

26th September 2018

Re. Year 8 Student Laptops

Dear parents/carers

I am writing to you with an update about your child's Academy laptop, which was issued to them last year. The performance of the laptops has been variable and I thank you for your patience if your child has experienced difficulties with the laptop.

Our technicians will be remotely pushing out a fix for the laptops this evening, which we believe will make them far more reliable when used away from the Academy. Please read the technical instructions below and ask your child to bring the laptop into the Academy this week to effect the changes.

Please note, this change will make the laptops fully functional as standalone devices away from the Academy and will give offline access to the students' work in their 'My Documents'. They will only be able to access the 'Student Shared' drive in school, but all homework will be set on Show My Homework and any files will be attached to this app/site, meaning that they will always be available via any internet access.

Technical Instructions:

1. Bring the laptop to school
2. Turn the laptop on
3. Make sure the laptop is connected to the Wifi (WAC-WIFI)
4. Restart the laptop
5. Login to the laptop
6. You should now see a green sync center icon in the bottom right of your screen:



7. Right click the green sync center icon and select **Sync All**
8. If there is no green icon, please restart your laptop one more time and try again.

Additional information:

- It may take up to 30 minutes for a laptop to detect that it is now capable of Offline Files (if you aren't seeing the icon, leave your laptop on for 30 minutes before restarting it again)
- The files in your H drive will sync for you automatically, so that when a file is changed, the offline copy stored on your PC is also updated when you connect to the network, and vice versa
- You can view the status of your offline files in the Sync Center by double clicking on the green Sync Center icon

- You can manually sync your files using the Sync Center
- If there are any issues, please let us know so we can investigate.

If your child has any further or different problems with the laptop, please remind them that the procedure is to bring the laptop to my office with a note attached explaining the issue.

Thank you again for your patience. I do hope this measure will make the laptops an invaluable educational aid for your child.

Yours sincerely

A handwritten signature in black ink, appearing to read "Paul Spyropoulos". The signature is written in a cursive style with a large initial "P" and "S".

Paul Spyropoulos
Principal