

Frequently asked Questions - Working from Home

Question / Issue	Answer
I have forgotten my C2K (MySchool) password. What do I do?	Complete the ICT Support Request form at: https://tinyurl.com/wcbssupport Mr Bew is monitoring these support requests and will respond to your alternate supplied email address (try to use your parents email address where possible as a security check against current records)
I have another issue I need to contact School about.	Send an email to info@wellington.belfast.ni.sch.uk
I forget how to log into C2K (MySchool)	Follow instructions supplied at: http://www.wellingtoncollegebelfast.org/outsideaccess/ Remember at www.c2kschools.net your username does not include @c2ken.net, it's simply your C2K username.
I forget how to log into Google classroom	Follow instructions supplied at: http://www.wellingtoncollegebelfast.org/outsideaccess/ Remember your Google Classroom username is c2kusername@c2ken.net – your full email address.
I forget my Google Classroom password	This is the same as your C2K (MySchool) password.
I forget my Show My Homework password	You can still view all homework at: https://wellingtoncollege.satchelone.com/school/homeworks/calendar and click Show All. If you need a password reset, follow instructions at: http://www.wellingtoncollegebelfast.org/outsideaccess/
Will teachers know my C2K email address?	Yes
Am I allowed to correspond with my teachers using an email address other than my C2K email address?	No
If I email my teachers will they always reply right away?	Do not always expect an immediate answer. Staff will respond when they can. Please avoid contacting them outside working hours. Please remember to be appropriate in your email content.
My teacher has asked me to edit a Google document / slides but it will not let me.	You will have to download the google document / sheet / slides first, then work on it, and then submit as required.
What happens if I have no Internet connection?	You should use your local library if it is open. If this is not an option, you could set up a hotspot using your phone. C2K (MySchool), Google Classroom, and Show My Homework works on almost any device which can get Internet – e.g. a mobile device / tablet.
I am doing A levels / GCSEs / AS levels. What is happening in terms of examinations and results? Will my mock results be used? Will teachers be asked to predict grades?	At this point in time (18/03/2020) we have been told to prepare pupils as usual for external exams. There has been no suggestion of using mock grades or predicted grades. Pupils need to spend their time well in preparing to sit exams.
How should I structure my day to work effectively from home?	You must try to keep to a routine. Get up as normal and try to follow your timetable for that school day. ie when you have a double period of geography, you should spend that time on geography. You may be childminding a younger sibling and fitting around family routines, but it is important to fit in your schoolwork too. Building in leisure time is also important. Don't spend too much time on social media - take a break from the screen. Take yourself off for a brisk walk somewhere. Continue to go to bed at a reasonable hour.
Do I have to do schoolwork and what happens if I don't?	You will return to school when directed to do so and will carry on with the curriculum. It is important you have completed your work so that you are at the same stage as the rest of your class. You must take personal responsibility for your own learning.
I have not finished my Controlled Assessment. Will I lose marks?	Guidance on Controlled Assessment has still to be issued. You should make every effort to have your Controlled Assessment at the point where your teachers expect it to be.
If school is closed, will the caretakers be there, and can I go into school to print out materials or collect some books?	No, sorry: school is closed

When we get more clarity from CCEA, Education Authority and / or the Department of Education we will update this document.