



Seesaw FAQ Guide



Seesaw Class

Which app does my child use to log into Seesaw using their home learning code? Do codes work on a computer?

- Students use Home Learning Codes to sign into the Seesaw CLASS app. *An app update is required!* If your child is using a laptop or computer, they will sign in at app.seesaw.me.
- For Apple devices, please use this link <https://bit.ly/SeesawClassBPS>
- For Android Devices, please use this link <https://bit.ly/AndroidSeesawBPS>
- For Kindle Fire Tablets, please use this link <https://bit.ly/SeesawKindleFireBPS>

Is an app update required?

- Yes. Please make sure you have the most recent version of the Seesaw CLASS app downloaded on your home device. Students using computers can visit app.seesaw.me. Please also check out our available operating systems and platforms [here](#).

What are Home Learning Codes?

- Home Learning Codes (QR code) allow students to sign in to the Seesaw CLASS app from home while protecting their privacy. This means students can access homework, add posts to their journal, respond to activities, view announcements, and comment on their own work. Students **cannot** see or comment on other students' work.

Where do I get my child's Home Learning Code?

- We will send home a QR code as we prepare to launch. The class app will be launched first to allow the children to access homework from **Monday the 16th of November 2020**. Once this is active we will launch the family app.

Do Home Learning Codes expire?

- Home Learning Codes expire after 90 days. Once your child signs in with a Home Learning Code, they will stay logged in for 1 year or until they log out.

Using the Class App at Home

What can students do on the Class app?

- Students can use Seesaw learning tools to post to their journal, view and respond to activities, view announcements from the teacher, and comment on their own work. Students cannot log in as another student, see another student's work, or comment on another student's work with Home Learning codes.

How do activities work?

- Your child's teacher will assign homework activities in Seesaw. Students click on the Activities tab to see activities their teacher has assigned to them. To respond to an activity, your child should tap +Add Response in the Activities tab and select their name. Your child will be able to use Seesaw learning tools to respond to task and by selecting the green tick their work will be added to their journal.

Can I message the teacher from the Class app?

- No. Please use the school email address wfallahill-ps@westlothian.org.uk if you wish to get in touch with the school.



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Can multiple children use the same device with Home Learning Codes? Can I toggle between their accounts?

- When multiple children are using the same device for home learning, each child should log out of their account when they have finished using it. We recommend printing each child's text code and storing it securely. Toggling between accounts is not a feature at this time.

Why do I see other children's names on my child's journal?

- Multiple students can be tagged on one Seesaw post. Students can see posts they created and posts they're tagged in.

Troubleshooting

My child's Home Learning Code isn't working!

- Check to make sure: 1) You are using the CLASS app to scan the code (not the Family app). If you're signing in on a computer, make sure you've chosen 'I'm a Student'. 2) The Class app is updated in the App or Google Play store.

What do I do if a child's Home Learning Code is being used inappropriately by someone else?

- Please contact you're the school wlfallahill-ps@westlothian.org.uk so we can get the code deactivated.

Where can I find more resources?

- Visit web.seesaw.me/remote-learning-for-families for Seesaw tutorials and resources related to COVID-19 and supporting remote learning.

Family App

How do parents/carers access Seesaw?

- Parents and carers can access their child's learning journey by downloading the 'Seesaw Family' app, or Seesaw website. In order to access the information you must be linked to your child via your email address. You must ensure the email you want to use matches the email address held by the school to ensure the Seesaw account is shared with the appropriate people. This information will be added by the school and then a link will be sent out to set up your account.

Who can see my child's learning journey?

- Any content posted on Seesaw is 'tagged' to individual pupils. Only people linked to that child via an approved email will be able to view the post.
- The only exception to this will be when content is posted as part of a group experience. In these instances, all tagged pupils and their associated links will be able to view this.

How often will updates be posted?

- We are hopeful that the use of Seesaw will become fundamental to the learning and teaching experiences within Falla Hill Primary School. Sharing of learning through the family app will be termly and home learning (homework) will be weekly through the class app.

Do pupils need to bring their own device to use Seesaw?

- No. We have a number of devices available within the school that will allow pupils to fully engage with the app and any learning experiences that utilise it.



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Family App vs Seesaw Class

Why can't I just use the Family app?

- Home Learning Codes allow students to access their journal and all Class app learning tools. The Family app is great for teachers to communicate and share work, but students should use the Class app for home learning.

Can students access activities in the Family app?

- No. Students access activities in the Class app by signing in with their Home Learning Code.

If a student logs into the Class app, then on the same device a family member logs into the Family app to message the teacher, does the student need to log out of the Class app? What about on a computer?

- If using the Seesaw Class app, students can stay logged in. The Class app and the Family app are separate applications. If using a computer, your student will need to log out for you to log into as a family member.

Data Compliance

How is the data used by Seesaw?

Seesaw states:

- We never sell your data or student data.
- We never advertise in Seesaw.
- We don't own the content you add to Seesaw.
- Student work is private to the classroom by default.
- We are transparent about our practices and will notify you if things change.
- We are compliant with FERPA, COPPA, GDPR and the Australian Privacy.

Where is the data held?

Seesaw is a United States based company, however as the school are purchasing the product we are opting to store our data outside the United States in the United Kingdom. Seesaw are GDPR compliant. For more information go to:

<https://help.seesaw.me/hc/en-us/articles/115005743186-Is-Seesaw-GDPR-compliant->

If you have any other questions or queries, please do not hesitate to contact us via the school email address wfallahill-ps@westlothian.org.uk or by telephone 01501 770210