

Frequently Asked Questions

for parents/guardians using Google Classroom for online learning

Q. How can I find out what lessons my child has each day?

Students' timetables can be seen on their Google Calendar. The remote learning timetable is the same as their in-school timetable, and the precise timings for each lesson can be found on the Remote Learning Timetable.

Q. When we try to join a live lesson it says we don't have access.

Only email addresses from the lns.org.uk domain have access to Google Meet lessons. Make sure no other email accounts are logged in elsewhere on the computer by logging out and logging back in again. Alternatively try opening a private/incognito window in your browser and logging into Google Classroom from there. If a message comes up that says "your account lets you join meetings but not create them", it just means the teacher hasn't started the lesson yet. Students can only join once the host has opened the link.

Q. My child should have a live lesson now but there's no link.

Ensure you have entered the Classroom for that lesson, and aren't still on the Dashboard. Most classes will have a Google Meet link at the top of the classroom. Some teachers will repost the link in the stream for the classroom. If neither link is visible please email the class teacher directly.

Q. How can I have access to my child's Google Classroom?

GDPR rules only allow the student to have direct access to their Google account. But they are free to share their log in details with parents. Google Classroom sends parent/guardian updates to any email addresses linked to the account. If you are not receiving these please check your junk mail folder, and then email your child's form tutor.

Q. How can I find out what work is due?

If a deadline has been set for any tasks via Google Classroom these will appear in their calendar, and work reminders will appear in each classroom thumbnail on the Dashboard. If no work is being shown in either of these locations open each Classroom to check the Classwork stream

Stream **Classwork** People Grades

Q. I can't find any work on Google Classroom.

Please open each Classroom to check the classwork stream, not all tasks appear on the dashboard. If there is still no visible work or lessons as per the remote timetable you can email the class teacher directly, copying in your child's Head of Year.

Q. There are some classes missing on my child's Google Classroom.

Students are able to remove themselves from classes, but in very rare cases there may have been a glitch in the updating process. If any classes are missing from your child's Google Classroom please email the class teacher directly, they can easily re-invite your child. If you don't know which teacher to contact please email your child's Head of Year.

Q. Who should I contact if my problem is still not resolved?

In cases of an issue with specific classes or lessons you should email the class teacher. If you aren't sure which teacher to contact, or this doesn't resolve the situation, please email your child's Head of Year. For more general Google issues, or if your questions have not been resolved, email Ms Simmonds (Assistant Headteacher) at tsimmonds@lns.org.uk. Further technical support can be found [here](#).