

REMOTE LEARNING WITH SEESAW

Frequently Asked Questions

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Setting Up Home Learning Codes

Is an app update required?

- Yes. Please make sure that students have the most recent version of the Seesaw CLASS app download on their home device. Students using computers can visit app.seesaw.me.

What is the difference between Home Learning Codes and how students normally log in?

- Home Learning Codes allow students to sign in to the Seesaw CLASS app from home while protecting students' privacy. Students can add posts, respond to activities, view announcements, and leave comments on their own work. Students cannot see or comment on other students' work. To log in, students type in a text code or scan a QR code, like they normally do in class.

Do I need to change any Class Settings?

- No.

My students currently use email addresses or Clever badges to sign in. Do I have to use Home Learning Codes?

- If your students are used to signing in with an email address or Clever badge, they can continue to do so at home. To protect students' privacy, you should turn OFF 'Students can see each other's work' in Class Settings.

My students use a Class Code to sign in, and students cannot see each other's work. Do I need to use Home Learning Codes?

- We do recommend students use Home Learning Codes, because codes are unique to each student and prevent students from logging in/posting as other students while at home.

I need to print new Home Learning Codes. Do the old codes expire?

- Home Learning Codes expire after 90 days. Teachers can generate new codes anytime. Generating a new code does not expire existing codes; up to 50 codes per student will remain valid at any given time. If a student's code needs to be deactivated, email help@seesaw.me.

Sharing Home Learning Codes

How do you recommend I share Home Learning codes with students and families?

- Teachers can download a PDF for each student in their class, which they can send home as a printed handout or as an attachment on an email or Seesaw message. PDFs include a text code and QR code. Administrators and teachers can also download a CSV of text codes, which can be emailed to families. A [mail merge app](#) will save you time.

My school is already closed. How do I send Home Learning Codes?

- Use a [mail merge app](#) to quickly send text codes via email. Or PDFs can be uploaded as an attachment in an email.

Using the Class App with Home Learning Codes

How can students work together?

- Students can tag other students on a post by clicking the three dots [...] > Edit People. Students can see and comment on all work they are tagged in. Students can also collaborate on other applications and use the Link or Upload tool to add their work to their Seesaw journal.

Can students still comment on each other's work?

- Students can comment on their own work as well as any posts they're tagged in.

I'm using the free app. Students have Seesaw logins for multiple classes. Do they need multiple Home Learning Codes?

- For free users, students will need a Home Learning Code for each class.

Seesaw for Schools *(Paid Subscription)*

My students use Clever badges to sign in. Do I have to use home learning codes?

- Students can continue to use Clever badges to log in. To protect students' privacy, we recommend you set up [trusted IP networks](#).

Will students be able to access all of their classes with one code?

- Yes!

I'm an administrator. My teacher's don't see Home Learning Codes in their class settings. Why?

- You need to enable this from the admin dashboard. Click 'Get Home Learning Codes' and turn ON 'Let Teachers Get Codes'.

I'm a teacher. I don't have access to Home Learning Codes. Why?

- Your administrator needs to enable teacher access. Please contact your administrator.

How can I see if all students are connected through Home Learning Codes?

- Seesaw for Schools admins check when students logged in last. In Admin Tools, click Get Student Activity Report.
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Common Questions from Families

Why can't I just use the Family app?

- Home Learning Codes allow students to access their journal and all Class app learning tools. The Family app is great for family members and teachers to communicate, but students should use the Class app for home learning.

What is the best site to direct families to for Seesaw resources?

- web.seesaw.me/remote-learning-for-families

Some parents are using one device with multiple children. Can multiple students use the same device with Home Learning Codes? How do you recommend they manage this?

- When multiple children are using the same device for home learning, each child should log out of their account when they're done using it. We recommend printing each child's text or QR code and hanging it in your learning space.

Can students access activities in the Family app?

- No. Students can access activities in the Class app by signing in with their Home Learning Code.

If a student logs into the Class app, then on the same device their family member logs into the Family app to message the teacher, does the student need to log out of the Class app?

- No, students can stay logged in. The Class app and the Family app are separate applications.

I'm a family member. Can my child and I use the same email address to log into the Class app and Family app?

- No. You and your child need unique email addresses. If you try to use the same email address for a student account and a family account, you will receive an error message.
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Troubleshooting

My students' Home Learning Codes aren't working!

- Check to make sure: 1) Families are using the Class app to scan the code (not the Family app). 2) The Class app is updated in the App or Google Play store, and 3) Families/students have entered the text code correctly or are holding the QR far enough away from the device so the entire code is scanned. You can test student codes by logging out of your teacher account, tapping 'I'm a Student' and entering or scanning the code.

Do Home Learning Codes expire? Will they remain active after school resumes?

- Home Learning Codes expire after 90 days. Teachers can generate new codes at any time. Up to 50 codes per student will remain valid at any given time. If a student's code needs to be deactivated, email help@seesaw.me.

What do I do if a student's Home Learning Code is compromised?

- Please email help@seesaw.me to deactivate the code.

Is there a way to turn off home learning once school resumes?

- Please email help@seesaw.me to deactivate all student codes.
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Ambassadors

Is there a way for Ambassadors to contribute more activities to the community library? I'm at my 500 limit but I want to help!

- We're working on it! In the meantime, feel free to share the link to your activity with your community or on social media by clicking the three dots > Share Activity.
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General Seesaw Questions

How do I create and use activities for home learning?

- [Here is a step-by-step guide to creating activities](#). In short, click the green Add+ button > Assign Activity. You will be taken to 'My Library.' Click where it says 'Create New Activity.' You can write your lesson title, type and voice record directions, attach an exemplar or multimedia resource, attach a template for students to complete, and more.

How do I communicate with families?

- Use the communication method you are most comfortable with. If families are already connected on Seesaw via the Family app, continue communicating with them there. If families are not already using the Family app, you can send Announcements to students for students and families to see. If you want to connect families on Seesaw, you can learn how to do that [here](#).

How do I send Announcements to students? To Families?

- To send an Announcement to students, click the green Add+ button > Send an Announcement. In the 'Send To...' drop down, choose 'All Students'. Note that students will not be able to reply to your Announcement. To send an Announcement to families, choose 'All Family Members' from the 'Send To...' dropdown menu. Families will see this Announcement on the Family app and can reply to the Announcement in a private message. Note that families need to be connected to Seesaw for you to send them Announcements, which you can learn how to do [here](#).