

Frequently Asked Questions (FAQs)

Q: I cannot log in to Class Charts.

A: You will need to contact enquiries@tretherras.net and ask for your Parent or Student Access Code. It is important that students use the student access code, not the parent one, as elements such as homework submission/upload is only available there.

Q: Work has been set by a teacher who is not the usual class teacher, should this work be completed?

A: Many departments are setting remote learning centrally, so the teacher uploading the work may not be the usual class teacher. The work still needs to be completed and submitted. The usual class teacher will be monitoring the work, and giving feedback where applicable.

Q: I cannot see where to submit/upload completed work.

A: **Submission of work is only possible on the student account.** If you are using a parent account, you will not be able to submit/upload work. Log in using the student account. Navigate to the homework section. When the relevant 'homework' is selected you will see 'My attachments', where you can upload up to 5 files (e.g. photos/office documents) a maximum of 250mb each.

Q: I am unable to submit/upload a file.

A1: Check the file size. Only files 250mb or less can be submitted. You may need to reduce the file size if a photo is too large or compress the size of images used within a PowerPoint document (using compress picture function). You can also save some files as alternative file types such as PDFs which will reduce the file size.

A2: Check that the file type you are trying to submit is supported by Class Charts (.doc .docx .xls .xlsx .ppt .pptx .pdf .pub .png .jpg .gif .rtf .mp3 .odt .odp .csv)

Q: I cannot find a task after the deadline has passed.

A: Navigate to the homework section. Change the date range settings, the default is to see tasks by due date, showing the past 7 days and the upcoming month.

Q: How do I see feedback from the class teacher?

A: Navigate to the homework section. Select the relevant task. If feedback has been left a 'feedback' icon will appear on the task. Expand the task and you will see the written feedback next to the attachment(s). *Please note, not all work will be given feedback. If multiple attachments have been submitted/uploaded, the teacher will not necessarily comment on each individual item.*

Q: Can I communicate to the teacher using Class Charts?

A: No. Any queries need to be emailed to enquiries@tretherras.net and not emailed directly to the class teacher. To help direct your enquiry to the right person please include the name of the teacher in the subject and include the student's full name and Year Group in your email.

Q: I cannot open a PDF resource that a teacher has uploaded on Class Charts.

A: You may not have a PDF viewer on your computer. Adobe Acrobat can be downloaded for free from <https://get.adobe.com/uk/reader/>

Q: I have been asked to view or create an Office Document (e.g. Word/PowerPoint/Excel) but I do not have Office on my computer.

A: Students can download Microsoft Office programs for free using their Office 365 account. Go to <https://office.tretherras.net> and log in using your school email address [school username] @students.tretherras.net and your usual password. You will see a button on the top right of the screen to Install Office – click this and select Office 365 apps. Follow the onscreen instructions to install the software. Once installed you will need to register the software using your school email address and password. You can also download Microsoft Office apps to tablets/ipads/iphones/smartphones and register using your school email address and password.

Q: Can I share work or communicate via Teams or One Drive?

A: No. Only sixth form students or students following some specific courses can share work or communicate via Teams or One Drive. All students in Key Stage 3 and Key Stage 4 are required to upload work using Class Charts so that teachers can give direct feedback.

Q: I am still having issues with Class Charts not covered in the FAQs.

A: Please email enquiries@tretherras.net outlining the nature of the issue, ensuring that you give the student name and Year Group in the email.