



Enabling all to Achieve Success

Brannock High School's STUDENT SUPPORT PACK

VERSION 1

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NLC DIGITAL GUIDANCE VERSION 6



Version 1

List of Contents

Information	Page
Introduction	3
What is expected of you?	4
Handy Checklist	5
How to Log In	6
How to personalise your Launch pad	7-8
Using our Online Tools	9-10
Accessing Glow on your Console	11
How to Submit your Work	12
Frequently Asked Questions	13
Appendix A – Glow Issues and Resolutions	14
Appendix B – Teams Resolutions	15-17
Appendix C – Satchel: One Resolutions	18
Appendix D – Class Notebook Guide	19
Appendix E – Asking for Help	20-21
Appendix F – Downloading Office 365	22-23
Appendix G – 5 Tips to Successful Studying	24-25
Key Contacts	26

This Support Pack for Pupils was created by Heather Dow, Jen McConville and Kirsty O'Brien on behalf of the Digital Team

This document includes some guides that were shared by NLC, colleagues from other schools and suggestions from colleagues in Brannock. Suggestions for edits should be directed to any of the individuals named above.

Brannock Digital Support Pack

Introduction

This Support Pack is intended as guidance which can be used by students when completing class tasks while learning from home, whether it be as a result of having to self-isolate, blended learning or any other reason.

This support pack carefully sets out what you will be required to do when working from home for any reason.

We have added some key contacts at the back of this pack so that if you need assistance, you know who to contact.



This guide will give an overview of how to log on the digital platforms and what will be expected of you while learning at home. The appendices at the back are also useful for ideas on how to troubleshoot problems you may face.

What is Expected of You?

Your teachers have been working very hard to ensure that you have classwork available online and you can continue to learn from wherever you have online access.

Brannock High School						
School Day						
MONDAY * TUESDAY * THURSDAY						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
Warning Bell	08:50					
Period 1	08:50 – 09:45					
Period 2	09:45 – 10:35					
Interval	10:35 – 10:50					
Period 3	10:50 – 11:40					
Period 4	11:40 – 12:30					
Lunchtime	12:30 – 13:15					
Period 5	13:15 – 14:05					
Period 6	14:05 – 14:55					
Period 7	14:55 – 15:45					

WEDNESDAY * FRIDAY						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
Warning Bell	08:50					
Period 1	08:50 – 09:45					
Period 2	09:45 – 10:35					
Interval	10:35 – 10:50					
Period 3	10:50 – 11:40					
Period 4	11:40 – 12:30					
Lunchtime	12:30 – 13:15					
Period 5	13:15 – 14:05					
Period 6	14:05 – 14:55					

You will be expected to follow your double period timetable whilst working from home. (Blue/Pink week – we will be reminded which week we are on through Teams, school website and Twitter).

How to get started



Log onto **TEAMS** and go to the team for the subject you have at that time. Your teacher (or another teacher from the department) will provide you with the lesson materials for that session, and instructions will be given on the General channel – **not** the 'Working from Home' channel - this is for students who, when schools are open, are working from home.

Some tasks will require to be completed on the computer and some will be on paper. Your teacher will advise you on what is needed on an individual task basis.

If you have only been using **Satchel: One** with some classes, you will also notice a Microsoft Team for that subject when you log into Teams. You will be directed from **Satchel: One** to your class Team.



You should engage with your teacher online by asking questions when prompted and offer answers to questions they ask.

You will be expected to upload your work completed during the lesson, whether it be a photograph or work completed on the computer. Your teacher will tell you where to submit this.

Handy Checklist

Use the checklist below to make sure you are ready for online learning!

<u>Checkpoint</u>	<input type="checkbox"/>
I have my electronic device for getting online (Laptop, iPad, Computer etc.)	<input type="checkbox"/>
I have my log in details for Glow	<input type="checkbox"/>
I have my timetable beside me and a note of whether it is a pink week or blue week	<input type="checkbox"/>
I have some notepaper and some pens beside me	<input type="checkbox"/>
I have access to a team for each of my classes	<input type="checkbox"/>
I understand how to use teams to contact my teacher if I need help	<input type="checkbox"/>
I have put my phone and any other distractions away	<input type="checkbox"/>
Do I know how to submit my work to my teacher?	<input type="checkbox"/>

If school is open and you are working from home because you are self-isolating or ill for example, you should go on your class team and contact your teacher through the “Working from Home” channel.

How to Log In

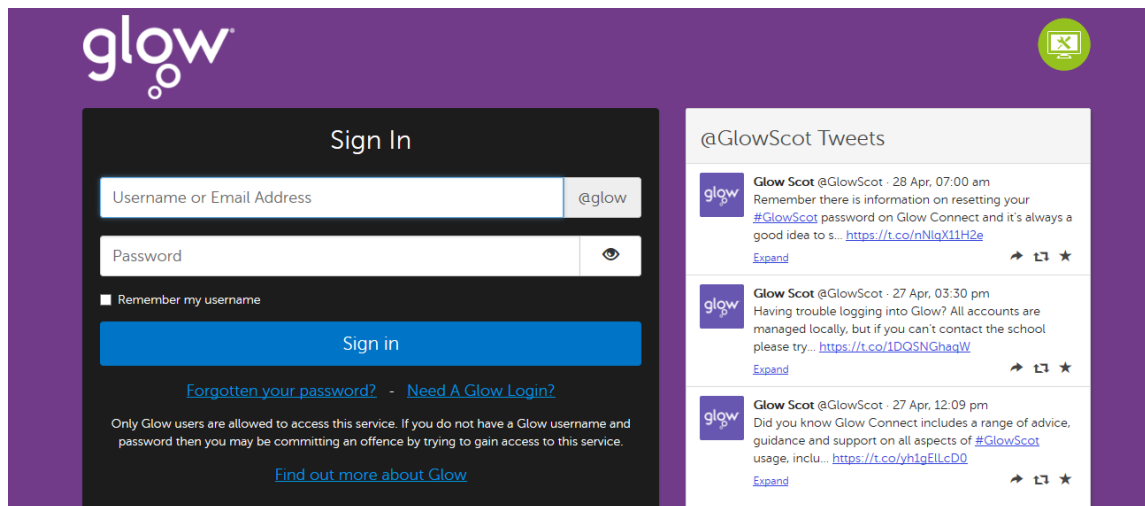
Logging in to Glow

Step 1

Google search for “Glow Login Scotland” or type <https://sts.platform.rmunify.com/account/signin/glow> in your browser. If doing this then skip step 2.

Step 2

Click on “Glow – Sign In – RM Unify”. This will take you to this screen.



Type your glow username which should start with “gw” into the username bar, and then your password into the password bar. Then click “Sign In”

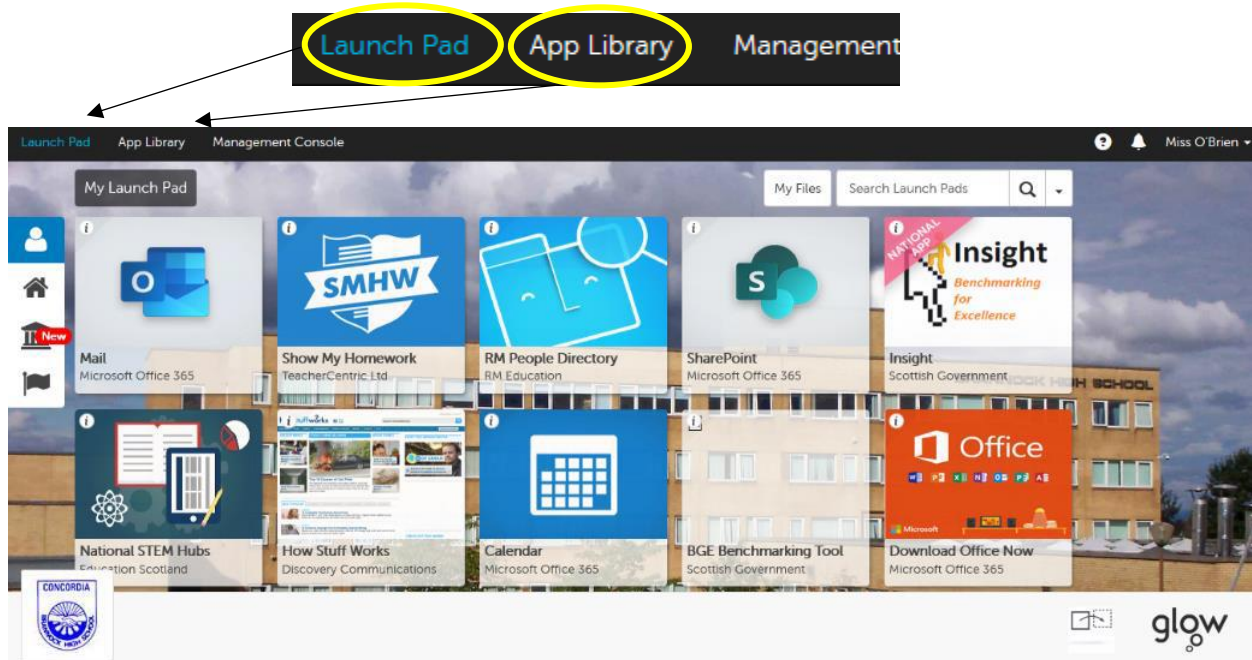
Students should have their Glow username/ email address and password. If not – request this by emailing:

hdw@brannock.n-lanark.sch.uk

For troubleshooting Glow Log In issues, see **Appendix A**

How to Personalise your Launch Pad

Once logged in, you should see “Launch Pad” and “App Library”. You may have a few ‘apps’ already on their launch pad too.



If students can't find the one they *need* on here, they can search for it in the “App Library” and ‘Add to their Launch Pad’.

Add the following apps onto their Launch Pad.

The main apps within Glow that students will be using are:



Satchel One



Mail (Microsoft Office 365)



Microsoft Teams

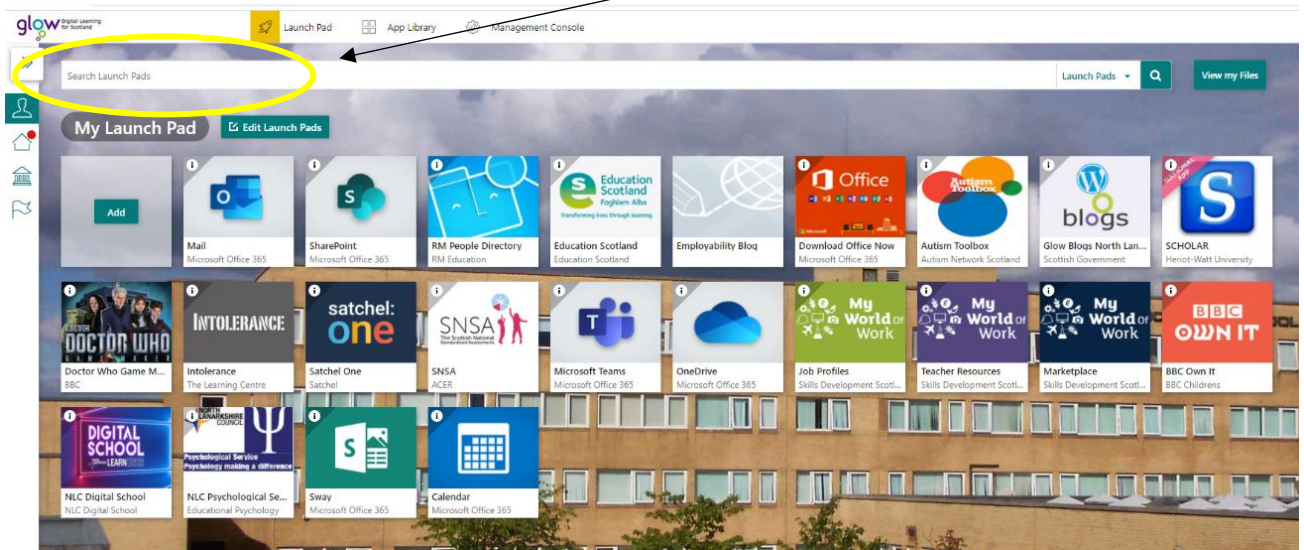


OneDrive (Microsoft Office 365)

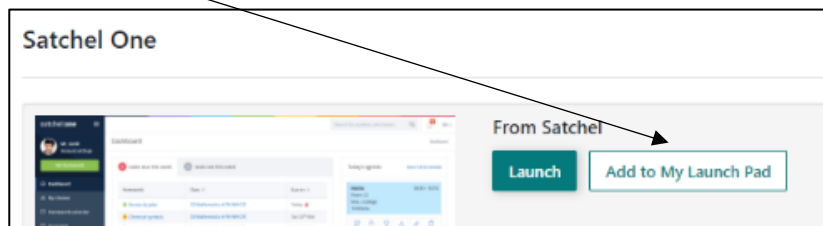
Adding 'App Tiles' to your Launch Pad

The following steps take you through getting these apps onto your Launch Pad – if they are not already there.

Search for the name of the above apps into the “Search Launch Pads” search box, e.g. Satchel One, press Enter



Click on the top left corner of the tile you want to install and then click on “Add to Launchpad”



You can repeat this process for any apps that you wish to add.

Using our Online Tools

Children and Young People

Getting Started with Teams



Think about Teams as an online classroom. Your teacher will use this space to stay in touch, to share resources and to assign some activities. You can also use the space to ask questions and to meet with your teacher and classmates digitally. Here are some tips to help you make the most of Teams at home.

1. Logging In

You can access the online version of Teams by clicking [here](#), logging into Glow, selecting the  tab and then the 'Teams' tile. For easy access and to receive alerts about announcements and assignments for your class, download the



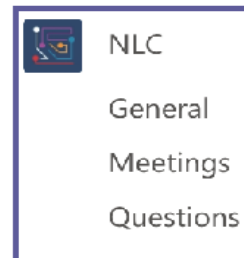
Office 365 desktop apps from the 'Download Office Now' tile and follow the instructions given [here](#). If you are looking to add Teams to your tablet or phone, click the Apple or Android icon. When asked for an email address, remember to type your Glow username + @glow.sch.uk.

2. Channels

Your Teams page may have different channels. They might, for example, include:

- General - A place for you teacher to post important information, share resources and set assignments.
- Meetings - A place to arrange and share video meetings.
- Questions - A space to contact your teacher with any questions. Please tag your teacher in your post (e.g. @Miss Smith) - this will send them an alert.

Use the  to set notifications and stay up to date.



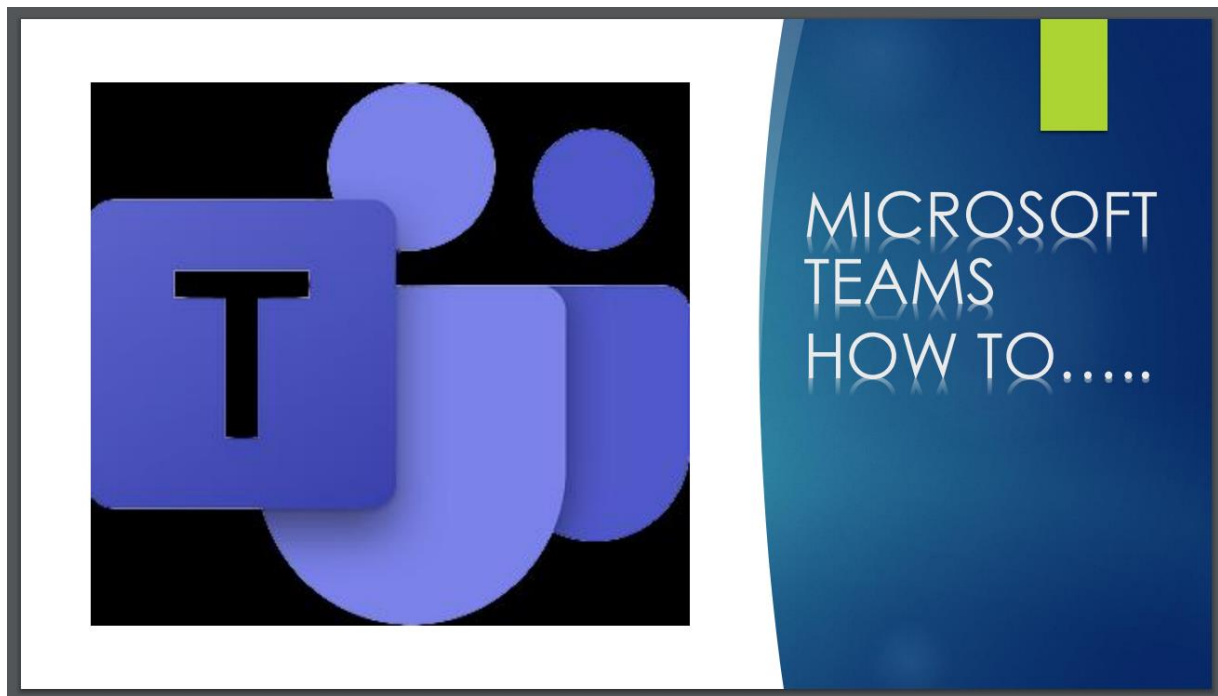
3. Files Area

You will find Files at the top of any channel in your Teams page. Your teacher may use the Files area to share resources with you. They might also invite you to add something you have been working on here.



For this document and more information on **Assignments, Going Live on Teams** and **Appropriate Use** – [click here](#)

For a really comprehensive guide on how to use Teams, there has been a digital guide created to cover all the aspects of this platform.



You can access this on our website [here](#), along with all our other helpful guides.

There are guides for:

- Teams
- Satchel One
- Office 365
- Glow

Accessing Glow on Your Console

Did you know that pupils can access Glow on their gaming consoles? This might help free up home laptops or devices for parents who are also seeking to work from home. It may not be available on all console formats but this guide will help Xbox and PlayStation users.

For Xbox users:



1. Turn on Xbox One and launch Edge*
2. Enter the URL <https://glow.rmunify.com>.
3. Once loaded enter you or your child's username (this will be the part before @glow.sch.uk).
4. Enter the password. (Optional) You can choose to save the username and password on the browser for easier access next time.
5. Follow this link for a useful video tutorial:
<https://youtu.be/rWTwAfLkKbU>

*If your console doesn't have the Edge browser, it can be downloaded in your Store.

For PlayStation users:



1. Turn on PS4 and launch Internet Browser (Select Library, then Applications, as shown.)
2. Enter the URL <https://glow.rmunify.com>.
3. Once loaded enter you or your child's username (this will be the part before @glow.sch.uk)
4. Enter the password 5. Follow this link for a useful video tutorial: <https://youtu.be/mHTHaXhccDE>

How to Submit your Work

Your teacher will explain how you should submit your work.

There are various ways depending on the nature of your task:

- Printing to OneNote Windows 10
This allows you to send your electronic document straight to your Class Notebook and the appropriate page within it
- Taking a photograph of your work where you can:
 - *Share* this via Email to yourself then
 - copy and paste into your Class Notebook
 - OR email it straight to your class teacher
 - Send to OneNote – again allowing you to put it straight to the appropriate page in your Class Notebook
 - Attach it to your Assignment within Teams or Satchel:One

If you are submitting a longer piece of work, such as an essay, rather than a series of separate photographs (which would be difficult for your teacher to mark and for you to receive feedback), use the **NOTES** app on your mobile device to send your work as a **PDF**.

See the steps below:



Frequently Asked Questions

1. What do I do if I cannot log into glow?

Appendix A

2. I can log into glow but I can't get into teams on my device/computer. What do I do?

Appendix B

3. I am not sure where to go when I am in teams as I have not been using it in all of my subjects. How do I access work for the subjects I have not used teams for in the past?

Appendix B

4. My teacher said that I will find my worksheets in the Files section but I can't see it. What should I do?

Appendix B

5. I have had my Glow password reset by a teacher, and still can't get logged into Teams

Appendix A/B

6. I can't get onto Satchel:One. What should I do?

Appendix C

7. I don't understand how to use class notebook. How do I use it?

Appendix D

8. I want to ask for help but not where others can see what I write. How do I do this?

Appendix E

9. I don't have the Microsoft Office Suite on my home computer. How do I download it?

Appendix F

10. I struggle when working at home to stay focussed on tasks. What things can I do to make sure I am making best use of my time?

Appendix G

Appendix A

Glow Issues and Resolutions

The most common reason people have issues logging into glow are as follows:

- **INCORRECT USERNAME**

Remember your username is always *gw##SurnameFirstname##* (where the # symbols are numbers- there are not always numbers after your name)

- **INCORRECT PASSWORD**

Password SHOULD be: *glowA*****##* (where A*****## is your password for logging on to your computer in school)

- **USING THE INCORRECT INTERNET PATHWAY**

The correct URL to go to is:

<https://sts.platform.rmunify.com/account/signin/glow>

- **ERROR MESSAGE after you have changed your password**

If you receive the following error message “*Oops something went wrong!*” don’t worry! Simply close your browser and reopen the Glow website again to Login with your new password.

- **AFTER PASSWORD RESET – once you have had your password reset by a teacher, you must go to Glow website, login and create a new password (2nd bullet point). Then you’re good to go!**

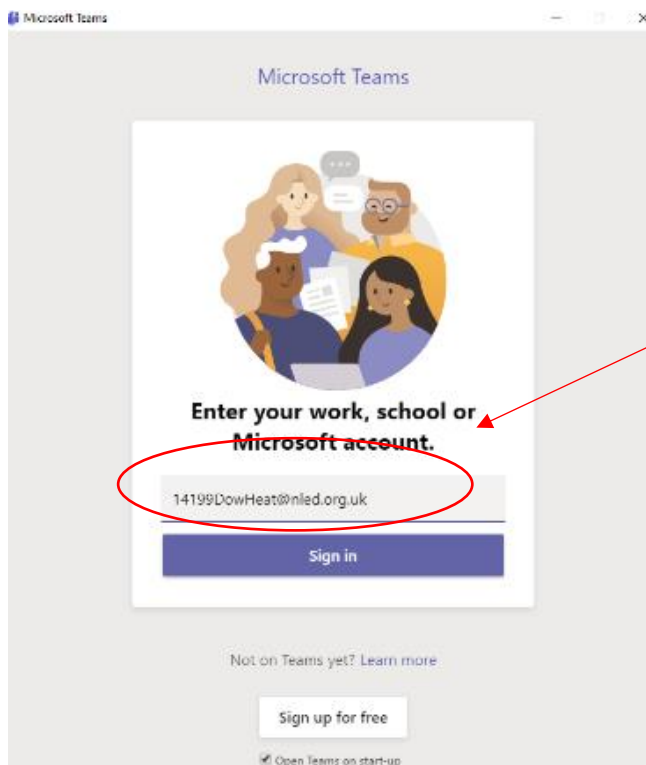
If you receive an error message saying that your account has been locked, you must contact a teacher immediately. If you can, contact the teacher that you have that period. If you can’t, please contact **Mrs Dow** by emailing hdw@brannock.n-lanark.sch.uk and she will help get you logged in again.

Appendix B

Teams Issues and Resolutions

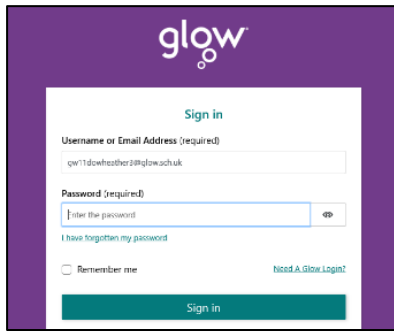
**I can log into glow but I can't get into teams on my device/computer.
What do I do?**

This is, most likely, the result of not putting your login details into the app correctly. If **you are using a school computer** and you have clicked to open the desktop app of teams, you may have assumed that the email address that is already in the box is the correct one. This is not the case. You have to delete this email address and put in your FULL GLOW EMAIL ADDRESS e.g. gw09smithjames12@glow.sch.uk



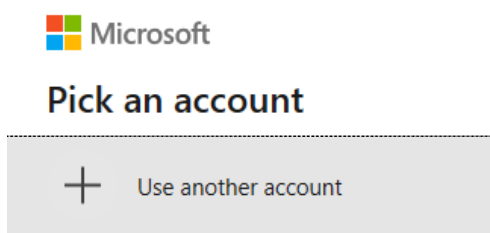
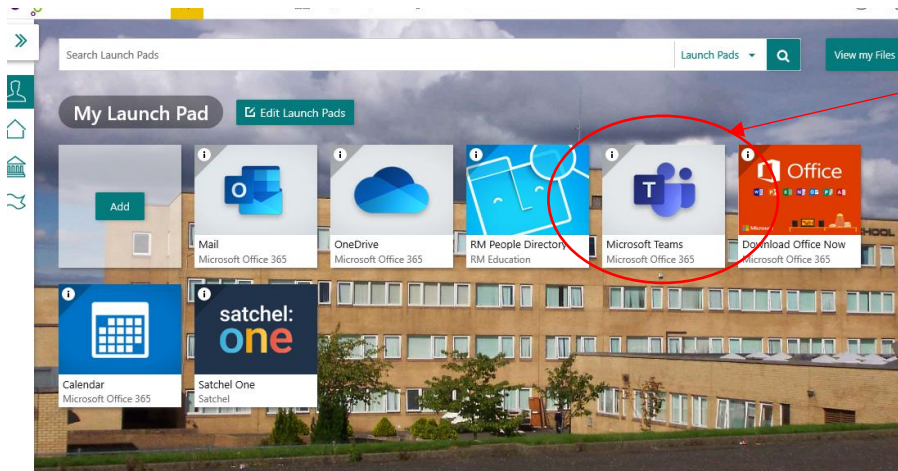
Delete this email address and put
your glow email address in

You will then be redirected to log in to teams through glow.



Just put you glow password in here and it will take you to your Teams dashboard.

If you are still having trouble getting into Teams trough the app; log into glow as normal and click the tile for Teams on your launch pad.



Click on 'Use another account' if your glow account does not appear in the list and just log in using your full glow email address.

If you still have problems with this, contact one of your teachers. You will find the staff email addresses on the school website.

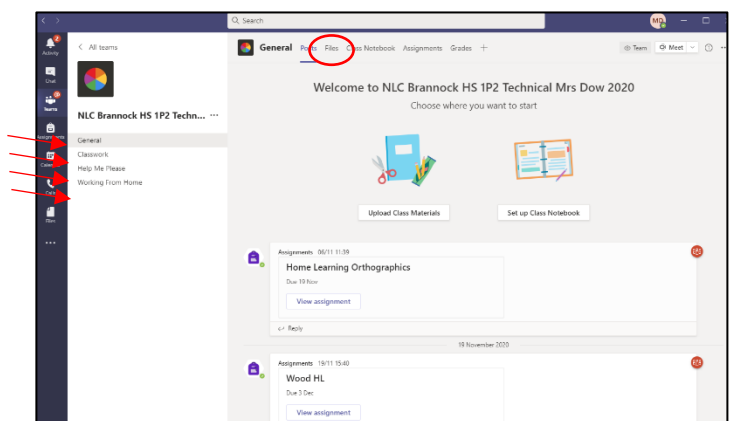
I am not sure where to go when I am in teams as I have not been using it in all of my subjects. How do I access work for the subjects I have not used teams for in the past?

If one of your teachers has not been using teams, they will have been using Satchel: One. They will now direct you from Satchel: One to Teams. Just follow the instructions that the teacher will give you to access the team.

There will be a Team for your subject and you will see it on your Teams dashboard when you log in. If there is not a team for your class, please contact your teacher by emailing them.

My teacher said that I will find my worksheets in the Files section but I can't see it. What should I do?

This means you will be in the wrong channel. There are files sections within each channel. Ask your teacher to clarify which 'Files' section you should go to. (Most likely- the 'General' channel)



I have had my Glow password reset by a teacher, and still can't get logged into Teams

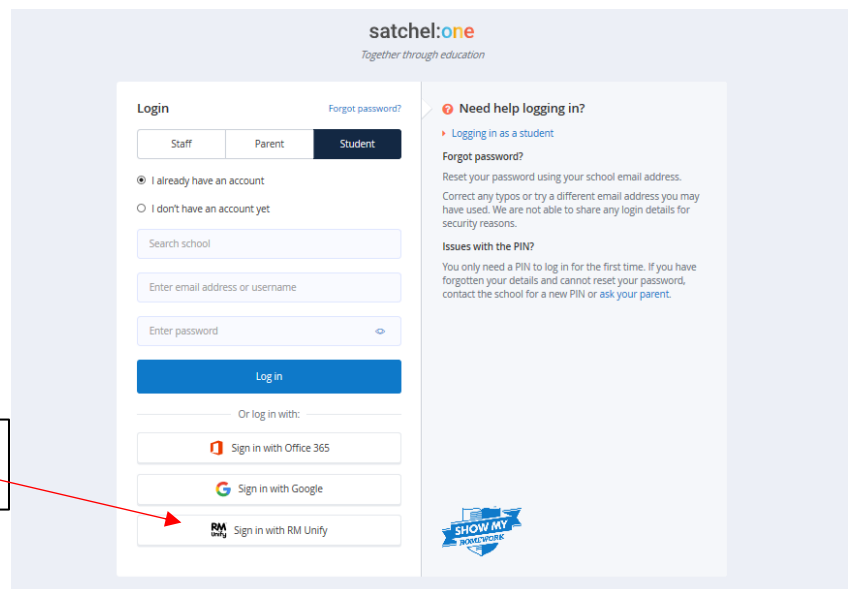
Once you have had your Glow password reset by a teacher, you must go to the Glow website, login and create a new password. Then you're good to go!

Appendix C

Satchel: One Resolutions

I can't get onto Satchel: one. What should I do?

When logging in to Satchel: One, don't just type your email address and password. You need to click on the button that says



If you are already logged into glow, you will be taken to your dashboard for Satchel: One automatically. If not, just log in with your glow email address and password.

PLEASE NOTE Satchel: One will only be used to direct you to your Teams account.

Appendix D

Class Notebook Guide

I don't understand how to use class notebook. How do I use it?

There are some really useful guides on how to access and use Class Notebook on Teams. If you are stuck, ask your teacher for help initially. However, if you are still finding it difficult, check out the Class Notebook Guides on our school website by clicking [here](#)

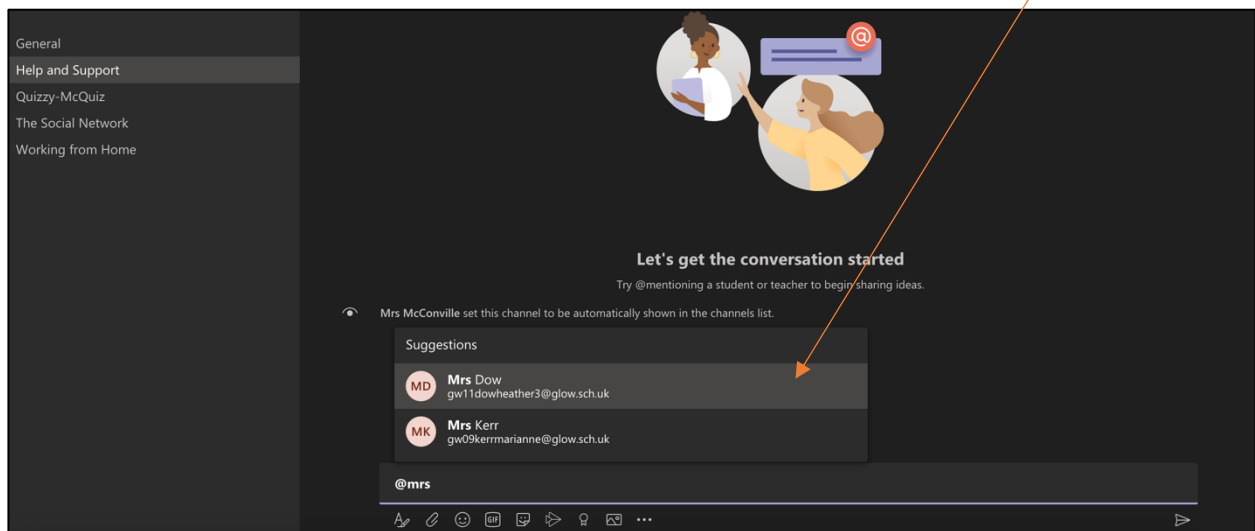
More video tutorials and guides will be made available soon. In the meantime, use our school website, videos shared by your teachers on Teams, and Google.

Appendix E

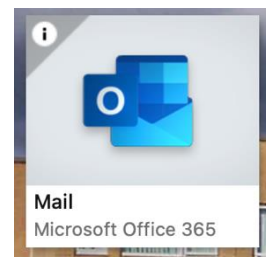
Asking for Help

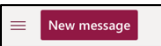
I want to ask for help but not where others can see what I write. How do I do this?

Sometimes you might want to ask your teachers for help on something specific. If it's something you don't mind your classmates seeing, you can ask it on the *"Help and Support"* channel in your class team. Just type the @ symbol and start typing your teacher's name. A list will pop up and you just click your teacher's name. Then type your message. This will mean they get a notification that you have asked them.



However, if you don't want your classmates to see your question, you can send your teacher an email through your glow email account. To access this, go to your glow launchpad and click on the "Mail" tile.



This will open up your email inbox. To start a new message to your teacher, click on the  button in the top right. This will allow you to create a new email message.

Sending an Email

Always use your **Glow** account to send an email – not from your personal email account.

The following will appear on your screen. Here are some tips on how to send this email to your teacher.

The screenshot shows an email composition window with the following elements and callouts:

- Top Bar:** Contains buttons for 'Send', 'Attach', 'Discard', and a menu icon. A callout points to the 'Send' button, stating: "Once ready to send, click the send box here or the send button above".
- To Field:** A text input field for the recipient's name or email address. A callout points to it: "Type the name of your teacher in here and then click on their name on the list. Alternatively, type in their email address and then press the tab key."
- Cc Field:** A text input field for additional recipients.
- Subject Field:** A text input field with the placeholder "Add a subject". A callout points to it: "Type a subject for your email e.g. 'Question about English Essay'. This will help your teacher know what the email is about".
- Body:** A large text area for the email content. A callout points to it: "Type the email to your teacher – remember to be polite and respectful and give details of what you are stuck on and what you need help with. Remember to finish by typing your name!".
- Bottom Bar:** Contains a 'Send' button, a 'Discard' button, and a paperclip icon for attachments. A callout points to the paperclip icon: "If you want to upload a file, click on the paper clip button. It will allow you to upload the file from your computer or one drive."
- Rich Text Editor:** A toolbar with icons for text formatting (bold, italic, underline), text color, background color, bulleted and numbered lists, indentation, quote, and link.

Your teacher will give you their email address on the class team so that you can contact them. Also see website for staff contact details.

Appendix F

Downloading Microsoft Office 365

All Glow users can get copies of the Microsoft Office Suite to use on their home devices – PC, Mac, phones and tablets.

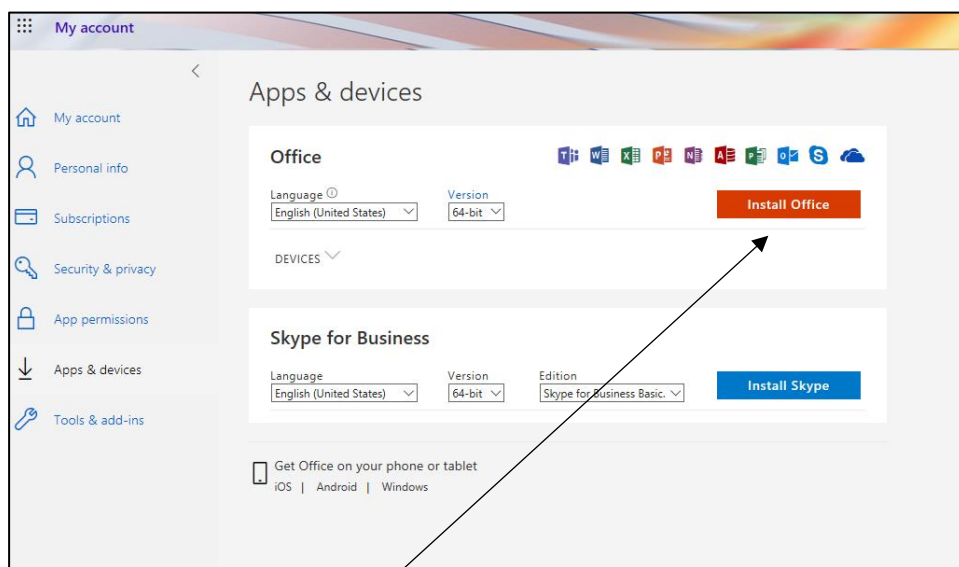
This will enable the use of a range of Microsoft products (Word, Excel, PowerPoint, Access, OneNote etc.) on up to 15 home devices without cost (the 15 licences being split as 5 for PCs and/or Macs, 5 for tablets and 5 for phones).



To do this, login to Glow, from the launch pad click “Download Office Now” then the “Install Office apps” button and follow the instructions. (If the icon isn’t there, click ‘add’- search for “download office” and add the app shown to the launch pad.

iPad and Tablet Users

If you are downloading to an iPad or tablet the process is different, the apps should be downloaded from the App Store and then log in using the Glow username.



Click on **Install Office**

When logging in, you will be asked to enter your username and this is your Glow username plus the domain e.g. gw15examplejames@glow.sch.uk. Once you do this, you will be transferred to the usual Glow login screen, when you enter your details here your registration is complete.

The Glow username will only activate the software for as long as that account is active in Glow.

If you have issues with this, please contact Mrs Dow on gw11dowheather3@glow.sch.uk

Appendix G

5 Tips for Successful Online Learning

The thought of studying at home rather than at school seems very tempting at first; you can study from the comfort of your couch, and there's snacks just a few metres away in the kitchen.

However, even the most disciplined student can get distracted when studying from home. From the buzz of your mobile phone to the interruptions from family, it's important to learn how to study at home properly. Here are our top tips to keep you focused and motivated when it comes to your studies.

Tip 1 - Create a Productive Learning Environment



The correct workspace goes a long way in helping you learn successfully. It can help you to focus with the right lighting, block out distracting noise with a good set of headphones, and a comfortable chair will save your back during longer study sessions. It will be helpful to have a desk or table to work, but this may not always be possible with more than one person working from home.

You should have your class workbooks and notes on hand and easy to access for the duration of each lesson. This will encourage you to remain on task and not have excuses to get up and look for things.

Keep the area you are working in tidy. This will help keep you focussed on what you are doing. It is easier to concentrate in a clean and tidy environment.

Tip 2 - Working at the Right Time



Remember, you are still 'at school' so you will be following your timetable. If you highlighted in the questionnaire that you filled out in school that you have limited access to a computer/laptop/tablet at home, you will be expected to complete the work provided for you and submit it when you said you would have access. In most cases, the work provided can be completed offline and submitted when you get your access time. It should be your aim to upload work every day.

This is the easy part. You will follow the timetable provided for you in school exactly as you have been since August:

Pink week (Mon, Tues, Thurs P1, P3, P5, P6 Wed and Fri P1, P3, P5)

Blue Week (Mon, Tues, Thurs P2, P4, P5, P7 Wed and Fri P2, P4, P6).

If you will not be attending a lesson at the time you are supposed to be, make sure you let your teacher know.

Tip 3 - Get Plenty of Sleep and a Routine

It can be too easy to fall into bad habits of staying up late. You need to get around 8 hours sleep per night to ensure you are fully rested for the next day. Set yourself a time where you will turn off all electronic devices and set an alarm on school days to wake up and start the school day.

It is also a good idea to follow normal morning routines that you would do if you were getting ready for a day at school. Get up at 7:45, have your shower, get dressed and eat some breakfast and set up your work area to ensure you are ready to start lessons at 8:55am. Not doing this can result in you being too sleepy and not engaged in the work.



Tip 4 - Eat Properly



Good food can keep your head clear and your mind focused. It is important to eat a good breakfast the day of your study session, to keep you fuller for longer. Healthy snacks are a great way to keep you fuelled up for the day, but make sure they are quick to prepare or prepared ahead of time, so that you do not spend too long away from your desk.

Regular hydration is key too. Keep your water bottle close by and try to keep drinking water throughout the day. This will keep your brain active!

Tip 5 – Get Up!

Sitting at your computer all day can be pretty draining. It's important for your physical and mental health that you take regular breaks. This could be shorter breaks - just getting up and going for a walk between tasks. Walk into another room, or around your room, just so that you aren't staring at your screen for the full day.

For longer breaks – interval and lunch for example, it might be a good idea to get out and get some fresh air – if safe to do so. Maybe sitting in your garden or going a short walk if you can. This time should not be spent at your computer.



At the end of the day when you are finished your work and your lessons are over, shut down your computer and go and do something relaxing and fun.

Key Contacts

In the first instance, contact your class teacher for support.

The following contacts may be useful for specific queries your class teacher can't help you with.

Member of Staff	Area of Responsibility	Email address
Miss K O'Brien	Digital Lead School Website Glow Admin Satchel:One	gw09obrienkirsty2@glow.sch.uk
Mrs C Avery	Digital Link for English	gw18wallacecatherine@glow.sch.uk
Ms F Cunningham	Digital Link for Languages	gw09cunninghamfrance@glow.sch.uk
Miss C Mullen	Digital Link for Maths	gw18mullencharlotte@glow.sch.uk
Mrs F Cameron	PT Pupil Support (S3-S6 Arran)	gw09cameronfrances4@glow.sch.uk
Mr D Harris	Digital Link for Science	gw09harrisdavid@glow.sch.uk
Mrs M McNeill	PT Pupil Support (Mull)	gw09mcneilmargaret4@glow.sch.uk
Miss A McMillan	Digital Link for Social Subjects and RMPS	gw17mcmillanann@glow.sch.uk
Mrs H Dow	Digital Link for Technical Glow Passwords	gw11dowheather3@glow.sch.uk
Mr M Connor	Digital Link for ICT School Website	gw18connormarc@glow.sch.uk
Miss C Divers	PT Pupil Support (Bute)	gw14diverschloe@glow.sch.uk
Mr C Sinclair	Digital Link - PE	gw12sinclairchristo2@glow.sch.uk
Mrs M Kerr	PT Pupil Support (S1/S2 Arran)	gw09kerrmarianne@glow.sch.uk
Mrs S McRobbie	PT Pupil Support (Lewis)	gw09dunnstacey@glow.sch.uk
Mr S Key	Digital Link for Expressive Arts	gw19keyscott@glow.sch.uk
Mrs J McConville	Digital Link Social Media School Website Glow Passwords	gw09mconvillejen@glow.sch.uk