Classcharts FAQ #1

Q: I've submitted the evidence of my homework but it's listed as 'not marked' - what's gone wrong?

A: Nothing has gone wrong! The default setting for teachers is not marked. So if you have uploaded work and it is still listed as not marked, this means that the teacher will shortly be reviewing the work and changing the status of the work you have submitted. Classcharts doesn't automatically change the status of work to submitted when you upload your evidence – teachers control this function.

Submitted
Not submitted
Ext. Circ.
Late
Not marked

- **Submitted** – the teacher has seen your evidence and marked it as complete;
- **Not submitted** – the deadline has passed, you haven't uploaded any evidence and therefore the homework is not complete;
- **Ext. Circ. (Extenuating Circumstances)** – No work has been submitted but there is a genuine reason for this;
- **Late** – You have submitted evidence that the teacher has seen, but the work was submitted after the deadline and therefore is late;
- Not marked – You may (or may not) have submitted work but the teacher has not yet reviewed what has been submitted.

Classcharts FAQ #2

Q: I can't seem to upload work, especially when on a computer to provide evidence of what I've done. What's the best way to resolve this?
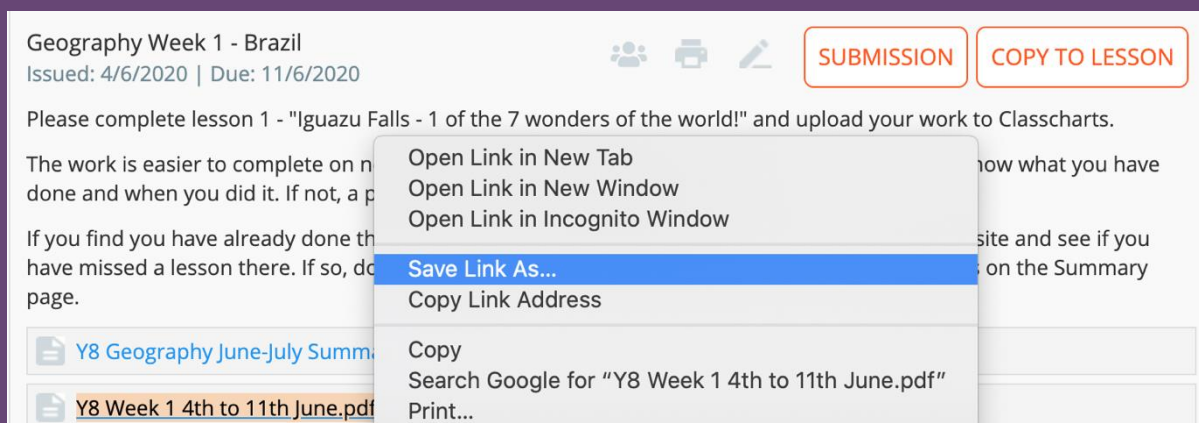
A: Classcharts have produced a mobile app for Apple and Android phones, with versions of the app available for teachers, students and parents. Once you have downloaded the app and logged in to it, you can then view the homeworks you have and upload evidence of what you've done, particularly useful if this is a photo of your work. However, it is best practice to complete work on a computer using Microsoft Word and Powerpoing for example, and then upload those documents on to Classcharts. This way, teachers can more easily give you feedback on your work, and it also means you can save these files in an organised folder on your computer under subject names and with dates typed on to your work.

Classcharts FAQ #3

Q: When teachers have set me work as a PDF, Powerpoint (.ppt) or word document (.doc), I can't view the file or it gives me an error. What should I do?

A: Sometimes programs on your computer have an issue opening certain files and you just need to use a different method to view the file and see the work. Follow these steps:

1. Find the homework file on Classcharts
2. Right-click the file (instead of left clicking) & select 'Save Link As...' (shown in the screenshot below)
3. Then, save the file with a suitable name in an organised folder on your computer and open the file from your computer.
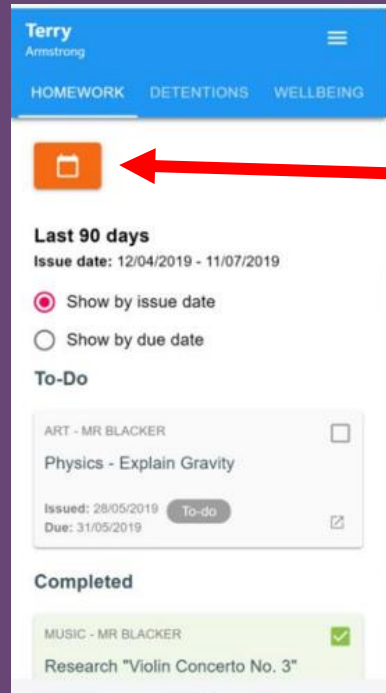

If you are still having an issue, it may open from the Classcharts app on your phone. However, if this still isn't working, you can email your teacher and they should be able to send the homework to you in a format that will work.

Classcharts FAQ #4

Q: I am aware that I have homework I have either missed or need to submit evidence for, but I can't see it. Where has it gone?

A: The homework option within a student account can easily be changed to show homework due in this week, homework due in next week, and more importantly, past homeworks when the deadline has passed. The default setting is for homework to be organised by the due date, for the next 30 days. Therefore, if there are past homeworks which need to be updated, you need to change the '**date range' (use the orange calendar at the top of the page)** at the top of the homework page, as shown in the screenshot below (this is for a mobile but the layout looks similar when on a computer). This will then allow you to see any homeworks you've missed and to check that you have uploaded evidence of your work for each homework you have been set.

This is the orange calendar you can use to change the date range and therefore see any homework you've missed