Home Learning Frequently Asked Questions

I am struggling to access Google Drive; can you provide more guidance?

- Open an internet web browser such as Google Chrome, Mozilla Firefox, Safari or Microsoft Internet Explorer
- Navigate to **https://drive.google.com/**
- Log in to the student account by clicking on '**Personal**', using your school email address and network password
- Once logged in select '**Shared Drives**' from the left-hand side menu
- Double click '**_Student Resources**'
- This will show a list of all individual subject folders, including work that can be completed.

Important Information

The files and folders within the '_Student Resources' Shared Drive are deliberately read only.
Please **do not** select the 'Request edit access' option.

To make a copy of the document that can be edited, students have 2 options:

Option 1 – Add a copy of the document to your personal Google Drive
Navigate to the file you wish to edit.

Right-click on the file and select the '**Make a copy**' option:
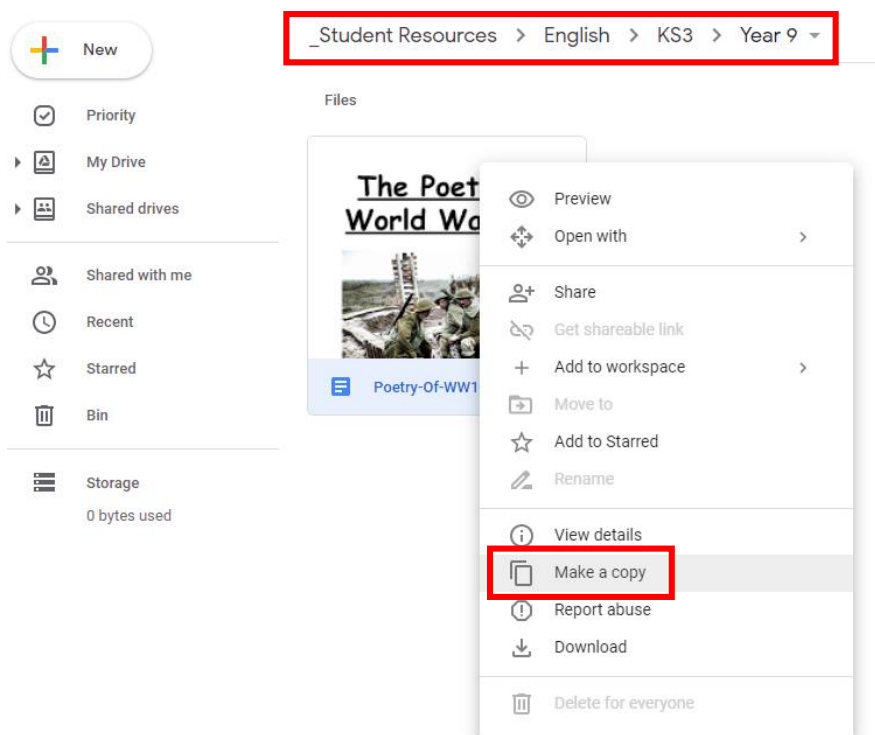
This will take a second or two, then the following notification will appear at the bottom of the page:

Created "Copy of Poetry-Of-WW1-Work-Book" in My Drive.   SHOW FILE LOCATION   ✕
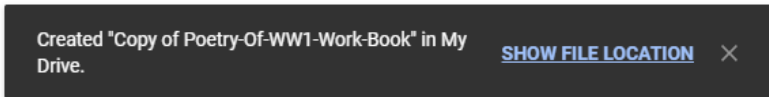
This will have created a copy of the work under '**My Drive**'.

Either select the '**Show file location'** option in the notification, or navigate to '**My Drive'** using the main menu on the left-hand side to view the copied document.

The copied document will be editable (unless it is a read-only format such as PDF).

Option 2 – Download a copy of the file to your computer
If you programs such as Microsoft Office or LibreOffice installed, you will be able to download files and open in these editing programs.

Navigate to the file you wish to edit.

To download the file, select the '**File > Download'** option from the main menu at the top, followed by the format required:
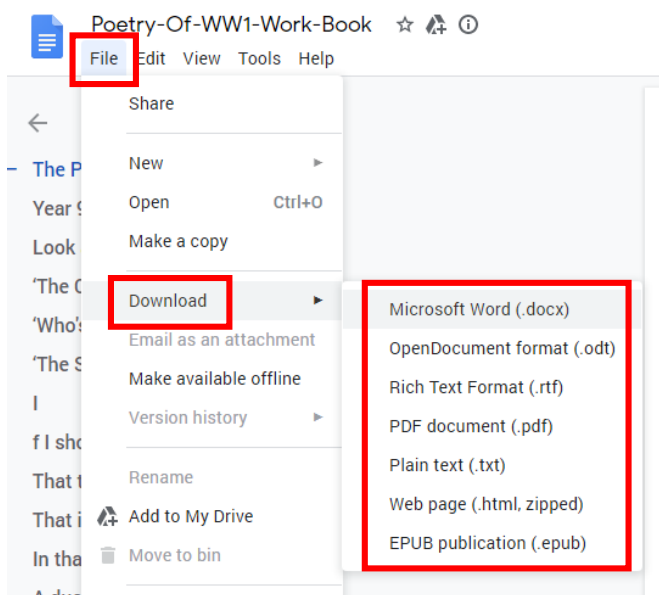
Note: PDF files cannot be edited in Google Drive. Any PDF files will need to be printed for completion / annotation.

What is my username and password for my email?

To access Google services including Mail, Drive and Classroom, students should use their school email address:

- For Year 7: **ComputerUsername@stu.holderness.academy**
- For Year 8 upwards: **ComputerUsername@shtc2.org.uk**

The password for Google services is the same as your computer network password.

If you are unsure of this password, please request a reset by emailing _ITSupport@holderness.academy

What is my username and password for Maths Watch?

The username format for Maths Watch is **ComputerUsername@shtc** E.g. SmithJ9@shtc

Passwords are set individually by students.

If you are unsure of this password, please request a reset by emailing _ITSupport@holderness.academy

What is my username and password for Kerboodle?

The username format for Maths Watch is **ComputerUsername** E.g. SmithJ9

Passwords are set individually by students.

The institution code for Kerboodle is **UX6**

If you are unsure of this password, please request a reset by emailing _ITSupport@holderness.academy

What is my username and password for SENECA?

This service is not centrally managed by the IT Department. Students should have signed up for this service themselves using their school email account.

If you are unsure of this password, please request a reset via the following URL: **https://app.senecalearning.com/reset-password**

What is my username and password for Accelerated Reader (Renaissance)?

The username format for Maths Watch is **ComputerUsername** E.g. SmithJ9

Passwords are set to an 8 digit combination which should be on a sticker in student planners.

If you are unsure of this password, please request a reset by emailing _ITSupport@holderness.academy

How much work should I be doing?

We recommend that try to do 5 hours a day, just like you would have had 5 lessons in school. You do not need to do this all in one go.

What do I do with my work?

At the moment we are asking you to keep your work at home. If you have produced work electronically you can save this on the Google Drive.

If I have problems how can I get help?

For access issues e.g. password resets, please email **_ITSupport@holderness.academy**

For general work queries, please email **RemoteLearning@holderness.academy**

Please be aware that staff will not always be able to get back to you straight away but will do their best to support you.

For regular updates, please check the Academy website **http://holderness.academy** along with our Twitter account **https://twitter.com/HoldernessAcad**