



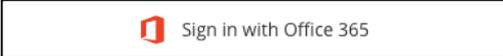
## Logging in

- (1) Check SMH works properly for you in school with a member of staff present.
- (2) Try using SMH on different devices at home as there may well be an issue with one particular device.

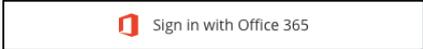
## Desktop users

(3a) SMH actually functions even better if you log into Office 365 [www.office.com](http://www.office.com) then left click / select the **Apps launcher** icon  on the top left of the Office 365 window.

(3b) Hover the pointer over "Show my homework" so it displays like this:  then **left click / select** the three vertical dots. **Left click / select** the  option

(3c) **Left click / select** the  option and this will log-in immediately to SMH with no need to type in your SVS username or password.

## Mobile / Tablet users

(4a) Visit this weblink [www.satchelone.com/login](http://www.satchelone.com/login) then left click / select 

(4b) If you have your SVS account already setup it will look like this . If you do not have your account setup, left click / select this option 

For either of these options, check you have your correct SVS email address and type in your current SVS password.

(4c) If this window displays click on these two options: 

(4d) **Show my homework** will now load up with your associated SVS Office 365 login and password

If you have forgotten your SVS password or it has expired and you cannot access your SVS Office 365 emails then an adult at home will need to send an email to [ResetPassword@severnvalesschool.com](mailto:ResetPassword@severnvalesschool.com)

## My homework does not display – what do I do?

**Before the homework deadline date you should:**

- (5) Log out of show my homework then login again and re-check if this displays.
- (6) Ask your parent / carer at home to login and re-check if this displays.
- (7) Please speak to, message on SMH or email your subject teacher and explain what the issue is.



## My SMH quiz does not work– what do I do?

**Before the homework deadline date you should:**

- (8) Log out of show my homework then login again and re-check if this displays.
- (9) Ask your parent / carer at home to login and re-check if this displays, however you **MUST** also screenshot your answers and share these with your subject teacher via SMH messaging or email so you have evidence you have fulfilled this learning.
- (10) Please speak to, message on SMH or email your subject teacher and explain what the issue is.



## My computer does not enable me to fulfil my homework – what do I do?

**Before the homework deadline date you should:**

- (11) Ask someone at home if you can use a **different device**.
- (12) Go to the “**Getting ready**” sessions before the school day starts or the “**Get it done**” sessions after school. These are usually in DT4, IT1 or IT4.
- (13) Please speak to, message on SMH or email your subject teacher and explain what the issue is.