Top tips for parents helping learners with online learning in Hwb

Hwb®

1. All learners in Wales have a Hwb username and password that can be supplied by their school. The best place for support is your school, but Hwb has a service desk for queries they can't resolve.

2. A school can choose to use different parts of Hwb for online learning e.g., Google Classroom, Microsoft 365 (probably Teams), Hwb Classes or J2e. All are available with the same Hwb username and password.

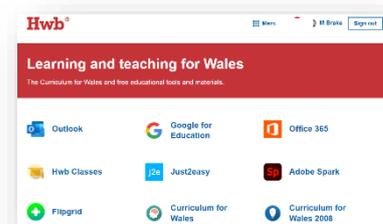|			
Google Classroom	**Microsoft Teams**	**Hwb Classes**	**J2e**

3. All learners have an Outlook e-mail account. Schools decide whether learners can send/receive e-mail to/from people outside of the school.

Outlook e-mail

4. To avoid problems caused by different accounts being used on a shared device, you can choose to use a specific web browser (Chrome, Safari, Firefox, Edge or Internet Explorer) for each user (that has not been used before to sign into personal or other Google or Microsoft accounts). Your browser may remember your account and can confuse things when a child logs in with their Hwb account. For instance, use Chrome for home-learning on Hwb if you usually use Edge or Internet Explorer (see point 6). Some devices allow you to create a dedicated user-account for a child that may help keep things separate too.

5. Sign in to Hwb.gov.wales and click the appropriate button from the menu that your school has said they will be using.

6. If you are joining a Google Classroom – check that the Hwb account is signed in by clicking on the profile picture and if necessary, switching from a personal account. It's likely your school will have already added your learner's account to the appropriate classrooms – but if they've supplied a code, just click the + button at the top of the screen and enter it in the box.
There are apps for the Google tools, so your child can log directly into them if they have their own device (make sure they log out if the device is shared with their brother or sister).

7. For J2e: sign in to Hwb.gov.wales and choose the J2e button on the menu. This will open a new tab in your browser with the 'j2launch' menu. Your child's school may have set tasks in the J2Homework button or may have saved files in the 'shared files' area. Your child can also make use of the J2e tools and activities independently, such as 'J2blast' for spelling and times table practice.
There is a free iOS app available for J2e (called J2launch), so your child can login directly if they have their own device (make sure they log out if the device is shared with their brother or sister).

8. If your child has been asked to join Teams, this is available as part of Office 365 on the web. Click the Office 365 button and then look for the Teams icon.
Alternatively, you can install the free Teams app on lots of devices. Just sign in directly with their Hwb account details (make sure they log out if the device is shared with their brother or sister).

9. Some schools are making use of Hwb Classes.
Click the Hwb Classes icon to enter.

10. As well as all the applications available on Hwb, you'll find thousands of resources that may be of use by clicking the resources button (they are mainly aimed at teachers).

11. Hwb users can download Microsoft Office and Minecraft: EE for free – check out Hwb.gov.wales/Microsoft for details

12. Finally, if you would like more support or guidance please check out the blended learning area on the Hwb.gov.wales home page.
There is a dedicated parent and carer area full of helpful videos and guides.
This area also contains information for how to use an Xbox or Playstation to access Hwb.