

## Trouble shooting for Online learning at home.

If you are having IT issues and struggling to get on line, please look at some of the solutions below.

### **Can't log into Airhead/Teams**

- Go to **gat.airhead.io** – make sure you are using this, do not just enter airhead, it will not work.
- Use normal school login details (username/email and password) i.e what you use in school to logon
- If you are signing in on a phone you may be asked to download the Teams app, if you do and it asks for a sign in, just use your school credentials again, i.e school email and password.
- When you login in it will take you to a main noticeboard. In this section look on the top bar and click on lauchpad, then on the students name.
- Once the Gat Airhead page is loaded, there is no further login required for teams, just add the tile

### **Can't get onto the internet at all on a school laptop**

- Search for proxy settings in the windows search bar (bottom left hand of the screen)
- Scroll down to 'manual proxy setup'
- Switch 'use a proxy server' off – all proxys must be off

### **More than one child in the house using WFA logins**

- Each child might need to use a different search engine from one another - say one uses google chrome and the other microsoft edge or internet explorer or Firefox.

### **Can't find local wifi**

- Search for proxy settings in the windows search bar
- In the panel on the left click on 'wifi'
- Choose your local wifi name and enter your local network password

### **Username/Email not working**

- Make sure you are inputting it correctly, it's the one that ends in @westonfavellacademy.org

### **Finding work in TEAMS**

- Make sure you are going to the assignments sections for each subject/group to locate the work. You can view weekly online learning tasks that are being set by your teacher. Or click on their class under the 'Teams' icon at the side (above assignments) to join in with the lesson discussions. They will also find a lot of the resources we are using under files at the top of the page.
- Please check this regularly so you don't miss work set for you
- If you have questions regarding your work you can post these in the different subject class Team that you are assigned to so that your teacher is able to see and respond
- Some pupils are using Chrome books and for some of their lessons they have been given word or PowerPoint files. You may not be able to open these, but you can by clicking on the 9 white dots at the top left hand corner of any school microsoft app you are in.

**Other sites you can use to supplement home learning.**

**Students in Year 9 & 10**

**GCSEPod** Login details -

Username: surname followed by the first letter of first name (use CAPITALS) Password: surname followed by the first letter of first name (use CAPITALS)

First and last letter are capitals See below for Usain Bolt example: Username = BoltU Password = BoltU

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**PIXL Apps**

PIXL Apps: English Literature, Maths, History, & Geography

PiXLit App – An Inspector Calls

PiXL Maths App - search by topic or grade

PiXL History App - Anglo Saxons & Normans

PiXL Geography App - Natural Hazards

Use these apps to consolidate and test your knowledge.

Login details - School ID WF4071

Username: students surname followed by the first letter of first name (use CAPITALS)

Password: surname followed by the first letter of first name (use CAPITALS)

EG- for Usain Bolt example: Username = BOLTU Password = BOLTU

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**MY Tutor Online School** – (not My tutor) This is a free resource with live lessons and a daily timetable.

- Enter 'MyTutor online school' into a search engine
- Click on the MyTutor website where it says 'The MyTutor online school / Free Daily Resources'
- Click on sign-up
- Enter parent name / email address / student name
- Enter level: GCSE
- Select sign-up
- Select 'see timetable'
- Join the tutorial – remember to choose the correct date and time. On the odd occasion,

MyTutor may experience technical difficulties, as this type of offer is new and evolving. In this situation, I would advise that you try again later or the next day.

## Students in Year 7 & 8

### PiXL Apps:

PiXLtimestable app –



Use these apps to consolidate and test your knowledge.

Login details - School ID WF4071

Username: surname followed by the first letter of first name (use CAPITALS) Password: surname followed by the first letter of first name (use CAPITALS)

Usain Bolt for example: Username = BOLTU Password = BOLTU

**MYON.Co.Uk** –Choose 'Library' and 'Browse' to find a book to read. Click the green 'read' icon to start the book. (make sure you login to MYON .Co.Uk, NOT MYON.Com)

**Maths work** – see table below for available site and the logins.

Website	Login	Password
Mymaths (School Login)	favell	square
Mathswatch (School Login)	astudent@westonfavell	mathswatch
Pixl Maths	Surname with first letter of first name all in capital letters. Example for Peter Smith: SMITHP	Same as login:  SMITHP
Mathsgenie	No Login required	No Password required
Corbettmaths	No Login required	No Password required