



Golborne

HIGH SCHOOL

Frequently Asked Questions:

Teams down/Missing Features/Can't see work:

We're currently aware that Microsoft Teams is currently experiencing issues worldwide because of heavy usage (refer to link below).

The advice we can provide is that your child remains persistent and refreshes the page should Teams fail to load. Please be assured that Microsoft are working hard to allocate additional resources to keep Teams running smoothly but this may take some time.

<https://downdetector.co.uk/status/teams/>

Can't Login to Office 365/Teams

To login to Office 365 and Teams, you will need to provide your school email address (username@golbornehigh.org.uk) and password.

Can't Login to Edulink

Students

To login, provide the school ID: 'ghs' along with your school username and password.

Parents

Refer to the guide linked below:

<https://bit.ly/2QMchJw>

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How to use Teams or Class Notebook/How do I submit work?

Follow the link below to find video tutorials on how to use teams and submitting work:

<https://web.microsoftstream.com/channel/a5dc1ae5-4719-46e4-adad-083b2c51e5d6?referrer=http:%2F%2Fwww.golbornehigh.wigan.sch.uk%2FCOVID-19-Students>

You will need to sign into your school O365 account to access these videos.

Can't login to "Doodle"

Doodle is an entirely different service which the school **doesn't** use. We use **DODDLE**. Logins have been messaged via Edulink to parents. Login via the link below:

<https://www.doddlelearn.co.uk/app/login/school>

Doddle is asking for a Parent Key

Doddle has only been rolled out to the Students. We do not have any login details for parents.

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