



28.09.2020 Head Teacher's Update - TEAMS Password Reset

Good evening families.

I hope you are well and have had a good start to the week.

I sent an update about TEAMS earlier but it doesn't seem to have reached you so I'm re-sending the information to make sure everyone is kept up to date.

Thank you for your patience as we have been through addressing the issues with MS Teams logins.

We have been working through class logins and due to the number of passwords not working. We have reset all the Primary 2 to Primary 6 logins. Primary 1 and Primary 7 children's passwords have remained the same as most of these have logged in successfully.

If you contacted the admin box, your child's password has reset and updated in their Pupil Planner.

By the end of tomorrow, Tuesday, your child should have an updated password in their Pupil Planner. Just to clarify their user number (Scottish Candidate Number) will not have changed.

To allow the admin work around the logins to fully complete, please could you wait till the end of the day on Wednesday to contact the admin email with any further password issues. Thank you.

A reminder of how to login using TEAMS:

- Log in using SCN@ea.edin.sch.uk (SCN is the number on their slip in their diary)
- When the pop-up appears, just type in the SCN and the password
- Please make sure you type the password correctly with all of the capital letters, lowercase letters, numbers and make sure you type 'zero' (0) instead of a capital 'o'.

Logging out

- From the TEAMS app, there is an icon which has three dashed lines - click this icon
- Scroll to the 'Settings' icon (the cog)
- Scroll down to the door icon with an arrow - it says 'sign out (followed by SCN@ea.edin.sch.uk)
- Click on this

Some families have reported users staying logged in. If this happens, sign out again then double click the 'home button', which is the round one on the iPad) and drag the MS TEAMS app 'up' to close it.

As with everything new, you may need more support with logging in and out. If you do please contact us through the school admin account, admin@royalhigh-pri.edin.sch.uk.

Thank you for your support with this new technological venture.

Take care, keep well and stay in touch.

Anna

Anna Hazel-Dunn

Head Teacher

The Royal High Primary School