

Dear Parents/Carers

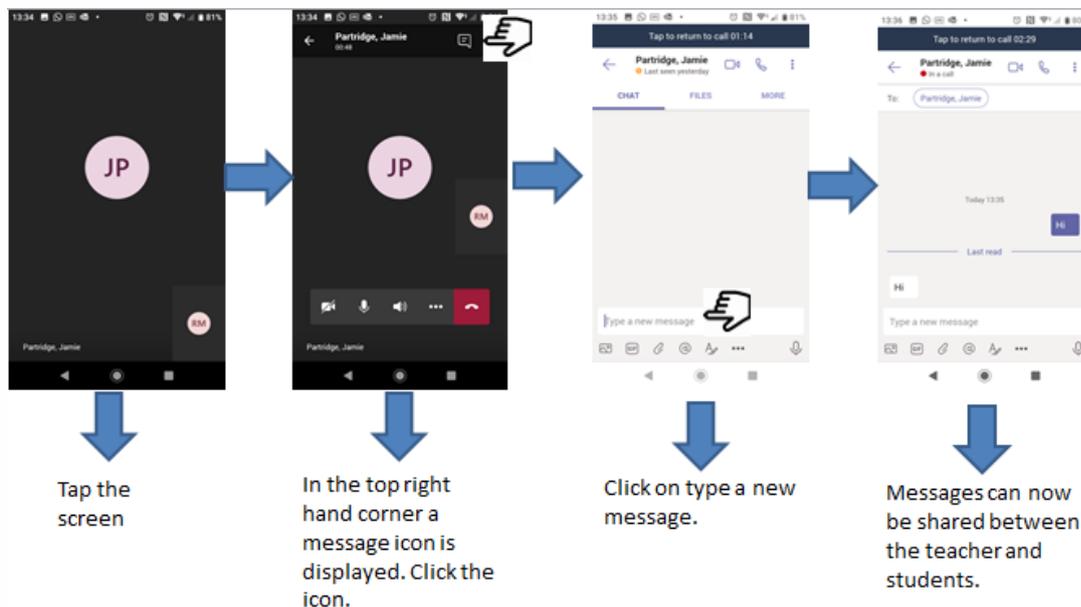
Last week saw the launch of our “Live Learning” sessions; these are a great resource to support your child’s learning at home. As this is a new way of working, both students and teachers have experienced “teething” problems and we are working hard to address all these issues to make this resource the BEST it can be.

Two emails have been sent to students today detailing how to resolve common issues with the ‘chat’ function of teams. The following was shared with your child:

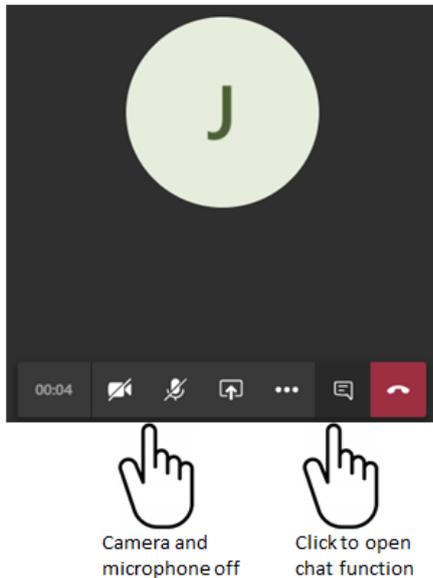
Students cannot use 'Chat' outside of a meeting. This is blocked to prevent your children from having unattended chats with one-another.

Students should still be able to send messages in the chat window within a "Live Learning" session but only when they have joined an online meeting through their outlook or teams calendar.

To access the chat function during an online meeting on your child’s mobile app please follow the instructions below:



To access the chat function during a meeting on your child’s computer please follow the instructions below:



Some students are getting an error message saying the 'chat' function has been disabled. If your child is receiving these messages please follow the instructions below:

1. Log/Sign out of Teams. To do this they need to click on their initials or photo in the top right of the screen, the bottom option will be to sign out. Click sign out.
2. Log/Sign back into teams. They will need to use their school email address and password.

Please remember the chat function is **ONLY** enabled during “Live Learning” sessions and cannot be accessed at any other time.

If your child is still experiencing technical issues with access to their email or teams you can contact the school **IT helpdesk**, 9am -2pm, Monday to Friday, term time only on **01304 403233**. If you are experiencing an issue with **SMHW** please contact **01304 403103**.

Could you also remind your child that during "Live Learning" sessions they must ensure:

- their camera is switched off
- their microphone is switched off (unless otherwise directed by the teacher)
- they **ONLY** use the chat function to communicate with the teacher on topics related to the session.

Please bear with us while we resolve these initial ‘teething’ problems and together we will be able to ensure that “Live Learning” provides a quality educational experience for your child during these challenging times.

Yours Faithfully

Ms R Moon

Assistant Principal Teaching and Learning