Access to class sites, student portal and online lessons

Over the last term the Academy has been made aware of some issues students are facing with accessing class sites and the student portal at home. Whilst this is a problem, we would like to make you aware that if your child can access class sites at school there is no real reason why this wouldn't be the case at home. The main problem we have found is below.

Problem

Students mistyping their email address; our email addresses are configured for students to be their **Surname** followed by the **first letter of their Forename.** For example, John Roberts would be Robertsj followed by the same domain address for all staff and students, which is; **@thorns-s.dudley.sch.uk** and so to complete the example above that would be robertsj@thorns-s.dudley.sch.uk
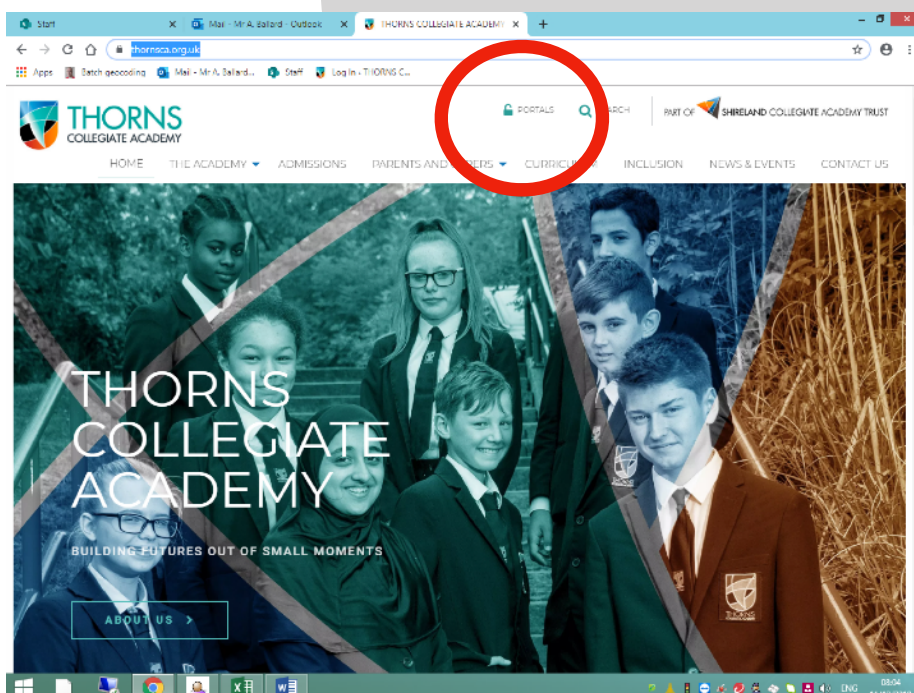
The only anomaly to this is where we have had students with the same Surname and Forename previously but this would mean that if we had another robertj at the school the "j" would be followed by a number and to use the same example that would be robertsj2@thorns-s.dudley.sch.uk

Your child will know the first part of their email address as they do use it in most lessons to login to the PC's used in the academy. Where we see problems is with the address following the @.

Accessing Class Site

Accessing the class site from home is through our outfacing website; https://thornsca.org.uk/

Step 1 – *click on the "portals" link on the front page of our website*

Step 2 – Click on the "student portal"

Step 3 – type the email address as mentioned above.

Step 4 – *Type your child's password into the sign in box, the email address will be copied in automatically from the previous page. Once typed in please click on sign in.*
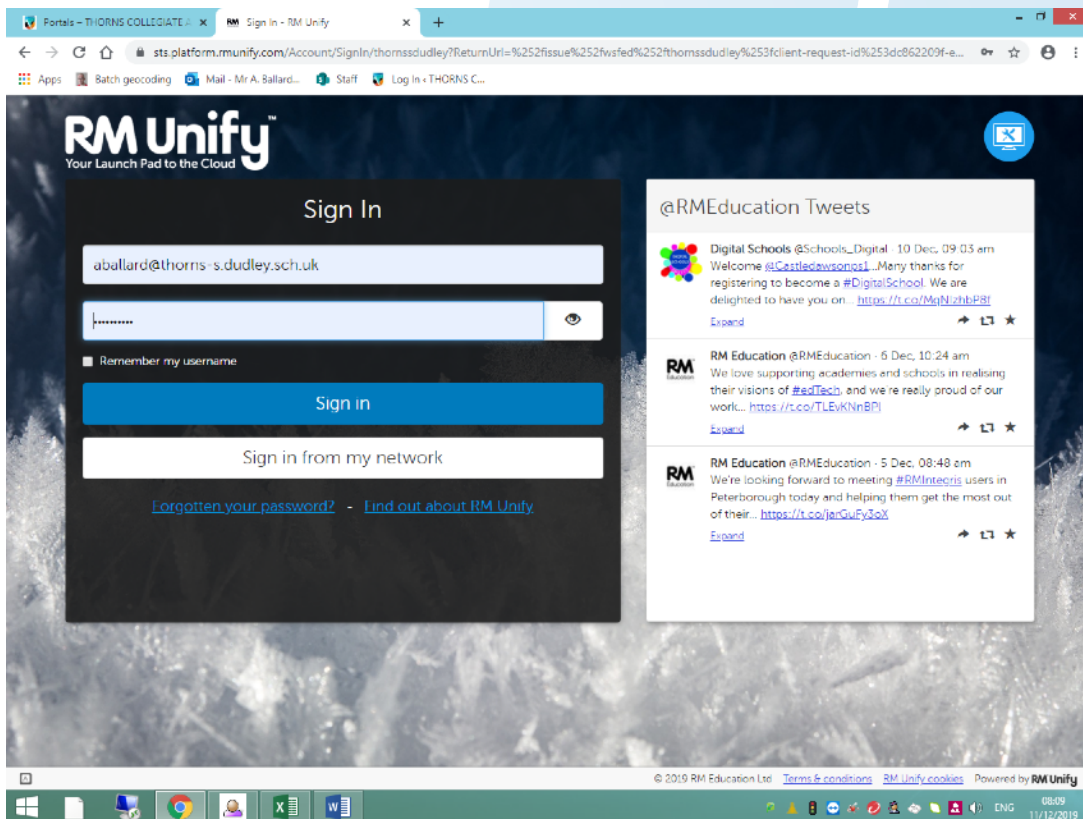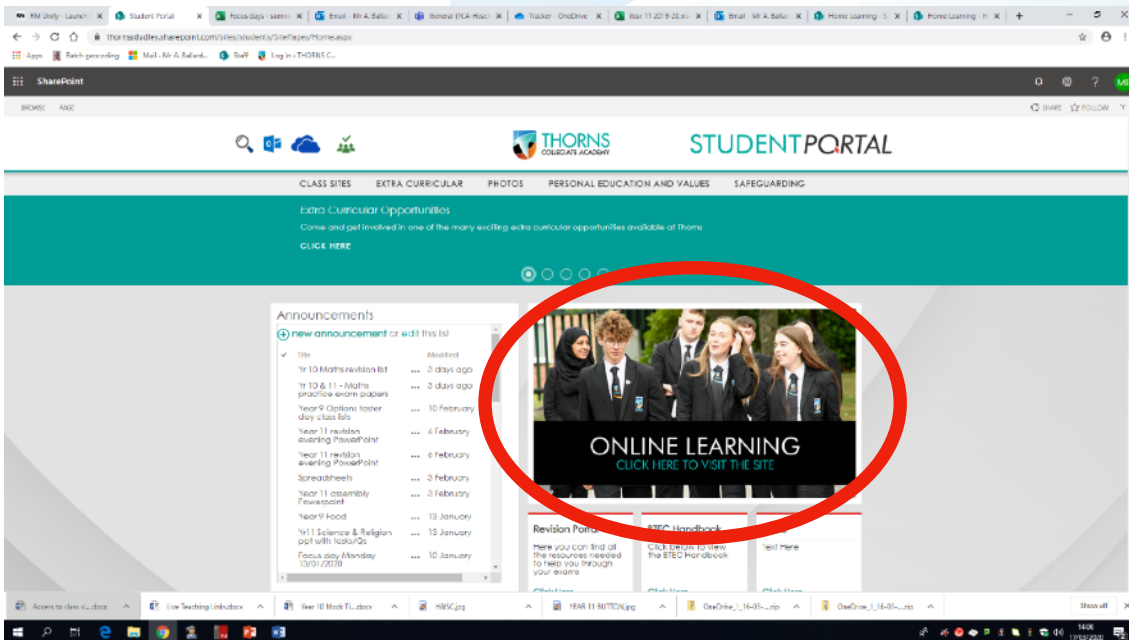

Step 5 – *This will now give you access to the student portal, class sites can be found by clicking on the wording "class sites".*
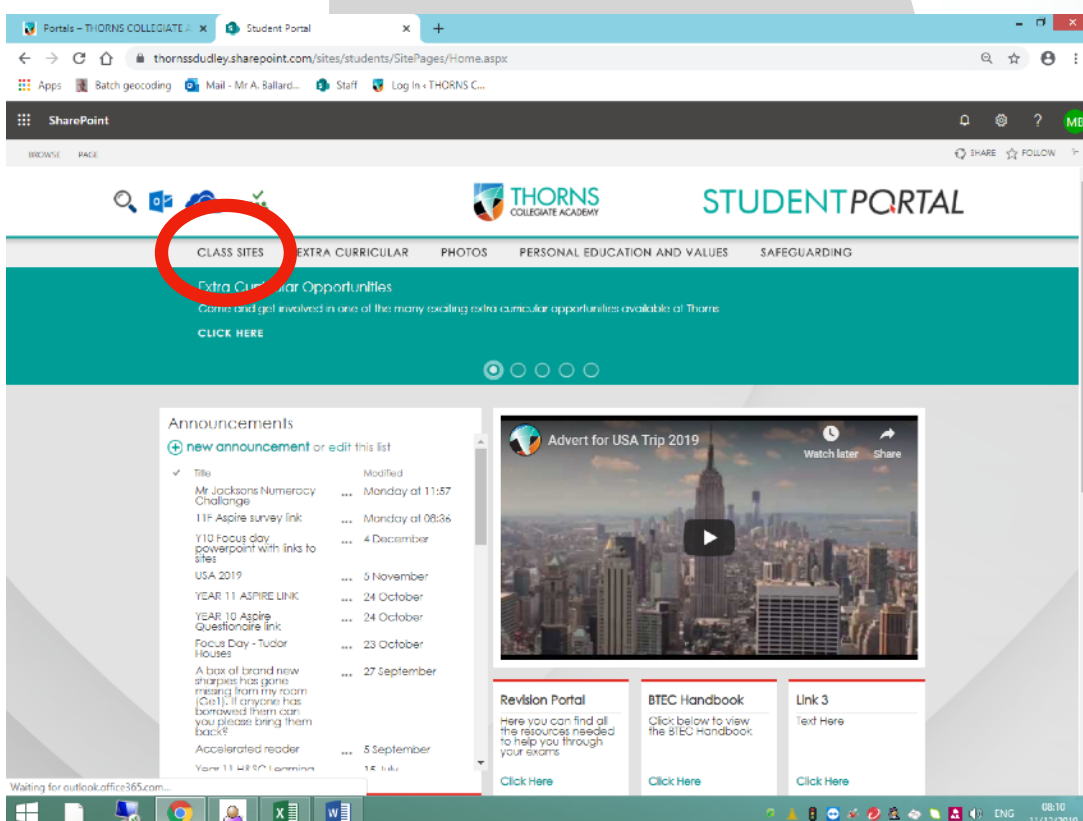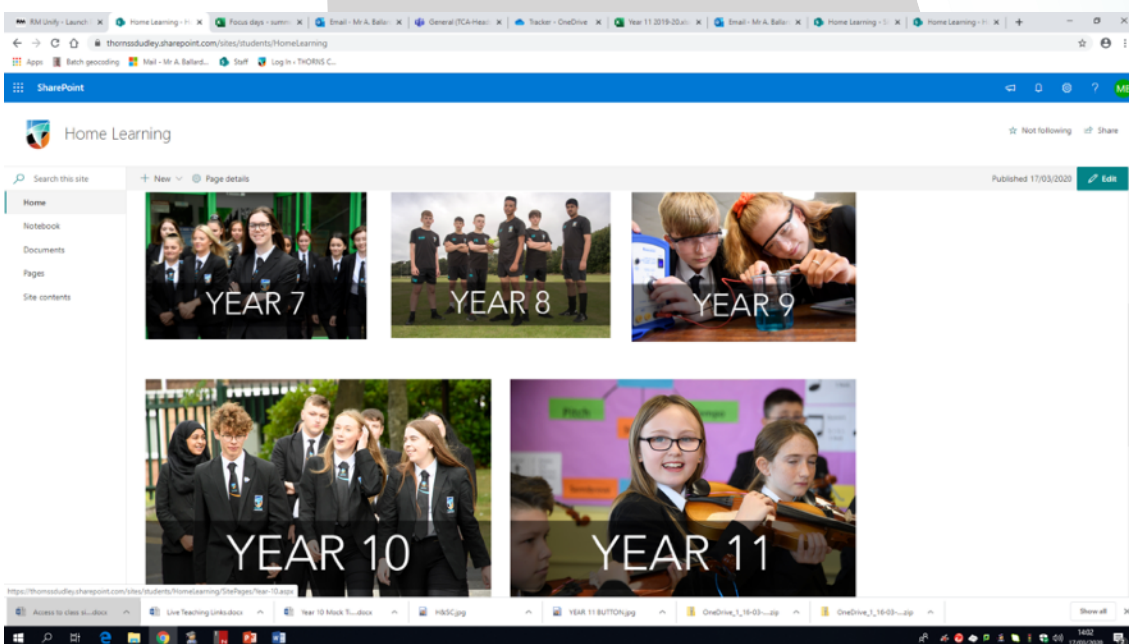
Accessing the online lessons

Once you have access to the Student portal please follow the steps below to access the classes;

Step 6 – Click on the "Online Learning" button on the right hand side of the page


Step 7 – Scroll down and click on your year group.

Step 8 – *You will then see a series of lessons with times per day, click on the appropriate lesson. Where there are options, for example Maths Higher or Maths Foundation there are two links within the same time frame, it is important that you click on the link appropriate for you.*
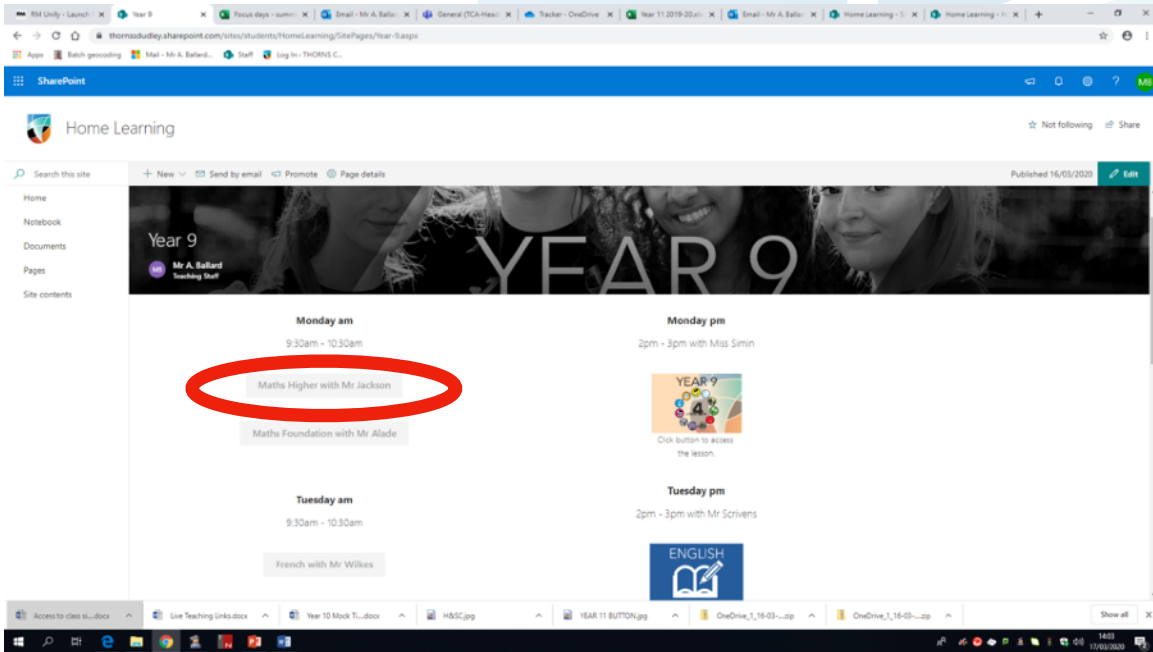
Step 9 – *You will then see this page, click on watch on the web instead, unless you wanted to download the app, the app is available on all PC's and smart phones.*
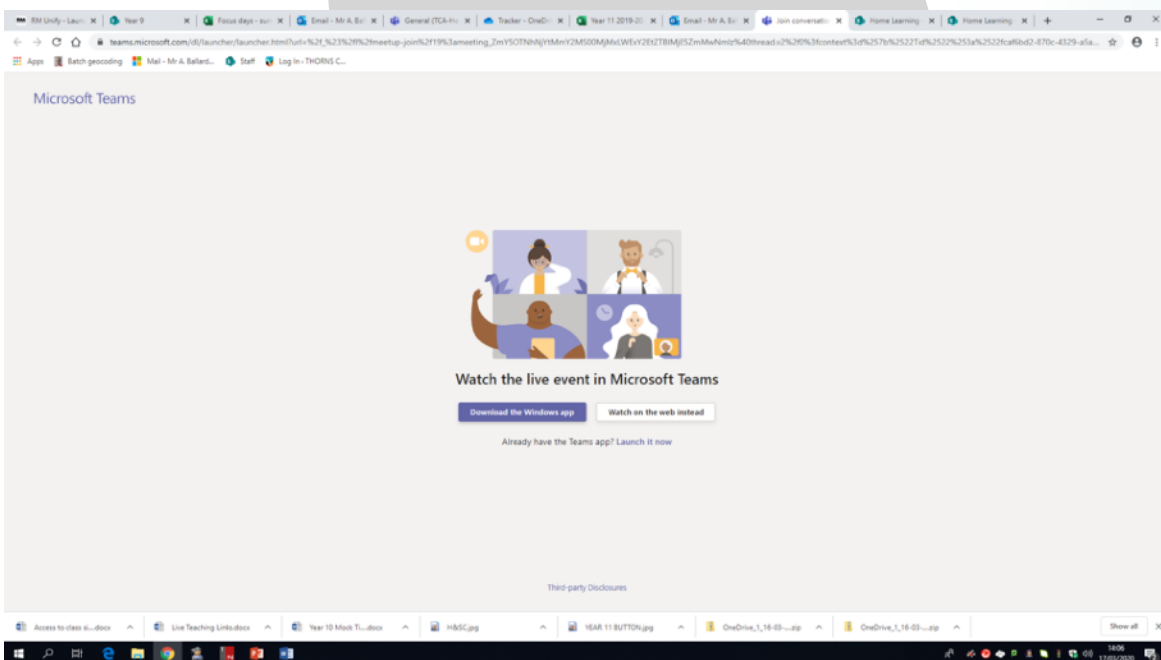
Step 10 – *You will then see this screen which will show until the lesson begins at the time stated on the portal.*
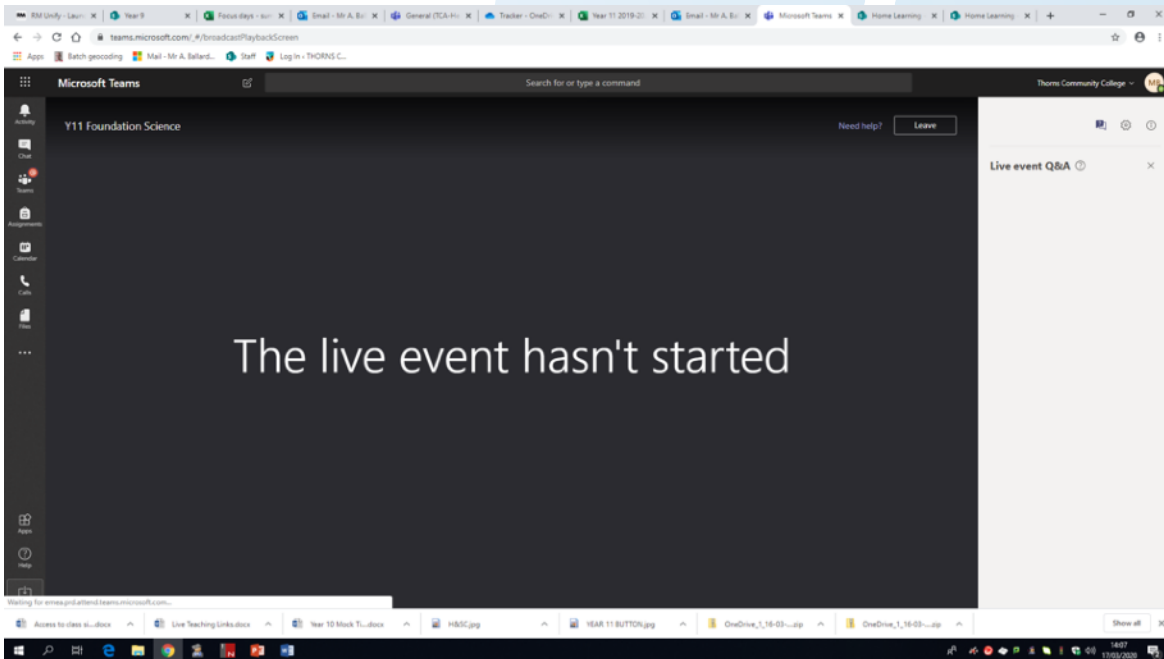
<u>During the Lesson</u>

- You will be able to ask your teacher questions. Those questions will only be shown if your teacher allows it.

- Your attendance and questions are logged and recorded.

- Try to move to a quiet area in your home to be able to listen carefully.

- Ensure you have pens/pencils and any equipment necessary to hand.

- You can access the lesson from your mobile phone or laptop. We have found that Google Chrome is the best platform on either PC or mobile phone.

- You can download Teams to your PC or phone for free.

Download from website

Available across Mobile platforms

iPad   iPhone   Android   WP

Available in 181 markets and 25 languages to empower every individual to achieve more together