

8th January 2021

Dear Parent and Carers,

I am aware that some parents and carers are struggling with access to online learning at home for a number of reasons. One of the reasons we are finding is the lack of technology when there is more than one child requiring access to technology and especially when there is one or more secondary age child in the home. I also know that many of you are trying to resolve this by using phones. This is fine, but it is not easy. There are a few things we are now aware of that may help.

Xbox and PlayStation

If you do not have a spare device or laptop for Home Learning but have an Xbox and/or PlayStation you can use them to access Microsoft Teams. Some children have already been doing this as we can see this on the teacher's screen, but if you are not aware, you may find this helpful.

Teams can be opened on Xbox and PlayStation. There isn't an app that the students can add to their consoles. Instead, they are going to have to use the built-in browsers that come on the two devices.

On Xbox, it is Microsoft Edge.

On PlayStation, it is the "www" browser.

Your children will probably know how to find the browsers on their consoles, but if not, each one has a search function they can access on the home screen.

Once the browser has been opened:

- Type in 'microsoft teams' in the URL bar. A prompt for a Teams account will appear. Type in your login details from school. The home screen will open up.
- If you have a keyboard then you can plug it in, you will have a much easier time navigating. Otherwise, use the controller to click on the icons and buttons to navigate.

Please keep an eye on your child whilst they are using their device, (for some, it will be very tempting to access their favourite games).

Please do not hesitate to contact us at school, should you have any questions about this, or need support to access.

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Digital Support – additional mobile data

The DfE have announced an opportunity for schools to apply for temporary additional mobile data for certain pupils. This might apply to you if you:

- do not have fixed broadband at home
- cannot afford additional data for devices
- are experiencing disruption to face-to-face education

In addition, if your child is classified as Clinically Extremely Vulnerable or if they are eligible to attend school but other restrictions prevent them from attending, the school might be able to apply for mobile data increases for the duration of the lockdown, or for 4G wireless routers if increasing mobile data is not a suitable option.

If you think you may benefit from this and are eligible, please contact me in confidence and I will apply on your behalf if you are eligible. This has to be done through a school. Please use the title 'Technology Support' as your header for the email. Email head@trenodeprimary.co.uk

I will continue to look for other options as they become available and if you come across anything, please let us know.

Kind regards

A handwritten signature in black ink that reads 'J. Waring'.

Janine Waring
Headteacher

