**Q1: What are Microsoft Teams?**

A1: Microsoft Teams is a collaboration platform that allows students and teachers to communicate, collaborate, and conduct online classes. It provides features such as video conferencing, chat, file sharing, and more.

**Q2: How can I access Microsoft Teams**

A1: To access Microsoft Teams, follow these steps:

   1. Open a web browser (e.g., Chrome, Firefox, Edge).

   2. Go to the official Microsoft Teams website (<https://teams.microsoft.com>).

   3. Sign in using your Arab Open University email address and password.

**Q3: How do I join an online class in Microsoft Teams?**

A1: To join an online class in Microsoft Teams, follow these steps:

   1. After signing in, you will see the Teams interface.

   2. On the left-hand side, click on the "Teams" tab.

   3. Select the team associated with your class.

   4. Click on the "Channels" tab within the team.

   5. Choose the appropriate channel for your class.

   6. Click on the "Join" button to join the online class.

**Q4: How can I participate in discussions during an online class?**

A1: To participate in discussions during an online class, follow these steps:

   1. Once you have joined the online class, you can use the chat feature to ask questions or share comments.

   2. Click on the "Chat" tab on the left-hand side.

   3. Type your message in the chat box and press Enter to send it.

   4. You can also use the microphone and camera icons to enable audio and video during discussions.

**Q5: How can I submit assignments through Microsoft Teams**

A1: To submit assignments through Microsoft Teams, follow these steps:

   1. Go to the appropriate channel for your class.

   2. Click on the "Files" tab.

   3. Locate the assignment file you want to submit.

   4. Click on the "Upload" button and select the file from your computer.

   5. Once uploaded, notify your teacher about the submission through the chat or any other communication method specified by your teacher.

**Q6: Can I access class materials shared by the teacher?**

A1: Yes, you can access class materials shared by the teacher. Follow these steps:

   1. Go to the appropriate channel for your class.

   2. Click on the "Files" tab.

   3. You will find all the files shared by the teacher in this section.

  4. Click on the file you want to access, and it will open for viewing or downloading.

**Q7: How can I schedule a meeting with my teacher or classmates**

A1: To schedule a meeting with your teacher or classmates, follow these steps:

1. Open Microsoft Teams and go to the "Calendar" tab.

2. Click "+ New Meeting" or select a date and time on the calendar.

3. Enter the meeting details: title, date, time, and duration.

4. Add the email addresses or names of participants.

5. Optionally, include a meeting description or agenda.

6. Configure meeting options for video, audio, and screen sharing.

7. Choose whether to send the invite via email or Teams message.

8. Click "Send" to schedule the meeting.

**Q8- What can I do if my internet connection is slow or I am unable to connect?**

If your internet connection is slow or you are unable to connect, you can try the following steps:

- Check if your Wi-Fi or Ethernet connection is stable.

- Restart your router or modem.

- Move closer to the Wi-Fi router or try connecting to a different network.

- Clear your browser cache and cookies.

- Disable any VPN or proxy settings.

- Contact your internet service provider for assistance.

**Q9- What to do if I have technical issues with my device?**

If you have technical issues with your device, you can try the following steps:

- Restart your device.

- Update your operating system and applications to the latest version.

- Check if there are any software or driver updates available for your device.

- Run a virus scan to ensure there are no malware or security issues.

- Contact the manufacturer or technical support for your device for further assistance.

**Q10- How long will the recording of the tutorial be available? Can I download them?**

Microsoft Teams Virtual classes recordings have a default expiration time of 120 days. Any changes to this setting only affect newly created virtual classes recordings, Tutors can change the expiration time.

Yes, you can view it online & download it to view it offline later on.

Note : [The recordings will be stored in OneDrive or SharePoint, depending on whether the meeting is in a channel or not](https://www.bing.com/ck/a?!&&p=35fe13735d974436JmltdHM9MTY4NzIxOTIwMCZpZ3VpZD0zNGVjZjIyZi0yNzBlLTY2ODEtMzRhYy1lMGE5MjZkYzY3ODgmaW5zaWQ9NTcyNQ&ptn=3&hsh=3&fclid=34ecf22f-270e-6681-34ac-e0a926dc6788&psq=teams+recording+Expires+in+120+days&u=a1aHR0cHM6Ly90ZWNoY29tbXVuaXR5Lm1pY3Jvc29mdC5jb20vdDUvdmlydHVhbC1ldmVudHMtYW5kLXdlYmluYXJzL21pY3Jvc29mdC10ZWFtLW1lZXRpbmctcmVjb3JkaW5ncy1hbmQtYXV0by1leHBpcmF0aW9uL3RkLXAvMjg1NDUxNA&ntb=1) & [The recording will automatically end after four hours if someone forgets to leave](https://www.bing.com/ck/a?!&&p=69da4e907a2ee3ffJmltdHM9MTY4NzIxOTIwMCZpZ3VpZD0zNGVjZjIyZi0yNzBlLTY2ODEtMzRhYy1lMGE5MjZkYzY3ODgmaW5zaWQ9NTcyNw&ptn=3&hsh=3&fclid=34ecf22f-270e-6681-34ac-e0a926dc6788&psq=teams+recording+Expires+in+120+days&u=a1aHR0cHM6Ly9zdXBwb3J0Lm1pY3Jvc29mdC5jb20vZW4tdXMvb2ZmaWNlL3JlY29yZC1hLW1lZXRpbmctaW4tdGVhbXMtMzRkZmJlN2YtYjA3ZC00YTI3LWI0YzYtZGU2MmYxMzQ4YzI0&ntb=1)[3](https://www.bing.com/ck/a?!&&p=765d1ed8f9b3d829JmltdHM9MTY4NzIxOTIwMCZpZ3VpZD0zNGVjZjIyZi0yNzBlLTY2ODEtMzRhYy1lMGE5MjZkYzY3ODgmaW5zaWQ9NTcyOA&ptn=3&hsh=3&fclid=34ecf22f-270e-6681-34ac-e0a926dc6788&psq=teams+recording+Expires+in+120+days&u=a1aHR0cHM6Ly9zdXBwb3J0Lm1pY3Jvc29mdC5jb20vZW4tdXMvb2ZmaWNlL3JlY29yZC1hLW1lZXRpbmctaW4tdGVhbXMtMzRkZmJlN2YtYjA3ZC00YTI3LWI0YzYtZGU2MmYxMzQ4YzI0&ntb=1).

**Q11- Can I enter the Microsoft Teams virtual class through any device?**

Yes, you can enter the Microsoft Teams virtual class through various devices such as a computer, laptop, tablet, or smartphone. Microsoft Teams is available for Windows, macOS, iOS, and Android platforms, allowing you to access virtual classes from different devices.

**Q12- What to do if I forget my email and password?**

 Your university email is your Student ID along with om@aou.edu.om

For Eg: If your Student ID is 220220 , then your email will be

220220om@aou.edu.om

And Password is always be **Aou+ first 5 digit from civil ID**

Eg: If your Civil ID is 87654321 , then the password will be

Aou87654