



Parent & Pupil Online Learning Frequently Asked Questions Sheet

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1) I have forgotten my Office 365 password?

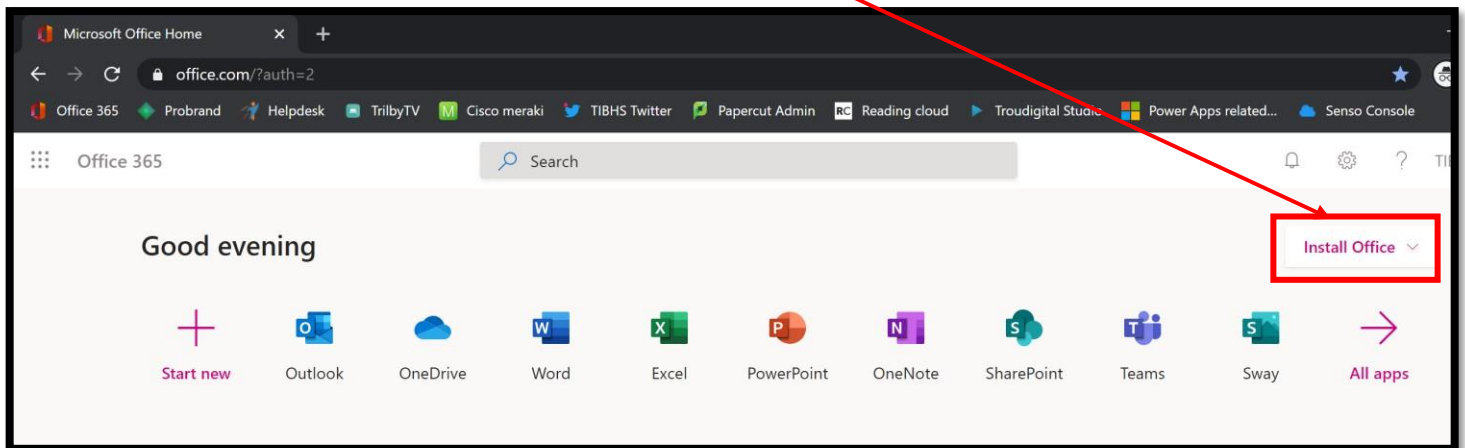
You can reset your password by going here - <https://passwordreset.microsoftonline.com/>

2) How do I login to office 365?

- 1) Go to <https://login.microsoftonline.com/>
- 2) Enter in your school email address for e.g. HLAstudent01@highfield.staracademies.org
- 3) Enter in your password
- 4) It will then ask to enter in a username **(Username used to login to the school computers)** and password **(The password which has been set for the school computer login)**
e.g.
Username: **Learning\HLAstudent01**
Password: **(password which has been set for the school computer login)**

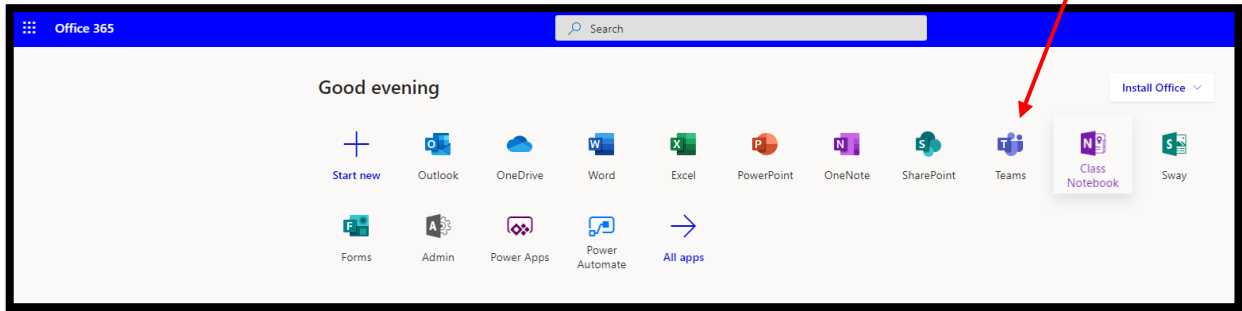
3) Microsoft word, Powerpoint and Excel is a free part of your Office 365 school account.

Once you have logged into office 365 portal following the above steps 'How do I login to office 365?' it will bring you to the dashboard below. Click on **Install Office** and thereafter follow the steps.



4) How do I login to Microsoft Teams?

Login to Microsoft Office 365 online using <https://login.microsoftonline.com/> . Open the **Teams** application as shown in the diagram below.

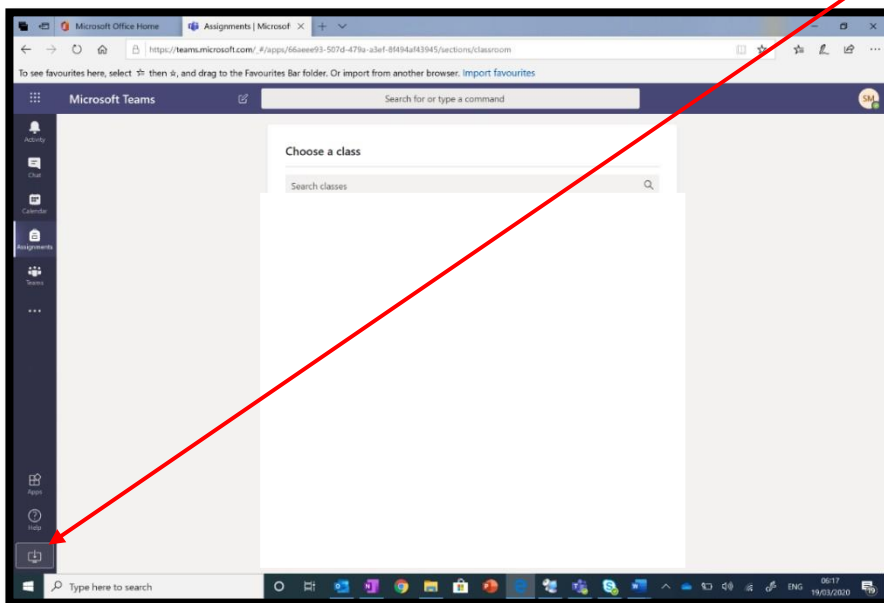


5) "It keeps disconnecting me from the online lessons..."

To have the best experience of the online lessons, it is best to download the Microsoft Teams desktop application.

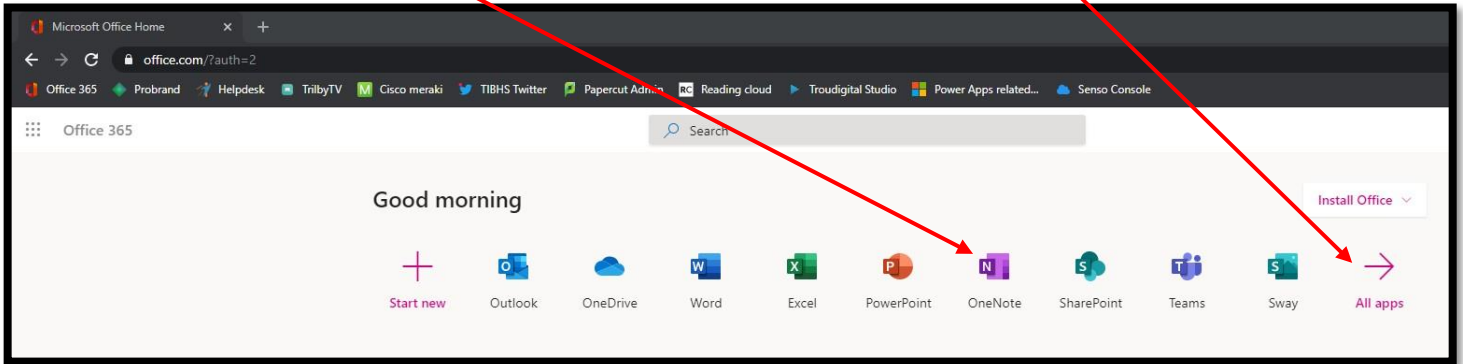
How do I download the Microsoft Teams app? See below how to download the Microsoft Teams desktop app for Windows 7, 8 & 10.

Login to Microsoft Teams as shown above, click on the **'download desktop app'** icon.

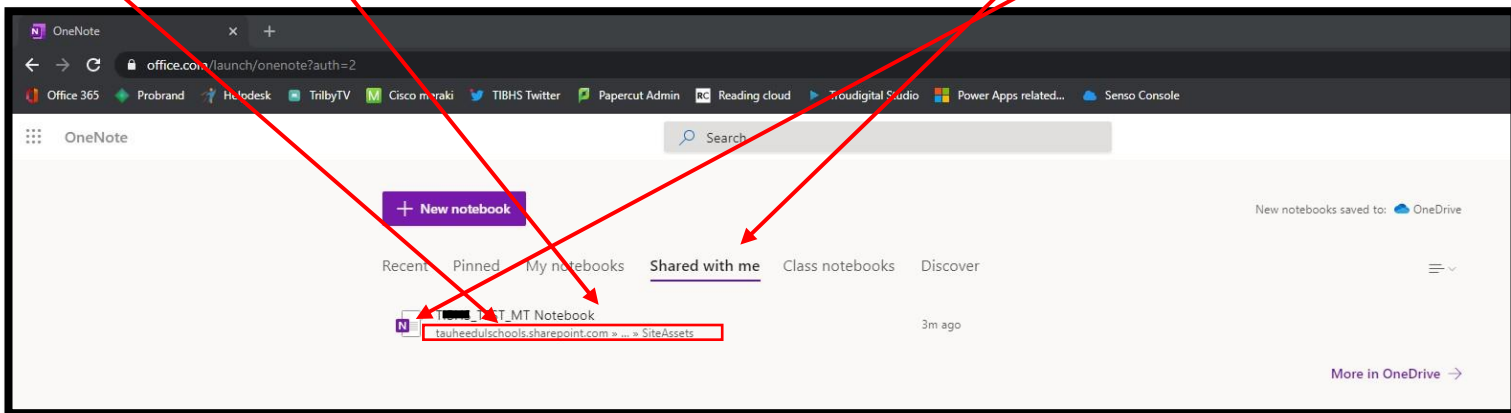


6) How do I access Microsoft OneNote?

Login to office 365 and go to **'OneNote'**. If you are unable to see OneNote click on **'All apps'** and you will find OneNote.

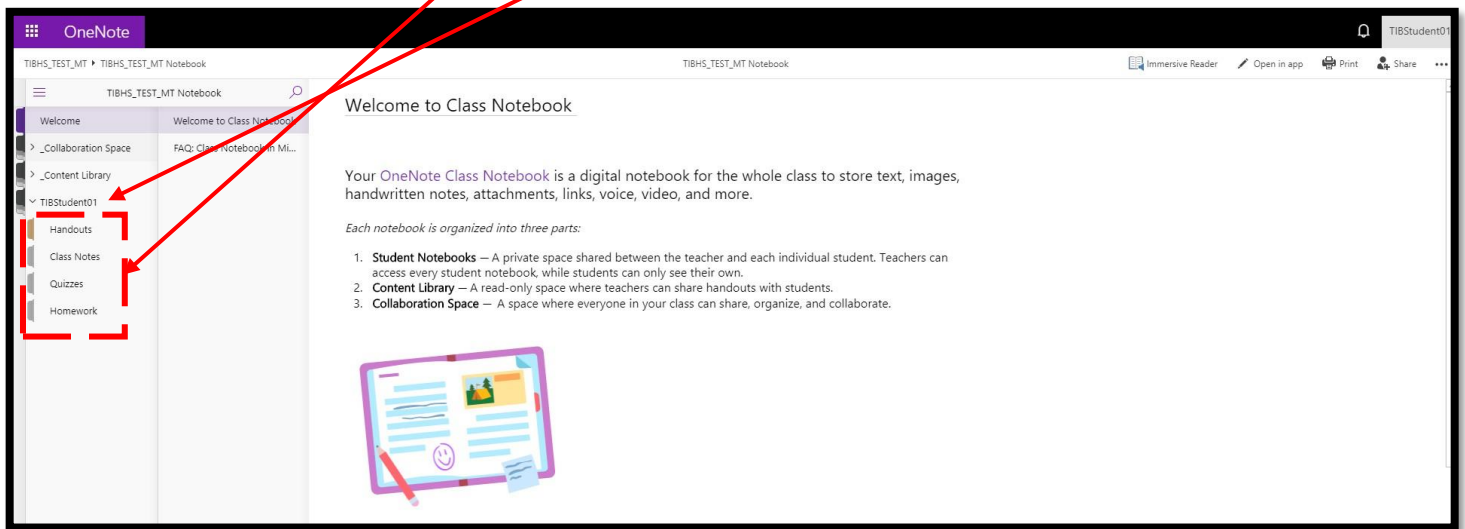


Once you click on the OneNote app it will bring you to the OneNote dashboard. Click on **'Shared with me'** and then click on your **'class notebook'** for e.g HLA_Y10_ENGLISH_S1_MT. Please make sure you click on the **thumbnail** and **NOT** the **link**.



7) Where do I go in OneNote to fill in my work?

Once you open the class notebook as shown above, click on your name e.g. HLAstudent01. Once you have clicked on your name ask your Teacher which section under your name you fill in your work.



8) How do I download and setup Microsoft Teams app on my iPad?

See how to here - <https://www.youtube.com/watch?v=nnAzre8bhIY>

9) How do I download and setup Microsoft OneNote app on my iPad?

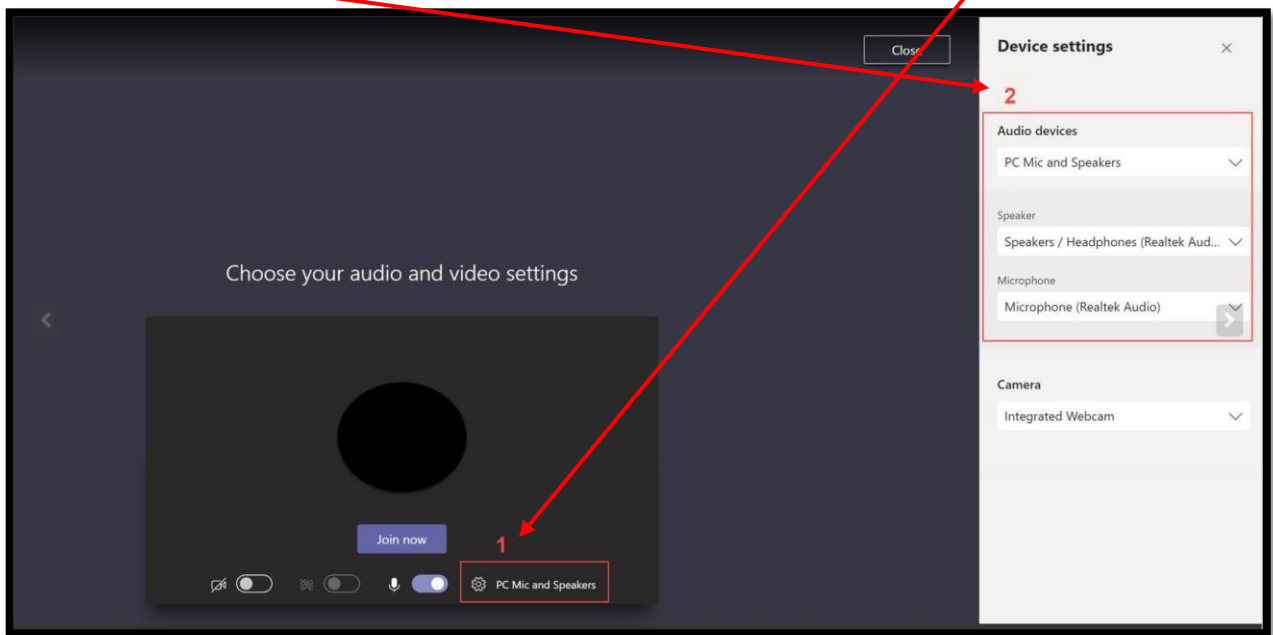
See how to here - <https://support.microsoft.com/en-gb/office/video-onenote-on-ios-c75f5b31-cf16-425b-88ab-91cadd19ab20>

10) Why can I not hear the teacher?

- 1) Check your laptop/desktop speaker settings are set correctly, you can find this by going to the **bottom right** of your taskbar.



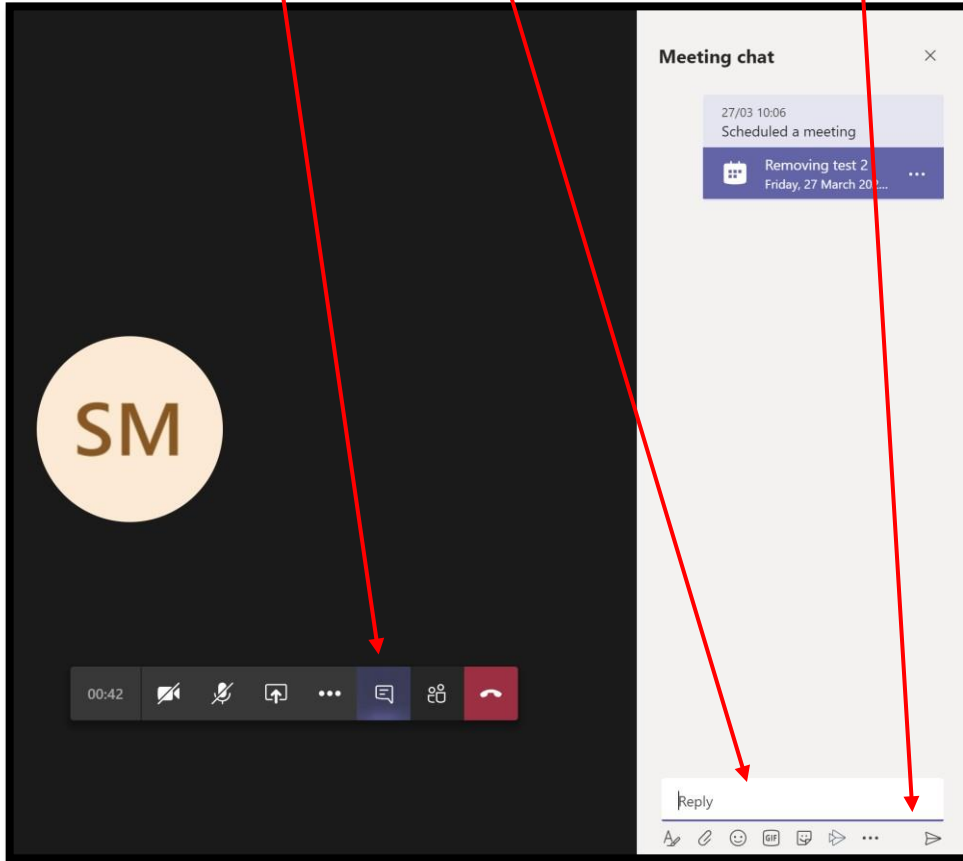
- 2) When joining an online session check that your settings are set correctly. Go to **PC Mic and Speakers** and then go to right and check the settings are set correctly.



11) I don't have a working Mic, what shall I do?

Type your responses to questions from the teacher on the chat within your online session.

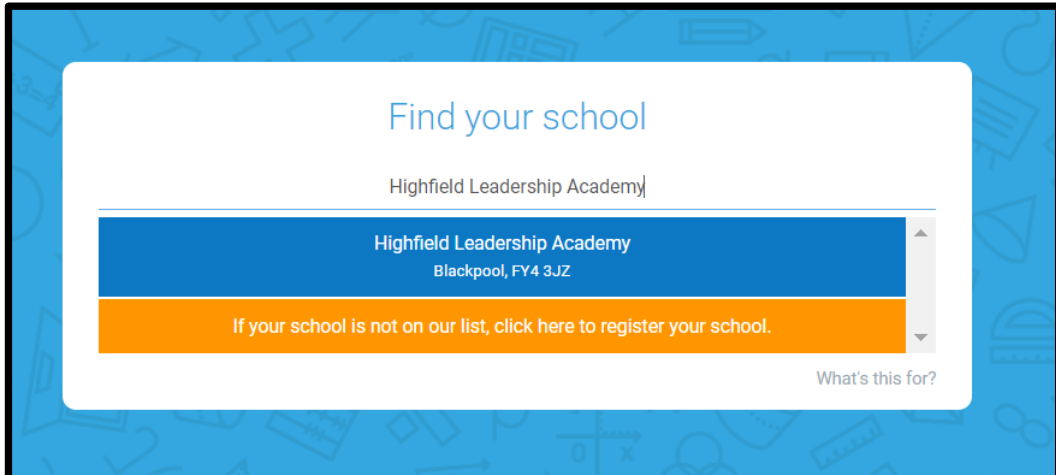
- 1) Click on the chat icon
- 2) Type your question or response on the right-hand side and click send



12) How do I login to my Hegarty Maths?

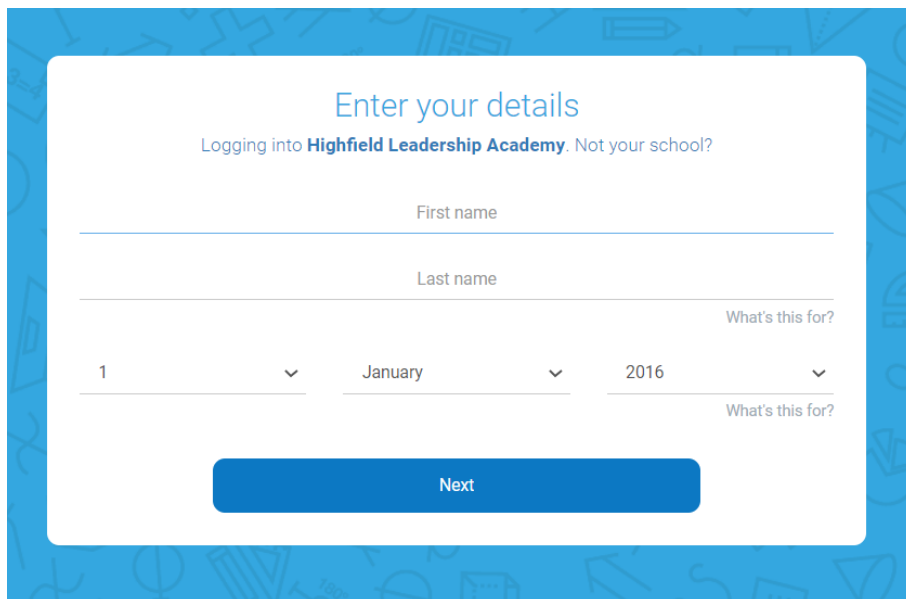
<https://hegartymaths.com/login/learner>

1) Type in the school name – **Highfield Leadership Academy** and select it



The screenshot shows a search interface titled "Find your school". A search bar contains the text "Highfield Leadership Academy". Below the search bar, a dropdown menu is open, showing a blue selection box with the text "Highfield Leadership Academy" and "Blackpool, FY4 3JZ". Below the dropdown is an orange button with the text "If your school is not on our list, click here to register your school.". In the bottom right corner of the white search area, there is a link that says "What's this for?".

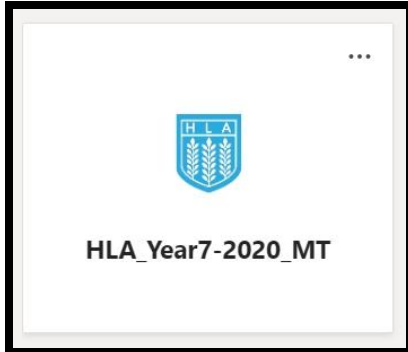
2) Type in your **First name, Last name and Date of birth**



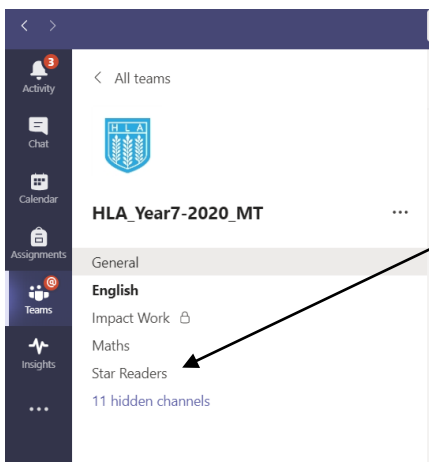
The screenshot shows a registration form titled "Enter your details". Below the title, it says "Logging into **Highfield Leadership Academy**. Not your school?". There are three input fields: "First name", "Last name", and "Date of birth". The "Date of birth" field is a date picker showing "1" for the day, "January" for the month, and "2016" for the year. There are "What's this for?" links next to the "Last name" and "Date of birth" fields. At the bottom of the form is a blue "Next" button.

15) How do I access the STAR Reader pdf books (Year 7 & Year 8 Only)?

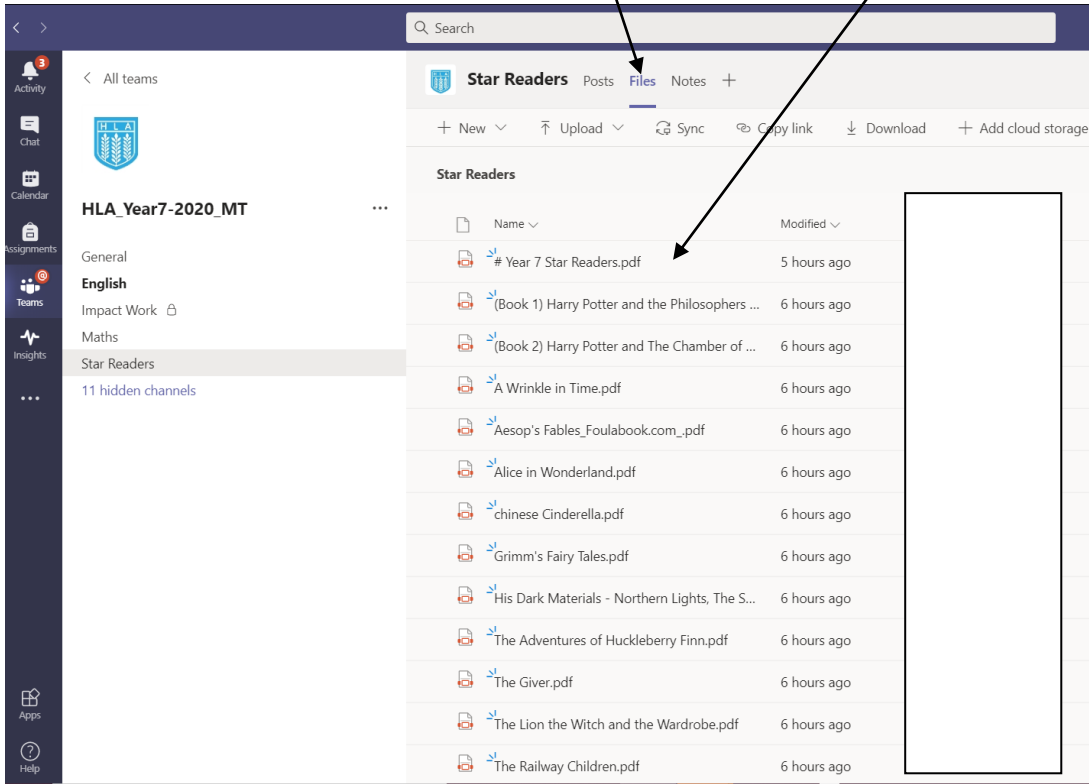
1) Go to the Year group Team, e.g **TIBHS_Y7_MT**, to access STAR Readers channel



2) Once you click on the year group Team on the right-hand side, you will see **Star Readers**, click this to open

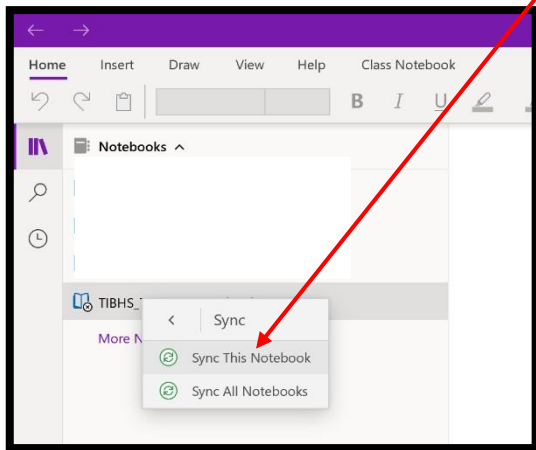


3) Once on the STAR Readers channel, click on Files to find the STAR reader books.



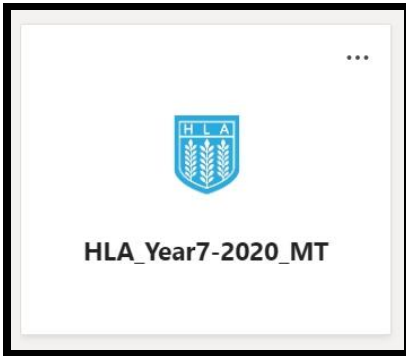
16) OneNote isn't syncing the work published by the Teacher?

- If using OneNote through the browser – Refresh the page
- If using OneNote desktop application then carry out a force sync – see below
 - 1) Right click on the **notebook** and click **Sync This Notebook**



17) Where can I find the PE workouts?

1) Find the year group Team



2) Once clicked on to the Year group team on the left-hand side you will see PE, click on PE then on the right-hand side you will see workouts and links to some videos for PE set by the PE teacher.

