

REMOTE LEARNING TROUBLESHOOTING GUIDE

There are a few problems that you might have when using the Remote Learning. If you have an issue then have a look here first to see if this solves it. If you still can't find the answer then please contact your class teacher. This easiest way to do this is through a message on Teams

My problem is...	I can solve it by...
I can't hear the teacher on Teams.	Make sure your sound is turned on and you have joined the meeting allowing the sound. Write a message in the chat to let the teacher know.
I can't see the teacher on Teams.	Make sure your camera is on and you allow the video to be on when you join the meeting. Write a message in the chat to let the teacher know.
My microphone won't work.	Make sure you have a microphone attached to your device and you allow the microphone to be on when you join the meeting. Write your contributions in the chat instead.
The screen has a lag.	Be patient and wait to see if it will catch up. Turn off your video and turn off the incoming videos. This will reduce the amount of internet your device is using.
The teacher has left the lesson.	Your teacher's laptop might have a problem! Wait for the the other adult in the lesson to give you an instruction.
I don't know what time my lesson is.	Find the timetable that was shared at the start of term in January. It is probably on the General channel on your Teams page. Check the calendar to see when your lessons are.
I would like to ask a question.	If it is in the live lesson then click the button for you to raise your hand and wait for your teacher. If it is urgent then write it in the chat. If it is not during a lesson then send a message to your teacher on Teams.
I have missed some of the lesson.	All of the live lessons are recorded. Wait until the lesson has finished and your teacher will upload a video. Watch it back afterwards to catch up with what you have missed.

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My problem is...	I can solve it by...
I have a technical problem.	Send a message to the class teacher. If it is during the lesson then write it on the chat. If it is after the lesson then send it through Teams or contact the school office.
I have a learning problem.	Send a message to the class teacher. If it is during the lesson then write it on the chat. If it is after the lesson then send it through Teams.
I can't find the work.	Check you are on the right channel on Teams. See if it has been uploaded to Seesaw. Send a message on the channel to see if anyone else has had that problem.
I can't upload my work.	Your class teacher will accept your work in whatever way is easiest for you. If you want to do it on paper and take a photo to put on Seesaw or Teams this is fine. If you want to do it on your device and then send it to your teacher on Seesaw or Teams then this is also fine.
I have no Internet.	Let your teacher know. If it is a temporary problem then wait until your internet is sorted. If it is a longterm problem then please let school know.
I have to share a device.	All of the lessons are recorded so you can choose to do your learning at a time that suits you. We would like to see everyone at least once a day but we understand this is tricky. Let your class teacher know if you are having to share a device in your house.
I don't know how to login.	Check the school website for information on how to login. Make sure you keep the passwords safe as you will need them often. Contact the office if you have lost your password.
I want to talk to my friends.	Each class Team page has a breaktime channel. This is where you can post messages and have conversations with your friends.

Please remember to keep your microphones on mute during the lesson as any background noise is often picked up and will interrupt the microphone of the teacher.