Updating Student Computers to get the Teams Desktop App

You must be on HISD WiFi for updates.

1. **Restart** before you log in. – On the Login screen in the lower right corner, click on the *Power Icon* > Select *Restart.* I may take several minutes to restart. Be patient.
2. Log in as usual.
3. Open Office365. There are several ways to get there:
   a. From the Start menu – Click on the Windows icon in the lower left corner > Click on the Office365 button that pops up.
   b. From the Houston ISD landing page – Open a browser. If you haven't changed your home page, the Houston ISD landing page will load. Click on the Office365 link.
   c. Enter the address in the URL – Type in *office365.houstonisd.org*
4. Open the TEAMS app.
5. If you get the option to open in Windows, click on it, then click on Run.
   OR click on the user icon in the top right corner of the screen > select Download desktop app
6. BE PATIENT. Do not click around on anything. I won't help.
7. After a few minutes, either Teams will open, or you will get a message saying it is blocked.
   a. *Wait at least three minutes.* If nothing happens, click on the teams.exe file that is in the bottom left of the screen, OR open your download folder, find the Teams file and double click on it to install.

   b. If Teams opens – BE PATIENT. It will flash on and off several times before it flashes off for a few seconds then opens the full page. You will see all groups you are in. Once this happens, you are finished! All updates are installed.

   c. If you get the blue box saying its blocked, click Cancel and wait *at least three minutes,* then repeat from the beginning.

8. If you are not successful after three tries, contact Mrs. Patel to arrange for an exchange. Dpatel2@houstonisd.org