



The Federation of Mowden Schools (Academy Trust)

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Hello Parents

We've had our first day using Google Classroom for remote learning and, in the main, it's been pretty successful for many.

While there are always likely to be teething problems when you start anything new, there are also technical issues which aren't always under our control. Having said that, this afternoon I have tried logging in to several live sessions, on a number of different devices, in order to figure out possible issues you may have had.

Using a dummy student account, I was able to login and access the meetings on a desktop computer, iPad and mobile phone. In doing so, I was able to establish what may have been the problem for some and will share some of those thoughts with you below. I would remind you, however, that the live sessions are recorded and then published onto the Google Classroom so that children are able to still access the learning, even if it's not live.

Internet Explorer doesn't work

Firstly, if the web browser you use is Internet Explorer, this won't support Google Meet properly so the live sessions won't work even though you can get onto the classroom. The best web browser to use is Google Chrome (as it's a Google product), although apparently Firefox and Microsoft Edge will also work. I didn't try the last two browsers but did use Safari which is used by Apple products and that worked also.

If using a smartphone

As mentioned in previous correspondence, downloading all the Google apps (Meet, Classroom, G:Mail, Docs, etc.), particularly if you are using a phone, is something I would recommend as they are designed to work on a mobile. You need to sign into these apps using the username and password for your child's account. If using a phone, when you are on Google Classroom looking for the 'Meet Link' (when the teacher is about to do a live session), you need to use the touch screen and 'pull down' the page until a small camera image appears. If this isn't there, it may be because the teacher has yet to make the link live.

If all else fails, use the code!

Failing this, each meeting has a designated code assigned to it. This code can only be used by accounts linked to Mowden. I will ask teachers to post this code on the stream before the meeting begins. The child just needs to access Google Meet and then enter the code to be able to access the meeting.

Hopefully, these few tips may help a few more children access the live sessions as we move further into the lockdown. Please continue to bear with us as we navigate our way through this new technology. It's a steep learning curve for us all but I know the teachers are very keen to make it work for the children.

Regards

Mr Johnson