Frequently Asked Questions on Learning Online

1. What do I type in my browser to access Show My Homework?

https://www.satchelone.com/login

2. What do I do if I can't log on?

First please check that you are logging on in the right way. We are getting a lot of students who are not logging in using the 'Sign in through Google' section. See the instructions attached that shows where on the login screen you should log in. It is important that you make sure you are logged out of all other google accolunts before you attempt to login. The instructions show you how to check that you are logged out. If you still can't log in then email admin@wvacademy.org

3. What do I do if it says account not recognised?

If when you login you get a message to say 'Account not Recognised' you will need to email admin@wvacademy.org, we will be able to reconfirm your username and reset your password.

4. How do I submit work? Do I email it, take a photo of it, print it, keep the paper document?

Teachers have been asked to ensure that they inform students as part of the task description, what they must do with work once it is complete. Teachers will ask students to respond to quizzes so that they can assess how well students have understood the off line tasks. Sometimes students may be asked to submit work via google classroom. Students should save work in a folder on their computer if they are using one or keep all the work that they are completing on paper together in a file for when we go back to school. Most work will be completed off line and kept by the student until required.

5. How will teachers monitor how students are learning?

Teachers will be setting a quiz every few lessons on Show My Homework and this will help them to continue to monitor where students are in their learning and help them to identify which areas need further development and set work accordingly.

6. Why can't I see the PD task?

We think this is because some staff have allocated the task to the tutor group rather than the PD class, students should still be able to see it, it perhaps isn't quite so easily identified. Sometimes you need to scroll down to find the task as it may not be at the top of the page as SMHW sorts it in order that it needs completing. From this week teachers will be identifying the Registration task as PD task in the subject of the task so this should make things easier for you.

7. How do I get help with specific pieces of work?

Students should attempt tasks to the best of their ability and not worry if they can't do it. Teachers will have put up resources to help with the task so read the task again carefully. Sometimes there is no one right answer; it is the process of doing the task that matters. If you are not able to move on without help then please email the Heads of Department or the teacher if you have their email, make sure you are using your school email to do this and not your personal one. Head of Department's email addresses can be found attached.

8. Hegarty Maths keeps crashing, what do I do?

Nationally Hegarty maths has had problems last week; the sheer volume of users has caused the problems however they are working to try to resolve this. Try logging out and log back in again later- do something else and come back to it.

If all else fails, do not despair please contact admin@wvacademy.org and we will do our very best to sort out the problem for you.

9. How do I login to My Maths?

There is a generic login for My Maths see below:

Login: wreake

Password: omega890

If students can't remember their own password for their portal then you will need to contact Head of Maths, Mr Atherton at carl.atherton@wvacademy.org

10. How do I log in Quizlet for French?

If you have forgotten your **username**, contact your teacher using the comment box in Show My Homework.

If you have forgotten your **password**, click on Forgot? on the login screen (see below) and follow the link sent by Quizlet to your school email address in order to reset your password. Make sure you remember it for next time!

When you have logged in your Quizlet account, remember to click on your class on the left side of the screen to 'sign in' your class. Your class name will appear in big writing at the top of the screen. Select your study set and your work will be recorded so that your teacher can see your progress.

11. Can I email my teacher using my personal email address?
No you should always use your school email to contact staff at school.

12. Who do I contact if I am still having problems?
Contact admin@wvacademy.org and we will be able to help you.