

Dear Parents & Carers,

Thank you for your support in helping to continue the learning of our young people from home – we hope that they have found the work assignments engaging and challenging, as well as exploring the wealth of other e-learning services, apps and websites that exist to support education at home.

We have put together the following Troubleshooting guide in case your child has had any issues accessing the work:

How do I find the homework?

All work is on the Castle Rock website – www.castlerock.leics.sch.uk – Click on the **Home Schooling** link from the **COVID-19** menu, to be taken to the Homework section.

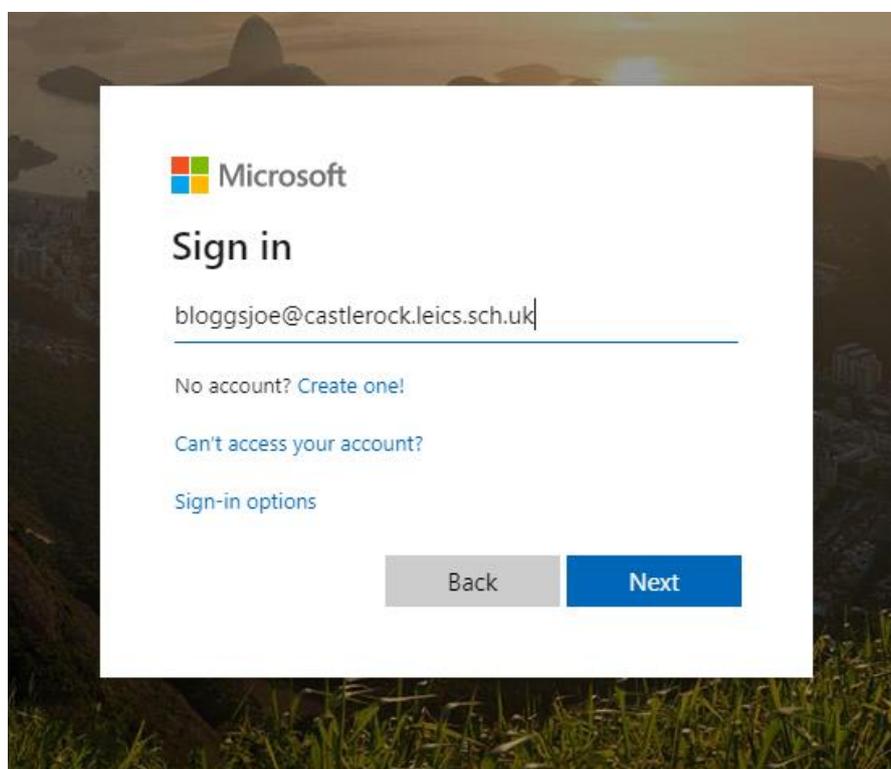
[Direct Link](#)

How do I access the homework?

There is a programme of work that students should follow, in the Home Schooling section. Click on the subject name e.g. English or Science. Students will be prompted for their school Office 365 login.

This is typically in the format of **LastnameFirstname@castlerock.leics.sch.uk**

e.g. Joe Bloggs would log in as BloggsJoe@castlerock.leics.sch.uk



The **password** is the same as the one used to log in to the school computers.

Seneca Learning

Some subject areas have set work using the **Seneca Learning** e-learning service. If this is the case, Direct Links are provided and will require the student to sign up for a free Seneca Learning account the first time that they access the service.

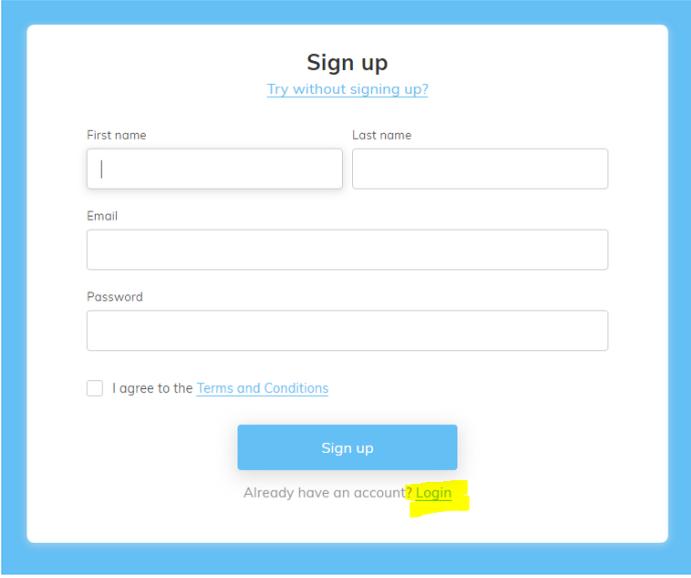
Troubleshooting

Can't log in to Office 365 or access the OneDrive work

- Carefully check the format of the email address you are typing in at the login screen – it should be in the exact format of LastnameFirstname@castlerock.leics.sch.uk
- If your username for the school computers has been shortened in any way, because you have a long name e.g. a double-barrelled surname, try using that in place of *LastnameFirstname* in your email address
- If you have forgotten your password for the school computers, please contact the school on 01530 278986 and leaving a message or by emailing question@castlerock.leics.sch.uk
- If you already appear to be logged into Office 365 but access is being denied to the homework documents, check that another person's Office 365 account is not logged in (particularly if the computer/device you are using is shared with other people in the household)

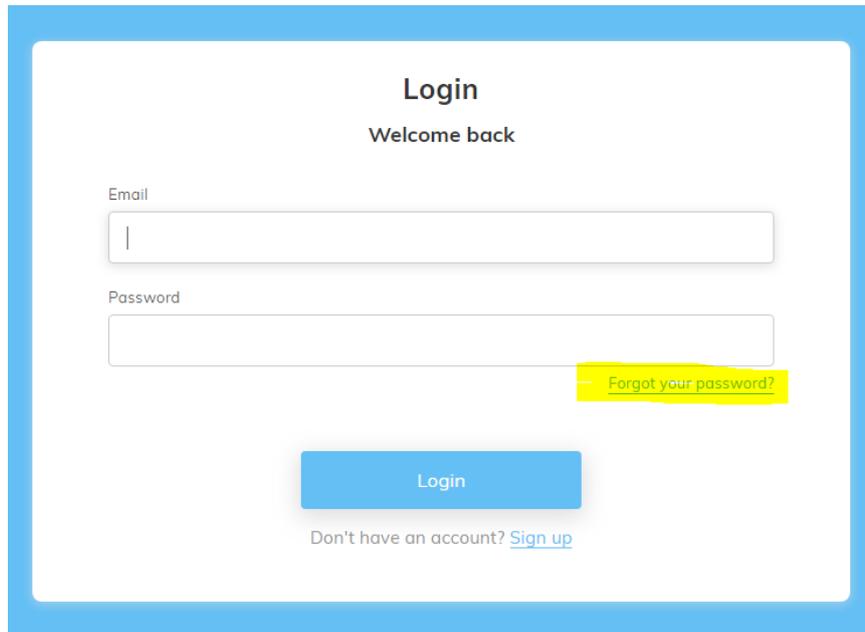
Can't log in to Seneca Learning

- If you have never used Seneca Learning before, you will need to create a free account. The direct links in the school work documents will take you to the Sign Up screen, where you can do this quickly and easily.
- If you have used Seneca Learning before, you need to **Login** rather than **Sign up** – click the Login link at the bottom of the login box to log in with your existing account.



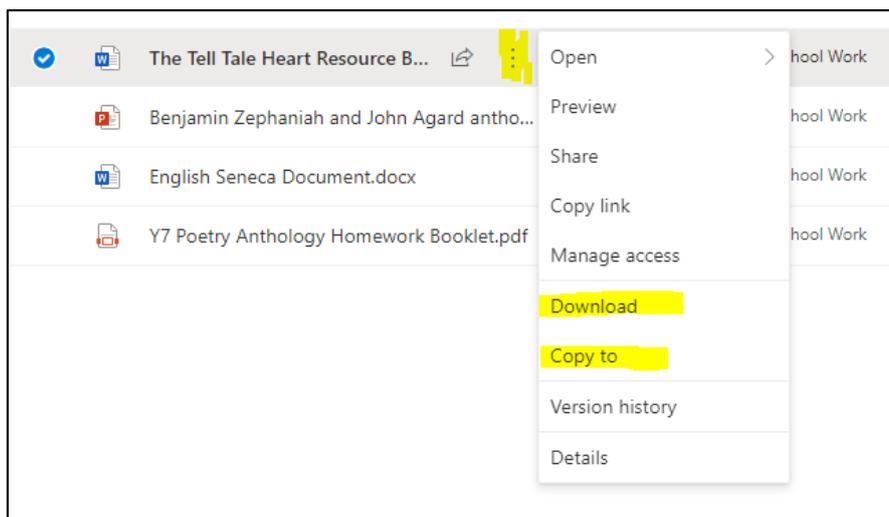
The image shows a 'Sign up' form for Seneca Learning. The form is titled 'Sign up' and includes a link 'Try without signing up?'. It contains four input fields: 'First name', 'Last name', 'Email', and 'Password'. Below the fields is a checkbox for 'I agree to the Terms and Conditions'. At the bottom, there is a blue 'Sign up' button and a link 'Already have an account? Login' which is highlighted in yellow.

- If you have forgotten your password for Seneca Learning, choose the **Forgot your password?** link on the Login screen to get a password reset code sent to your email address.



Can't edit the homework documents

- The homework documents are all shared as Read-Only, so are not directly editable. If you wish to type directly into one of the documents – a workbook with spaces for your answers, for example – there are different options depending on which type of device you are using:
 - **Computer/Laptop** – you can take a copy of the document and save it in your own personal OneDrive for editing in your browser, or download it to your computer and edit it there (if you have Microsoft Office installed on your computer – instructions on how to do this are on the [Home Schooling section](#) of the school website)

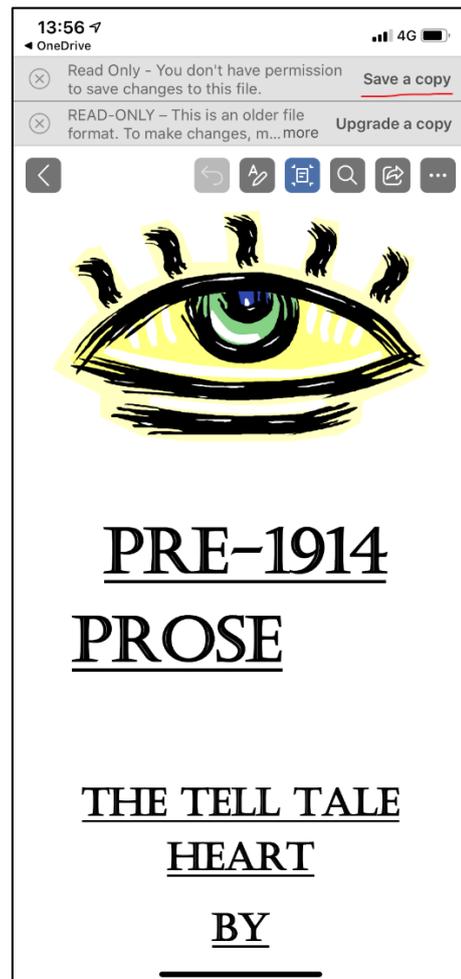
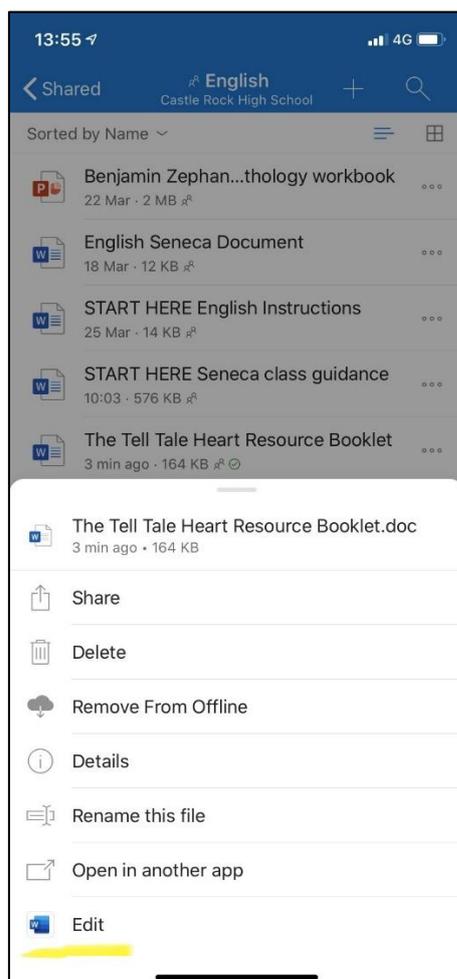


- **Smartphone** – Start by installing the **Microsoft Office** app from the Apple App Store or the Google Play store. Open the app and log in with your school Office 365 email address and password.



In your web browser, navigate to the homework on the Castle Rock website and find the document you want to edit, it should open automatically in the Microsoft Office app.

Tap on the three dots to the right of the filename and choose **Edit** from the options menu, then when the document opens you can **Save a copy** and edit that as you wish.



- **Tablet** – You can use Office 365 within your tablet’s browser, much the same as on a computer or laptop.

We also recommend downloading the supporting Microsoft **OneDrive, Word, Excel** and **PowerPoint** apps from your device’s app store. These apps are free to Castle Rock students.

