

Remote Learning FAQs

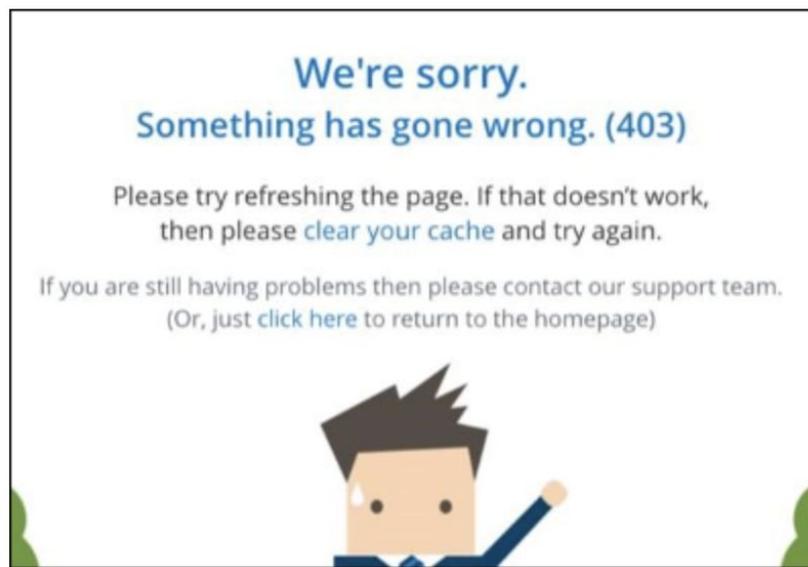
Q1. Who do I contact for help?

A: Please email info@arkgreenwich.org where a dedicated member of our team will aim to provide fast response support on a case by case basis.

Q2. I can't remember my ShowMyHomework (SMH) login details.

A: Check the sticker on your planner which holds your email address and password. For more information on how to sign into ShowMyHomework click [here](#).

Q3: I've tried signing into Satchel but the page says 'We're Sorry. Something has gone wrong'.



A: If you see the error page below, it is probably because your browser is trying to restore an older browsing session which has now expired. Clearing the cache is slightly different depending on your browser, full step by step instructions for Chrome, Safari, Edge and Internet Explorer can be found here:

<https://help.teamsatchel.com/en/articles/2889903-clear-your-cache>

Q4. I'm unsure how to download MS Teams.

A: Downloading MS Teams is free and very simple. Click [here](#) for a video tutorial that guides you through how to download the application.

Q5. I can't remember my Microsoft Teams login details.

A: Check the sticker on your planner which holds your email address and password. For more information on how to access your Microsoft Teams lessons click [here](#).

Q6. I can't find the link for my upcoming lessons.

A: Please email info@arkgreenwich.org where a dedicated member of our team will aim to provide fast response support on a case by case basis.

Q7. I can't seem to access ShowMyHomework, MS Teams, or any Google products, but I'm definitely signed in.

A: Firstly, check the correct user is signed in. Doing this is simple, click the profile icon (usually in the top right-hand corner) and verify it's your account. Watch [this](#) tutorial for more information about how to sign out of all accounts.

If the above step does not resolve the issue, please email info@arkgreenwich.org where a dedicated member of our team will aim to provide fast response support on a case by case basis.

Q8. My teacher wants me to upload work onto SMH but I don't know how to.

A: Full instructions on how to upload your work can be found on the Satchel help page or via [this](#) link. It is possible to upload via a phone or tablet, but you will probably find it much easier to submit and upload work via a computer or laptop. The following instructions show a video demo to uploading work.

Q9. How do I stay safe online?

A: Make sure you follow these steps when you are working online:

- Never give out your login information or password (even to your friends)
- Ensure that you are taking screen breaks when you are not in lessons or doing Independent Learning
- Never accept friend requests from people that you do not know and have not met in person
- Never post personal information online
- Keep your privacy settings as high as possible
- Remember that sharing explicit images of a person under 18 is a criminal offence, even if that person is you
- Sending threatening or malicious messages to a person is also a criminal offence