

# STEP Digital Families Learning App



## Frequently asked questions

- **What is the STEP learning app?** This app has been designed especially for teachers and learners to plan and document learning. The app will help you to plan your learning, to store each week's work in one place, to send work to your teacher and to track learning progress.
- **How do I get started?** Your teacher will add your profile to your iPad and show you how to use the app. You will then be able to see your name on the app's 'choose your profile' screen. Tap on 'start' below your name to enter your learner profile area. Watch the video in the 'Help' section, this will show you what the app can do.
- **'What is My learning?'** My learning is where you and your teacher write your planned learning, where you can do your work, add files and send your finished work to your teacher.
- **What is 'Finished work?'** Finished work is where all your completed work is stored. This is where your work from previous weeks is stored after you have sent it to your teacher. You have options to save this work to your own files on the iPad, re-send or delete your work. It will also tell you how much storage is left on your iPad in the top left corner of the screen.
- **What is the Teachers' noticeboard?** This is where your teacher will post new messages and information to help you to complete tasks when you are not together. Your teacher can update this at any time. A red dot will appear if there is a new message. You can also send an email to your teacher from here.
- **How do I add a profile photo or change the background?** On your learner profile home screen, tap the top middle box. Tap the 'Edit' button in top right corner. You can then edit the theme, colour, your name and add a profile picture.
- **What is 'About me'?** About me is where you can add your likes, dislikes, your hobbies and interests, favourite subjects and where you like to learn. Tap one of the post-its and simply type under the headings. Tap 'save'.
- **What is 'My plan'?** My plan is a post-it note tool, for shared planning with your teacher. Tap the + sign to create a new post-it, add a title and description, then tap 'save'. You can choose the colour of post-it by swiping the notes left and right then tapping on your chosen colour.

- **I've finished an activity from My plan; how do I mark it as completed?** In My plan, tap on the post-it which has the activity you have finished. Tap 'Mark as complete'. A tick symbol will now appear in the corner of that post-it.
- **What is 'My work'?** My work is where you create and upload your work.
- **How do I add my work?** Go to 'My Learning' then drag the tab upwards to see the My work area. Tap the + sign next to 'Add my work'. You can choose from five different options. Choose which media or file type you would like to add or create by tapping on the relevant image.
- **How do I send my work to the teacher?** Go to My learning and drag the 'My work' tab upwards. Scroll to the bottom of the page. Tap 'Send to teacher'. Choose 'Yes, send it' and it automatically gets sent to your teacher.
- **The 'My work' area is empty; where is all my work?** Once you send your work to your teacher, the app will create a new blank My work area. It will say 'zero items added so far', because it's a new week and you can begin adding new files. The work you sent to your teacher is now stored in the Finished work area. You can access all your finished work at any time. Your teacher also has a copy of this work.
- **How do I contact my teacher?** Go to the Teacher's board then tap 'Email teacher' in the top right-hand corner.
- **How do I add my achievements?** You will need to be with your teacher to add an achievement. On your learner profile home screen, tap the top middle box. You will now see the About me section. Swipe right to see the My achievements area. Tap 'Add new achievement' then your teacher will input a password. Enter a title and a short description. Tap 'Create new' to save. You will see a new star with your achievement appear on the screen.
- **How do I add a new subject?** You will need to be with your teacher to add a new subject. On your learner profile home screen, tap the top middle box. You will now see the About me section. Swipe left to see the My subjects area. Tap 'Add new subject' then your teacher will input a password. Type the subject in the title box. The subject will then appear on the My subjects screen.
- **What do I do when I've completed a qualification in 'My subjects'?** You will need to be with your teacher to add a completed qualification. You will see a row of stars below the subject heading. Tap the subject, then your teacher will input a password. You and your teacher can then choose the star with the corresponding level you have achieved. Tap on the star, enter the date this level was achieved, then tap save. You will see that the blank star is now gold.
- **Can my teacher see my profile?** Your profile only appears on your iPad; your teacher has no access to that information unless you would like to share it with them. Your teacher will only see your work when you send it to them.

- **What are ‘Learning links’?** These are links to websites and apps to help you with your learning.
- **What is ‘Help’?** This is where you can find helpful information about the app.
- **What is ‘STEP website’?** This links to the STEP families website where you can find more learning activities and information, and STEP contact details.
- **There’s a lot of reading; how can I get help with this?** You can turn on the iPad’s screen reader features such as VoiceOver or Speak Selection. Go to iPad settings, then choose General, then Accessibility where you will find VoiceOver and Speech options. Once you turn these on, the iPad will read out the text on the screen.