



**Benfield School**  
**Remote Learning – Student Action Chart for Support**

<b>Problem</b>	<b>Action to be taken</b>
1. I can't remember how to log on to TEAMS	<ul style="list-style-type: none"><li>○ Go to the Benfield School website and look at the training materials – videos, booklet and handout under the 'Microsoft Teams' tab <a href="https://www.benfield-school.co.uk/web/microsoft_teams_-_information_for_students/519819">https://www.benfield-school.co.uk/web/microsoft_teams_-_information_for_students/519819</a></li><li>○ After you have done this, if you are still unsure email <a href="mailto:remotelearning@benfield.newcastle.sch.uk">remotelearning@benfield.newcastle.sch.uk</a> and someone will be able to call you back and talk you through it.</li></ul>
2. I have forgotten my school email address and/or password	<ul style="list-style-type: none"><li>○ Email <a href="mailto:remotelearning@benfield.newcastle.sch.uk">remotelearning@benfield.newcastle.sch.uk</a> or <a href="mailto:admin@benfield.newcastle.sch.uk">admin@benfield.newcastle.sch.uk</a> and we will reset your password and also let you know your email address if required.</li></ul>
3. I don't have a laptop, can I still use TEAMS?	<ul style="list-style-type: none"><li>○ Yes, TEAMS is fully accessible by phone too. Please download the free TEAMS app and login using you school email and password.</li></ul>
4. I don't have a device and/or internet	<ul style="list-style-type: none"><li>○ Please contact <a href="mailto:remotelearning@benfield.newcastle.sch.uk">remotelearning@benfield.newcastle.sch.uk</a> and we may be able to loan you a device or an internet dongle.</li><li>○ We have linked our remote work to the Oak National Academy and this can be accessed with a phone. All of this work is on the school website under the remote learning tab. <a href="https://www.benfield-school.co.uk/web/remote_learning">https://www.benfield-school.co.uk/web/remote_learning</a></li></ul>
5. It is the end of my lesson and I can't upload my work	<ul style="list-style-type: none"><li>○ Email your work or a photo of your work to <a href="mailto:remotelearning@benfield.newcastle.sch.uk">remotelearning@benfield.newcastle.sch.uk</a> and your work will be sent to your teachers.</li></ul>
6. How should I save my work?	<ul style="list-style-type: none"><li>○ Please save your work as: surname first name subject + lesson. An example of this would be: Reay Louise Geography L1. If you are emailing your work, please let us know which year group you are in.</li></ul>
7. I am stuck and can't do my work	<ul style="list-style-type: none"><li>○ Please follow the timetable you have been given for your year group. This means we always have a subject specialist on TEAMS to help you while you work from home. Please go to the Year Group team and ask a question in the subject channel or email <a href="mailto:remotelearning@benfield.newcastle.sch.uk">remotelearning@benfield.newcastle.sch.uk</a> and we will ask someone to get back to you as soon as possible.</li></ul>
8. I have done some work on paper, can I hand this in?	<ul style="list-style-type: none"><li>○ Yes, there will be boxes outside reception each day for each year group for you to deposit your work. Work should be clearly labelled with your name, form and subject. Feedback will be given after quarantining.</li></ul>

