

We have put together a list of answers to the most asked questions.

Please refer to this list whenever you need support.

- **How do I join a MS Teams live session**

Kindly check the schedule under “Timetable” on the school portal to ensure you are following the latest timetable, and then follow the steps below:

- Login to MS Teams application using your school’s email credentials
- Navigate to your Learn Online course
- Click on the MS teams link under the current weekly tile
- Select to join using the MS Teams application
- Set the appropriate video and audio settings
- Click Join

- **Broken or choppy audio/video on MS Teams**

A user may have very good experience with wireless internet, but if others hear their audio as broken or choppy, that user can either move closer to the wireless base station, try a different wireless network, or (best) connect directly to a wired connection.

- **I keep getting “When the meeting starts, we'll let people know you're waiting.” while trying to connect for the MS Teams Live Session with my teacher**

Kindly check the schedule under “Timetable” on the school portal to ensure you are following the latest timetable. Once sure about the session, please wait for couple of minutes till the teacher admit you or call your respective school for guidance.

- **I have “restricted” under the MS Teams Live Session with my teacher**

“Restricted” is when your teacher has set the session for a certain group / class. Choose the link with your class/group and click it to join the live session.

- **My microphone is not working during the Live Session**

The teacher may have muted you. Alternatively, you can check if you have connected to the session with the microphone access. Check your connection type at the bottom of the page and click the Mic sign to connect with microphone.

- **I cannot connect to a MS Teams session, or I am facing issues**

Check if you have a good internet connection speed. Go to <http://speedtest.net/>. If your upload speed is 1 MBPS or less and your download speed is 5 MBPS or less, your audio will be poor.

- **What if we could not log in?**

- If you are a student, then maybe your email and/or password are wrong.  
In the unfortunate case that you can’t login, please send us an email and we will support you.  
Make sure you login using your school’s email credentials and not your personal email
- If you are a parent, you won’t have access to the courses. The access is from the student’s portal.

- **What if a student has a question after the Q&A session ends?**

There is a discussion board for each course for students to communicate with their teacher and their classmates.

- **If you see the “400 or 500 or 502 Connection Error” or “Database Connection Error” messages on screen**  
This means the server is getting a lot of simultaneous requests... It did not crash... Just refresh your browser page one or more times until you log in. Once logged in, the session should operate normally.
  
- **What if there is a network overload?**  
We did take this into consideration and took measures to ensure smooth academic delivery. Go to <http://speedtest.net/> or <https://fast.com/> to check the internet speed at home. If you have a low or no network connection, you can restart your router and try to reconnect again. If your problem is not resolved, contact your internet service provider. Remember to inform the school that you have a connectivity issue at home.
  
- **How can I help my child to use Learn Online?**  
We have put together some short tutorials for students on how to use their Learn Online. They can view them under “Learn Online in a glimpse” once they login to their Learn Online.  
The teachers will be also providing the students with the needed guidance to ensure proper academic delivery.
  
- **What kind of application will the student use?**  
We will be using the same platform “Learn Online” for our Blended Learning.  
Our students are enrolled on the platform and have access from their school portal.  
For the live sessions, we will be using MS Teams which is supported by Windows, Mac, Android, & iOS and can be downloaded from [here](#).
  
- **If you need further assistance:**
  - Call the school landline
  - Email us at:
    - Al Mawakeb Al Barsha: [HelpMe@amb.sch.ae](mailto:HelpMe@amb.sch.ae)
    - Al Mawakeb Al Garhoud: [HelpMe@amg.sch.ae](mailto:HelpMe@amg.sch.ae)
    - Al Mawakeb Al Khawaneej: [HelpMe@amk.sch.ae](mailto:HelpMe@amk.sch.ae)