

# Remote Education – IT Guidance for Students and Parents/Carers

The following guidance can be used to help support with home working. It answers many IT related questions about topics such as SharePoint, email, receiving work and submitting work.

## Contents

1. Home Gateway: Citrix, Outlook and SharePoint .....	2
2. Resetting a Password.....	3
6. Receiving Work from Teachers.....	4
7. Submission of Work.....	5
a. Submitting work via SharePoint .....	5
b. Submitting work via Email .....	7
8. Making Sure Work is Saved Properly.....	7
9. Receiving Feedback .....	8
10 . Other .....	9
7.1 Lost password for a website such as Seneca or Sparx Maths .....	9
7.2 YouTube.....	9

## 1. Home Gateway: Citrix, Outlook and SharePoint

Home Gateway is part of our Academy website. This is where you will find the full collection of IT resources that are available to students to use from home. Click the link to find this on our website: [Home Gateway Link](#).

The table below explains the three main options available:

Application	Description	Logging In and Guidance
Citrix	A remote desktop. Logging into this allows students to work as though they are at the Academy. Students' will have access to their documents and all of the software they would have available to them if working within the Academy.	To login students need to use their 'P Number' and the password they would use to log in when at the Academy.  Citrix works on most devices. More guidance can be found <a href="#">here</a> . However, it is best on laptops and desktops as there is no physical keyboard, a software keyboard can be accessed.
Web Apps	This provides links to software that are key to access learning within the Academy, here you will find: <ol style="list-style-type: none"><li>1. Outlook</li><li>2. Teams</li><li>3. SharePoint</li><li>4. Office 365</li><li>5. Satchel:one</li></ol>	These applications works well on all devices. Students will need to login with their full academy email address ( <a href="mailto:p21****@prioryacademies.co.uk">p21****@prioryacademies.co.uk</a> ) and their password.
SharePoint	This is an internal website where students can find a library of resources including work set by each department to complete during the Academy Closure.	Students should login in with their academy email address and password.

## 2. Resetting a Password

If students need to reset their password whilst outside of the Academy, they need to follow these step-by-step instructions:

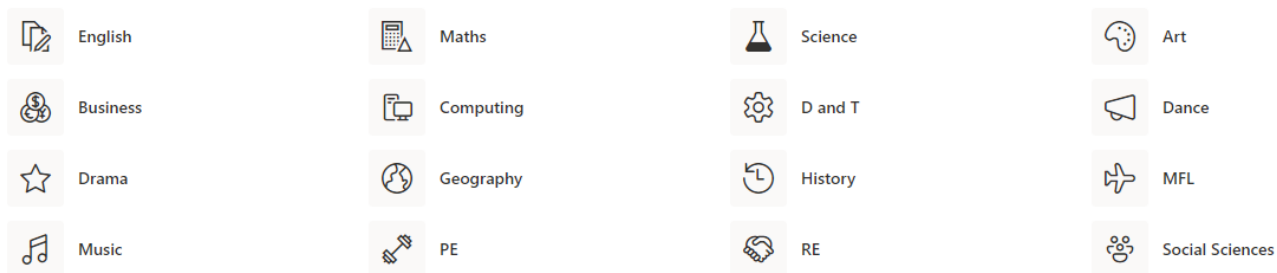
6. Go to Citrix (see previous section).
7. Enter your username and password, when prompted.
8. After the student details you will be prompted to 'Change Expired Password'.
9. The old password will be the student's original password as above
10. Students will then be asked to enter a new password (The new password must be at least 8 characters long, contain an uppercase, a lowercase character and a number.)

Passwords cannot be changed in Outlook or SharePoint.

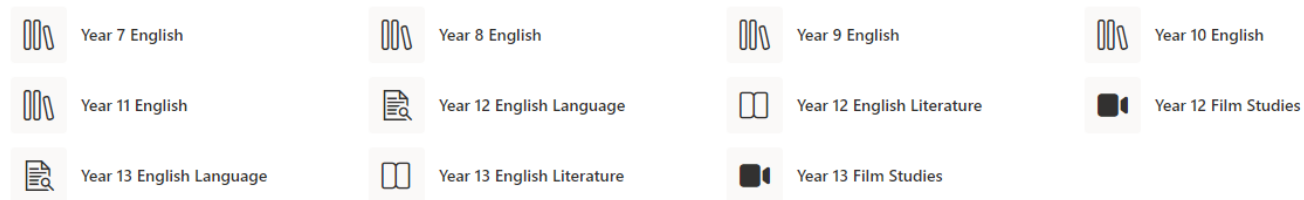
# 1. Receiving Work from Teachers

Work can be found through the SharePoint homepage. Students will need to select the subject they are studying, find their year group and then the lesson contents will be found on SharePoint.

## ^ Subjects



## English



As you can see there are specific links to follow for each subject. Some teachers may also use Satchel:one for further guidance or submission methods.

There is also a link that can be followed to obtain support for mental health and wellbeing during this time.

## 2. Submission of Work

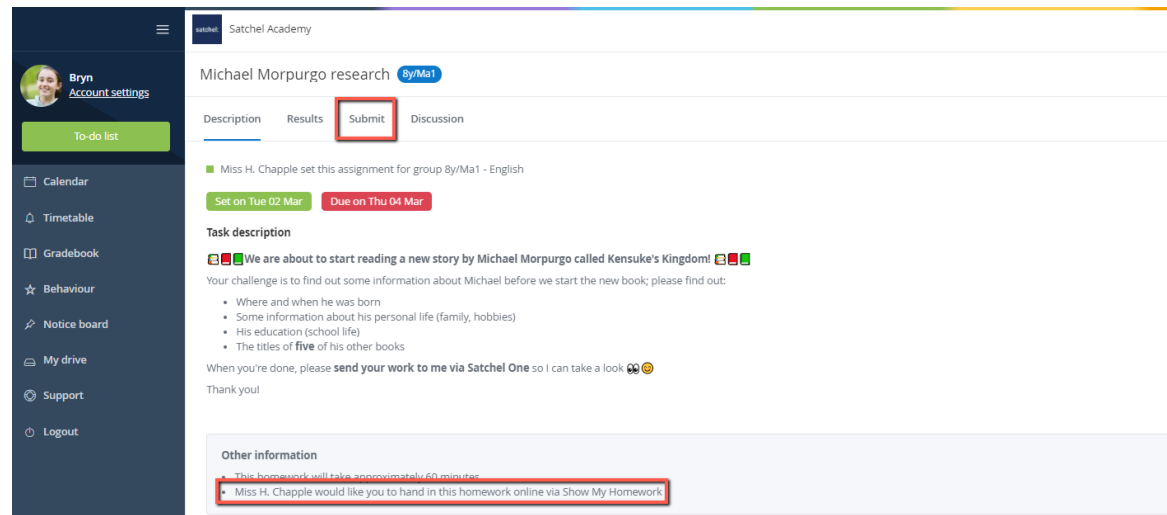
Please submit work via Satchel or, as specified by the teacher who assigned it. If Satchel is requested, submit accordingly; if email is preferred, please use email. Exceptions should only be made for technical issues, such as the inability to access SharePoint on a mobile device without access to a desktop or laptop. In such cases, email the work to the teacher and provide an explanation.

Additionally, ensure that work is submitted in a format compatible with the Academy's system. For instance, Google Docs and Pages files are not supported. Microsoft Office and Adobe program files are recommended. If in doubt, you may check compatibility by using Citrix to verify if the program is available on the Academy's system.

### Submitting work via Satchel:one

11. A Submit tab at the top of your task

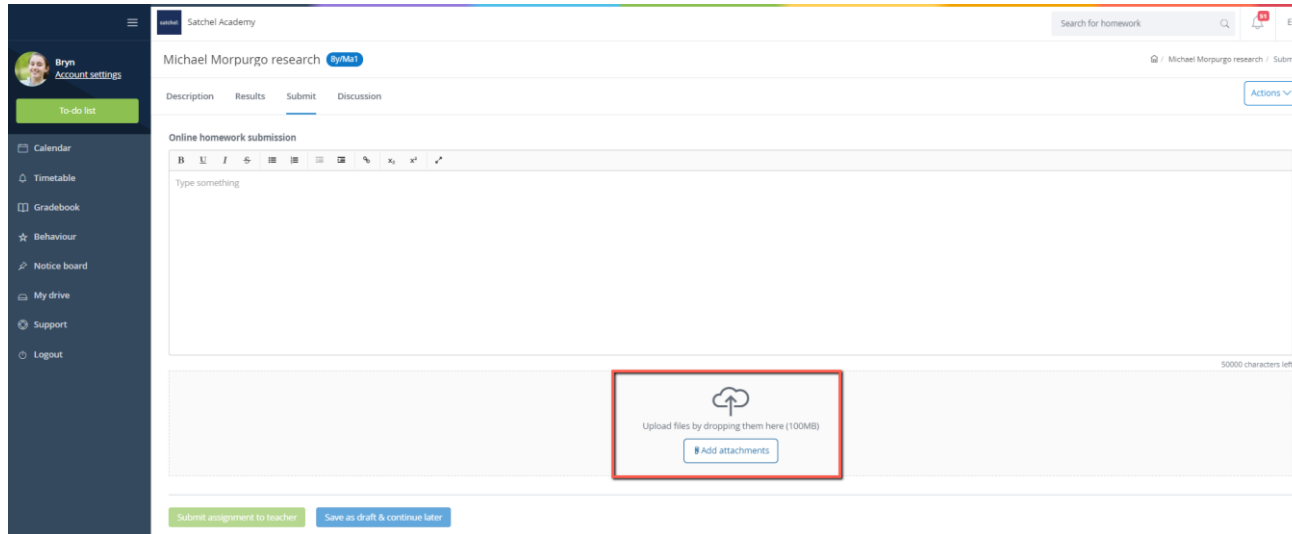
12. The phrase '... would like you to hand in this homework online via Satchel One' in your 'Other information' area



The screenshot displays the Satchel Academy user interface. On the left is a dark blue sidebar with navigation options: Bryn (Account settings), To-do list, Calendar, Timetable, Gradebook, Behaviour, Notice board, My drive, Support, and Logout. The main content area shows a task titled 'Michael Morpurgo research' for group '8y/Ma1'. Below the title are tabs for 'Description', 'Results', 'Submit', and 'Discussion', with 'Submit' highlighted by a red box. A notification states: 'Miss H. Chapple set this assignment for group 8y/Ma1 - English' with due dates 'Set on Tue 02 Mar' and 'Due on Thu 04 Mar'. The task description reads: 'We are about to start reading a new story by Michael Morpurgo called Kensuke's Kingdom! Your challenge is to find out some information about Michael before we start the new book; please find out: Where and when he was born, Some information about his personal life (family, hobbies), His education (school life), The titles of five of his other books'. A note at the bottom of the description says: 'When you're done, please send your work to me via Satchel One so I can take a look 😊👍 Thank you!'. The 'Other information' section at the bottom contains two items: 'This homework will take approximately 60 minutes' and 'Miss H. Chapple would like you to hand in this homework online via Show My Homework', with the second item highlighted by a red box.

13. Uploading an attachment

14. If you have done your work and saved it as a file on your device or on a cloud-based storage system i.e. Google Drive / OneDrive, you can simply click the 'Add attachments' button and upload your file(s).



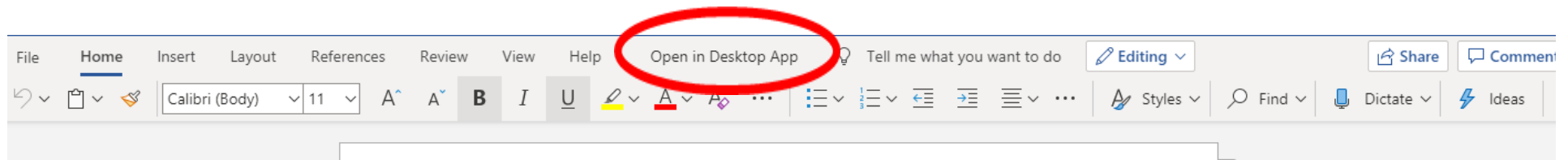
For more information visit the Satchel:one website here: [Submitting my work online | Satchel Help Center](#)

### Submitting work via Email

Use Outlook to send work via email. If sending a picture of work done on paper, a worksheet or in an exercise book please ensure the image is clear and any written work is easy to read.

## 3. Making Sure Work is Saved Properly

A few students have lost work due to not saving it properly. When a teacher has sets a piece of work on SharePoint such as a worksheet to be completed, firstly make sure it is opened in desktop mode, you may need to click where shown in the screen shot below:



Once this is done select 'File', 'Save As', press 'Browse' and then save a copy into your documents (select your P Number on the right hand side of the menu that pops up).

## 4. Receiving Feedback

When you have submitted work through Satchel:one or email then teacher feedback (if required) will be given by:

15. You may see a comment in the submission section of Satchel:one

The screenshot displays the Satchel:one interface for a class titled "Jealousy in Shakespeare's Othello" (8D). The interface includes a search bar at the top right, a notification bell, and a language dropdown set to "EN". Below the class title, there are tabs for "Description", "Insights", and "Assess". The "Assess" tab is active, showing a "Class submission" section with a "Select all students (1)" checkbox. A table lists students with their submission status and a grade icon:

Student	Status	Grade
Maya Andrews	Submitted	Green
Steve Bond	Submitted	
Martin Churchill	Submitted-late	
Isabella Cosenza	Absent	
Kristina Folkner	Submitted	

Below the table, a comment from Max Kennedy is visible: "Max Kennedy posted a comment: Hello Miss Chapple, I am not sure I understand question 2. Can you please elaborate?" The comment is dated "Sep 8th 2019 - 11:41am". A notification dropdown menu is open, showing recent activity: Maya Andrews added a new comment 2 minutes ago, Max Kennedy added a new comment 3 minutes ago, and Stan Ackton completed a quiz 3 days ago. The interface also shows a "You have selected Max Kennedy" section with a "View profile" link, a "Submitted" dropdown, a "Select a grade" dropdown, and a "+ Add comment" button.

16. Your teacher might email feedback instead. This is particularly likely if the work was set via email.



## 10. Other

### 7.1 Lost password for a website such as Seneca or Sparx Maths

In this case email the teacher who set the work to complete on this website. This member of staff should be able to reset this for you.

### 7.2 YouTube

Some teachers will have set work that includes YouTube videos and playlists to watch. Due to technical reasons these will not work if you are logged into Citrix. Please copy the link to any YouTube videos you have been asked to watch and watch these in a browser on your own device.