

## HUB FAQs

### 1. What is Temporary Online Learning (TOL)?

- a. Students who are unable to attend school because of a temporary medical condition are eligible for a maximum of 20 days of Temporary Online Learning during the 2021-2022 school year. For a video overview, [click on this link](#).

### 2. How can a parent/guardian request Temporary Online Learning for a student?

- a. Go to [www.houstonisd.org/home](http://www.houstonisd.org/home) and click on the appropriate grade level to access the TOL Request Form.



### 3. What is the HUB?

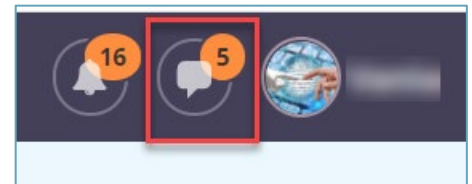
- a. The HUB is HISD's learning management system (LMS) for digital learning. All Temporary Online Learning class announcements, assignments, materials, and Teams meeting link are found here.

### 4. How do students access Temporary Online Learning (TOL) class(es)?

- a. Log into the HUB, find your TOL course, and click on Teams' link. [Click here to access a guide](#) with step-by-step instructions, and/or [click on this video link](#) with instructions.

### 5. How do I contact my TOL instructor?

- a. Parents/guardians can have their child contact the TOL instructor directly in the HUB by utilizing the message function. Messages can be accessed by clicking on the message's icon in the top right corner.



### 6. What browser is best to use when accessing the HUB?

- a. For best results, use Google Chrome browser to access the HUB.



## 7. I am unable to see my courses, who can I contact?

- a. Please, look at Guides and Videos found on the Students page by going to [www.houstonisd.org/home](http://www.houstonisd.org/home). If you are unable to see your TOL courses, contact the IT department via email at [servicedesk@houstonisd.org](mailto:servicedesk@houstonisd.org).

## Teams FAQs

### 1. What is Teams and is it the same as Zoom?

- a. Teams is a communication platform owned by Microsoft that allows for meetings, conversations, and information sharing to happen all in one space. It is not the same as Zoom but has many similar functions.

### 2. Do I have to download the Teams app, or can I log in from my web browser?

- a. You do not need to download the Teams app to log in to meetings. When you click on the Teams link from your [TOL HUB course](#), a window will open to prompt you to choose if you would like to open the meeting in the Teams app or within the web browser. From there, you can select which option best suits your needs.

### 3. Where do I find the link for the meeting?

- a. Teams meeting links for each class can be found in the HUB course under Events and/or on the pinned sticky note located on the right side of the course.

### 4. My sound isn't working!

- a. *I can't hear my teacher. What should I do?* Make sure the sound on your device is turned up. If you are on a computer, make sure the sound settings are set to the right device. If the issue persists, log out of the Teams meeting and log back in. You can also find more information on the [Technology Resource page](#) on the [HISD@H.O.M.E.](#)
- b. *My teacher can't hear me. What should I do?* Make sure you are unmuted by clicking on the microphone icon. Make sure your microphone is connected to the correct device. If the issue persists, log out of the Teams meeting and log back in. For additional help, click on this [link](#).

**5. How do I turn my camera on/off?**

- a. Click on the camera icon to turn your camera on/off.

**6. How do I share my screen?**

- a. Click on the “Share content” button. Select the box under “Screen”. Select the screen you would like to share. When you have successfully shared, a red box will appear around the screen to indicate that you are sharing.

**7. How do I change the background?**

- a. If you are accessing the meeting via the **web browser or iPad**, you do not have the option to change your background. You will only have the option to blur your background. To blur your background, click the camera icon and blur the background.
- b. If you are on the **desktop Teams app**, you can change the background by hovering over the camera and selecting “choose background”. If you would like to change the background later, you can hover over the camera and select “Remove background effect” and/or “More background effects”.

**8. How do I raise my hand?**

- a. Raise your hand by clicking on the “reactions” icon and selecting “Raise hand”.

**9. How do I access the chat?**

- a. The chat is accessed by clicking on the “Conversation” icon.

**10. When the class is over, what do I do?**

- a. Once class is over, click the leave button to exit the class. If you have another class scheduled, go to the next TOL HUB course on your schedule and click on Teams’ link to join the next class.