

Remote Learning FAQ Technical Questions

Q1. What should I do if I have forgotten my password?

A1. Please ask your parent/carer to click on this link - <https://www.mcauley.org.uk/index.php/home-school-communication>. Alternatively, the contact page can be found on the school's website homepage under the **'Communication & News'** tab and **'Communicating with School'**.

On the **'Communicating with School'** page, first select **'Website/ Portal Support'** from the **'To:'** drop down list (see picture below).

In the **'From:'** field your parent/carer needs to type in **'Parent of (name of pupil)'**.

'Email:' field – your parent needs to type in their email address here that a technician can respond to.

'Subject:' field – type in **'Password Reset Request'**.

'Message:' field – your parent can go into more detail here if need be and mention any other technical issue you may be having.

Your parent can tick the **'Send me a copy'** to send copy of the message to the email entered in the **'Email'** field.

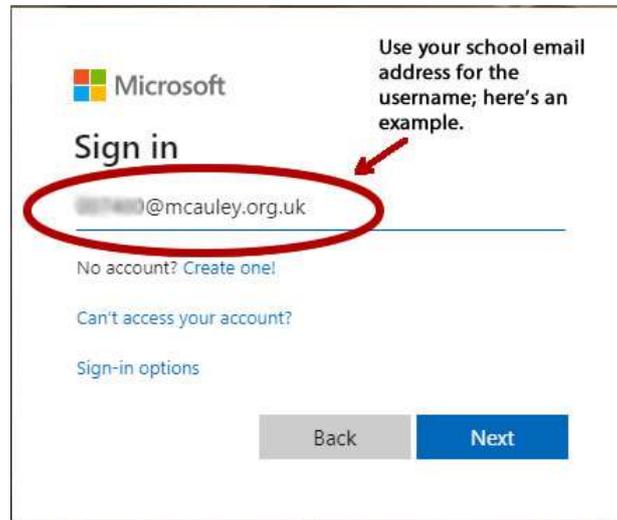
Finally, click on **'Send'** to send the message.

A technician will respond with a new password.

The screenshot shows the 'Communicating with School' form. At the top, it says 'Should you wish to send a non-urgent message to school and request a response, please complete the form below.' The form has fields for 'From:', 'E-mail:', and 'Subject:'. The 'To:' field is a dropdown menu that is open, showing a list of options. The option 'Website / Portal Support' is highlighted in blue. Below the 'To:' field is a 'Message:' text area and a 'Send me a copy' checkbox. The 'From:' field is empty, and the 'E-mail:' field is also empty. The 'Subject:' field is empty. The 'Message:' field is empty. The 'Send me a copy' checkbox is unchecked.

Q2. My teacher has emailed me an invite to Microsoft Teams, how do I login to Microsoft Teams?

A2. Click on this link - <https://teams.office.com> and login using your school email address as the username and password that you would normally use to login to school email or classroom computers.



Please also see this video, which demonstrates the process <https://youtu.be/dI9egEPmiXw>

Q3. When I login into Microsoft Teams it says 'You can't sign in here with a personal account. Use your work or school account instead', what should I do?

A3. You need to login using your school email address as the username i.e. ([your user number goes here](#))@mcauley.org.uk. Please see question 2 for more detail.



Q4. I am able to login to the school website and email, however, when I log into Microsoft Teams it says **'Your account or password is incorrect. If you don't remember your password, reset it now'**. What should I do?



A4. This is most likely because your current password is not secure enough to work with Microsoft's servers.

In this case, you will need to change your password to something that has **8 characters or more**, has at least one **capital letter**, a **number** and a **special character** such as \$!"@

To change your password, follow the below steps: -

1. Login into school email (use this link - <https://owa2.mcauley.org.uk>)
2. Go to **'Options'** in the top right-hand corner and click on **'Change Your Password...'**



3. Now type in your current password in the 'Current password:' field and then a new password in the bottom two fields (as mentioned above please choose one with 8 characters or more, have at least one capital letter and a special character such as \$!"@

Change Password

Enter your current password, type a new password, and then type it again to confirm it.

After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully.

Domain/user name: CURRICULUM\

Current password:

New password:

Confirm new password:

✔ Save

Please note, trying to reset your password using the **'reset it now'** and **'Forgotten password'** links when trying to sign-in will not work.

