

FREQUENTLY ASKED QUESTIONS

CAN'T GET ONTO GO4SCHOOLS



There is a video on The Arthur Terry website, under the parents tab and named GO4Schools. There are two videos. One for parents and one for students, it will show you how to reset your password.

CAN'T ACCESS YOUR SCHOOL ACCOUNT



There is a troubleshooting section on the school website. You can type '**password reset**' into the search bar and our home learning page will appear. You will find the password reset information on this page.

I DON'T KNOW WHO TO TALK TO?



The first person to speak to is your **tutor**, as you see them every day. They will probably be able to resolve your issue. If not, you can see your **Progress Leader**.

STUDENT SUPPORT SERVICES



Student Support Services can only be visited at break, lunch and afterschool. They can be very busy as they help look after the whole school. If you need to speak to someone urgently tell a teacher who will call for support. You can also complete a request support card in reception and visit the wellbeing pages on the school website.

PRAISE SHOP



Remember that the praise shop is open every day of the week, and we encourage you to spend your hard-earned points! Check which day is for your year group. The price list is available outside of the shop, which is located near the sports hall.