LIS Remote Learning/Live Lesson FAQs for parents and students:

Here are a few pointers in case you are experiencing difficulty with access to live lessons:

1. My child is getting an error message saying 'you do not have permission to access this file', what do I do?

- Make sure your child is using their littleilford.org account. If they use a personal account, or a parents' one by mistake, they will not be able to get into any live lessons.
- Make sure your child is using Google Chrome to log into RM Unify- if they use a different profile on either of these, your child won't' have access to certain documents.
- If your child is using a tablet or a phone to access live lessons, they will need to download chrome first. This is a free app.

2. When they try to join a live lesson, my child is getting an error message that says 'you do not have permission to start a meeting. Please contact the administrator'. Why is this happening?

- This is because your child is joining the lesson before the teacher or at the wrong time. Please double check the remote timetable on RM Unify and remember that the timings of our school day have changed in order to accommodate live lessons (new lesson times below).
- At the beginning of each live lesson, your child should be asked 'request to join meet?' This is a security feature and may take a few seconds for them to be admitted.

3. My child has been removed from a lesson. Why is this?

- We have a zero tolerance for inappropriate behaviour in live lessons. If your child misbehaves, uses foul language in the chat, video or microphone inappropriately, they will be removed. They will not be able to join another live lesson in that subject for 2 weeks.
- Please bear in mind that teachers are under a lot of pressure whilst hosting live lessons and they will not have the same amount of time to deal with poor behaviour that they would if we were in school.

4. My child has borrowed a school device but is having problems. What do I do?

- Please email info@littleilford.org and let us know exactly what the problem is (include screenshots where possible). We may need you or your child to bring the device back to school to be fixed/replaced.
- If this happens, please ask your child to send their individual teachers a message on the google classrooms for their subjects, explaining that they are having problems with school technology and that you have contacted the school and are awaiting a solution.
- If, during this time, you receive a mistaken automated response saying that your child has missed a live lesson, please disregard this.

5. My child is sick and unable to attend the live lesson as scheduled, what do I do?

- Please inform the child's teacher through Google Classroom.

6. My child has tried everything but can't log onto the live lesson. What do I do?

- There is no real reason why this should happen if your child has followed all of the steps mentioned above. If this does happen, please check that your child has watched the instruction videos to see that they are logged in properly through Google Chrome and RM Unify.
- Ask your child to contact their teacher through the Google Classroom for their subject, and directly send a message so that they can tell the teacher exactly what is wrong. The teacher should be able to help.
- If you are still experiencing issues, take a screenshot of the error message that you receive and send it through to info@littleilford.org and we will respond as soon as we can. This could take up to 48 hours.
- Please **do not call the school**. During this school closure, we have a skeleton staff operating on site and they are not able to answer calls.