

Dear Parent/Carer,

We are writing to you to provide some additional guidance on remote learning including...

1. What to do if you cannot access ClassCharts, email, or Microsoft Teams
2. What do if you do not have Wifi or enough data to support remote learning
3. What to do if your child does not have a device to work on
4. How to access Microsoft Team through a PlayStation or XBOX (internet connection required)

What to do if you cannot access ClassCharts, email, or Microsoft Teams

You will need to contact your internet or mobile phone provider if you cannot access the internet from home. If you cannot access online learning due to issues other than data or wifi access, then please inform your child's year team in the first instance. Issues such as problems with passwords, or issues accessing resources on ClassCharts, your child's year team may be able to help or pass this on to others in the Academy who can help.

What do if you do not have Wifi or enough data to support remote learning

Students in receipt of free school meals may be able to increase their data allowance, or access 4G wireless routers. This scheme temporarily increases data allowances for mobile phone users on certain networks. The Academy can request mobile data increases for children and young people who:

- do not have fixed broadband at home
- cannot afford additional data for their devices
- are experiencing disruption to their face-to-face education

Children with access to a mobile phone on one of the following networks might be able to benefit:

- Three, Smarty, Virgin Mobile, EE, Tesco Mobile, Sky Mobile and O2 (Other providers may join the scheme at a later stage).

If you think you may be eligible for the scheme please contact your child's year team with: the name of the account holder, the number of the mobile device, the mobile network of that device (for example Three), and the reason you cannot access enough data to support remote learning. If increasing mobile data isn't a suitable option for some children, we can also request 4G wireless routers.

How to access Microsoft Teams through your PlayStation or XBOX

If you have no other device in your house, and you have a keyboard function with your console, you could be able to access Microsoft Teams through your PlayStation or XBOX. The clip below from the "Teachblend" channel on YouTube provides some guidance...

<https://www.youtube.com/watch?v=yTQSsxqdhmY>

If you need help with this or any other aspect of your child's remote learning please contact the year team in the first instance.