

# Frequently Asked Questions: Remote Learning

**Q: Student has forgotten password or login for Google Classroom.**

**A:** Student email address is in the form `firstname.surname25@stlukescofe.school` (where 25 is the year they will finish Year 11). Their password is the same as their school network login password.

If the student needs their password re-set then they should email [passwords@tedwraggtrust.co.uk](mailto:passwords@tedwraggtrust.co.uk)

**Q: The class is not appearing on Google Classroom**

**A:** Student should double check that they are signed in with their school account (as above).

If their class is still not there, or their class is incorrect, students should contact their class teacher via email: all staff emails are on the school website.

**Q: There is no Teams Meeting link or independent work set on Google Classroom**

**A:** Student should double check that they are signed in with their school account (as above).

If there is no Teams link 10 minutes into the lesson, students should contact their class teacher via email: all staff emails are on the school website.

**Q: There is another technical issue with the device they are using at home**

**A:** We strongly recommend that students use a laptop or Chromebook to access their remote learning.

We recommend that laptops and tablets have the Microsoft Teams app installed on them and that students are signed in with their school account (see above).

We recommend that students install the Google Classroom app on their phone—this allows easy submission of photographs of written work. There is a guide on the website and it has been emailed home.

*Please note:* the IT technicians have a limited capacity to support with personal devices due to the different set up and limited control we have over students' and parents' personal devices.

**Q: There is another issue with something not addressed above**

**A:** Students should email their teacher using their school email. Teachers have a full teaching timetable so may not be able to respond instantly, even if it is during the lesson time.

Students should work from their knowledge organiser for that subject if they are unable to access the virtual interactive lesson.