

Online Learning - Frequently Asked Questions/Guidance

1. I have forgotten my c2k (MySchool) password.

Answer: If you wish to *change* your C2K password then you can do so at the following link <https://services.c2kni.net/ChangePassword.aspx>. A password expires after 90 days, **so we would recommend that a pupil changes their password in the early stages of remote learning, so that you are not not locked out of your account.** If your password expires or you have forgotten your C2K password, then please email info@banbridgeacademy.banbridge.ni.sch.uk. Someone from school will then contact your parent/guardian with an updated password.

2. How do I access Google Classroom?

Answer: You must log in to Google Classroom or Google Drive with your school email address (e.g. jbloggs445@c2ken.net) and your school c2k password.

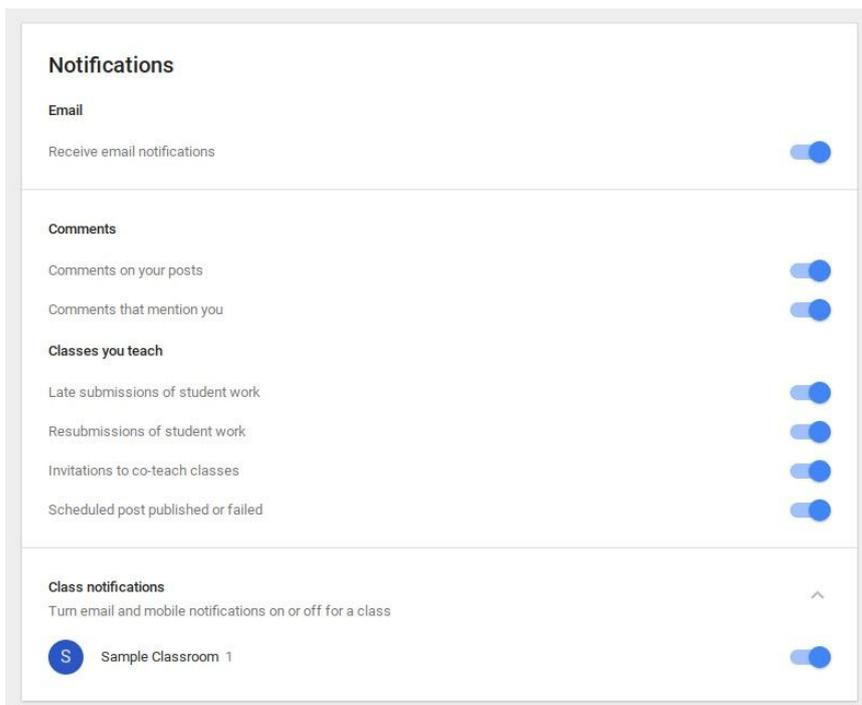
More detailed instructions are here:

<http://www.banbridgeacademy.org.uk/wp-content/uploads/sites/4/2019/06/Accessing-Google-Apps-Using-C2K-Account-From-Home-5.pdf>

3. How do I know when a teacher has posted work or marked my work on Google Classroom?

Answer: There are two main ways that you can be notified when work has been posted to Google Classroom:

- **Email Notifications.** Under **settings** in Google Classroom, you have the option to enable/disable email notifications. If enabled, you will receive notifications to your school email account when there is activity in your Google classrooms. You can filter which kind of notifications you wish to receive:

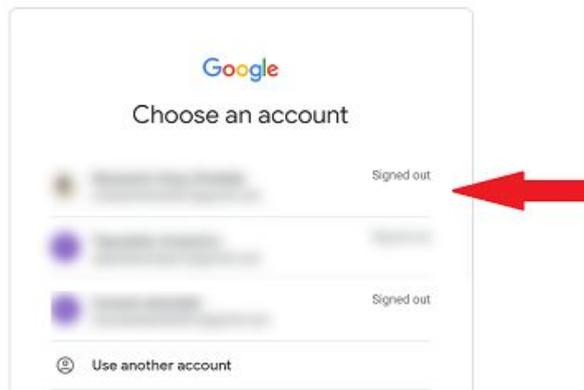


- **App Notifications.** Also under **settings** in the mobile app - you will receive notifications on your device when there has been activity in your classroom.

We advise that where possible, pupils should install Google Classroom as an app on their personal device, so as to receive notifications of when teachers post work/mark work/return work. Ensure notifications are enabled in the app.

4. Google Classroom is saying that I do not have permission to access a resource. Why?

Answer: This can often happen on mobile devices. Even though Google Classroom may be signed into a school account, the browser (e.g. Safari, Chrome etc.) which you are trying to view the resource on is **signed in to a different Google Account**, for example a personal gmail account. Check by going to the top right hand corner of your browser that you are signed in to your school c2ken account.



If a teacher asks you to view/complete a document through Google Classroom, such as a Google Doc, this is easy to do on a desktop/laptop computer as no extra software is required. On a mobile device you must have the relevant app installed, for example Google Docs, Slides or Sheets.

5. Do I have to submit work to teachers for marking and review?

Answer. Each department will adopt its own approach on this matter. Some strategies include:

1. Mark schemes/answers will be posted to Google Classroom or Google Drive for pupils to use in the self review of their work.
2. Teachers may post **quizzes** which will mark the pupils' submissions automatically and give a score.
3. Teachers may ask pupils to **photograph their work** and upload it through an assignment in Google Classroom. For this option, the best method is to use the Google Classroom app on a **mobile device**. Please try and make the work as easy-to-read as possible in the photograph. A useful video to demonstrate this process is shown here:
<https://www.youtube.com/watch?v=YpOTxdvr8dE>
4. Teachers may ask pupils to **upload a document**, such as a Word Document that they have created on their own computer, through an assignment in Google Classroom.
5. Teachers may provide a **pre-made template** as a Google Document to complete as part of the assignment.

For point 4 and 5 above, this video <https://www.youtube.com/watch?v=LsD1QJEN0Yg> demonstrates how to do this as a pupil.

Banbridge Academy

On any Google Classroom assignment, pupils must click the **Turn In** button in an assignment to alert a teacher that it has been completed, otherwise the teacher may not be aware that the work has been completed. The videos above demonstrate this.

6. Is there a quick way I can submit a lot of images of work to my teacher?

If you have multiple images of work to submit to your teacher, then using an app to convert these images to one PDF file would be much handier for both you to upload and your teacher to mark. Example apps you could use on your mobile device include:

- Notes (iPad/iPhone)
- IMG2PDF (Android)
- PDFExpert
- **Adobe Scan - a tutorial on how to use this app to submit work as a PDF is on our school website [here](#)**

On Apple devices, photos can also be selected in the photo gallery and there is the option to **Create PDF**.

7. How do I view marked work/feedback from a teacher?

Answer: If a teacher marks and returns work to a student through a Google Classroom assignment, this may include comments and a mark. If the pupil is using the app on a mobile device they will receive notification of when this happens.

This video <https://www.youtube.com/watch?v=OfzMOrwqQh8> demonstrates how to view your returned work.

8. Documents are not appearing correctly in Google Classroom? Why is this?

Answer: If a teacher uploads a presentation or document to Google Classroom, your web browser will attempt to display it on your device. If it is a Microsoft document, sometimes the formatting can be distorted, for examples images and tables not appearing correctly. You can download the document however to your computer to view/edit, where it will open correctly in the target application, for example Microsoft Word.

A useful video to demonstrate this process is here:

<https://www.youtube.com/watch?v=JsE4HRbrLG8>

8. How can I communicate with a teacher from home?

Answer: If you are using Google Classroom, you can share messages with the class on the stream page, or post a private comment to a teacher in any assignment that has been set up. Also, teachers may communicate with pupils through school email. Instructions for accessing email from home are on the school website under **Staff/Pupil Area->Documents And Links**. A direct link is here:

<http://www.banbridgeacademy.org.uk/wp-content/uploads/sites/4/2020/03/Accessing-School-Email-From-Home.pdf>

You MUST check your school email address account daily.

9. How can I access my school “My Documents” folder from home?

Answer: Instructions for accessing My Documents folders from home are on the school website under **Staff/Pupil Area->Documents And Links**. A direct link is here:

<http://www.banbridgeacademy.org.uk/wp-content/uploads/sites/4/2020/03/Accessing-My-Documents-Folder-From-Home.pdf>

10. Can I download Microsoft Office to use at home?

Answer: Yes, C2K are providing licenses for students to use Microsoft Office at home. Information on how to download Office and use these licenses are in a tutorial on our Documents And Links page on the school website:

<http://www.banbridgeacademy.org.uk/staff-pupil-area/>

Again, if you have persistent problems with any aspect of online learning, contact your teacher through email/Google Classroom or direct your question to info@banbridgeacademy.banbridge.ni.sch.uk.