



◆ EDINBURGH ◆  
THE CITY OF EDINBURGH COUNCIL

HERMITAGE PARK PRIMARY SCHOOL  
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Dear Parent/Carer,

We have had a number of parents getting in contact regarding some issues logging into Teams using the passwords that were attached to the red jotters.

There appears to be an error with the email address that has been added to the information on the slip.

The email on the slip includes a 9 digit number (which is your child's Scottish Candidate Number) then @schools.edin.org it should read @ea.edin.sch.uk an example would be [123456789@ea.edin.sch.uk](mailto:123456789@ea.edin.sch.uk) – your child's number remains the same as is on the slip. The email is required to initially access the application.

There have also been queries regarding devices not supporting teams. Please see the information below regarding the digital platforms that will support teams. If the device your child has does not support teams, they will only require the use of teams for the class check – ins. The rest of the learning is accessible without teams, so they can access the majority of the learning through their device but may need to use another device such as a phone when they are accessing the class check-ins.

Got this from here:

<https://docs.microsoft.com/en-us/microsoftteams/hardware-requirements-for-the-teams-app>

Hardware requirements for Teams on mobile devices

You can use Teams on these mobile platforms:

- Android: Compatible with Android phones and tablets.

Support is limited to the last four major versions of Android. For example, when a new, major version of Android is released, the Android requirement is the new version and the three most recent versions that precede it.

- iOS: Compatible with iPhone, iPad, and iPod touch.

Support is limited to the two most recent major versions of iOS. For example, when a new, major version of iOS is released, the iOS requirement is the new version and the



most recent versions that preceded it. The optional Blur my background video effect on iOS requires an operating system of iOS 12 or later, compatible with the following devices: iPhone 7 or later, iPad 2018 (6th generation) or later, and the iPod touch 2019 (7th generation).

I hope this has been helpful.

Many thanks