

Start Here

My child cannot access ClassCharts, Email or Microsoft Teams

What to do if your child cannot access ClassCharts, Email or Microsoft Teams

Do you have a device suitable for completing work online (laptop or tablet)

Yes

Do you already have Wifi or mobile data you can use for this?

Yes

Is your connectivity issue due to your own internet provider or mobile data connection?

No

Do you have a government laptop or Wifi dongle issued to you by the school? (Laptops have a black sticker underneath with a 9 to 12 digit "EXPRESS SERVICE CODE")

No

For support with home learning or use of the platform contact Trust_IT@greenwoodacademies.org for any issues with...

- accessing the education portal (Airhead)
- getting into Microsoft Teams

Trust IT cannot reset passwords

Please contact your year team if you need your ClassCharts password

No

Does your child already receive free school meals?

No

Do you think you might be eligible for free school meals?

Yes

Contact Northamptonshire council on tel. 0300 126 1000 and explain your situation. This normally takes less than a week to process. Contact your child's year team when confirmed.

Yes

You may be able to borrow a laptop or wifi router from the school – please contact your child's year team

No

You might be able to borrow a laptop or Wifi router, if not you will need printed work for your child. Please contact your child's year team (contacts below). We recommend a laptop or tablet to work on ideally, but if you have a smart phone you can access work using this and submit a photo of your work. If you have an **XBOX** or **PlayStation** then you might be able to access resources on line. Please Google "how to access Microsoft Teams via (name of your device)".

No

Yes

Contact your internet or mobile phone provider

Yes

Does the issue involve turning the machine on, logging into the machine, or connecting it to your wifi or data?

Yes

For Government laptop issues contact the DfE at covid.technology@education.gov.uk
Government 4G wireless router help is available at <https://get-help-with-tech.education.gov.uk/devices/4g-user-guidance>

No

If you are stuck

If you are not sure who to talk to about any aspect of you child's learning please contact the deputy head of year via email or Tel. 01536 741857.

- Year 7 – Elaine Campbell - ecampbell@kingswoodsecondaryacademy.org
- Year 8 – Liz Ward - lward@kingswoodsecondaryacademy.org
- Year 9 – Lesley Browning - lbrowning@kingswoodsecondaryacademy.org
- Year 10 – Ann Goodwin - agoodwin@kingswoodsecondaryacademy.org
- Year 11 – Glenda Forsyth - gforstyth@kingswoodsecondaryacademy.org

Students Microsoft Office 365 accounts give all students free access to Microsoft packages including; Word, Outlook, PowerPoint, Excel and Teams