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

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 here. 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: 1. Outlook 2. Teams 3. SharePoint 4. Office 365 5. Satchel:one	These applications works well on all devices. Students will need to login with their full academy email address (p21****@prioryacademies.co.uk) 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. <u>Resetting a Password</u>

If students need to reset their password whilst outside of the Academy, they need to follow these step-by-step instructions:
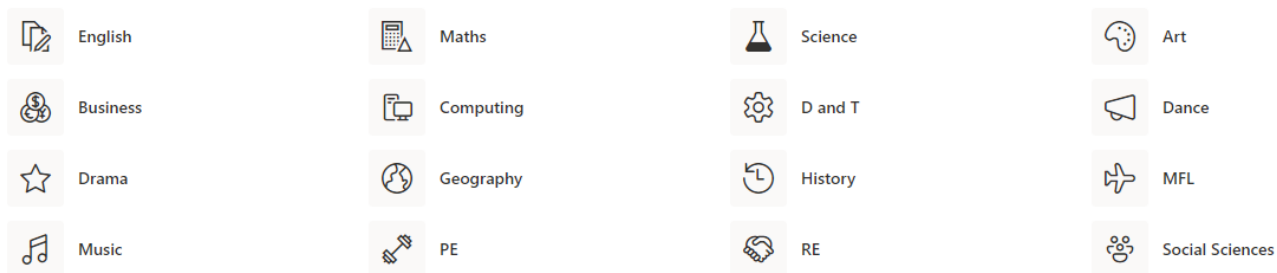
6. Go to Citrix (see previous section).
7. Enter your username and password, when prompted.
8. After the student details you will be prompted to 'Change Expired Password'.
9. The old password will be the student's original password as above
10. Students will then be asked to enter a new password (The new password must be at least 8 characters long, contain an uppercase, a lowercase character and a number.)

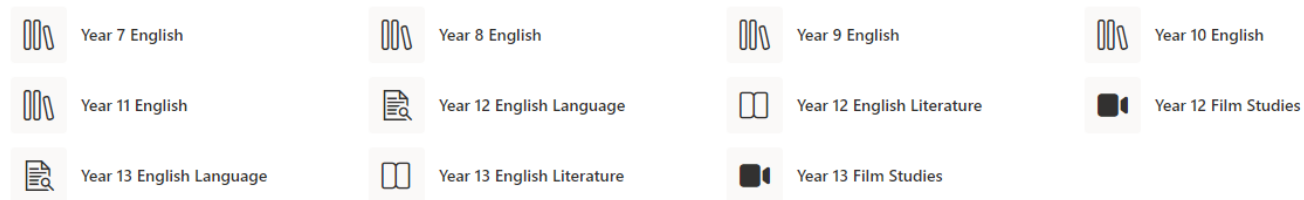Passwords cannot be changed in Outlook or SharePoint.

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	Maths	Science	Art
Business	Computing	D and T	Dance
Drama	Geography	History	MFL
Music	PE	RE	Social Sciences

English

Year 7 English	Year 8 English	Year 9 English	Year 10 English
Year 11 English	Year 12 English Language	Year 12 English Literature	Year 12 Film Studies
Year 13 English Language	Year 13 English Literature	Year 13 Film Studies	

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.
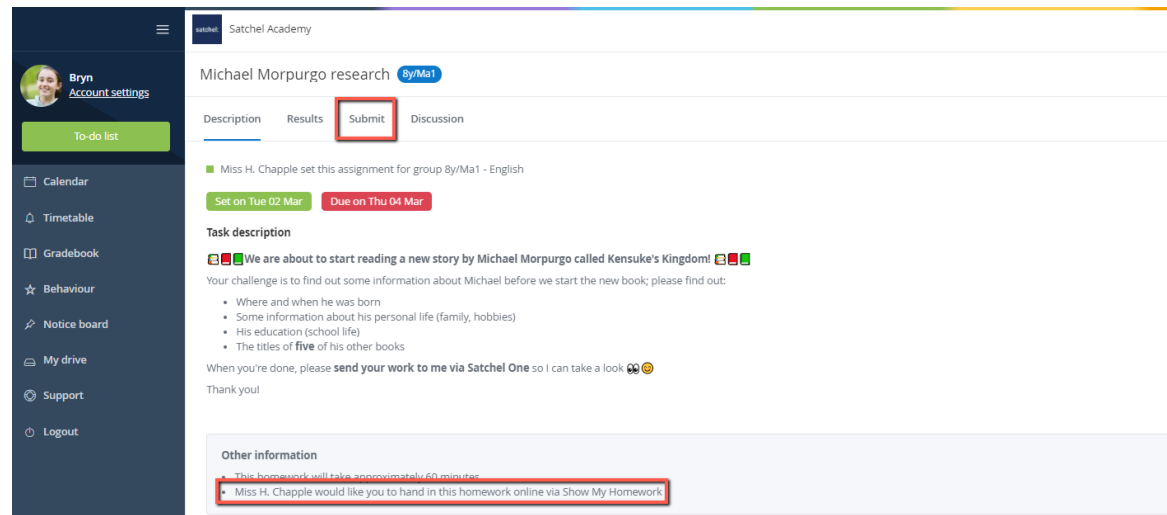
2. Submission of Work

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

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).
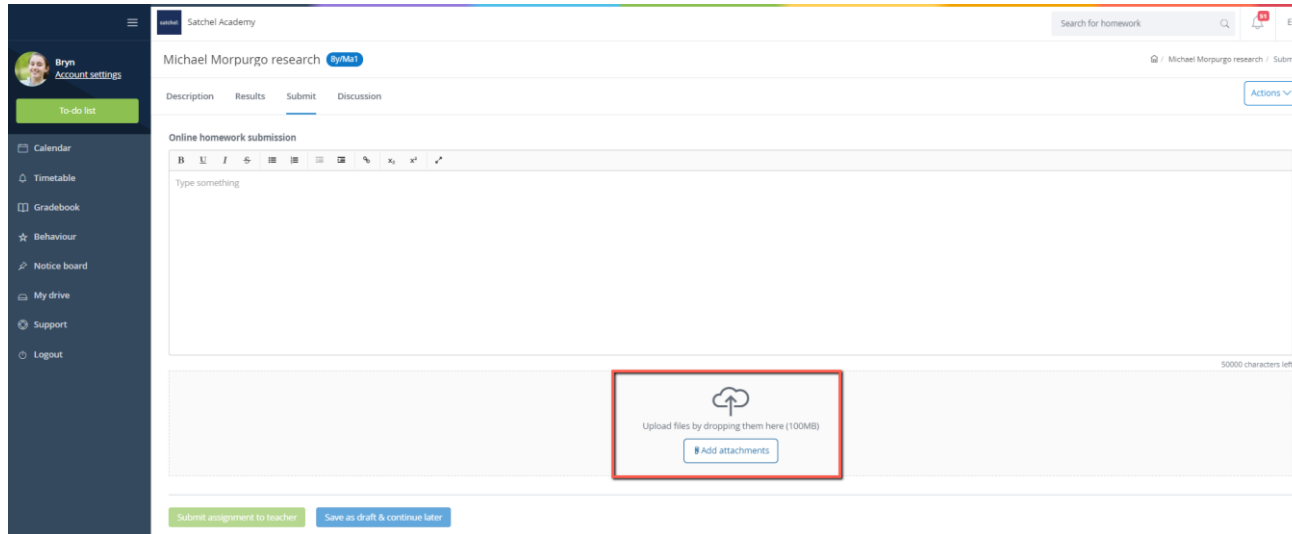

For more information visit the Satchel:one website here: Submitting my work online | Satchel Help Center

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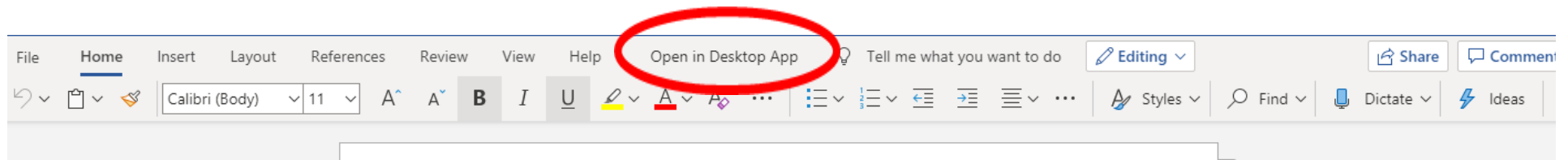
One this is done select 'File', 'Save As', press 'Browse' and then save a copy into your documents (select your P Number on the right hand side of the menu that pops up).

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

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.