

11 January 2021



Dear Parent/Guardian

**Additional support**

I am sorry to disturb you again but we are aware that there are some students who are still having difficulty finding the lessons that they should be doing and reading their emails. If your child is doing their lessons already and emailing without difficulty, please ignore the rest of this letter.

If your child is struggling to find their lessons, however, we have put together a video, which we hope will help. It can be viewed here:

<https://www.youtube.com/watch?v=Ao5dWIRFtV0>

Similarly, if your son or daughter is still unable to get into their email, here is a brief guide on how they should do it.

The students should, from the home page of the school website ([www.sandwich-tech.kent.sch.uk](http://www.sandwich-tech.kent.sch.uk)):

1. Click on 'menu' in the righthand top corner
2. Click on 'Links to student resources' which is underneath the 'Supporting Students' title on the menu (they may need to scroll down before they can see it)
3. Click on 'email'
4. Click on 'I agree'
5. Log in using their normal school username and password that they use when logging into the computers at school
6. Some students may get a message saying that our email isn't secure – in this case they should:
  - a. Click on a small link that says 'advanced options'
  - b. Click on the option that effectively means 'go ahead and do it anyway' (the exact wording may vary). I would like to reassure you that our email is secure, it is just slightly old (but perfectly fine) and some computers don't like it for that reason.

I hope that helps.

Yours faithfully

Tracey Savage  
Headteacher