

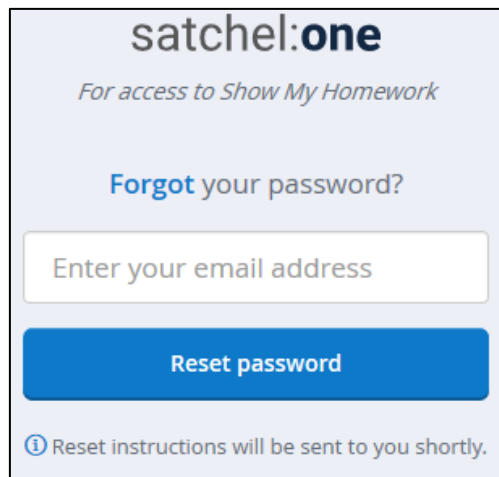
# DISTANCE LEARNING FAQs

**Q1: Who do I contact for help?**

A: Email [office@solihull.tgacademy.org.uk](mailto:office@solihull.tgacademy.org.uk) and your email will be forwarded to the relevant department or person.

**Q2: I can't remember my ShowMyHomework (SMH) log in details.**

A: If you think you can remember the email address that you registered on SMH, whether it be your school email or a personal one, you can select 'Forgot Password' on the log in screen and you will get a link to reset your password.



satchel:one  
For access to Show My Homework

Forgot your password?

Enter your email address

Reset password

Reset instructions will be sent to you shortly.

If you are unsure of the email address you used, email [office@solihull.tgacademy.org.uk](mailto:office@solihull.tgacademy.org.uk) with your name and form and ideally the email address that you would like the password reset to be sent to. This email address will then be your SMH username.

**Q3: Why can't I just use via my parent's account?**

A: Whilst you can see homework via your parent's account, you cannot submit work, complete quizzes or leave comments for your teachers from a parental account so you must activate/re-activate your student account. If you can't remember your details email [office@solihull.tgacademy.org.uk](mailto:office@solihull.tgacademy.org.uk) with the information as detailed above.

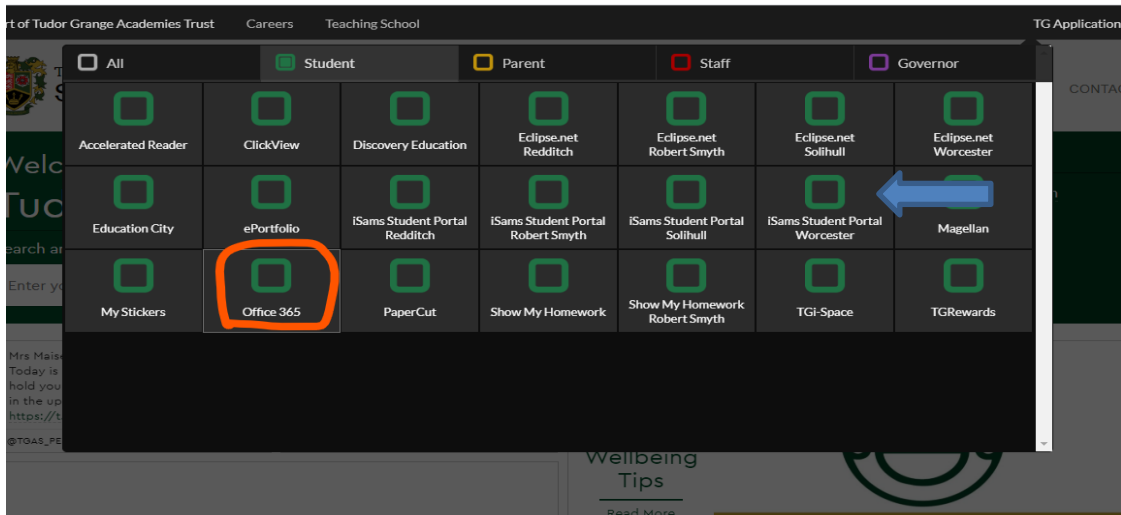
**Q4: My parent registered on SMH using the Student PIN. What can I do?**

A: If your parent is using the student account, please email [office@solihull.tgacademy.org.uk](mailto:office@solihull.tgacademy.org.uk) with the details and what email address you would like to use on SMH. We will then send you an email to reset your password and email a new parent code for the parent accounts.



**Q5: I can't download the work or resources from Show My Homework.**

A: In order to open a Word or Excel document you need the Microsoft software. All students have an Office 365 license which allows you to download a Microsoft Office document on your PC or tablet. This 365 licence also covers Microsoft forms which you may need for quizzes or tests. We would suggest that you login into Office from the school website before opening the word document. Click on TG Applications in the top right of the screen, then select Student, then Office 365 (bottom left).



**Q6: How do I access Magellan?**

A: As detailed above, from the school website click on TG Applications, Student and Magellan is on the right.

Your username will be the year you started school, surname and first initial e.g. 16chambersD

Your password is your PC login password that you use in school.  
Select @solihull.tgacademy.org.uk from the drop down menu.

**Q7: How do I access my school email?**

A: Select Outlook via office 365 as shown above.

Your email address is: PC [Username@solihull.tgacademy.org.uk](mailto:Username@solihull.tgacademy.org.uk)

For example: [16chambersd@solihull.tgacademy.org.uk](mailto:16chambersd@solihull.tgacademy.org.uk)

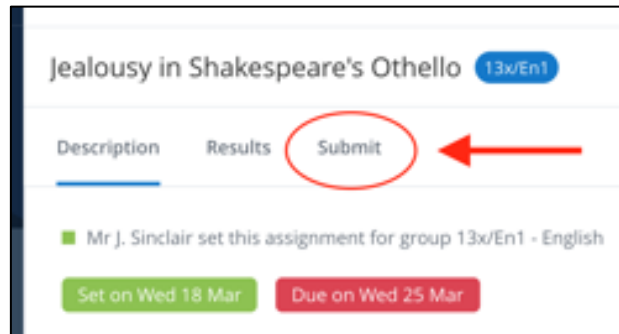
Password: Your PC login password that you use to log into computers at school.


**Q8: My teacher wants me to upload my work but I don't know how to do this.**

A: Full instructions on how to upload your work can be found on the Satchel help page or via the link below. It is possible to upload via a phone or tablet, but you will probably find it much easier to submit and upload work via a computer or laptop. The following instructions show a video demo to uploading work.

<https://help.teamsatchel.com/en/articles/2912000-submitting-my-work-online>

In brief, to submit your work on a PC follow these steps:



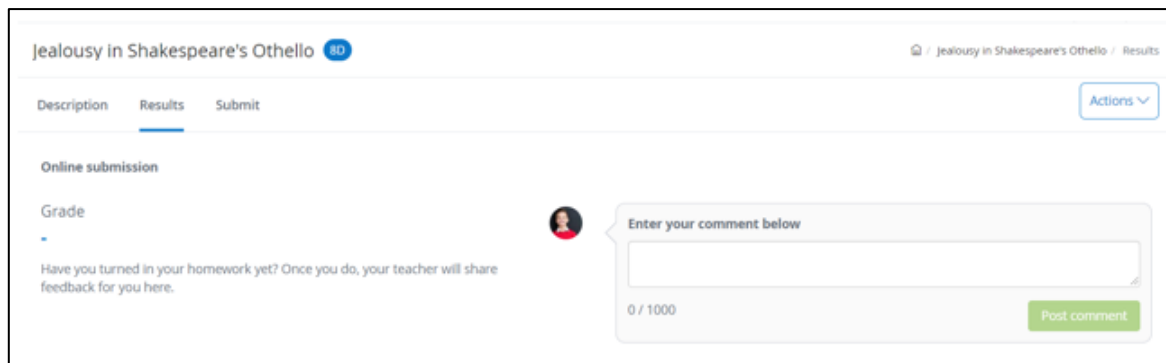
- Click on Submit
- Type a message for your teacher or even your full answer.
- Attach any files you need to, for example documents, pictures or presentations. You can choose files from your computer, Google Drive or Dropbox.
- Click Submit assignment to teacher to send it to your teacher of your submission.
  
- On the mobile App there is no "Submit" button here, but for online submissions you will see a paperclip next to your comment box.
- Tap on the paperclip  next to the comment box
- Select the location for the file, e.g. your picture gallery, a file stored on your phone, Dropbox or Google drive
- Choose the correct file
- Tap Upload
- If the upload function will not work at all, please let your teacher know via email to the school office address, and save your work on your own drive and you can provide your teacher with the work on your return.

**Q9: How do I ask my teacher questions or leave comments?**

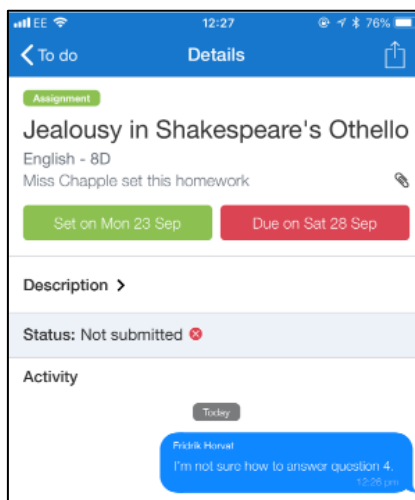
A: Information on leaving comments can be found via the link below, however parents cannot leave comments, they can only view what the student and teachers have written to each other. <https://help.teamsatchel.com/en/articles/2911863-leaving-comments-for-your-teachers/>

You can only leave comments on the actual homework itself.

Select the homework, click on the Results Tab, type your comment in the text box, click Post comment.



If you are using the Show My Homework app, leave your comment by tapping the text box at the bottom of the homework description screen. Remember, teachers will not necessarily be able to respond personally to every comment but they will take your comments on board when setting new pieces of work.



**Q10: I can't do all of the work set.**

A: We are just expecting you to do your best. It is important you take regular breaks, do some exercise and read in addition to doing some academic work

**Q11: I have not got a printer / enough ink.**

A: The vast majority of work does not require printing. Most of it can be done on paper / in exercise books. Some tasks require online submission (see instructions above on how to do this). Please read the SMH instructions carefully as these often contain extra information on how to do the tasks.

**Q12: I'm struggling to get a clear view of which tasks I have each day.**

A: If you select the Homework list, this is ordered with the oldest date at the bottom and the most recent or future homework at the top. The calendar might be better to check as it shows all of the work that is active on each day, you may still need to scroll down to view everything.

You could also make use of the 'To Do List' where tasks are divided between two tabs: Issued and Completed. When you are assigned a homework task you will see it in the Issued tab. From the Issued tab you can click the task to view the homework details or mark the work as complete. You can use the search box to find specific tasks using keywords.

<https://help.teamsatchel.com/en/articles/2912066-what-is-the-to-do-list>

**Q13: My question is not on this list of questions.**

**A: TRY THE SUPPORT PAGE ON THE SATCHELL WEBSITE**

Select Support from the bottom left menu then click Visit our Help Centre. If this does not provide you with an answer, please email [office@solihull.tgacademy.org.uk](mailto:office@solihull.tgacademy.org.uk).



Select Students (or Parents) and there will be a list of common questions and answers, or you can type what you are looking for. For example, if you want to check how to take a quiz before starting it just type quiz in the search bar and all articles relating to quizzes will come up.

#### Taking **quizzes** as a student

Taking a **quiz** If you do not see the option Start **quiz**, then you may be accidentally logged into your... Taking the **quiz** on the app will be very similar to taking the **quiz** in your browser. ... **quiz**



Written by Raissa Muhoza  
Updated over a week ago

**Q14: What is the best way to manage my work and mark tasks as completed?**

**A: The To-do list is an organisational tool to help you keep on top of your deadlines.**

Tasks are divided between two tabs: Issued and Completed. When you are assigned a homework task you will see it in the Issued tab. From the Issued tab you can click the task to view the homework details or mark the work as complete. You can use the search box to find specific tasks using keywords.

The items in both lists will be ordered by week with the oldest items at the top and the newest based on the due date for the homework.

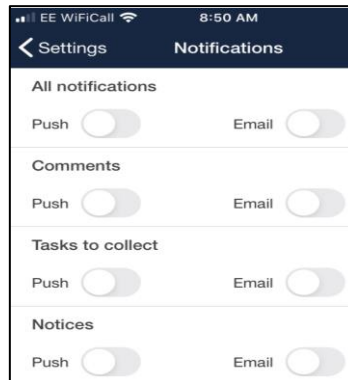
You can only mark off homework as complete from your student account. A task can be marked as completed by clicking the box next to the task. If you've accidentally marked a homework as completed, simply go to the Completed tab and un-tick the box for the homework ask. The task will reappear in the Issued tab.

Note - As the To-do list is simply an organisational tool, marking a homework as complete does not submit homework or communicate to the teacher that the homework is completed!

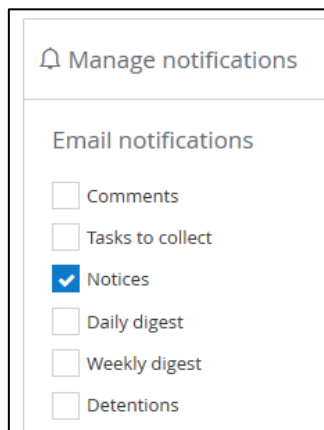
**Q15: I'm not being notified when there is homework due/I am receiving too many notifications on my phone through the App**

A: All users can decide what notifications they receive and can set their preferences through the App or a computer.

On the App, select Settings - Notifications and here you can set both phone push messages and emails by toggling the switch for each.



On a computer/browser, click Account Settings, (under your name in the top right of the screen) scroll to the bottom of the screen and there is the option to set email notifications.



**Q16: I've tried to log into Satchel but the page says 'We're Sorry. Something has gone wrong'**

A: If you see the error page below, it is probably because your browser is trying to restore an older browsing session which has now expired. Clearing the cache is slightly different depending on your browser, full step by step instructions for Chrome, Safari, Edge and Internet Explorer can be found here:

<https://help.teamsatchel.com/en/articles/2889903-clear-your-cache>

