

Frequently Asked Questions

How can I support my child and ensure my child is engaging?

1. Find a quiet space for them to work, ideally away from other electronic devices like games consoles which is in close proximity to you so you can check on the regularly
2. Check on them regularly
3. Ask questions about what they have learnt and what they have been doing

My child can't log in?

Check the device is connected to the internet

If your child has forgotten their password it can be reset by emailing studenthelpdesk@willenhalle-act.org.uk

If your child's password is no longer working it can be reset by emailing studenthelpdesk@willenhalle-act.org.uk

How does my child access the live lessons?

Your child must access the academy website, <https://willenhallacademy.e-act.org.uk/>, and click student learning, select the correct year group and the timetable is on a link. Then click on the lesson and it will take you to your Teams Channel. Once the teacher starts the lesson they can click join

Or

Log into Teams and select the Teams Channel (year group). Once the teacher starts the lesson they can click join

There are no lessons!

It may be that your child hasn't been added to a team because they joined the academy part way through the year. Email studenthelpdesk@willenhalle-act.org.uk with your child's full name and year group and they can be added to the correct Teams Channel.

How do I know what lesson my child should be doing?

Go to the Academy website, [Remote Learning Information - Willenhall E-ACT Academy \(e-act.org.uk\)](#), select the timetables option, this will show you what lessons and times.

Is my child entitled to a laptop?

No – The government have provided a limited number of devices to schools and academies. Each request is done on a case by case basis. But, did you know you can access Microsoft Teams on Surfaces, iPads, Tablets, Chrome books, Apple phones, Android phones, PlayStations, and Xbox.