Westfield Primary Community School

Remote Learning Technical Support – Google Classroom

In order to support families with Remote Learning and the use of our chosen online platforms, we have created the following documents and supporting videos to help. We hope that these will help solve many technical problems but if parents/carers have any further questions, they can contact the main school office for support.

FAQ Google Classroom

What is Google Classroom?

Google Classroom is a web service that makes it easy for learners and instructors to interact, connect and share instructional content.

How do I sign up for my child's Google Classroom?

You don't actually! Classroom is designed to function best between teachers and students. If you, as a parent, want to actively explore your student's Google Classrooms, we encourage you to sit next to your student at a computer and have your student login to classroom.

What if my Classroom code isn't working?

You're not actually doing anything wrong. The Classroom code exists to let students join a Classroom, something that you can't do as a parent. If you want to view the Classroom itself, we recommend having your student login and then you can sit next to them to explore the Classroom content.

Why am I having trouble logging in?

The first thing to check is if you're connected to the internet. The icon for your wifi appears next to the time and battery in the bottom right corner. You should also check that your child's log in details are correct. Make sure the email address is for the correct child and ends with westfieldprimary.co.uk.

How do I submit work to teachers?

Teachers are able to see all the work currently being assigned to each child. Once you have finished all of your work, click 'Turn In' to submit it so the teacher knows it is finished. If you would like to upload work, click add or create to upload any picture or scanned versions of work.

Can I use Google Classroom on any device?

Google classroom works with all devices. If you are accessing it through a laptop or Chromebook, then you can access this through the internet browser. If you are using a tablet, you will need to download the google classroom app through the app store.

Can I borrow a Chromebook from school?

In EYFS and Years 1, 2, 3 and 4: the pupils will be required to use their own or family-owned equipment to access remote learning resources. If this is not available, where possible, school may loan Chromebooks to access the learning materials, subject to receipt of a signed Chromebook at Home Agreement.

In Years 5 and 6: where needed, pupils will be able to loan a Chromebook subject to receipt of a signed Chromebook at Home Agreement.

All Year Groups: technical support and maintenance for family-owned digital devices is the responsibility of the owner and not the school. We will not be able to provide internet access or anti-virus software for any digital devices that are not owned by the school.

We will ensure that any school-owned equipment and technology used for remote learning has suitable anti-virus software installed, can establish secure connections and allows for audio and visual material to be recorded or downloaded, where required. Access to the internet is not the responsibility of the school.

Wherever possible, children, who are vulnerable and do not have access to digital devices at home, will be loaned Chromebooks to support their remote education.