**Show My Homework – Logging In and Troubleshooting**

**Student Log-in**

1. Go to the SMHW log-in page ([www.satchelone.com/log-in](http://www.satchelone.com/log-in)) in your internet browser (It seems to work best in Google Chrome or Safari (for Mac Users))



1. ALL students need to log-in using the “sign in with Office 365” button, the other Log-in options will not work for Oldbury Wells Students.



1. The above pop-up should appear, and you will need to entre their full Oldbury wells e-mail address (i.e. their school account log-in with @oldburywells.com after it).
2. You will be prompted to put their password in, this is the school account password used for logging into school computers.
3. The pop-up should disappear and the SHMW homepage displayed.

**Troubleshooting:**

* If you have lost your school password – you will need to contact your ICT teacher or Andrew Thomas our ICT Technician
* If you receive an error message saying “user not registered” follow the link back to homepage (sometimes this logs you in!) and try it again.
* If you are still experiencing problems – See Mr Williams (East Side opposite the hall, or W37) at break or lunch so your account can be checked.

**If you have been trying to log in with the app, make sure you have logged in via a computer/browser first. You may also need to download the update – the App was updated for iPhone and Android 09/09/2019.**

**Parent Log-in**

Parents log-in to SMHW in a slightly different way:

1. Go to the SMHW log-in page ([www.satchelone.com/log-in](http://www.satchelone.com/log-in)) in your internet browser (It seems to work best in Google Chrome or Safari (for Mac Users))



1. Select the “Parent Tab” of the main log-in screen and check “I don’t have an account yet”.
2. You will be prompted to entre the school name, your personal e-mail address and a “Parent Code” (these were issued in the first week and are unique to you and your child – If you require a new code please e-mail Mr Williams – tom.williams3@oldburywells.com ).
3. Enter the details and follow the on-screen prompts to open your account.

**Troubleshooting:**

* For parent codes, please contact Mr Williams at the address above.
* For other issues relating to parent accounts, please contact Satchel (SMHW) via their website.
* For technical issues related to hardware/software compatibility, please contact Satchel (SMHW) via their website.

**General Queries:**

* For homework related queries, please contact the member of staff setting the homework.