

# John Taylor High School

A Science and Leadership Academy



Learning at Home

Help and Guidance

Produced by : JTHS IT Support (AGD & JH)



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## Version History

Version	Date	Changed By	Change
1.0	19/03/2020	JH/AGD	New Document by JH
1.1	20/03/2020	AGD	Updated email address + Office 2019 section
1.2	21/03/2020	AGD	Updated Hours of operation
1.3	23/03/2020	AGD	Change to a unified Pupil contact email address for the MAT: JTMAT-ITPupil@jtmat.co.uk
1.4	25/03/2020	AGD	Update regarding Go4Schools performance issues.
1.5	22/04/2020	AGD	Corrected document headings and page numbers
1.6	19/06/2020	AGD	Working from home using Microsoft Teams added
1.7	24/06/2020	AGD	Changed document title to 'Learning at home help and guidance' and changed LOGO



## Introduction

The purpose of this document is to describe how students should access school email and Microsoft Office 365 applications and Go4schools from home.

The document also tells students how to download and install the latest version of Microsoft Office (2019) for free. A free license is available to all JTHS students until they leave.

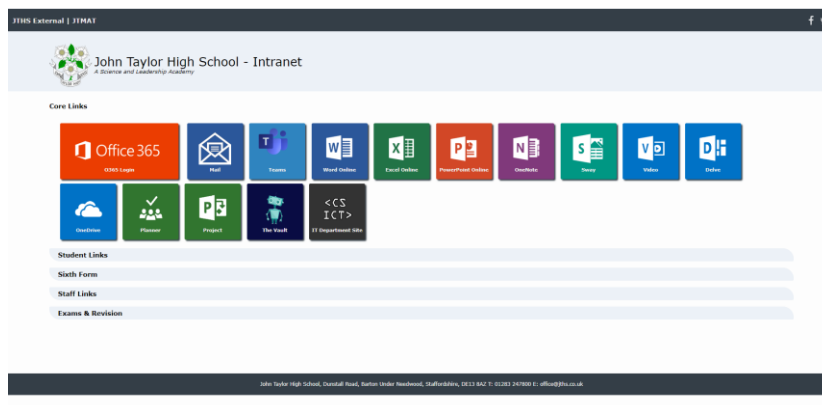
Finally, if you have a problem accessing any of the school's services from home we detail how you should contact the school

The document will be updated with further guidance on using the Microsoft Office365 apps in due course. Notifications of updates will be sent out via the schools Schoolzine newsletter and the Schoolzine mobile app SZApp. The document will also be published on the website.

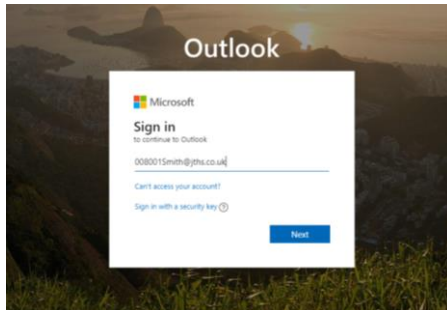
## How to Access: Office 365 and School Emails

To access school email from home you need to use office 365 follow the steps outlined below.

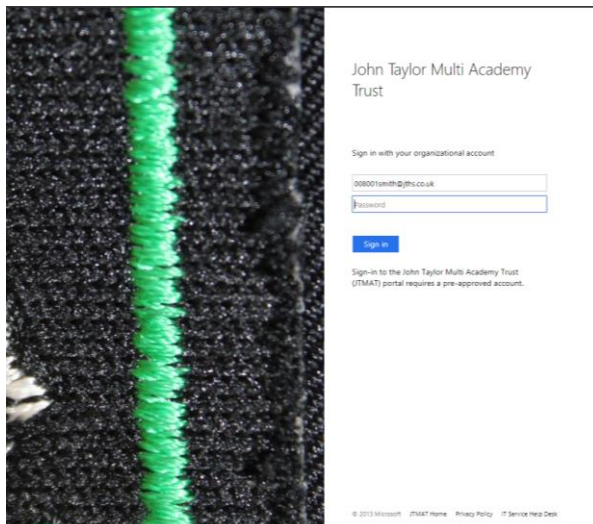
1. Open a web browser and go to [intranet.jths.co.uk](http://intranet.jths.co.uk)



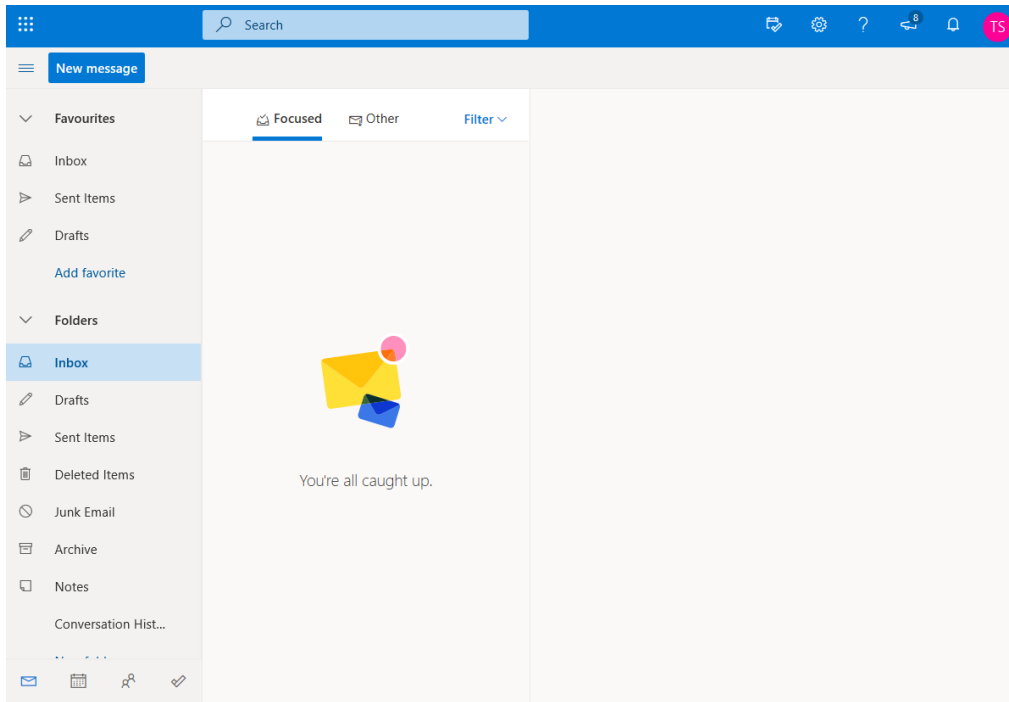
2. Click on Mail – This will bring you to a login page, here you will type in your school email which consists of your student number followed by your surname @jths.co.uk (e.g. [008001Smith@jths.co.uk](mailto:008001Smith@jths.co.uk)) and hit next



3. Type in your password (*this password will be the same as the one you use to log into the school computers*)



4. You should now have access to your school email, if this does not work you need ask your parent or carer to email school IT Support to request that your password is reset. Send an email to [JTMAT-ITPupil@jtmata.co.uk](mailto:JTMAT-ITPupil@jtmata.co.uk) , please include your student username and year in the email.





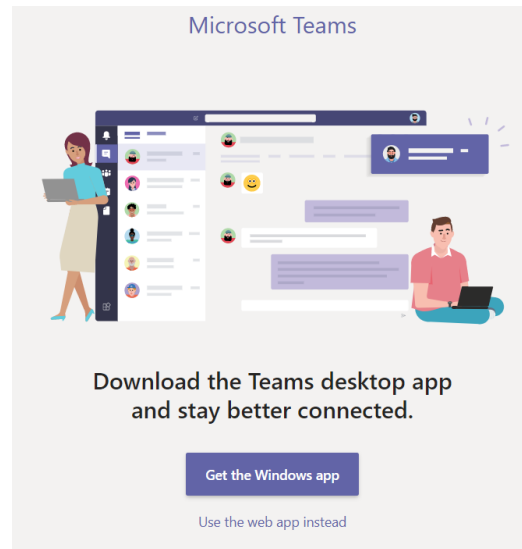
## Working from Home using Microsoft Teams

When working from home you may be asked to use Microsoft TEAMS, either for accessing work that has been set or to access resources or Join TEAMS Meetings, which are LIVE audio or video calls. Microsoft TEAMS is part of Office365 and can be accessed in the same way as described above but click on TEAMS instead of Outlook.

When you first click on Teams you will be presented with the option to download a windows application to your computer, If you are confident, then choose the **Get the Windows app** option and install the Application.

Otherwise choose **Use the web app instead.**

It is also possible to download the Microsoft Teams app for your **Android** or **Apple** Device from the relevant App store.



For Help with using TEAMS please see these additional documents :

[MicrosoftTeamsforEducation QuickGuide for Students](#)

[MS Teams - How to Join a meeting - Students QSG](#)

[MS Teams - Managing a Call](#)



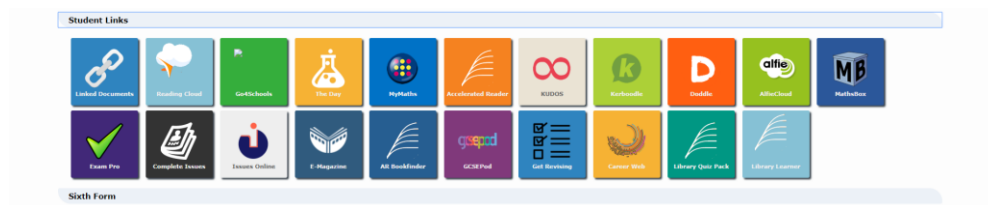
## How to Access: Go4Schools

You can access Go4Schools from home either via a web browser on any device or via the Go4Schools mobile app for Android or iOS that are available from the respective app stores.

During this period of school closure, you may experience slow performance from Go4Schools, please be patient and keep trying. This is due to the large demand on the Go4Schools website.

### To access Go4Schools from a web browser

1. Open a web browser and go to [intranet.jths.co.uk](http://intranet.jths.co.uk) and click on the drop-down menu titled Student Links and click on go4Schools



2. A second tab should now be opened in your browser showing the Go4Schools student login page.



## Welcome!

### This is the GO 4 Schools login page for Students

In order to login, you will need to use the email address that your school holds for you.

If you don't have a password yet, or have forgotten your password, you can request a password reset email using the [First-time User?](#) and [Forgotten your Password?](#) links.

**If you are having problems logging on, please contact your school.**

Email address:	<input type="text"/>
Password:	<input type="password"/>
<input type="checkbox"/>	Remember my email address
<p>GO 4 Students places a small number of cookies on your computer. We use cookies in order to make the website work and to provide information to help us make improvements.</p> <p>To find out more about the cookies, see our <a href="#">privacy policy</a>.</p> <p>By logging in to GO 4 Students you are accepting cookies from this site.</p>	
<input type="button" value="Sign in"/>	

[First-time User?](#)

[Forgotten your Password?](#)

### GO 4 Schools Student App

If your school uses GO 4 Schools, they can add the GO 4 Schools mobile app to make it even easier for you to see your timetable, homework, behaviour records, attendance, etc. What you will see depends on which GO 4 Schools modules your school has subscribed to. View the [Mobile App - Quick Start Guide](#) for further details.

The GO 4 Schools Student App is free for students to download from the Apple and Android App stores, but you will not be able to log in unless your school has a current GO 4 Schools subscription that includes the App, and they have granted you access. **Your school will let you know if and when they have added the App to the school's subscription.**

The App uses the same login details (email address and password) as this web site.

If you can't log in to this site, you will not be able to log in to the App. If you think you should be able to log in to this website but can't, please contact your school.



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3. Enter your School email address and the password you have chosen for Go4Schools (Usually your school login password)

Email address: 008001Smith@jths.co.uk  
Password: \*\*\*\*\*  
 Remember my email address

GO 4 Students places a small number of cookies on your computer. We use cookies in order to make the website work and to provide information to help us make improvements.  
To find out more about the cookies, see our [privacy policy](#).  
By logging in to GO 4 Students you are accepting cookies from this site.

Sign in

[First-time User?](#)

[Forgotten your Password?](#)

Then click on the *Sign In* button.

## How to: Set your Password as a first time Go4Schools user

If this is your first time accessing Go4Schools, you will need to set a password as follows:

1. Click on the *First time user* link. On the student login page
2. Now enter your school email address in the email address field.

First-time User?

If you haven't logged on to GO 4 Students before, type your email address and click the "new password" button.

Email address:

Please note, if you are having problems with your password please contact your school. For Data Protection reasons we are unable to divulge or set passwords for students ourselves.

New password Cancel

3. An email will be sent to your school email address with Instructions and a link to set your Go4Schools password. Follow the instructions and set your password. We suggest that you use your school login password.



## How to: Reset your Go4Schools Password

If you have used go4schools before but have forgotten your go4schools password you can reset it as follows:

1. Click the *Forgot your password* link, on the Student Login Page (See above)
2. Now enter your school email address.

**Forgotten your Password?**

If you have forgotten your password, you can reset it by entering your email address.

Email address:

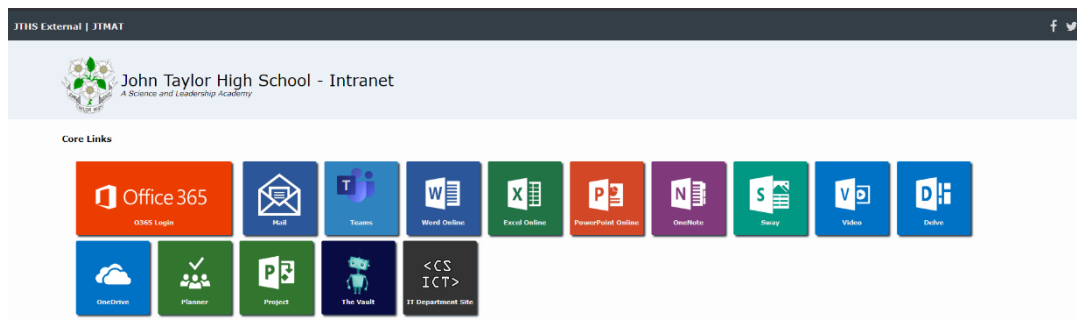
Please note, if you are having problems with your password please contact your school. For Data Protection reasons we are unable to divulge or set passwords for students ourselves.

3. An email with instructions will be sent to your school email. Follow the instructions to choose a new password.

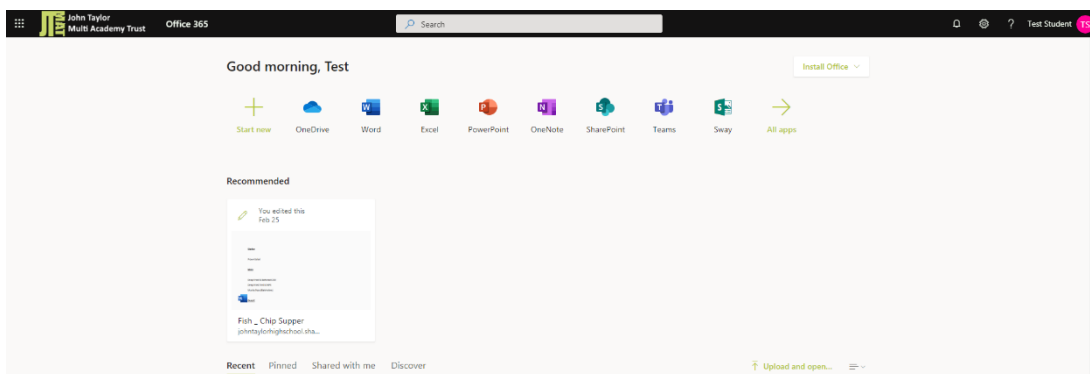


## Using OneDrive/Word/PowerPoint in office 365:

1. Open a web browser and go to [intranet.jths.co.uk](http://intranet.jths.co.uk) and click on the office 365 Button and sign-in

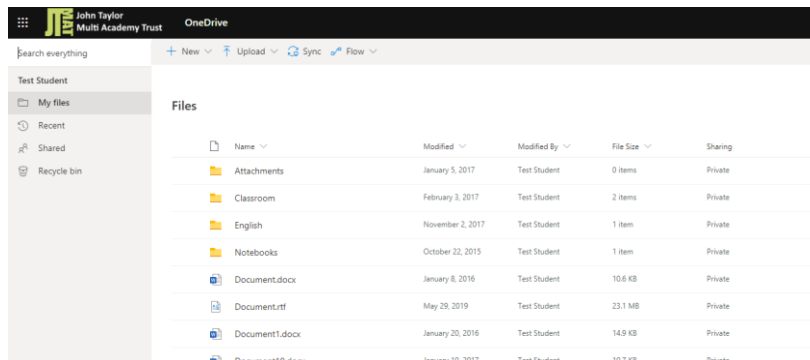


2. This should take you to the landing page for office 365 – Here you can access your email (Outlook), online storage (OneDrive), Microsoft word online and Microsoft Power Point online, Microsoft Excel online and Microsoft Teams.

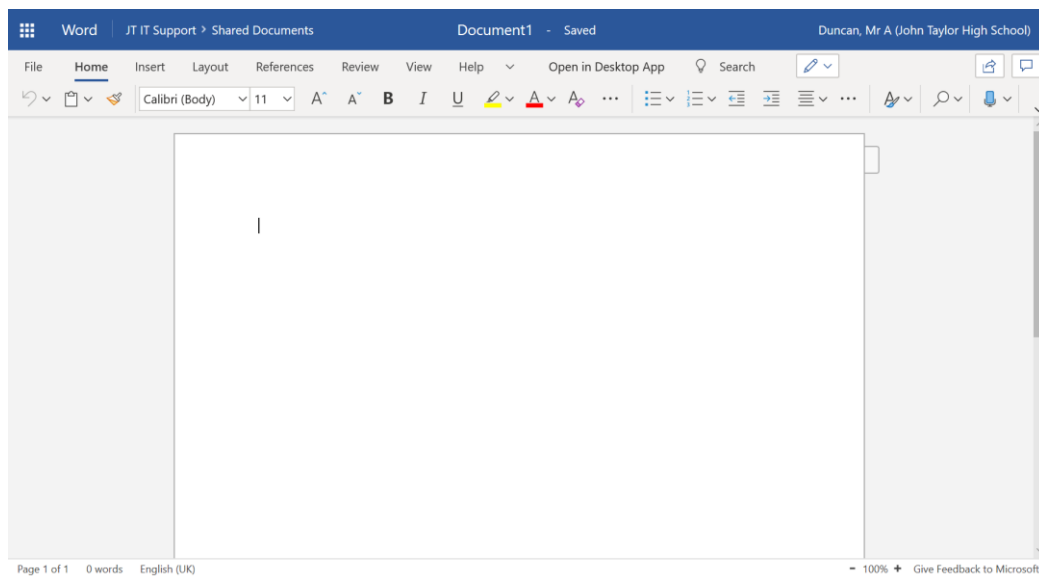


3. **OneDrive** is a cloud storage space where all the documents you create in Word online and Powerpoint online etc will be saved, this allows you to work on a document in school and sign in at home and pick up where you left off as well as transferring documents from home to school without the need for a USB stick. You can create folders to help organise your work specific subjects and topics.

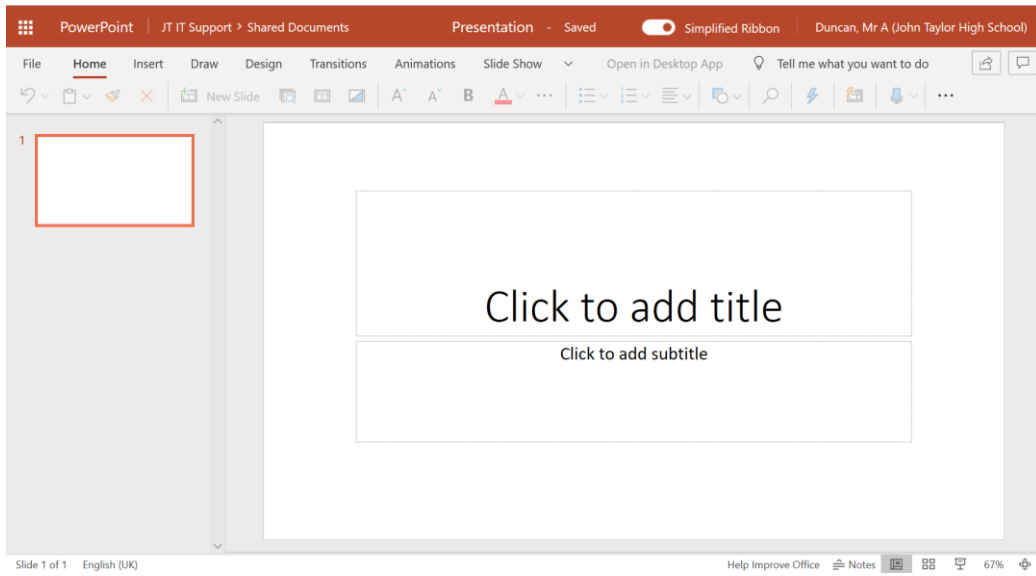
In addition you can access documents that have been shared with you here in the **Shared** section.



4. **Word online** is a text editor that you can use to create your documents. Word online is an online version of Microsoft Word that contains most of the features of the desktop version in Microsoft Office.



5. **Power point online** is a presentation creation app which lets you make a slideshow used to present information in a more engaging and creative way.





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## Microsoft Office 2019 for PC or MAC

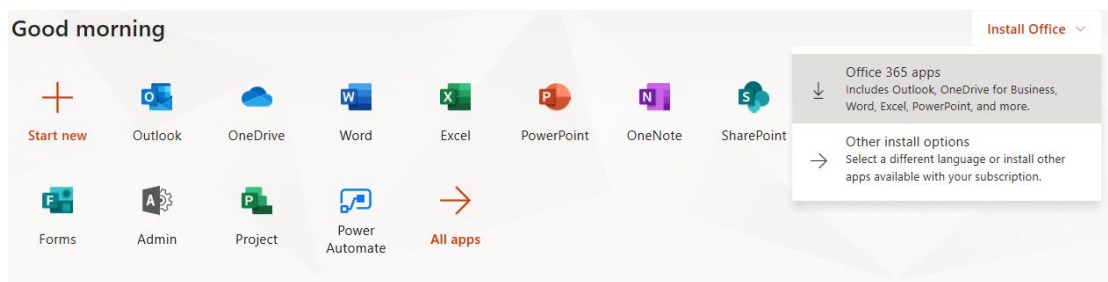
The school has a Microsoft office 365 license that allows each student to download the latest Microsoft Office software for PC or MAC for free. It can be installed on up to 5 devices (In total, including mobile devices).

Once Installed the license will stay active for as long as the student remains on role at the school.

Once a student leaves, the software will remain functional, but the license will expire. You will then be able to purchase a license from Microsoft and keep using the software.

### How To Install Microsoft Office

1. Login to Microsoft office 365 (See: *How to Access: Office 365 and School Emails*)
2. From the Office365 landing page, (See Below) click on the Install Office Button



Then click on the Office365 apps button and follow the instructions given on screen.

3. After installation, start Office and sign in with the account you use for Office 365  
eg : [001234smith@jths.co.uk](mailto:001234smith@jths.co.uk)

### Using Microsoft Office 2019

Once you have installed Office2019, you can open and save documents directly to or from your Microsoft OneDrive storage area.





## Advice for using Mobile Devices for O365 & Go4Schools

All of the things mentioned in this document also work on mobile devices and tablets, via a mobile browser.

There are also mobile apps for most of the Microsoft office suite, [OneDrive](#), [Outlook](#) (Email), [Word](#), [Excel](#), [PowerPoint](#), [Teams](#). There is also a mobile app for [Go4Schools](#).

These apps are all available in the [Android Play Store](#) and the [iOS App Store](#).

Once you have download one of the Microsoft Office Apps, when you open the app for the first time, you will be prompted to login. Please login using your school email address and password.

Login to the [Go4Schools](#) app is the same as for the web browser login on a mobile device. You should use your school *email address* and the *password* you have set for go for schools. If you have not yet set a password, there are links on the login page to allow you to set your password in the same was as described above for web browser access.

## Recommended Web browsers

We recommend you use either Google Chrome, Microsoft Edge, Firefox or Safari as your web browser to access school resources. These browsers are available on both PC/Mac and on mobile devices. This enables maximum compatibility with the websites and applications that we have provided for use by our students.

Please note that Microsoft Teams web access is NOT supported in the Safari Browser on MAC or iOS. Instead you will be prompted to download the Microsoft Teams app for MAC.





## IT Support Help for Students and Parents

### Go4Schools – Usage / General Queries

If you or your parents have any questions regarding the use of Go4Schools, in the first instance, please check out the extensive online help section in the main menu. If you still need assistance, please email : [go4schools@jths.co.uk](mailto:go4schools@jths.co.uk)

The school will attempt to answer your go4schools problems or queries in a timely fashion

### Office365 And Go4Schools Login Problems

During a period of school closure, If you are having a problem accessing Office365 or Go4Schools, please email (or get your parents to email) the schools IT Support team at: [JTMAT-ITPupil@jtm.co.uk](mailto:JTMAT-ITPupil@jtm.co.uk).

If you need to email us for support, please include your:

- Login username,
- Full Name,
- School Year
- And description of your problem.
- If possible, a screen shot or photo of your screen showing any errors.

**Please note:**

IT Support will be available to respond to your emails during normal working hours, which are 8:30am – 4pm, Mon-Fri, During term time.

We can only help with problems accessing school services and applications.

We will do our best to support you, but unfortunately, we cannot provide general support for problems and issues with your device or internet connection or wi-fi, unless they are directly related to accessing school services or applications.