

Family E-Learning @ Lasswade

Session 1: Introduction to Glow (18/11/20)

Questions & Answers

Question: Is it possible to upload work that has been started in class and finished at home, if it has not been set up as a task on Google Classroom?

Answer: Students can share any piece of work with teachers or other students to work collaboratively. We would encourage students to complete the work set through Google Classroom if possible as it makes it easier for teachers to find and mark. In some circumstances this isn't possible and work can be shared with teachers, it just becomes slightly more difficult for teachers to find student work as it then goes into the teacher's Google Drive and they have to search for it. So it is recommended that students add their name to the name of the document. One of our upcoming sessions is focussing on Google Drive and other methods to share work with teachers.

Question: I have the App on my phone and it used to have a notifications function, which was brilliant as I could see set homework and tasks. Sadly, it seems to have been removed. Do you know if this will be restored?

Answer: When you log into the app for the first time it asks if you want to enable notifications. It can be turned on in settings within the apps but if it is difficult to find you could try to delete the app and reinstall. Sometimes students choose to turn off notifications but we are trying to remind them to turn them back on, now that we're back in the building.

Question: I am trying to access my son's Google Classroom on his Android Phone. When we try to access it says he does not have access and needs to contact an administrator, but we can access via his laptop. I can get into my son's Glow account, but on clicking on Google Classroom it asks me to choose an account.

Answer: The best way to sync all of the accounts is to initially log in through the Google Classroom app. In the GC app when you have the option of your gmail or incognito there should be another option to add account. When you download the GC app it will have a green background and a white 'get started' button. Click on the get started and it will take you to the glow login and the ending to his username would be @mc.glow.scot. It doesn't ask for a password at this point. The app (somehow!) recognises that this is a glow account and will take you to the main glow login. This is where the ending would be @glow.sch.uk and he then types in his password.

Question: My child is struggling to use their Chromebook in school. Can they bring it into school to get some help with the school Wi-Fi?

Answer: Yes. To log in to the school Wi-Fi students access the 'MGFL-Learner' account when in their Wi-Fi settings in their device. This will ask them for a username and password and students should enter their mgfl username and password, the 'non-MC' one, the one they use to log in to the computers. For example, Joe Smith's username and password would be:

Username: smithj99

Password: js1234

A pop up may appear and students should click on 'trust' to allow access.

If any students have problems logging into the school Wi-Fi they should seek assistance from their class teacher in the first instance.