

## **Home Learning Site Troubleshooting:**

- Using Google Chrome is the best browser to use to access our Home Learning site – however, if this doesn't work please do try Internet Explorer or other browsers, just in case.
- Access our class site through our school website; there is a link on the homepage. You will not be able to Google search for our site due to privacy settings.
- Your child must be signed in to their school Google account ([name@heronhill.cumbria.sch.uk](mailto:name@heronhill.cumbria.sch.uk)) in order to access our site. If they are not logged in (or if you are signed in to your personal Google email), an error message will appear (Error404) due to the privacy settings set on our website.
  - You can check whether you are logged into your personal email by going to [www.google.co.uk](http://www.google.co.uk). Look in the top right hand corner of the page and there will be the initial of your first name.
  - Should the error message still occur, please check your own home security settings and add our class homepage to the list of trusted sites.
- For accessing MyON the website must be [www.MyON.co.uk](http://www.MyON.co.uk) NOT [www.MyON.com](http://www.MyON.com)
  - Your child's MyON login is the same as their Accelerated Reader password.
  - Please note: There is another primary school called 'Heron Primary School' when signing into myON on the drop down list of schools, please make sure your child selects 'Heron Hill Primary School'.
- Flipgrid pages will need to be accessed through the link on our class homepage.
  - Their Flipgrid username and password is the same as their school Google account.
  - Again, they must be signed into their school Google Account ([name@heronhill.cumbria.sch.uk](mailto:name@heronhill.cumbria.sch.uk)) in order to access our Flipgrid pages.
- The registration form on the class homepage should be completed once a week.
  - Again they should be signed in to their school Google account ([name@heronhill.cumbria.sch.uk](mailto:name@heronhill.cumbria.sch.uk)) to access the registration form.