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Wednesday 10<sup>th</sup> February 2021

Dear Parent/Carer,

I am writing to you in response to some of the intermittent issues you and we have had with submission of work, dropping out of Google Meets and generally accessing the Google Classroom.

We have been in constant contact with our IT support providers in trying to resolve these issues and they in turn have been in contact with Google. We have double checked / updated settings and permissions which all seem to be in order.

Please note the following:

- No child has permission to set up or enter a Meet, nor can they or the teacher 'remove' people. Children can only join a Meet once the teacher has joined and must leave before the teacher closes the Meet.
- You must always ensure that you support your child in entering their Google Classroom using their username not yours.
- Parents should not be able to enter the Google Classroom using their own google accounts. If this does happen access will be denied.
- It is possible that individual household broadband use could also be a reason for children not being able to access Google Meets.

IT support have advised that all users should regularly:

- Update Google Chrome - Instructions on how to complete this is in the attached document (last sheet of the document).
- Clear browsing history - Instructions on how to do this is in the attached document.
- Be aware that the volume of traffic on the Internet and Google is unprecedented and can slow things down.

We will continue to work with our IT support to resolve any arising issues. Some of the technical problems go beyond Bounds Green. It's a bit like being on the M25 in rush hour! At times, we have to accept that we cannot resolve all issues and in particular those which are intermittent and inexplicable.

Please do clear your browsing history and keep Google Chrome updated as shown in the attached guidance, which you can also find on the school website remote learning page:

<https://boundsgreenschool.co.uk/curriculum/extended-school/remote-learning/>

We appreciate your patience and understanding in this matter and that we as a school, and you as parents, cannot always resolve these issues immediately.

We miss you all and cannot wait to all be together again.

Take care and be safe.

Liz

**Bounds Green School**

