

*RE: Support to Pupils on Microsoft Teams set up and usage:*

*Dear Parents and pupils,*

As you know we are now using Microsoft Teams to support our students remotely. We are acutely aware that students may have usage issues and these may arise during its early stages of use. To this end we have instigated a system of help and support.

*For any **end user** issues in regard to the usage of MS Teams as a teacher/student virtual learning environment. Please contact Mr O'Keeffe at [pokeeffe@clonakiltycc.ie](mailto:pokeeffe@clonakiltycc.ie) For example: **"How do i..? issues***

*For any **technical** issues in regard to usage of MS Teams as a teacher/student virtual learning environment. Please contact Mr Cunningham at [mcunningham@clonakiltycc.ie](mailto:mcunningham@clonakiltycc.ie) For example: **" I need my password reset."***

***This support will be available during school opening hours  
9am – 4pm  
Any email replies will be sent during these opening hours***