Dear Colleagues,

IT Services have now created all of the Class Teams based on Moodle courses necessary for this academic year and have moved into the next phase of Teams management.

We would like staff to check their Teams and let us know if they believe they have modules for which Teams have not been created, or if they have Class Teams for courses that they are not expecting to run. This is a two-step process.

1) Log in to Teams, navigate to the ‘Teams’ tab and check you are a member of all of the Teams you are expecting to be. Make a note of any modules that you believe are missing.

2) Check your module code against this spreadsheet. If your module does NOT appear on the spreadsheet, please report this as an issue (see below).
   If your module DOES appear on the spreadsheet, it means that your module has an existing team, but you have not yet been added to it.

If you have found an error or missing Team, please follow the steps below.

I’m not a member of a team I should be
This is because you are not enrolled in the Moodle course in an editing role, so you were not automatically added. You will need the course leader or primary tutor to add you as a member of the Class Team or, if appropriate, have them change your role in the Moodle course to an editing one.

My module doesn’t have a Team listed in the spreadsheet
Please log a call with the IT Service Desk. You should email itservicedesk@rhul.ac.uk with the subject line ‘FAO RTL: Missing team’.

Include your name (or the name of the course tutor), the course code, and the course name.

I have two teams for the same course
You do not need to do anything. We are aware of a small number of duplicate Teams and we are removing them.

A team has been created for a course that isn’t running
Please log a call with the IT Service Desk. You should email itservicedesk@rhul.ac.uk with the subject line ‘FAO RTL: Remove Team’.

Include your name (or the name of the course tutor), the course code, and the course name.

Team Names
Because of the way that modules have been copied from Moodle, we are aware that some course names have not transferred cleanly across. We are will shortly be going through these to fix them.

Channel creation
We have now moved on to creating channels within these Teams. You should not report issues with missing or misnamed channels – we are currently in the middle of this piece of work and it is expected that some channels are missing. We will follow up with Schools shortly to confirm that channel creation is complete and let you know how to report issues.
Joint courses
We are working directly with Schools and Academic Services regarding Teams and channels for joint courses. **Unless one of your Teams is missing,** you do not need to contact us.

All Class Teams are now syncing twice per day with Moodle to ensure that course enrolment is reflected in Team membership. If students or staff are missing from your team please be patient; this should be resolved at the next sync. Please note this sync goes one way – from Moodle to Teams. If you make changes in Teams manually, these will not be undone by the sync, nor will they be reflected on Moodle.

**Please refrain from making any changes, other than adding necessary colleagues, to your Teams at this stage. We are still making changes and additions to these Teams.**

We will be requesting feedback on other issues and changes when we have completed this phase of Teams maintenance.

Thank you for your continued support on this matter

Warm regards – MJ

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