

Hyndland Secondary School – Digital Learning Parent Guide – January 2023 Updates

We thought that it may be helpful to provide a short guide as an update on how iPads are being used in learning in our school as well as advising on some of the day to day expectations surrounding the use of iPads.

1. LOOKING AFTER YOUR IPAD

When the young people were issued with their iPads, they were asked to sign an acceptable use policy. We would like to highlight some basic rules that we expect from all young people. By following these steps, it should ensure that the iPad is kept in good working order.

It is important to ensure that software updates are done regularly and to also ensure that the iPad is always connected to the school network – by entering school network login details when required. Learners are also aware that drop-in technical support sessions run each week with Mr Gillies in the Technical Department, if they have any queries or problems with their device. Learners have also been informed that they must immediately inform the school if the device is faulty or broken.

iPad Rules

1. Keep the school iPad Charged – do this at home or in the Depute Head Office.
2. Keep the iPad in the protected cover at all times.
3. Do not write / draw on the protected cover of your iPad.
4. Bring your iPad to school each day – **this is vital for your learning.**
5. Update the iPad regularly.
6. Remember the passwords for your iPad.
7. Do not give your iPad / swap your iPad with any other students.
8. Take care of your iPad – do not throw your school bag around if it is inside your bag.
9. Treat your iPad as if it were your mobile phone – it is **YOUR** iPad that must be looked after safely and securely at all times.

2. ACCEPTABLE USE POLICY

All learners and their parents/carers have signed the Acceptable Use Policy which clearly outlines the conditions under which iPads can be used in school. Learners who breach this policy may find that their iPad is removed from them. We hope that everyone is responsible in using their iPad both in and outside of school. Regular checks will take place throughout the term. The Acceptable Use Policy can be found on both our school website and on the Glasgow City Council website.

3.HYNDLAND DIGITAL LEARNING – MICROSOFT TEAMS

Microsoft Teams is the main digital platform used for sharing learning and homework with our learners at Hyndland.

All young people are added to a Team for each of their classes. This will be used as a record of work which will help young people who are absent or have missed class.

All homework tasks issued will be posted as an 'assignment' on Teams – this will provide details on what the homework is and when it is due to for submission.

If learners have shared their Team calendar with their parent it will allow a parent/carer to monitor and support the completion of homework via Teams. Each time a homework assignment is posted on your child's class Team, the parent/carer should receive an email and this will be added to your email Calendar (as long as your child has shared their calendar with you).

4.HELPING YOUR CHILD WITH DIGITAL LEARNING / TROUBLE SHOOTING

We would ask for your support in ensuring that iPads are kept in good condition, and used for the purpose outlined in the Acceptable Use Policy – this can be found on the school website.

Encourage your child to check their class Teams and Glow / Email daily to keep up with the work issued by teachers. Please read the advice below to trouble-shoot any problems. If you need any further support, please ask your young person to contact Mr Gillies by attending the in-school support sessions which run weekly.

Proxy Authentication Message – you may need to enter your Glasgow Schools Network ID and password. This allows the iPad to remain connected to the school network. If the message is ignored, the iPad will not connect to the school wifi. If the password has been forgotten, you should ask your Business and Computing teacher to reset your proxy password and then log into a school computer to reset this.

Glow – you need to be logged into Glow for your apps to work properly. Usually if any of the glow apps are not working such as Teams or Outlook, logging into the Glow app should fix this. If you have forgotten your Glow password, **any of your class teachers can reset this for you.**

Forgotten passcode / iPad disabled – if you cannot remember your passcode (6-digit code) to open your iPad contact Mr Gillies via the in-school support sessions who can reset this for you. **DO NOT TURN OFF YOUR IPAD OR LET IT POWER DOWN IF IT IS DISABLED.**

Charger not working – we do not have a large stock of charging cables if you lose your charger, however if it is broken, please bring the broken cable / plug to Mrs Forrester in the DHT office who can arrange for a replacement to be issued.

iPad not working – if in doubt, switch it off and on again (**DO NOT DO THIS IF IT IS DISABLED**). If something is not working, power down your iPad and restart it. Check the 'settings' for updates. Log back into Glow – if necessary reinstall apps through the self-service app. Wait for all of your systems to sync, this can take several minutes.

If you still require technical help – please attend the in-school iPad support which runs each Thursday at lunchtime in A111 with Mr Gillies. Alternatively, pop into the Technical Staff base to see Mr Gillies at any other lunchtime (A110).

5. WHAT SHOULD I DO IF SOMETHING GOES WRONG?

Your iPad has been provided for you by Glasgow City Council, for use in school and for doing school work at home – it must be returned to school when you leave. Any issues with iPads must be reported immediately. Your nominated 'Support Teacher' will inform Mrs Forrester if necessary.

1. What happens if my iPad gets broken? You must look after your iPad both in and out of school. If your iPad is accidentally damaged or broken it must be returned to the school immediately.

2. What happens if my iPad is lost or stolen? Your iPad must be kept safe both in and out of school. It must not be out of your bag outside of class, or outside the school, or outside your home. If you think it is lost you must report this to your contact teacher immediately when you discover it is lost. If you think you know the last location that you may have had the device, ensure your teacher knows this. Each iPad has a location tracker on it – we will need to report it as lost to CGI and they will attempt to locate it. If your iPad has been lost or stolen you must immediately report this to the Police and get an 'incident number', then speak to either Mr Furniss, Mr Gillies or Mrs Forrester to report this, giving details of the incident number.

6. STOCK FOR BROKEN IPADS

We do realise that accidents can happen however we have to highlight that there is no available stock in the school for learners who have a broken / damaged / lost iPad. If your iPad is broken or lost, you will not be given a replacement one at that point in time so it is vital that these are looked after as much as possible by following the steps on page one of this document.

Currently, we do not have any timescales for when an iPad will be repaired by CGI so learners may be without a device for an extended period of time if it is damaged / lost / broken.

REPORTING LOST / BROKEN IPADS – PUPILS SHOULD REPORT ANY PROBLEMS IMMEDIATELY AS BELOW:

	IF YOUR IPAD IS NOT WORKING	IF YOUR IPAD IS DAMAGED E.G. BROKEN SCREEN	IF YOU HAVE LOST YOUR IPAD
S1	Attend an in-school support sessions in room A111 with Mr Gillies Thursday lunchtimes or see Mr Gillies in Tech base at any other lunchtime	Report this to your House Depute Head Teacher in DHT office	Mr Furniss – Bus / Comp Dept
S2			Mrs Forrester – DHT office
S3			Mrs Forrester – DHT office
S4			Mr Gillies – Technical Dept
S5/6			Mr Hamilton – A117