

WORKING FROM HOME - FAQ

QUESTION	ANSWER
I have forgotten my C2k (MySchool) password. What should I do?	Send an email to Mr Robinson crobinson946@c2ken.net using an alternative e-mail address. He will change your password and reply back to that address.
If I need to update my C2k password – what should I do? Please note your password must be updated every 90 days and you will be prompted by the network to update this.	Try using this link https://services.c2kni.net/ChangePassword.aspx
I forget how to log into Google Classroom	Your login is your <i>C2k email address</i> : <u>Ajones123@c2ken.net</u> <i>Please refer to the Accessing C2k files and Google Classroom (2020) document in the Student section of the College website.</i>
How will teachers contact me during the period of home study ?	Please follow the instructions issued in the work set for your Year Group. Teachers will communicate via Google classroom and your C2k e-mail account.
Am I allowed to correspond with my teachers using an email address other than my C2k address?	No - please use your C2k email unless you have access problems. In which case please contact Mr Robinson as detailed above so that you can use your C2k e-mail account.
If I email my teachers will they always reply right away?	Don't always expect an immediate answer. Teachers will respond when they can during school hours. If you contact teachers outside working hours please be aware that they will not respond until the next working day. Please remember to follow the Netiquette Guide (College website –Students section – Home study) for all online communication.
Can I contact my teachers during the Easter holidays?	No – staff will not respond to any communication during the two week Easter break (Monday 6 to Friday 17 April inclusive).
How will I know when a teacher has set work?	A communication will be sent to parents for you to access the work on the College website. This document will contain any relevant links to Google classrooms etc. Work will be set on a week by week basis and is found under Student tab on the College website in the Home Study folder.
My teacher has asked me to edit a Google doc/sheet/slide or access a folder but it will not let me.	If you are working on a mobile device or tablet you will need to download the Google docs/sheets/slides/drive Apps. Alternatively if working on a computer these will open online automatically.
What happens if I have no Internet connection?	You could set up a hotspot using your phone.

<p>If the College is closed, will the caretakers be there and can I call into College to print out some material or collect some books?</p>	<p>No, sorry – the College is closed.</p>
<p>How should I structure my day to work effectively from home?</p>	<p>You must try to keep to a routine. Get up as normal and try to follow your timetable for that school day i.e. when you have a double period of Geography, you should spend that time on Geography etc</p> <p>You may be childminding a younger sibling and fitting around family routines but it is important to fit in your school work too.</p> <p>Building in leisure time is also important. Don't spend too much time on social media - take a break from the screen. Take yourself off for a brisk walk somewhere or engage in some form of physical activity.</p> <p>Continue to go to bed at a reasonable hour.</p>
<p>Do I have to do school work and what happens if I fail to do so?</p>	<p>Your teachers will be setting work for you to complete and submit for marking/feedback via Google classroom/C2k e-mail.</p> <p>Please note, you should engage with the work set and submit work by the deadline set, Heads of Department will monitor the submission of work.</p> <p>You will be coming back to College when directed to and carrying on with the curriculum. It is important you have completed your work so that you are at the same stage as the rest of your class. All students must take personal responsibility for their own learning.</p>