



Distance Learning: Parents' and Carers' Digital Guide

FAQs:

- What do I do if my child cannot access their email Office 365?

Follow the instructions in the how to below if this doesn't work please contact your child's Civitas tutor we can reset passwords remotely

- What if my child doesn't have a laptop?

All content can be access from a mobile phone if you download Outlook, One Note and Teams. However in a small number of cases we are considering providing laptops for students.

- My child doesn't have access to Microsoft Teams, is that a problem?

Nope – students access teams calls through Outlook links. When they click the link they must click the open in web option to join successfully.

- What do I do if my child cannot access Show My Homework?

We have recently changed this so it uses Office 365 single sign on – contact your child's Civitas tutor if you are having problems

The screenshot shows the Office 365 login interface. At the top, there are links for 'Log in' and 'Forgot password?'. Below these are three tabs: 'Staff', 'Parent', and 'Student', with 'Student' selected. There are two radio buttons: 'I already have an account' (selected) and 'I don't have an account yet'. Below these are three input fields: 'Ark Alexander Academy', 'Enter email address or username', and 'Enter password'. A blue 'Log in' button is positioned below the password field. At the bottom, there is a 'Sign in with Office 365' button, which is highlighted with a yellow arrow.

Accessing Office 365

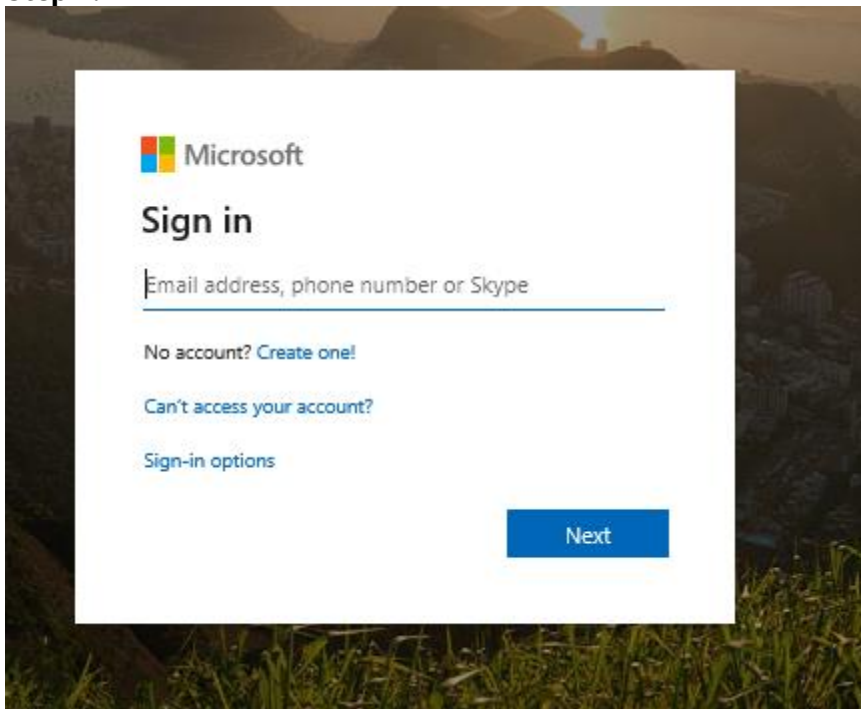
Use this guide to make sure you can access your school IT account – your password for your email is the same as the password you use to log in to the school computer.

Step 1:

Go to <https://www.office.com/> You will see this screen:



Click sign in
Step 2:

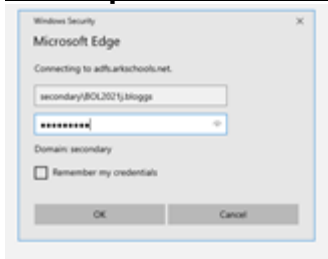


Type in your school email into this section

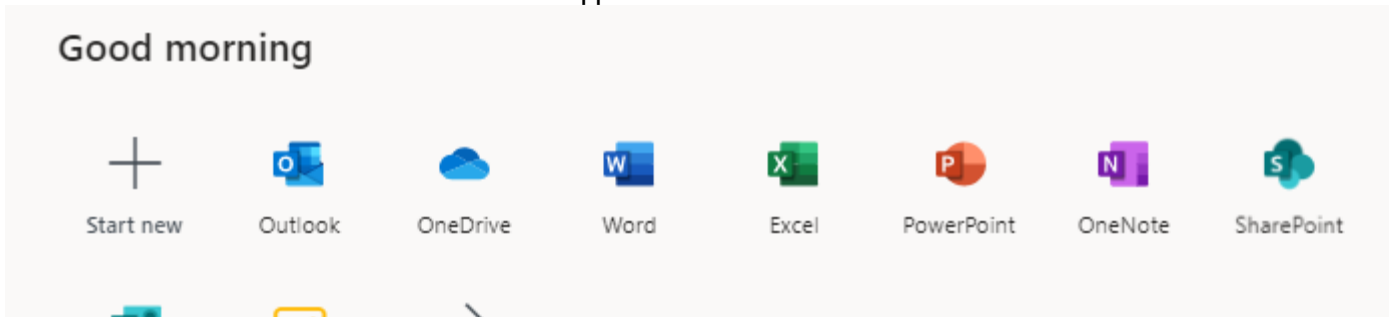
2. When loaded, enter your **school email address**.
(Email Format = PC Username @ School Name .org)
(For example, King Solomon would use: 2020a.alpha@kingsolomonacademy.org)



Do not put BOL in front of your email



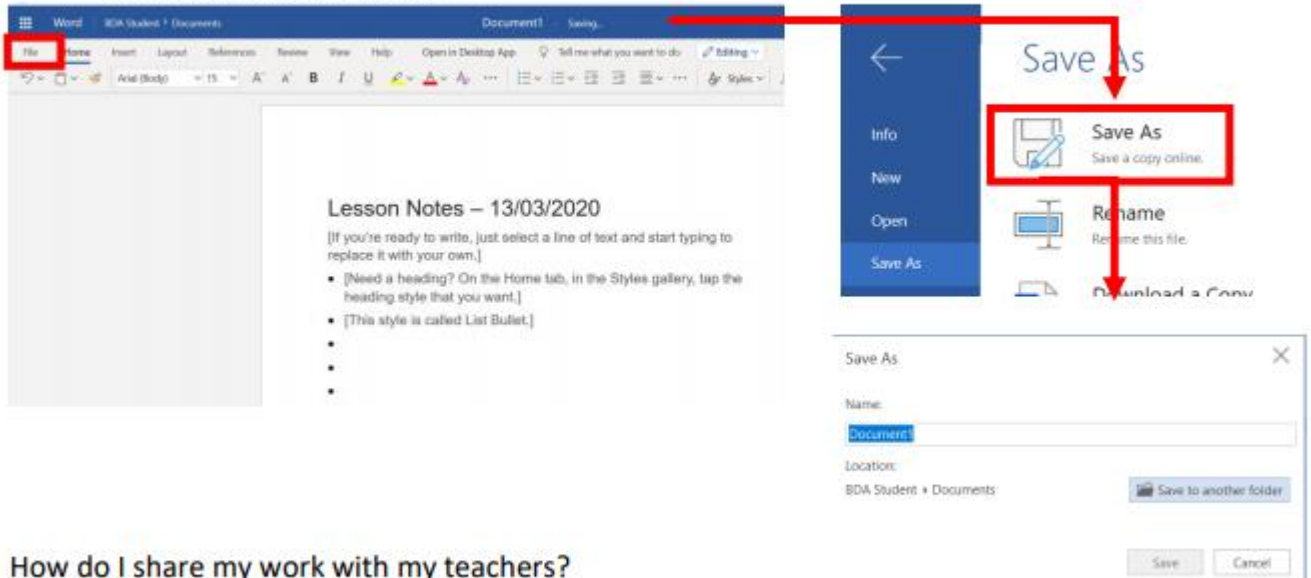
Some of you may also have a screen that looks like the above. Put in the username and password that you use to log into the computers
You should then have access to the Office 365 applications



Step 3: Sharing work with your teachers (they may ask you to)

Where should I save work?

- We would recommend that **all work made at home** is saved onto your OneDrive. This can be done by selecting **File > Save As > Save to another folder > Chose a location to save your files.**



How do I share my work with my teachers?

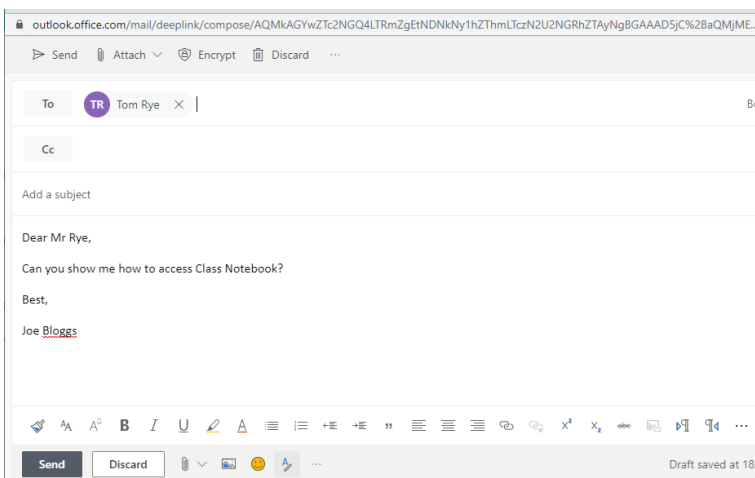
- Once your work has been saved within **OneDrive** you can easily share your work with your peers or teachers. This can be done by selecting **File > Share with People > Teachers Email Address.**

Step 4:

Sending an email to your teacher

Click Outlook then click New Message

Your email to staff must remain professional and should be signed off properly



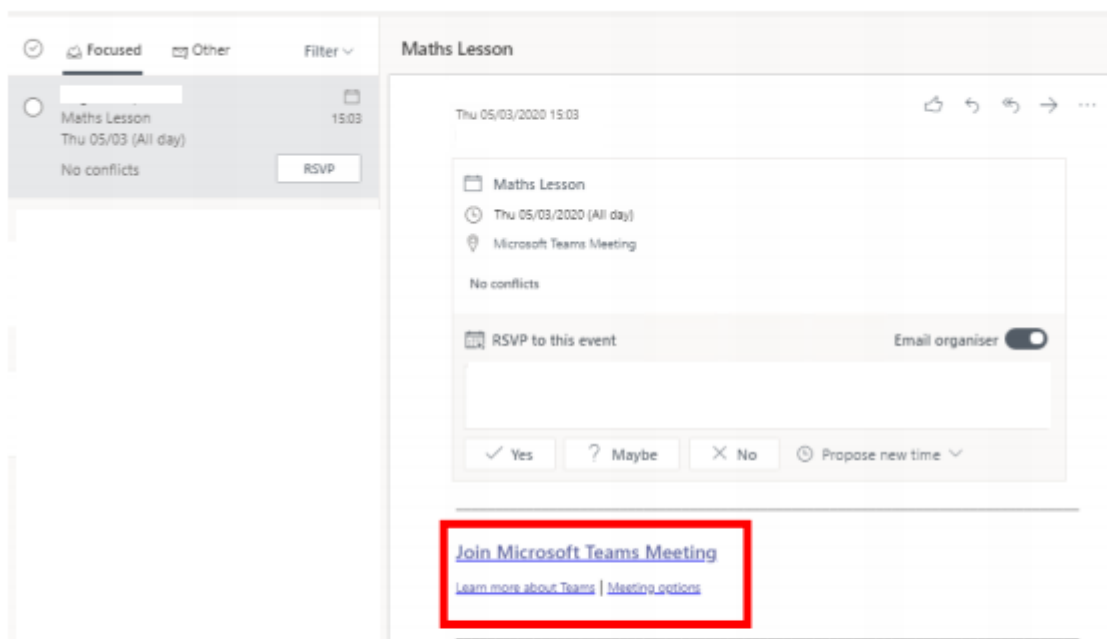
Step 5: Accessing a teams call

Step 2 | Joining Teams Calls for Lessons

1. Once logged in, select **Outlook**, which will load up your emails. Once emails loaded, you'll need to look for your Lesson Invitation from your teacher.



2. Open the email from your teacher and select **"Join Microsoft Teams Meeting"**.



3. After clicking the link, this will load the Microsoft Teams joining page. If you have similar software installed, you may be prompted to use a software version **however** select **"Cancel,"** then select **"Join on the Web instead"**. Enter your **name** and select **"Join now."**

Step 6: Joining a Class Notebook

Some of your teachers may share a Class Notebook with you where you can complete work
You can access these by the following steps:

1. One Drive
2. Shared with Me
3. The Class Notebook will be in there



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5 hours ago

Helen Gougeon