

## FAQ for common computing/ IT issues arising

*Please do read this before emailing asking for help. A polite reminder also that students should click reply and not reply all, when communicating using email software.*

### Seneca/Quizlet

#### 1) I have forgotten my Seneca/quizlet account

*Click on forgotten password and type in your email account. They will tell you what your log in details are.*

**ii. ... but it says my email isn't recognised.**

*Then you need to sign up with your school email - checking carefully that you have typed it correctly. Check your spelling of academy particularly and don't forget your number - 18/19.*

**iii. It says my password isn't strong enough.**

*Set your password to one that follows our password rules: a mix of numbers and letters, upper and lowercase letters, 8 characters long.*

*If all else fails suggest Password (with a capital P) and some number/s.*

**iv. I've signed up and don't know the class code.**

*Check your emails. For Quizlet you need to type your class and year e.g. 7a19. If you still cannot locate it ask a friend first. If they cannot help you, kindly ask your teacher to re-send the code.*

### Edpuzzle

#### 2) I don't know my Edpuzzle details.

*Send Miss Tough an email apologising for not following the class instructions and kindly ask for your password to be reset. It will be reset to Password1.*

**I. I don't know my class code for Edpuzzle.**

*Check your emails, they have been sent out or ask the specific subject teacher the one you are looking for.*

**II. I cannot see the classwork on Edpuzzle.**

*Make sure you're checking the right class and go on to no due assignment tab. They are likely to be there.*

## Email

3) ***I don't know how to access my email.***

*Email Miss Tough from a parent/guardian's email or contact the office and they will have this reset. Please avoid using other personal accounts.*

l. ***I've accidentally deleted an email I need. Can you resend it?***

*It will be in your deleted folder for a couple of weeks. Look there first. Or resend if you have access or advise to go to the subject teacher.*

## Documents/ Resources

4) ***I can't open the document that was sent.***

*it's likely that you either don't have the software or they don't have the recent version. Email the teacher that has set the work and ask for the document to be saved as an earlier version.*

l. ***I can't edit the document that was sent.***

*If it's a pdf, it's not going to be easily edited. Instead right click, click open with and open it using the word app.*