



Troubleshooting

January 2021

Communication tools

There are 3 online ways to communicate with school:



Satchel One (includes SMHW)

All homework will be set here, and many tasks can also be submitted via SMHW.

You can add and receive comments via tasks.

This should be the first place to look each day.



Microsoft Teams

Use Chat to easily send messages to teachers. Some teachers will set homework to be completed on Teams, or share files here.



Email

You can send messages to teachers, and some will request that you email them work.

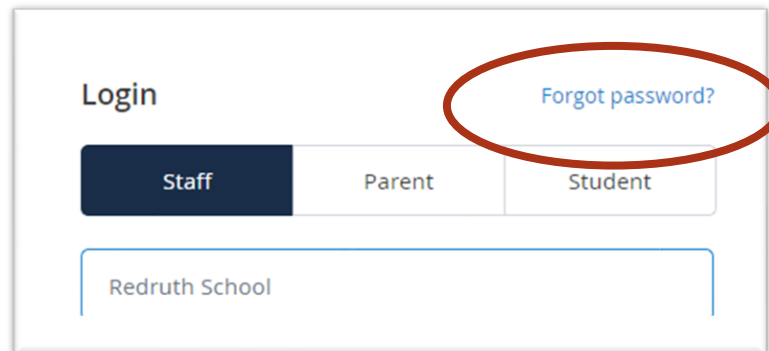
Logging in to Satchel One

- Access it from the tile on the school RM launch pad or via www.satchelone.com/login
- Use your school email address for your Satchel account— **all student logins have been changed to this**. If you cannot log in you may need to reset your password (by clicking ‘forgot password’) and enter your school email address.
- Make sure you are logging in as a **Student (not Parent)**, and have selected **Redruth School**
- Check your email address is **complete and spelled correctly**
e.g. 23smith-john@redruth.cornwall.sch.uk

Satchel login issues

- Student PINs are **only** used to activate your account when you first set it up, you cannot use it again
- If you can't log in, click 'forgot password' and enter your school email address to get your password reset

satchel:one



The screenshot shows the Satchel login interface. At the top left is the word "Login". Below it are three buttons: "Staff" (dark blue), "Parent" (light blue), and "Student" (light blue). To the right of these buttons is a link labeled "Forgot password?" which is circled in red. Below the buttons is a text input field containing the text "Redruth School".

satchel:one



SMHW

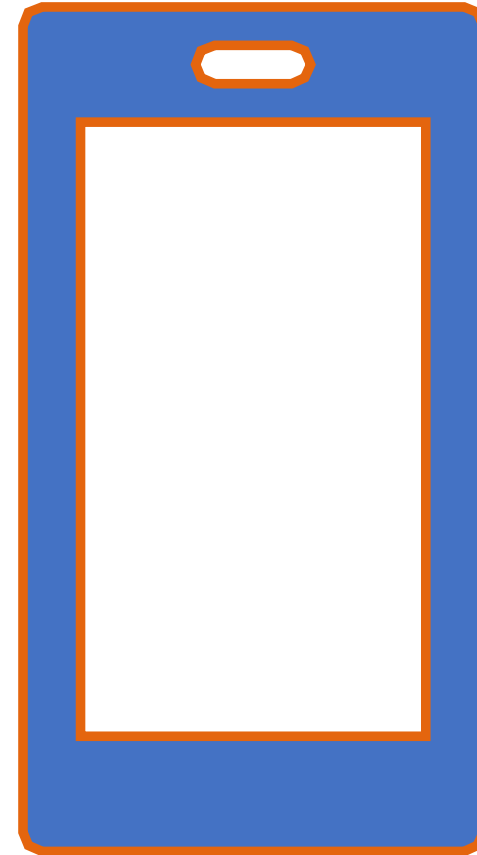
Using SMHW

Click on the link below to watch a short video explaining how to use SMHW, a part of Satchel One

[Students guide to Show my Homework](#)

Satchel One Mobile App

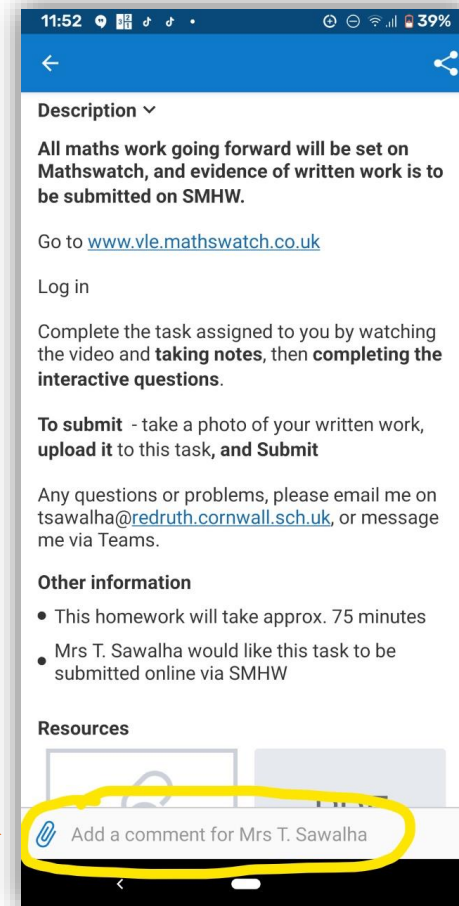
- We strongly recommend you download the app for iOS or Android from the Apple App store or Google play onto your phone or tablet
- Select Redruth School and use your email and password to log in
- Go to Settings – Notifications, and make sure they are turned ON for
 - Non-submitted tasks
 - Detentions
 - Comments
 - Behaviour points and badges



Submitting work on the mobile app

On the mobile app, click on the blue paperclip at the bottom of the task. You can type a comment or add a file

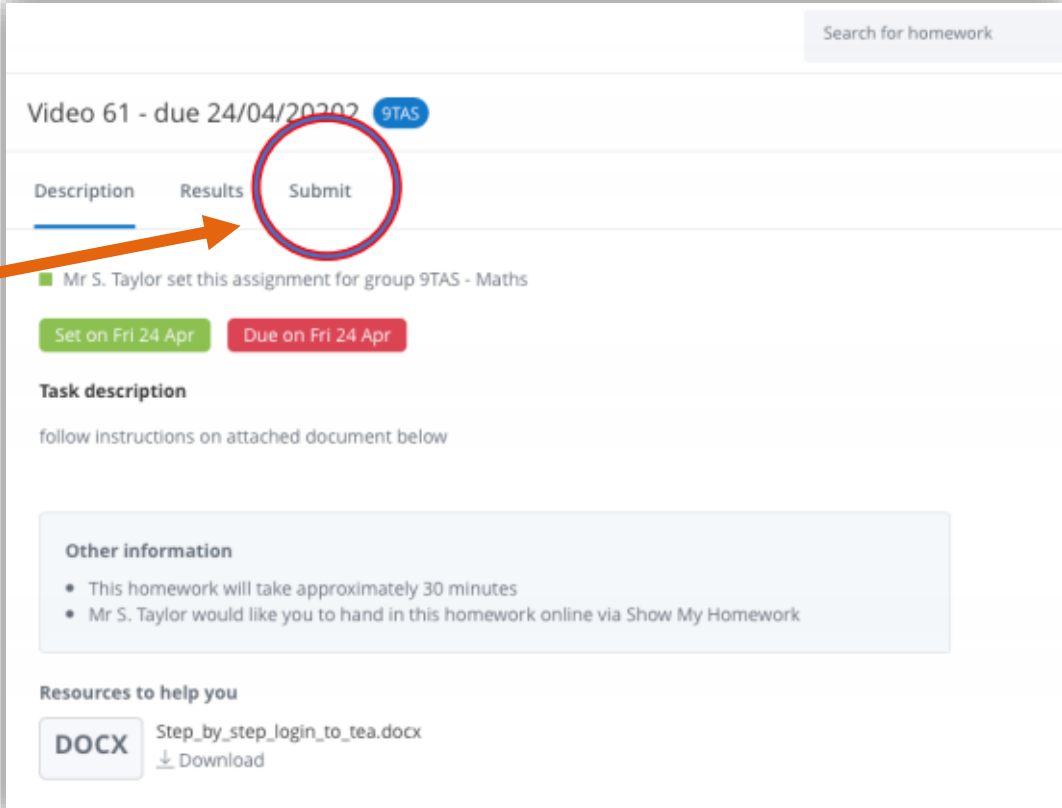
It is easy to add a photo of work using the mobile app, just click on the paperclip and choose to **take a photo**



Submitting work on a pc or laptop

On the website, click on the Submit tab. You can type a comment or add a file

To upload a photo of work here, you first need to save the photo to your pc/laptop. Then add the file



The screenshot shows a homework submission interface. At the top right is a search bar labeled "Search for homework". Below it, the assignment title is "Video 61 - due 24/04/2020" with a blue "9TAS" badge. A navigation bar contains three tabs: "Description", "Results", and "Submit". The "Submit" tab is circled in red, and an orange arrow points to it from the text on the left. Below the tabs, a green notification states "Mr S. Taylor set this assignment for group 9TAS - Maths". Two buttons are visible: a green "Set on Fri 24 Apr" and a red "Due on Fri 24 Apr". The "Task description" section says "follow instructions on attached document below". An "Other information" box contains two bullet points: "This homework will take approximately 30 minutes" and "Mr S. Taylor would like you to hand in this homework online via Show My Homework". At the bottom, a "Resources to help you" section shows a "DOCX" button next to the file "Step_by_step_login_to_tea.docx" and a "Download" link.

Important

As you complete homework you can tick it off your To Do list – however this does **not mean it has been handed in**. You still need to submit your work in the way required for that task (e.g. via Teams, Satchel, email etc).

Once your teacher has received it, it will be marked it as **submitted**. You and your parents will receive notifications of overdue work

satchel:one



SMHW

Handing in your work

- Homework can be handed in using many different methods. Your teacher will specify how in each task they set on Satchel One.
 - In class – remember to bring it into school
 - Via Show My Homework – SUBMIT your work as explained earlier
 - Via a different website – complete your work as directed. Your teacher will update Satchel One when they see the work is completed on that website

Remember: You may have done the work but your teacher won't see it unless you SUBMIT it online or hand it in to them in person

Solving common problems

- If you are accessing Satchel through the school website it can show you the whole school calendar of homework, and you can find work you have been set. However **if you haven't logged in, you will not be able to upload or submit work.**
- Check that you are **logging in as a Student, not a Parent.** You cannot upload work from a parent account.
- Some smartphones take photos as a complex file type which you cannot then upload to a task in Satchel. Instead of taking a photo first, go into the Satchel app on your phone/tablet, click on the **blue paperclip** at the bottom of a task, select Take Photo or Upload from this device (depending on iPhone/Android) then take a photo of your work and Submit it

Solving common problems

- When uploading a photo on a pc/laptop sometimes it cannot accept the file type. Instead, paste the photo into a Word document and save that, then upload it.
- On a pc/laptop you cannot Print Screen and paste it into the comment box - this will not work. Instead paste it into Word, save the document and upload it **OR** use the Snipping Tool, save the image and upload it (*NB. it is easier to screenshot work using the mobile app*)
- On a pc/laptop, Satchel works best on the Chrome browser – rather than Explorer or Edge. If you are having trouble loading Satchel, try the Chrome browser instead (it's free to download)



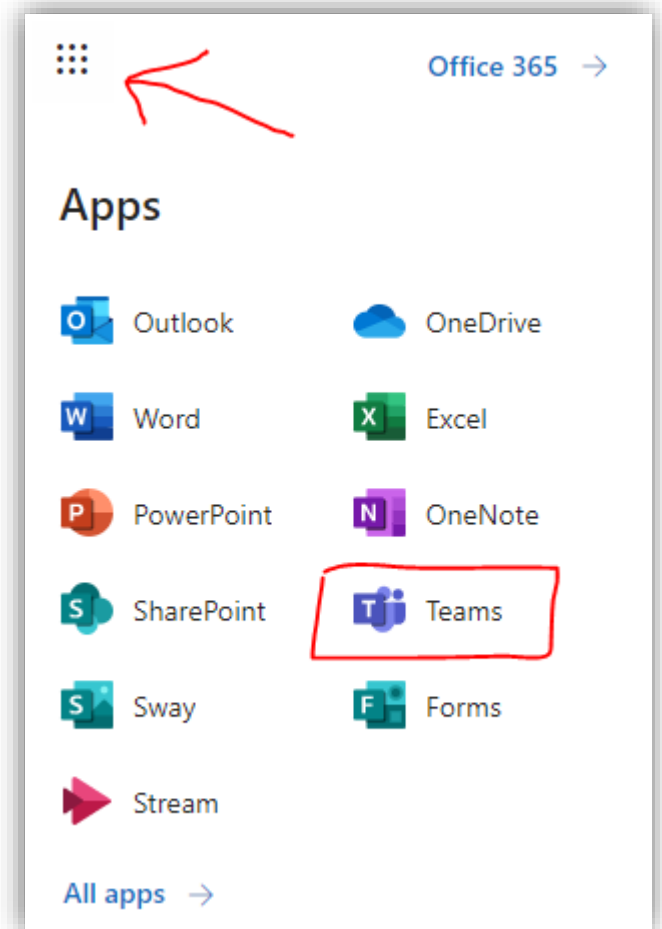
Teams

For communication and completing work

Logging in



- Go to the school website <https://www.redruth.cornwall.sch.uk> , click on **Students** and then **Student Portal / Logins:**
- Click on the Mail tile on the school RM launch pad
- **Use your school email address** to log into your email
- If you have forgotten your password, please email ictsupport@redruth.cornwall.sch.uk
- Once logged into e-mail, students can then also make use of other features such as the web-based versions of Word and Excel as well as **Microsoft Teams** by clicking on the square in the top left corner (see picture)



You should then be taken to a screen that looks like this, note that you will only see teams which you are a member of:

When you click on a subject/class team, you will be taken to that team's area:

The **Posts** link at top allows the teacher to post messages to the group. The **Files** link allows you to view and download documents uploaded by the subject teacher. Anything in the Class Files area is read only and cannot be edited.

Your teacher will tell you via Satchel One (SMHW) which files you need to be looking at for a particular topic or session, or what work to complete

