

eLearning – Basic Troubleshooting

A guide for Keyworkers

All eLearner laptops use a filtered internet connection that requires students to enter a username and password before it can be used. Before using any eLearning packages, open a web browser and type www.google.com into the address bar. This will bring up a password box for you to enter your username and password.

Each eLearner will be provided a Lenovo laptop and Mi-Fi; dependant on access to their own line. eLearner's access to the Internet will be filtered by a Sophos cloud-based solution.

Where a Mi-Fi has been provided, IT support will ensure it has been connected successfully and is ready to use prior to pick up. Any issue with Mi-Fi codes, please contact Claire Seggie. If you are experiencing issues, please ensure that the follows steps have been carried out before contacting a member of IT Support:

Internet/Connection Issues

1. Assuming the use of own Wi-Fi or Mi-Fi, locate the SSID/name of the network to be used.
2. Click the desired SSID, enter the password click connect.
3. Upon opening your desired browser (IE, Chrome etc.) the eLearner should be prompted to authenticate with their given username and password.
4. A full list of all student username and passwords can be found on the Three Towers network at the following path: [Shared\Staff#\Whole School\Pupil Log Ins\](#)
5. If not prompted to log in, please use the browsers address bar to direct to another website, in this instance any website will work (eLearner shortcuts can be used).
6. Once successfully authenticated the eLearner will be able to use filtered internet access.

