Learning Platform FAQ

We don't have internet, can we collect a work pack from school?

Please phone 01482 374211 during office hours and state the name of the pupil, and year group. We will then post material out to you the same day.

I can't login to www.rmunify.com

Please ensure pupils are using their school login details, with **@mls** on the end of the username. You can also try accessing directly via: https://malet.school-work.co.uk (password: **students**)

Does all the work need to be done on paper?

A large amount of work is designed to be completed on paper to make sure it is accessible to as wide a range of people as possible. However, pupils have full access to Google Drive/Apps (https://drive.google.com) where they can create documents, slides and spreadsheets and store them in the cloud, for later submission. Written work can also be photographed and uploaded to Google Drive. Pupil G-Mail accounts also have a full address book containing all staff and pupils – work can be sent for review this way.

How often will the work on the Learning Platform be updated?

Each subject folder has a file entitled **Subject Support** which will be updated to signpost pupils towards appropriate work as time goes on. For now, we have populated folders with work designed to last pupils a few days / up to a week. Staff will continue to upload tasks in line with the length of school closures. We did not want to upload several weeks of content and risk pupils becoming confused with exactly what we wanted them to do.

When I click on some files, a blank screen appears

Please make sure you are using the latest version of the **Google Chrome browser**. Alternatively, please ensure you have a suitable .pdf reader installed such as **Adobe Acrobat Reader**

I am studying IT and can't access the iAchieve website

If you have not logged into your account before, please check your school e-mail account for an account activation e-mail you should have been sent. Your username in almost all cases is the same as your school login. However, if you need a password change, please e-mail: ken.mccall@maletlambert.co.uk

I have a subject-specific question

Please direct any subject specific questions to the appropriate subject mailbox. Details of these can be found on the learning platform in the file called **Subject Support**

I cannot login to a website that I need for a specific subject

Some 3rd party websites will allow password resets through your school g-mail account. Password changes/resets for other sites should be directed to the appropriate subject mailbox. Details of these can be found on the learning platform in the file called **Subject Support**

I clicked on the Malet Lambert tile, but there is mention of South Hunsley in my address bar

Don't worry about this, the whole system is Hosted on a server at South Hunsley, all the work you see is still set by Malet Lambert staff, for Malet Lambert Pupils