



**Q: I don't have a Seneca account**

You can create your own account by going to <https://app.senecalearning.com/login> and clicking

Don't have an account? [Sign up](#)

You should enter your details and sign up using your **school email address**

**Example** school email address: [21jsmith@henleybankhighschool.co.uk](mailto:21jsmith@henleybankhighschool.co.uk)

**Q) I have an account but I don't know my password:**

Teachers do not have access to Seneca passwords. If you have forgotten your Seneca password you need to go to Seneca, click [Forgot your password?](#) and a password reset will be sent to your school email. Alternatively - if you are signed into your school Google account you should be logged into Seneca automatically.

**Q) I can't access my school email**

Visit IT support when in school.

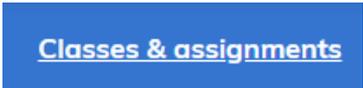
**Q) I can't join the correct Seneca class online**

Every week your teacher shares a link to the new assignment on **Google Classrooms** and you will receive an e-mail notification of this. If you click the link in the email or on Google Classrooms you will automatically join the correct class and see the correct assignment. Alternatively - you can enter the correct class code from the table below:

Year group	Class	Teacher	Class Code
7	7AS1	Mr J Harris	uf9c5hcduj
	7AS2	Mr G Harris	5eaw1vjxhi
	7AS3	Mr Murphy	gsoxa3nyb1
	7BS1	Miss Leefe & Mr G Harris	dssm4o00xo
	7BS2	Mr J Harris & Mrs McNeill	mq1wdu1q2a
	7BS3	Mrs Duley & Miss Leefe	qtn840tvxt
8	8AS1	Mr Murphy	ghvcl28ibn
	8AS2	Mrs McNeill	tofdrqiqk4
	8AS3	Mr J Harris	9p1yc0i54z
	8BS1	Mr Murphy	8lbcfusxo6
	8BS2	Miss Scott-Bowen	p8npyu80ri
	8BS3	Mrs McNeill	c8c6zdauuv
9	9AS1	Mrs Duley	ka7pvb0uvr
	9AS2	Miss Leefe	1w01hgf086
	9AS3	Mr J Harris & Mr Murphy	t3qrts7myb
	9BS1	Mr J Harris	ekh1xqmx3
	9BS2	Mr Murphy	481gea31p4
	9BS3	Mrs Duley	gw6d0vect

Year group	Class	Teacher	Class Code
10	10S1	Mr J Harris & Mrs McNeill	ezrny2va5o
	10S2	Miss Leefe	vken3wbn3d
	10S3	Mr Murphy & Dr Glover	kclxbj9ff0
	10TRIPLE	Mrs McNeill & Mrs Duley	snkbmhpbnl
11	11S1	Mr Dakin	srhca3nz44
	11S2	Mrs McNeill	52e3fvq1eo
	11S3	Miss Leefe	4blszdba0x

### **Q) I can log in but I can't see the assignment**

Please click  and then 

Please also check you are not logged into a sibling account. This can be a problem when using a shared home computer.

### **Q) I completed my homework but I still received a detention.**

This could be because you have not completed **all parts of the assignment to 80%** or more. This is the minimum pass rate and you must complete as many attempts as necessary until each sub task is **green (80%)**.

2.3.1	Atoms, Elements & Compounds	 83%
2.3.2	Electron Configuration	 100%
2.3.3	Chemical Symbols & Formulae	 100%

You may have completed it late. A clock symbol  next to your name means it was submitted late, after the detention was issued.

### **Q) When is homework set and due in?**

Homework is always due in on a **Monday** and new assignments are set on a **Monday** for the following week.

### **Q) How can parents help?**

- Encourage students to attend homework club or complete their homework before Friday as there is no technical support over the weekend.
- Go to <https://senecalearning.com/en-GB/parents> to set up a parent account and follow the instructions to link to a student's account and check their progress

### **Q) I still have a question....**

Please email [jmcneill@henleybankhighschool.co.uk](mailto:jmcneill@henleybankhighschool.co.uk) if you still have a question. Please include the following in your email to enable us to help you:

- first name **and** surname
- year group
- class or teacher name

**Thank you for your support.**