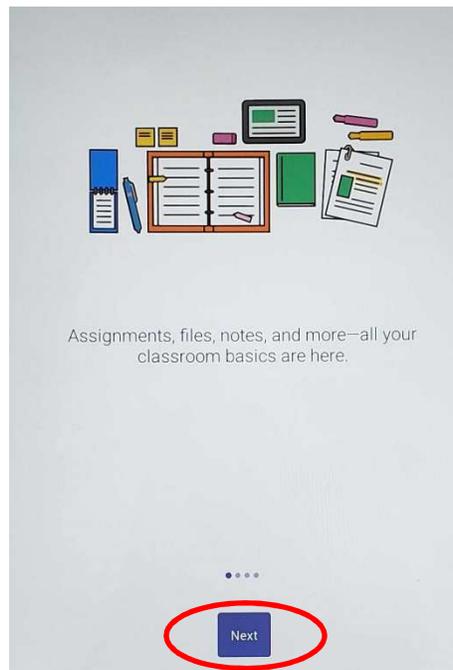
Once you are satisfied with your choices,

Click on: **finish**



You will be shown an introductory screen.

Click on: **Next** and **Got it** until you are shown the main MS Teams screen.



You have successfully setup your Self-Service Password Reset feature in MS Teams.

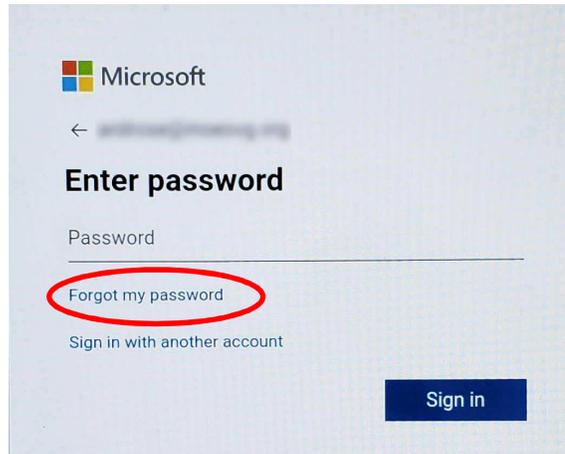
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## How to Reset an account password

Based on the option/s you would have chosen when setting up the Self-Service Password reset feature in MS Teams you can reset your account password.

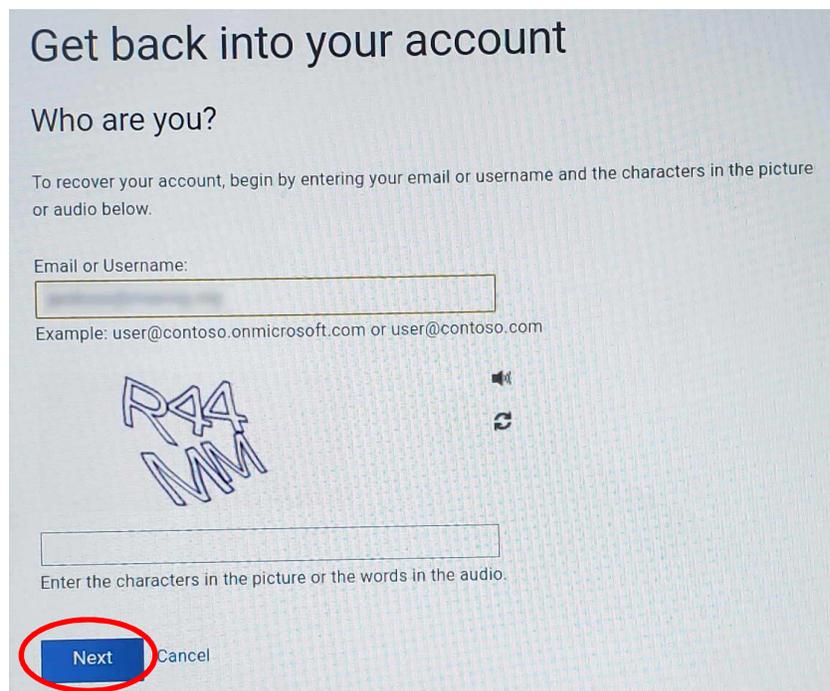
### STEP 1

Click on: **Forgot my password**



Locate the provided characters or listen to the audio to get the words and enter them into the space provided.

Click on: **Next**



**STEP 2**

You can then select the choice for verification. Based on the option, you will receive a code via phone or email or answer the Security Questions.

**Get back into your account**

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

Email my alternate email

Answer my security questions

You will receive an email containing a verification code at your alternate email address (lc\*\*\*\*\*@gmail.com).

**Email**

**Get back into your account**

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

Email my alternate email

Answer my security questions

What was the name of the first school you attended?

When you were young, what did you want to be when you grew up?

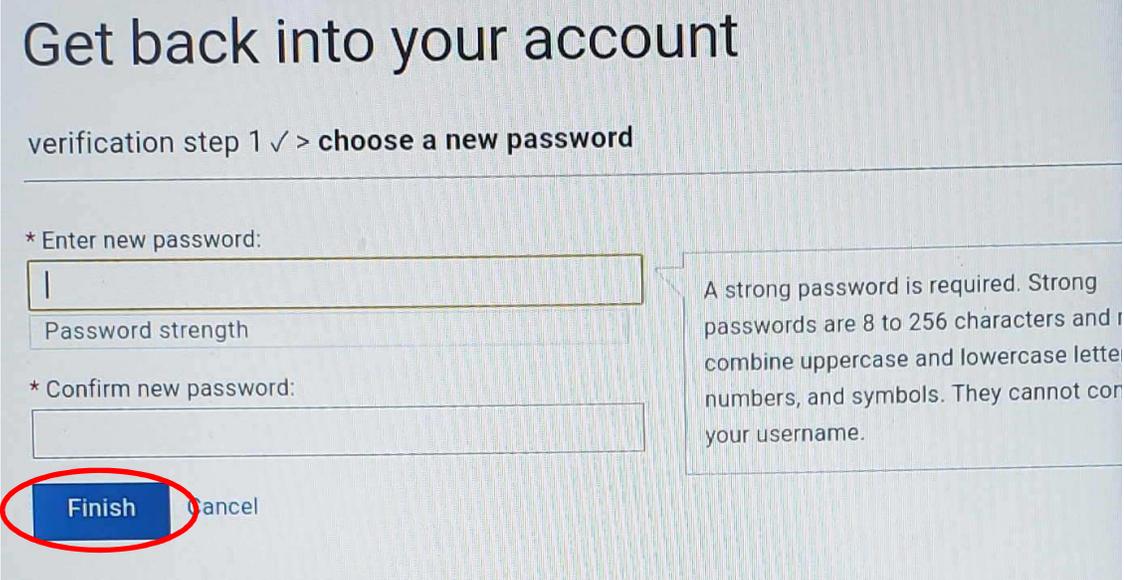
What is your favorite food?

**Next**      [Contact your administrator](#)

**STEP 3**

You will be asked to enter a new password and confirm new password.

Click on: **Finish**



Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

Password strength

\* Confirm new password:

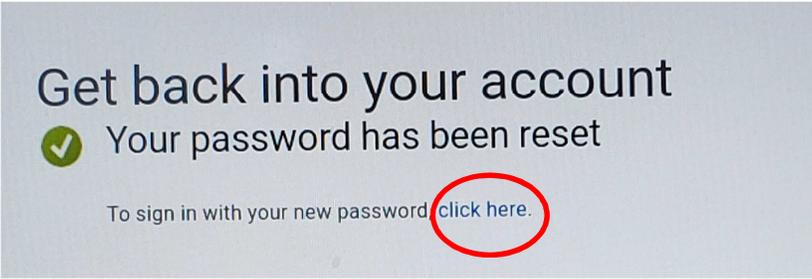
**Finish** Cancel

A strong password is required. Strong passwords are 8 to 256 characters and combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

**STEP 4**

You will be asked to sign in with your new password.

Click on: **click here**



Get back into your account

✓ Your password has been reset

To sign in with your new password [click here.](#)

Enter your email and new password.

Click **Next** and **Got it**, until you are shown the main MS Teams screen

You have successfully reset your account password in MS Teams.

For more help, **Please use the HELP DESK on MS TEAMS**