



## Common Problems with Remote Learning

### **I can't find my work.**

Follow the guide to accessing Class Notebook here:

[Blended and Remote Learning | The Blessed Sacrament Catholic Primary School](#)

### **I can't do my work during the day.**

That is fine, the lessons are all online and you can access them at the best time for you and your family.

### **I have to request permission to access something.**

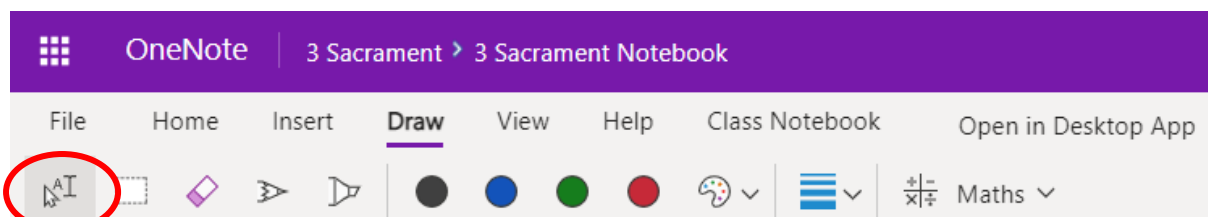
You have permission to access everything you need. If you are told you don't have permission check that you are not signed in as someone else for example a brother or sister. You do not need access to 'Site Assets'.

If you are sharing a computer it can be helpful to use a different web browser each e.g. Edge and Chrome.

### **I can't write on Notebook.**

If you double click anywhere on the page a text box will appear and you can type in to that. You can also move that text box around on the page if you need to.

You can also use the draw tool and write with your mouse or finger if you are using a touch screen device.



If you are trying to type and it doesn't work check that the icon circled in red is clicked.

### **Where do I save my work?**

You don't need to save work – Notebook saves it automatically and your teacher can see what you have done as soon as you have done it.

### **Something isn't working on my Notebook.**

Try:

- Signing out and signing back in
- Using a different web browser
- Make sure you aren't using the desktop version of Notebook

### **I can't find my invite to a zoom call.**

Invitations are sent out to children's email addresses.

Join Zoom Meeting

<https://us04web.zoom.us/j/73649990320?pwd=bnNOc0RqRExuV3JUSGt6ZURiUExHQT09>

If you copy the long address you can then paste into the address bar on your internet browser and it will take you to the meeting.

### **OTHER HELP GUIDES ARE ALSO ON THE SCHOOL WEBSITE HERE:**

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