



Learning from Home

Frequently Asked Questions

Q. Where do I find a copy of the bell times for learning from home?

A. All of our Learning from Home documents can now be found on our school website.

[Click here to go straight to our website.](#)

Q. What is my teacher's email address?

A. A list of all staff email addresses can be found on our website. [Click here to see the list of staff emails on the website.](#) Students can also utilise the 'Stream' function in Google Classroom to ask questions.

Q. When is work going to be up on Google Classroom?

A. Work will be on Google Classroom for your scheduled lesson as per your school timetable.

Q. Why can't I log into Google Classroom (Student)?

A. You need to open up Google Classroom by going through your student portal and opening 'G Suite'.

[Click here to see a step-by-step guide to accessing Google Classroom.](#)

[Click here to watch a step-by-step video](#)

Q. Why am I getting NO CALLER ID calls which are possibly from HRHS?

A. Some of our teachers have been trying to call parents and students using their own mobile phones whilst they are working from home.

Q. I can't find a submit button for my work on Google Classroom?

A. Some work is not designed as an assignment in Google Classroom and as such will need to be emailed/inboxed back to the teacher. [A list of staff emails can be found here.](#)

Q. My Son/Daughter has been logged into Google Classroom all day but has been marked as absent?

A. There were a few issues with the new system initially, we are now getting students to reply to discussion threads to show they are active online.

Q. What does an "unjustified absence" mean?

A. Unjustified will only be used for students who are not engaging in either the online learning or completing workbooks. Students working at home are marked with an 'F' for flexible learning.

Q. Are there workbooks or work packages to collect?

A. We are strongly advising against workbooks and packages as the most up to date content is online. If you are having trouble getting online from not having a laptop or internet, please contact the school as loan arrangements can be organised.

Q. Where can I get Microsoft Office (Word, PowerPoint, Excel)?

A. You do not need to purchase this, it is available free through the student portal.

[Click here for a step-by-step video.](#)

Q. Where can I get more data for my mobile device & internet connection?

A. <https://www.whistleout.com.au/Broadband/Guides/every-telco-COVID-19-coronavirus-assistance-package> - this page is updated regularly and contains information on how to access more data.

Q. Where can I get help with anything else?

A. You can [email](#) your teacher for subject specific questions or email general online learning enquiries to our school email address: hunterriv-h.school@det.nsw.edu.au