

## **Class Notebook/OneNote Frequently Asked Questions and Queries**

### **I cannot remember my email address.**

Contact your Head of Year who will ask our IT team to contact you directly as soon as they are able to.

The majority of student email addresses have the following format:

Firstname.secondname-student@themarvellcollege.com

### **I cannot remember my password.**

Contact your Head of Year who will ask our IT team to contact you directly as soon as they can to reset your password.

### **What browser works best?**

Our experience has been that Google Chrome is the most compatible with Class Notebook and OneNote.

### **I cannot find the Class Notebook icon?**

We have been made aware that it appears as OneNote on some operating systems. Click the OneNote icon and then follow the instructions we issued with our letter which is also posted on our website.

### **The work set is read only. How can I access it?**

Please email your Head of Year who will contact the member of staff and ask them to change the settings on the piece of work.

### **I do not understand the work set. How can I get help?**

You can contact any member of teaching staff by email. This is likely to be the most effective way of contacting any colleagues as we are only maintaining a small staff in school each day. Staff email addresses are in the following format:-

[initialsurname@themarvellcollege.com](mailto:initialsurname@themarvellcollege.com)

For example, Miss G Fenton would be [GFenton@themarvellcollege.com](mailto:GFenton@themarvellcollege.com)

### **I do not have the internet or a laptop/desktop computer at home. Can I continue with my learning?**

Yes, we will continue to post booklets to families where this is the case. At this stage though, we will not be able to mark any of this work or give feedback, as we cannot get booklets back to all of the teachers who would require them. We will review this as the situation progresses.