



## **Covid lockdown Online Frequently Asked Questions**

- What if my child needs further support to complete the task?  
They can email their subject teacher for support.
- If my child is having trouble logging in, what can I do?  
Contact your child's Whare ako teacher, they will then lodge a ticket to [support@putahi.co.nz](mailto:support@putahi.co.nz) and await a response and resolution, this may take longer than 24 hours so please be patient.
- What if my child forgot their email or password?  
They need to follow the above process
- What if my child doesn't know how to log in to their email?  
They need to open a web browser and type in [www.office.com](http://www.office.com).  
They will need to login by typing in their email and password, from here students should have access to our Kura online portal.
- What is Microsoft 365?  
Is our Kura online portal where students have access to their emails, Microsoft office applications and their online documents. This can be accessed on any device.
- What should my child know to get into their classes?  
They should know their email and passwords and how to login to Microsoft 365  
All online class links are sent to student emails that can be clicked and sent to the right forum.
- How does my child know they have online classes?  
This should have been communicated from their Whare Ako teacher or they can refer to their normal timetable as online timetable has been imitated to that. However, some teachers have modified the timetable to allow for self-directed learning.
- What does TEAMS mean?  
TEAMS is one of the Microsoft applications that our staff use to run their classes. It may be stored locally on your child Kura device or you can click on TEAMS through Microsoft 365.  
Your child will need access to TEAMS for the following communication by their teachers, online live classes, assignments and chats.
- How can my child access class resources?  
If your child/ren haven't yet received hard copy work from their subject teachers, then subject work will be available either via email or TEAMS files.
- What if my child misses a class?



Most lessons should be recorded and automatically uploaded to their teams “general posts” so students can watch them in their own time.

If your child misses several classes, subject teachers will inform the whare ako teacher, who will follow up with whānau as to why student did not attend.

- If my child didn't attend due to technical difficulties what can I do?  
You can communicate to their Whare Ako teacher and they will log the issue to our IT department to resolve.