



PROBLEMS ACCESSING Satchel:One / SMHW / MLE? STUDENT HELP SHEET



LOGGING ON AT SCHOOL:

- Use the username and password you were issued when you started at High Storrs to log on to any machine in school. If you have forgotten your password, any teacher can re-set it for you via 'password control' in their start up menu.
- Click on the internet browser (chrome or Edge); this should open on the MLE as your home page.
- Click the 'students' icon
- Click the SMHW icon.
- Satchel: One log-in page appears. **DO NOT enter any details on the left of the screen. Just click on the orange 'log in with office 365' bar.** This takes you directly to your SMHW/Satchel: One account.
- If you get a message saying 'account not registered' this needs to be reported to Mrs Vaughan. A teacher can email her for you, she will be able to fix this and let you know when you can try again.

LOGGING ON AT HOME FOR THE FIRST TIME:

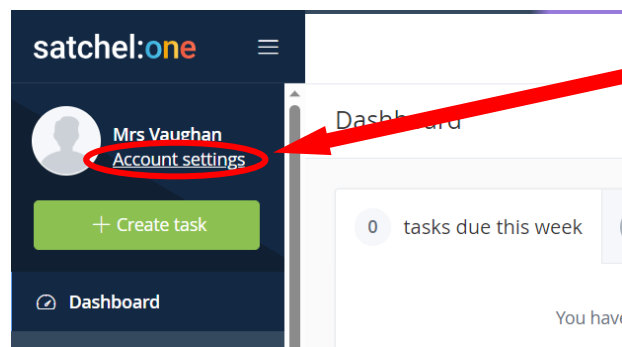
- Log onto the school web-site: www.highstorrs.co.uk
- Scroll to the bottom and click on the purple 'learning platform and email log in' button.
- This takes you to a log-in screen inviting you to 'Sign in with your organizational account'. You need to enter your High Storrs School email address which is your username that you used to log-on to a computer at school, followed by @highstorrs-mlt.co.uk. Your password is the same one you used to log-on at school.
- This now opens the MLE home page.
- Click the 'students' icon.
- Click the SMHW icon.
- Satchel: One log-in page appears. **DO NOT enter any details on the left of the screen. Just click on the orange 'log in with office 365' bar.** This takes you directly to your SMHW/Satchel: One account.

GETTING THE APP ON YOUR SMART PHONE OR TABLET:

- Go to the App Store and download the free Satchel: One App.
- Click the Satchel:One icon.
- Satchel log-in page appears. **DO NOT enter any details at the top of the screen. Just scroll down and click on the orange 'log in with office 365' bar.**
- This will take you to another log-in screen where you will be prompted to enter your High Storrs School email address which is your username that you used to log-on to a computer at school, followed by @highstorrs-mlt.co.uk. Your password is the same one you used to log-on at school.

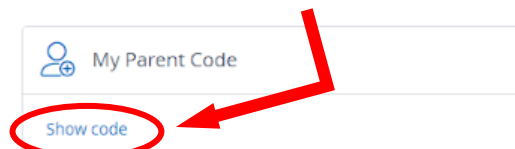
PROBLEMS ACCESSING Satchel:One? PARENT HELP SHEET

You will need your parent code which can be found on your child's Satchel account:



From the top of the left-hand menu, select 'Account settings'

Then in the bottom right-hand corner of the account setting page, click on 'show code'



ACCESSING Satchel:One FROM A HOME PC

- Log onto the school web-site: www.highstorrs.co.uk
- Scroll to the bottom and click on the green SHOW MY HOMEWORK log in button.
- This takes you to the Satchel home page
- Click 'Log in' at the top right of the screen.
- Satchel log-in page appears. Enter details in the fields on the left of the screen. You will then be prompted to enter the PARENT CODE.
- If you cannot find your PARENT CODE, contact Mrs Vaughan by email at school (JV Vaughan@highstorrs-mlt.co.uk) stating your child's full name and form and she will email back the PARENT CODE you need.

GETTING THE APP ON YOUR SMART PHONE OR TABLET:

- Go to the App Store and download the free Satchel: One App.
- Click on the Satchel icon.
- Satchel log-in page appears. Enter details in the fields on the left of the screen. You will then be prompted to enter the PARENT CODE.
- If you cannot find your PARENT CODE, contact Mrs Vaughan by email at school (JV Vaughan@highstorrs-mlt.co.uk) stating your child's full name and form and she will email back the PARENT CODE you need.

Satchel:One – MANAGING SETTINGS

We are aware that a small number of parents and students have found the automatic notifications they receive from Satchel have caused some anxiety. It is possible to adjust settings to limit or remove these alerts if you wish. Here's how:

From your Satchel parent account, you can adjust your preferences in the settings menu. You can decide the email alerts and push notifications you will receive.

From the home screen on a pc, click on 'Account settings' and scroll down to the 'manage notifications' section. Here you can check or uncheck the kinds of alerts you wish to receive by email.

From the phone App home screen click on 'settings' then 'notifications'. Here you can select which items you wish to receive push notification or email alerts for.

On your phone, you may also need to go into your phone settings and find 'notifications' in the menu. If you have the Satchel App on your phone it will appear in the list and you can choose to switch SMHW notifications off or on as a whole.

Students can also do this on their own devices, so that if the alerts are causing stress, they can simply switch them off and just check any tasks and messages when they choose to visit the app at an appropriate time.