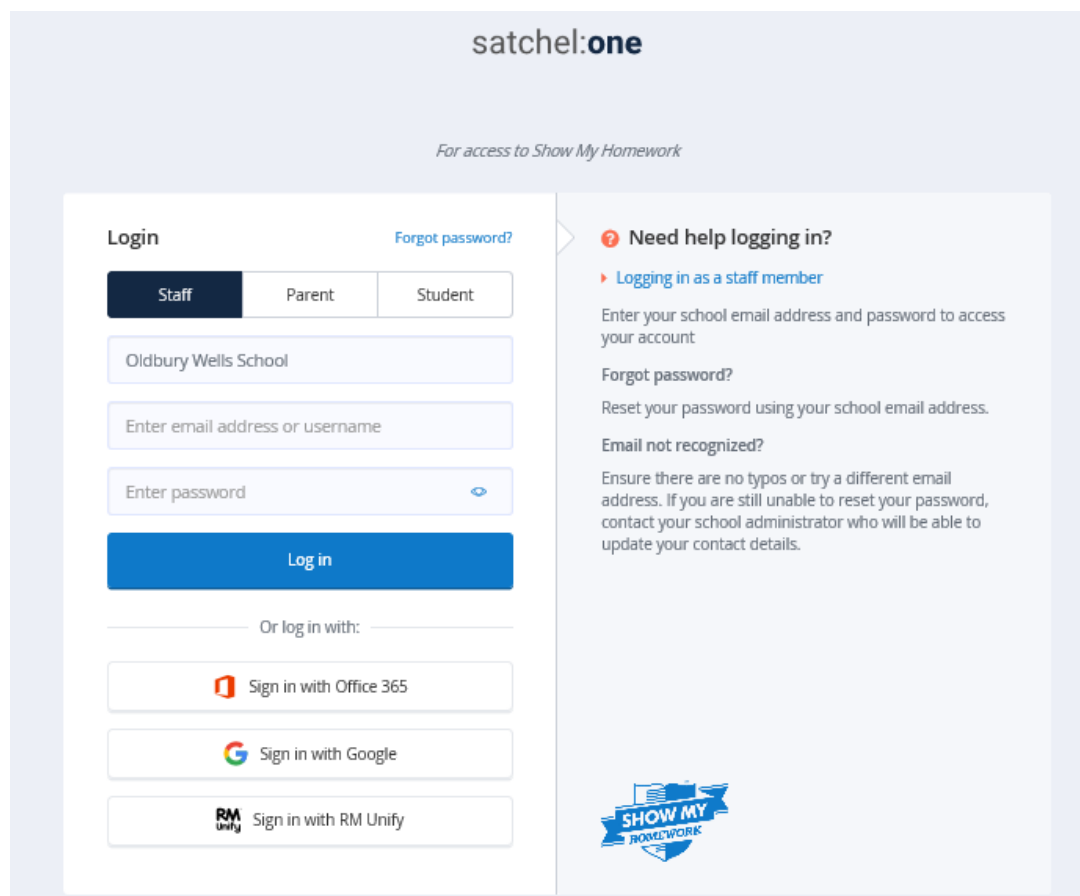


Show My Homework – Logging In and Troubleshooting

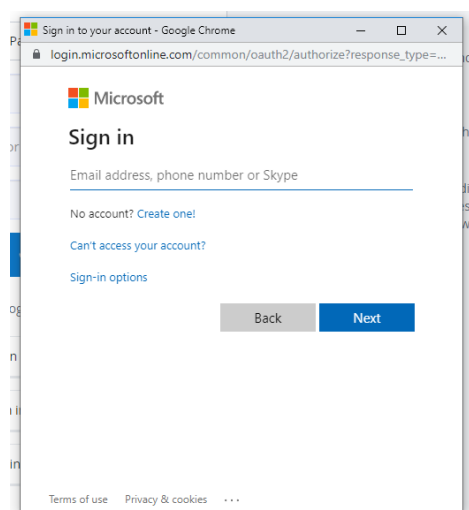
Student Log-in

1. Go to the SMHW log-in page (www.satchelone.com/log-in) in your internet browser - it seems to work best in Google Chrome or Safari (for Mac Users).



The screenshot shows the satchel:one login interface. At the top, it says "satchel:one" and "For access to Show My Homework". The main login area has a "Login" section with tabs for "Staff", "Parent", and "Student". The "Staff" tab is selected. Below the tabs are input fields for "Oldbury Wells School", "Enter email address or username", and "Enter password". A blue "Log in" button is at the bottom of the form. Below the form, there are options to "Or log in with:" Office 365, Google, and RM Unify. To the right, there is a "Need help logging in?" section with links for "Logging in as a staff member", "Forgot password?", and "Email not recognized?". A "SHOW MY HOMEWORK" logo is at the bottom right.

2. ALL students need to log-in using the “sign in with Office 365” button, the other Log-in options will not work for Oldbury Wells Students.



3. The above pop-up should appear and you will need to enter their full Oldbury Wells e-mail address (i.e. their school account log-in with @oldburywells.com after it).
4. You will be prompted to put their password in, this is the school account password used for logging into school computers.

5. The pop-up should disappear and the SHMW homepage displayed.

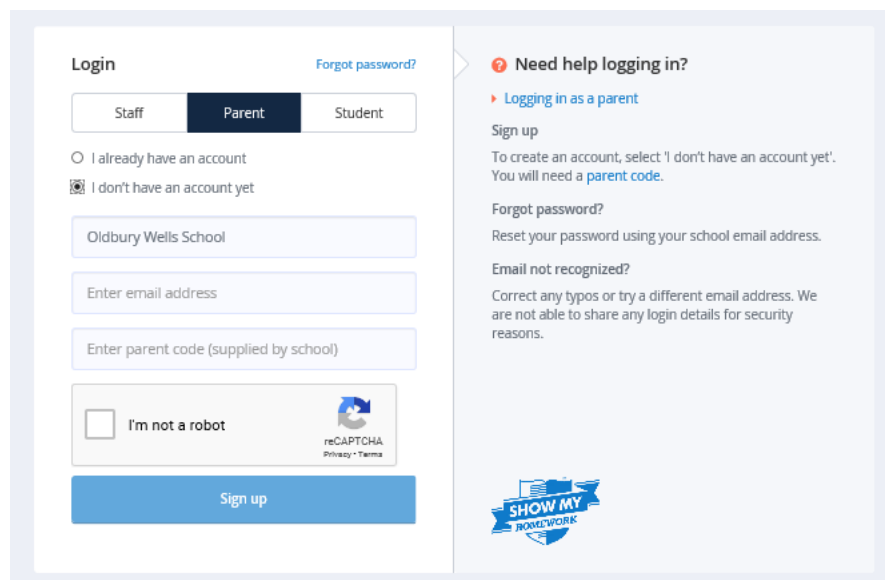
Troubleshooting

- If you have lost your school password – you will need to contact your ICT teacher, reception or Mr Hicklin, our ICT Technician.
- If you receive an error message saying “user not registered” follow the link back to homepage (sometimes this logs you in!) and try it again.
- If you are still experiencing problems – see Mr Hicklin our ICT Technician.

Parent Log-in

Parents log-in to SMHW in a slightly different way:

1. Go to the SMHW log-in page (www.satchelone.com/log-in) in your internet browser - it seems to work best in Google Chrome or Safari (for Mac Users).



2. Select the “Parent Tab” of the main log-in screen and check “I don’t have an account yet”.
3. You will be prompted to enter the school name, your personal e-mail address and a “Parent Code” (these were issued in the first week and are unique to you and your child. If you require a new code please contact our school reception).
4. Enter the details and follow the on-screen prompts to open your account.

Troubleshooting

- For parent codes, please contact the school's reception at: reception@oldburywells.com.
- For other issues relating to parent accounts, please contact Satchel (SMHW) via their website.
- For technical issues related to hardware/software compatibility, please contact Satchel (SMHW) via their website.