

## Remote Learning Technical FAQs

### **My OneNote isn't syncing and I can't see the content my teacher has posted. What should I do?**

Firstly, be patient! It's highly likely that this is an internet issue and the content will load if you give it some time.

Alternatively, you should try:

- Refreshing OneNote (double finger pull down)
- Quitting the app by double tapping the home button and swiping up on OneNote
- Turning off Wi-Fi in your settings. Wait 2 minutes then turn it back on again
- Checking that your internet is connected by searching something on Safari
- Restarting your iPad

### **My iPad doesn't seem to be working properly. What could be wrong?**

It could be the case that you have not updated the operating system. In settings, check if there are any updates available. If so, go ahead and update your device software.

### **I am in Year 3-6 and I have a question to post to my teacher on Teams. What should I remember when I post?**

Always remember that communicating online should be just like communicating in person. It is important to greet your teacher before asking your question, and you must use your manners. You have learnt all about digital citizenship in your classroom and in Digital Technologies lessons, so put your knowledge into action! Some other things to remember include:

- Tag your teacher by using the @ symbol. This will give them an instant notification
- Check that your question hasn't been asked and answered already in the 'Posts' thread
- Use correct sentence structure, spelling and punctuation to express yourself clearly
- All posts must be related to your learning

### **How do I ask a quality question on Teams?**

Your questions must be specific. Posting something like "I don't get the Maths task, can you help?" is very vague and will be difficult for your teacher to respond to. Quality questions include the following information:

- Day of the task
- Learning area
- Title of the task
- Details about the difficulty you are having
- A possible solution

For example, "Good Morning @Talea Graves, I am having trouble completing Monday's Maths activity called Adding Large Numbers. I have forgotten where to start. Do I begin in the ones column? Thank you"

### **When will my teacher be available on Teams?**

Your teacher is available each weekday morning from 9am until 12pm.

### **When can I post my question on Teams?**

Remember, each day of your remote learning program is just like a normal school day. Be sensible with the time you post!

We recommend posting from the time you have received your morning message until 3pm.

### **Can my parents post on Teams?**

No, Teams is for student-teacher communication only. Your parents can e-mail the classroom teacher if necessary.

### **I have forgotten my login details for Mathspace/Mathletics/Scholastic etc. Where can I find this information?**

Your parent will need to e-mail the teacher who can provide them with this information.

### **How can I complete a worksheet on my iPad and upload it to Seesaw?**

If your teacher would like you to complete a worksheet digitally, they will let you know on Seesaw. You will be able to find the digital version of the worksheet attached to the Seesaw post **or** on OneNote in the relevant folder. If you can't find it in these places, you must complete the hard copy in your pack then upload a photo of your finished work to Seesaw.

### **I have found the digital worksheet on OneNote but can't edit it. What should I do?**

A great option is to screenshot the worksheet and save it to your camera roll (make sure you crop it to make it look presentable). Then, find the image in your camera roll and click 'Mark Up' to draw on it. Once you have finished, click 'Done'.