

Home Learning – Feedback Response

Thank you to everyone for providing feedback on Home Learning, which was very positive. Some technical and resource issues were highlighted; therefore, we have produced this troubleshooting guide and FAQ to help support parents and pupils to overcome these issues. We hope that by providing these documents and a [Google form](#) to report any resource or technical issues that may arise, pupil engagement with learning will continue to increase.

Troubleshooting Guide

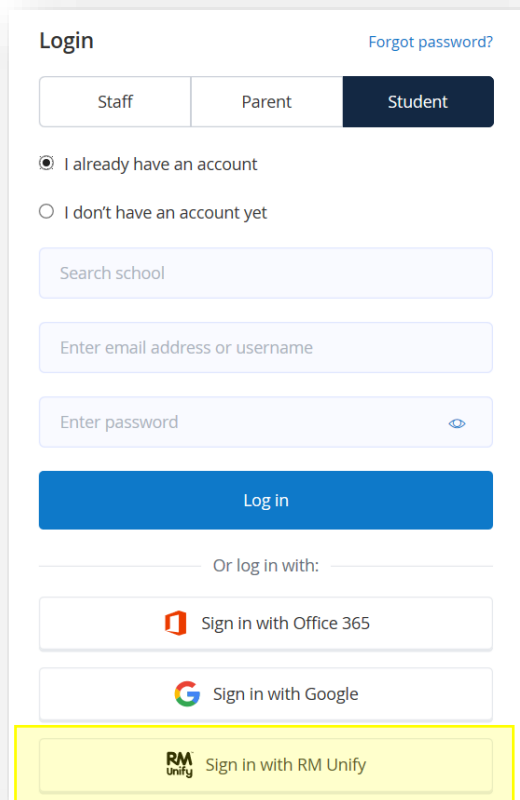
All home learning information can be found on the school website at the following link:

<http://www.lesmahagow.s-lanark.sch.uk/working-at-home/>

Access to Show My Homework (SMHW)

Some pupils have had difficulty accessing SMHW on their mobile phone when it works on a computer or when the app has had to be reinstalled.

1. Make sure that you select “Sign in with RM Unify”, as highlighted in the picture below.



The image shows a login interface for RM Unify. At the top, there are three tabs: 'Staff', 'Parent', and 'Student', with 'Student' selected. Below the tabs are two radio buttons: 'I already have an account' (selected) and 'I don't have an account yet'. There are three input fields: 'Search school', 'Enter email address or username', and 'Enter password'. A blue 'Log in' button is positioned below the input fields. Below the button, there is a section for alternative login methods: 'Or log in with:' followed by three options: 'Sign in with Office 365', 'Sign in with Google', and 'Sign in with RM Unify'. The 'Sign in with RM Unify' option is highlighted with a yellow border.

2. It will then ask you to enter your username and password. The username is your normal Glow login that you use at school which has the format **'gw20surnamefirstname@glow.sch.uk'**. The number after the 'gw' may be different as it varies depending on when the account was created. Some pupils may have also have a number after their first name if there was more than one person with the same name who had an account created that year.

It is *very* important to check that your username is entered correctly. It is case sensitive, which means that all the letters need to be lower case i.e. not capitals. Many phones

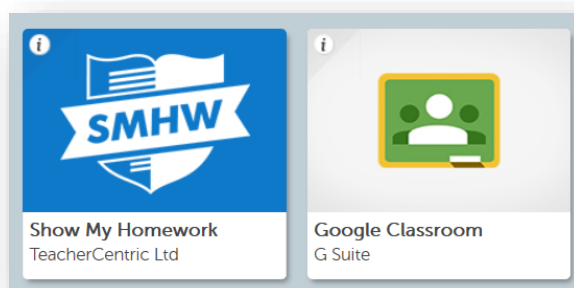
will automatically capitalise the 'G' in 'gw' so make sure it is all **lower case**. Your password is the same as the password you use to access the Chromebooks or log in to Glow in school.

3. If you have forgotten your Glow password, then please contact your pupil support teacher who will re-set it for you. You will need to change it to something memorable when you first log in again.
4. In the meantime you can still see the work that has been set across the school by looking at the calendar of work at, <https://lesmahagow.satchelone.com/school/homeworks/calendar>

Access to Glow

If you Google "Glow RM Unify" or copy and paste this link, <https://glow.rmunify.com/>, then you will be taken to the Glow sign in page. It will ask for your Glow username and password (see the above section). Your glow username is all lower case and looks like "gw20surnamefirstname@glow.sch.uk". Your password is the same as the one you use to access the Chromebooks in school.

You will be taken to the Glow 'Launch Pad' where you will be able to access Google Classroom and SMHW.



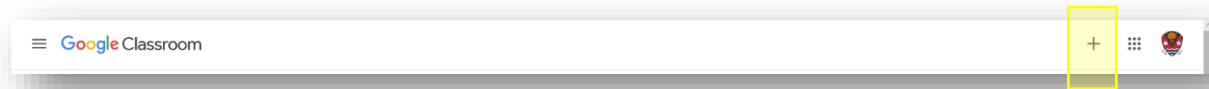
If you have forgotten your Glow password, then please contact your pupil support teacher who will re-set it for you. You will need to change it to something memorable when you first log in again.

Google Classroom

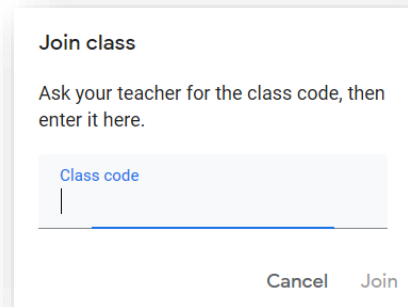
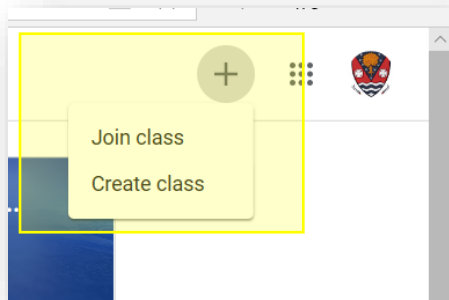
If you are struggling to access Google Classroom in general then please follow the instructions above to access Glow and then you can easily select the 'Google Classroom tile', which looks like:



If you have not done so already then you need to 'join' a class using the Class Code (these can be found in the weekly update emailed to parents, otherwise contact your teacher or pupil support).



At the top of the page there will be a '+' icon, as is highlighted in the image above. Click on this icon and then select 'Join Class' as highlighted below. You will then be given the option to enter your Class Code and then click 'Join'.



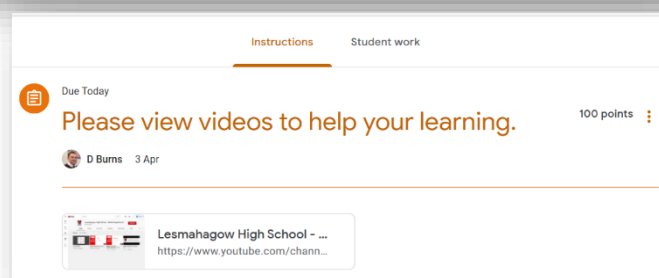
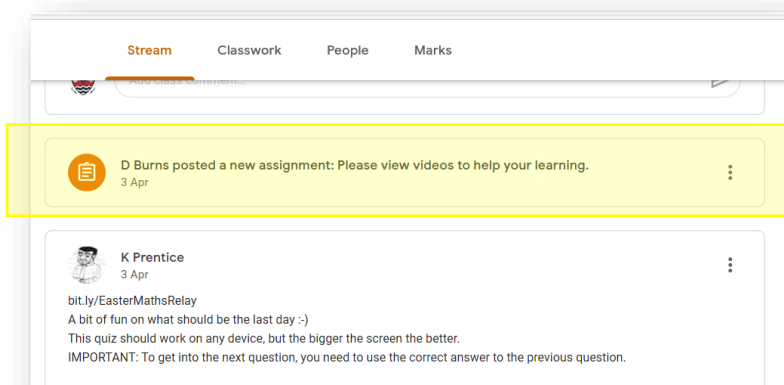
If for any reason the code does not work then please contact your class teacher or your pupil support teacher.

If there are any other issues that have not been resolved by this information sheet, please report them by using the following online form, <https://forms.gle/HeobdHHib8Hvy3fR9>. If, for any reason, you are unable to do so, then please contact your pupil support teacher.

Google Classroom - Submitting Work for Feedback

Pupils should post work that is being submitted for feedback in the 'assignment' section and not the general 'stream'. This will allow for easy marking and return of work. Also, any work posted to the 'stream' can be seen by the whole class. Once an assignment has been set (this will be shown in the stream – see below), click on the post to see more instructions and to submit the work. This YouTube video will talk you through how to submit assignments:

<https://www.youtube.com/watch?v=XRWBfYxReo&feature=youtu.be>



Frequently Asked Questions (FAQ)

What if pupils (or parents) do not have access to or use Twitter?

We will request that staff ensure that any resources that may be linked to on twitter are also made available through Google Classroom or Show My Homework. Sometimes non-essential links and points of interest may still be posted to Twitter, especially if it is a retweet from another Twitter handle.

Can we have a 'how to' guide for Google Classroom?

Please see access and assignment information in the Troubleshooting Guide above.

The following guides can also be downloaded from the school website:

- How to log in to Glow
- How to access Google Docs
- How to find and hand in an assignment in Google Classroom

Can the Google Classroom access codes be shared?

Yes, all of the Google Classroom codes can be accessed from the school website at the following link, <http://www.lesmahagow.s-lanark.sch.uk/working-at-home/>. If for any reason the code is not working, please contact the class teacher in the first instance. You can also contact your pupil support teacher or complete the online form to report the issue, <https://forms.gle/HeobdHHib8Hvy3fR9>.

Can deadlines be set for tasks or pieces of work?

During these unprecedented times, it is important to balance education and individual's health and wellbeing, as a result it may not be possible to have strict deadlines as we would have under normal circumstances. We will look at providing suggested deadlines, and/or a recommended length of time to complete set tasks.

Can you provide class seminars, lessons on YouTube or a virtual class on Zoom or another app?

Unfortunately, it is not possible to provide live lessons on any platform. This situation is being monitored and we will advise everyone if this changes. Some departments have recorded lessons and put them on YouTube, which is highlighted in the weekly publication of 'Working at Home' Information.

How do we report any issues in accessing resources for learning at home?

Please complete this online form to report issues <https://forms.gle/HeobdHHib8Hvy3fR9>.