



## Frequently Asked Questions - Working from Home

QUESTION	ANSWER
I have forgotten my c2k (My-School) password; what do I do?	Try using this link: <a href="https://services.c2kni.net/ChangePassword.aspx">https://services.c2kni.net/ChangePassword.aspx</a>
I've tried this link and it still doesn't work, what should I do?	Contact our technical staff on: <ul style="list-style-type: none"> <li>• <a href="mailto:ballyclarehigh@gmail.com">ballyclarehigh@gmail.com</a></li> <li>• 07548 597124</li> <li>• 07752 385126</li> </ul>
I have forgotten how to log into My-School; what should I do?	Username is first part of your school email e.g. jsmith294
I have forgotten my My-School password; what should I do?	Google 'My-School' and click on 'Forgotten Password'. Follow the instructions.
Will my teachers know my c2k email address?	Yes
Am I allowed to correspond with my teachers using an email address other than my c2k address?	No
If I email my teachers will they always reply right away?	Don't expect an immediate answer. They will respond when they can. Please avoid contacting them outside working hours. Please remember to be appropriate in your email content - see the school's Acceptable Use Policy in your planner.
How will I know when a teacher has set me some work?	Check your Fronter rooms/Google Classroom/Microsoft Teams and your c2k email every morning and throughout the school day. Download the Google Classroom app onto your mobile device, sign in for notifications.
What happens if I have no Internet connection?	At the time of writing, Ballyclare Town Library is open. If this is not an option, you could set up a hotspot from your phone.
If school is closed, will the caretakers be there and can I pop into school to print out some material or collect some books?	No, sorry; if school is closed there will be absolutely no access to the building.
I am studying for GCSEs / AS levels / A levels; what is happening? Will my mock results be used? Will my teachers be asked to predict grades?	As of today (18/03/2020) we have been told to prepare pupils as usual for the external exams. There has been no suggestion of using mock grades or predicted grades. You need to spend your time preparing to sit all of your external exams.
How should I structure my day to work effectively from home?	You must try to keep to a routine. Get up as normal and complete your work for each subject by your teachers' instructions. We understand that you may

	<p>be childminding a younger sibling and fitting around family routines but it is important to fit in your school work too.</p> <p>Building in leisure time is also important. Don't spend too much time online - take a break from the screen. Take yourself off for a brisk walk.</p> <p>Continue to go to bed at a reasonable hour.</p>
<p>Do I have to do school work and what happens if I don't?</p>	<p>You will be coming back to school when directed to and will be carrying on with the curriculum. It is important you have completed your work so that you are at the same stage as the rest of your class and year group. You have to take personal responsibility for your own learning.</p>
<p>I haven't finished my Controlled Assessment; will I lose marks?</p>	<p>CCEA has stated that Coursework and Controlled Assessment should be completed as usual. You must have your Controlled Assessment at the point where your <b>teachers expect it to be.</b></p>