

# Important Seesaw Home Learning Information for Families

## Which app does my child use Home Learning Codes with? Do codes work on a computer?

- Students use Home Learning Codes to sign into the Seesaw CLASS app. *An app update is required!* If your child is using a laptop or computer, they will sign in at [app.seesaw.me](http://app.seesaw.me).

## Is an app update required?

- Yes. Please make sure you have the most recent version of the Seesaw CLASS app downloaded on your home device. Students using computers can visit [app.seesaw.me](http://app.seesaw.me). Please also check out our available operating systems and platforms [here](#).

## Seesaw Class vs. Family App



## 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.

## Can students access activities in the Family app?

- No. Students 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 a family member logs into the Family app to message the teacher, does the student need to log out of the Class app? What about on a computer?

- If using the Seesaw Class app, students can stay logged in. The Class app and the Family app are separate applications. If using a computer, your student will need to log out for you to log into as a family member.

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## Using the Class App at Home

### What can students do on the Class app?

- Students can use Seesaw learning tools to post to their journal, view and respond to activities, view announcements from the teacher, and comment on their own work. Students cannot log in as another student, see another student's work, or comment on another student's work with Home Learning codes.

### How do activities work?

- Your child's teacher may assign activities in Seesaw. Students click on the Activities tab to see activities their teacher has assigned to them. To respond to an activity, your child should tap +Add Response in the Activities tab. Your child will be able to use Seesaw learning tools and their work will be added to their journal.

### Can I message the teacher from the Class app?

- No. You should use the Family app to message the teacher.

### Can multiple children use the same device with Home Learning Codes? Can I toggle between their accounts?

- 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. Toggling is not a feature at this time.

#### **Why do I see other children's names on my child's journal?**

- Multiple students can be tagged on one Seesaw post. Students can see posts they created and posts they're tagged in.
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## **Troubleshooting**

#### **My child's Home Learning Code isn't working!**

- Check to make sure: 1) You are using the CLASS app to scan the code (not the Family app). If you're signing in on a computer, make sure you've chosen 'I'm a Student'. 2) The Class app is updated in the App or Google Play store. 3) You entered the 12 digit text code correctly **or** are holding the QR far enough away from the device so the entire code is scanned.

#### **What do I do if a child's Home Learning Code is being used inappropriately by someone else?**

- Please contact your teacher so they can get the code deactivated.