



E-Learning at home

Frequently Asked Questions



<p>My password has expired. What shall I do?</p>	<p>Use the following link to reset your password https://services.c2kni.net/ums/</p>
<p>I have forgotten my c2k (MySchool) password. What shall I do?</p>	<p>Reset your password using the link above – https://services.c2kni.net/ums/</p>
<p>Will my teachers know my c2k email address?</p>	<p>Yes</p>
<p>If I email my teachers will they always reply right away?</p>	<p>Don't always expect an immediate answer. They will respond when they can. Please remember to be appropriate in your email content.</p>
<p>How do I access My School from home</p>	<p>Go to www.c2kschools.net Enter your username e.g. joneill123 Enter your password Click login and My School will appear</p>
<p>How do I access Microsoft Teams, Office 365, Outlook?</p>	<p>From your My School page click Office 365, then click continue to sign in and then select the app that you want e.g. Teams</p>
<p>How do you download Microsoft Office to my device?</p>	<p>From your My School page click Office 365, then click continue to sign in and then click on Install Office and follow the steps to complete installation.</p>
<p>Am I allowed to communicate with the teacher via the Posts section on Microsoft Teams?</p>	<p>Yes, you can post up questions, which the teacher will respond to and help you as best they can. Please remember to be appropriate with your content.</p> <p>Remember that everyone in that Team can see what you have written here.</p>
<p>Can all pupils see the work I upload into Teams?</p>	<p>Anything you upload or message on the Posts section can be seen by all pupils in that Team.</p> <p>Your teacher will set up an Assignment to enable you to submit work. To access the assignment, click on the assignment tab, click on the folder the teacher has created and upload the work.</p>

	Remember to click hand-in, so that it will be sent to your teacher.
I don't have Microsoft Word or PowerPoint on my laptop or computer, what should I do?	<p>Using your c2k email address you are allowed to download Microsoft Office software for free on 5 devices.</p> <p>How do I do it? From your My School page click Office 365, then click continue to sign in and then click on Install Office and follow the steps to complete installation.</p> <p>I need more detailed instructions? See the "<i>News and Events</i>" section of the home page of the school website for more detailed instructions.</p>
I don't have a laptop or computer at home?	You can download Microsoft Teams, Outlook, Word, PowerPoint etc. onto your smart phone or tablet.
How will I know when a teacher has set me some work?	<p>You should have downloaded both the Microsoft Teams and Outlook app onto your phone.</p> <p>Make sure notifications is turned on. Check both apps every morning and throughout the school day.</p>
When I access Teams the screen is frozen and I can't click on anything. What shall I do?	Press the escape key on the keyboard.
I haven't been added to a Microsoft Teams course or I am having problems with Teams. What shall I do?	Send an email to the school info@shc.omagh.ni.sch.uk and it will be passed onto the relevant teacher. The teacher will then add you. Alternatively, you can phone the school 02882 242717
What can I do if my internet is really slow?	Don't load very large documents if you are submitting work to your teacher. You could try splitting the document or pdf it (File – save as – select pdf from drop down for the document type).
What happens if I have no Internet connection?	<p>You could try setting up a hotspot using your phone.</p> <p>The school are creating hard copies of resources which you can collect in the school.</p>
If school is closed, will the caretakers be there and can I pop into school to print out some material or collect books?	No, sorry - school will be closed from Friday 20 th March.

<p>I am doing A levels/ AS levels /GCSEs. What is happening? Will my mock results be used? Will teachers be asked to predict grades?</p>	<p>At this point in time (19/03/2020) we have had no official confirmation. Please check the school online forums. Website - www.shcomagh.co.uk Facebook - @shcomagh Twitter - @SHCPrincipal</p>
<p>How should I structure my day to work effectively from home?</p>	<p>Key Stage 3 – A suggested timetable has been generated and tasks will be issued to students for the next 4 weeks, beginning Monday 23rd March. Students will be issued with folders containing paper based tasks from each of their subjects. These will also be provided on the schools online Teams learning area. Students can decide to do the online tasks or paper based tasks based on their own circumstances. If you do not have access to a PC then please complete the paper based tasks.</p> <p>Key Stage 4 and 5 Your teachers will primarily communicate with you via Teams. Some of your teachers have already given you work that needs to be completed, please ensure that this is done.</p> <p>You must try to keep to a routine. Get up as normal and try to follow your timetable for that school day. i.e. when you have a double period of geography, you should spend that time on geography etc You may be childminding a younger sibling and fitting around family routines but it is important to fit in your school work too. Building in leisure time is also important. Don't spend too much time on social media - take a break from the screen. Take yourself off for a brisk walk somewhere. Continue to go to bed at a reasonable hour.</p>
<p>Do I have to do school work and what happens if I don't?</p>	<p>You will be coming back to school when directed to and will be carrying on with the curriculum. It is important you have completed your work so that you are at the same stage as the rest of your class. You have to take personal responsibility for your own learning.</p>
<p>I haven't finished my Controlled Assessment. Will I lose marks?</p>	<p>Clear guidance on that has not yet been issued. You should make every effort to have your Controlled Assessment at the point where your teachers expect it to be.</p>

When we get more clarity from Education Authority, Department Education and the relevant examining bodies, we will update this document.