

SMHW FAQ Sheet

Show My Homework is an online homework calendar showing homework information, deadlines and attachments for students. All homework set by our teachers will be displayed online using Show My Homework.

The benefits of the system for students are:

- See all of your homework at the click of a button
- Help you stay organised
- All homework details are accessible 24/7, long after the school bell rings
- Smartphone app available from Apple App Store and Google Play Store
- Automatic due date reminders when using the mobile app

1. What do I do if I have forgotten my password?

If you lose your password, don't worry! It can be easily recovered using your registered email address. Please follow the guide below to recover your password:

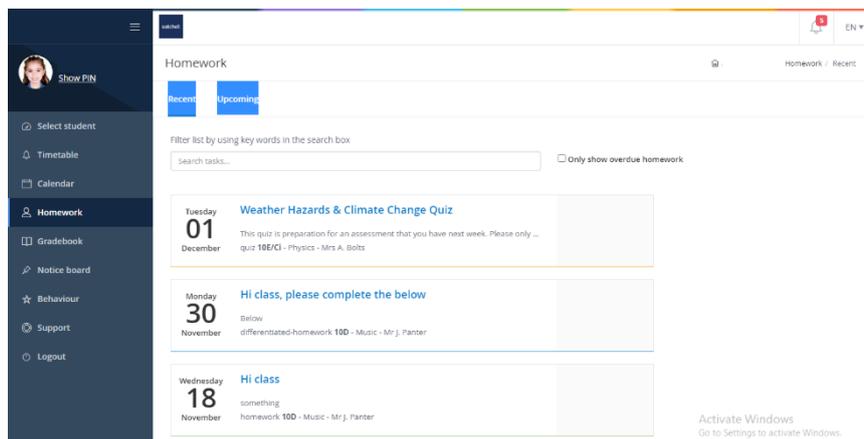
1. Go to <https://www.satchelone.com/login> and click *Forgot Password?*
2. Enter your email address in the box and click Reset password
3. A password reset email will be sent to your registered address. Follow the instructions to reset your login details.

If you are unable to recover your password, please contact smhw@chacademy.co.uk, who will be able to further assist.

2. Viewing the To-do list as a parent

When you log into your parental account, if you click on your child's name you will be automatically taken to their To-do-List. This will enable you to see what homework your child has been set, what they have completed, and what they have yet to complete.

The To-do List is divided into two tabs: **Recent** and **Upcoming**. On the **Recent** page, tasks with the nearest due dates will be displayed. On the **Upcoming** page, homework which is due further in the future will appear.



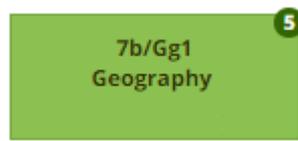
If you would like to view any overdue homework your child has, simply tick the box next to the search bar and all homework tasks past their submission due date will be shown.

3. How can I print my child's homework?

Click on the homework task you wish to print, then click on Actions and select Print homework in the drop-down menu.

4. What do the numbers on the homework tasks mean?

On the school homework calendar, you will notice that numbers appear in the top right corner of each homework task.



This simply tells you how many days are left until the task's due date. This helps you gather more information about the task at a moment's glance.

5. How do I view both my children from my parent account?

Log in to your parent account or sign up using one of the parent codes you received from the Academy. Next, go to Account Settings and use your additional parent code to link another student to your account. Please see our article on linking students for more information!

6. How do I delete a child from my parent account?

Parents are not able to remove students from their account. If you no longer want to have access to a child's Satchel One account, please contact SMHW@chacademy.co.uk

7. How can I leave a comment to a teacher?

Currently, parents are not able to leave a comment to teachers using SMHW platform. Although you are able to oversee any communication between your child and their teachers, you cannot leave a comment directly from your parent account.

Please send the staff an email, if you need to communicate with the teacher.

8. Why are some tasks missing the 'Submit' option to hand in online?

Please note that unless the teacher has selected 'online submission' for a specific homework task, students will not be able to submit their homework in SMHW.

If the teacher has asked for the homework to be handed in during class or TEAMS, the Submit option will not be available. You can find how your child is meant to submit his homework on the description box available in every homework task.

9. Why are some tasks not graded?

Tasks that students have to complete directly on the platform, such as Quizzes and Spelling tests, are marked automatically and their status (submitted, late, not submitted) and grade will be displayed as soon as it becomes available.

10. Is SMHW the same as Satchel One?

Yes

11. Who can I contact if there is an issue?

Send an email to SMHW@chacademy.co.uk