FREQUENTLY ASKED QUESTIONS – Home Learning @ Calverton

I can't find the Google Classroom on the school website. How do I find it?
Visit www.rmunify.com. Your child can enter their username followed by @calverton and then their password. A full instruction guide is included in the pack.

I can't access Google Classroom. What should I do?
Check your browser settings
1. Click on the **three vertical dots** in the top right of your Google Chrome browser
2. Select **Settings**
3. Click on **Show Advanced Settings** (you'll find the link on the bottom of the page)
4. Under 'Privacy', click on 'Content settings…'
5. Find 'Pop-ups and redirects'…
6. Click on the 'Add' button next to 'Allow'…
7. In the text box, enter www.rmunify.com
8. Close Google Chrome and try again.

If you still cannot access Google Classroom, please email techsupport@calverton.newham.sch.uk giving a brief description of the problem. Please include your child's name and class. We will aim to help you resolve the problem.

My child's username and password do not work. What should I do?
Email techsupport@calverton.newham.sch.uk include your child's name and class in the message.

How do I contact my child's teacher?
Your child's teachers email address is on the reverse of this letter. Teachers will endeavour to respond to you in a timely fashion but may be busy with other tasks allocated. If you do not receive a response, please email techsupport@calverton.newham.sch.uk Teachers will only respond to emails between 9am – 3.30pm.

What should I do if the work my child is trying to access won't open?
Sometimes internet connections stop files loading and opening. Firstly, try turning the devices off and on. If this does not work, turn your internet off and on again. Teachers will try to ensure that all resources that they upload will open within the Google Chrome browser so you shouldn't need to install any new programs to be able to open any work. If there are any documents that still will not open, please email techsupport@calverton.newham.sch.uk including details on the problem and your child's name and class.

How often will work be added to the Google Classroom?
During any school closure, your child's class teacher will still be working and will regularly access the Classroom to respond to pupil queries, set new work and mark or comment on any work already completed. The expectation is that there will be a minimum of 3 pieces of online work a day. In the event of the class teacher becoming ill, a member of the Senior Leadership Team will monitor the Classroom and inform the pupils.

My child has been sent a link to a YouTube video. Is it safe for my child to watch?
All links and videos sent to your child, including YouTube, would have been checked by teachers and deemed suitable for your child. Please do monitor your child whilst they are online, as school cannot be held responsible if a child leaves their school work to go to another website. Please make sure your privacy/security systems are in place so your child cannot access inappropriate material online.

When will my child receive additional paper resources for home learning?
The pack you have received today contains enough work to last your child until after the Easter holidays. In the event that the school is closed past the Easter holidays, the school aims to make arrangements to create new work packs and have them delivered to your home. We will continue to follow guidance issued to us by the relevant authorities regarding this.