

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. If 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.

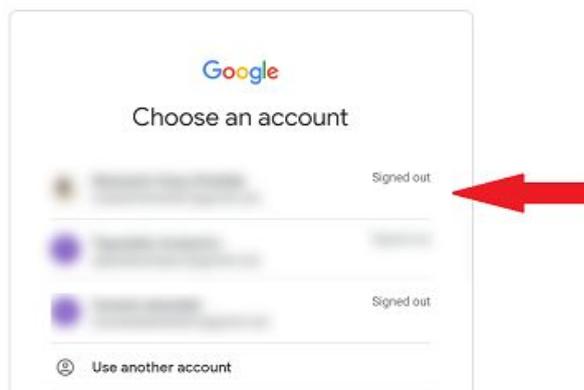
More detailed instructions are here:

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

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.

3. 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 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.

4. 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.

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.

5. 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.

6. 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>

7. 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.

8. 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>

9. 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/>

10. How should I structure my day to work effectively from home?

Answer: You must try to keep to a routine. Get up as normal and try to follow your timetable for that school day. ie when you have a double period of Maths, you should spend that time on Maths etc. You may be childminding a younger sibling and fitting around family routines but it is important to fit in your school work too. Building in leisure time is also important. Don't spend too much time on social media - take a break from the screen. Please ensure you exercise and get fresh air, as well as go to sleep at a reasonable hour.

11. Do I have to do school work and what happens if I don't?

Answer: You will be coming back to school when the Government determines schools are safe to open and will be carrying on with the curriculum. We may never recover the time in school that has been and will be lost, so it is important you do your best to complete your work so that you are at the same stage as the rest of your class upon our return. You have to take personal responsibility for your own learning.

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.