



# Parents' FAQs:

# How are emails/passwords generated? Can we change the email/password?

A generic email will be created for your school which will include your school name and a simple password which will be similar to make access simple.

Unfortunately, you will not be able to change the email or password whilst accessing the platform on our temporary site.

# What devices and browsers are best to use?

The website will be accessible via any internet browser on tablets, laptops, smartphones and some smart TVs. We recommend using **Google Chrome** as your browser.

# Who do parents need to contact if they have any technical issues?

Please refer to the user guides that are provided. For technical issues with the platform please contact [jasmine@createddevelopment.co.uk](mailto:jasmine@createddevelopment.co.uk)

# Is there a way to provide more specific activities for Key Stage 2 children?

Schools and families will be able to access **real PE** and **real gym** Key Stage 2 activities. We will also bookmark key activities which will be updated each week and provide guidance through daily video updates.

# Will families be able to order hard copy resources directly?

We are looking at ways for families to purchase individual physical home learning resources direct to their home from the Create online shop which you can visit [HERE](#). Resources include 12 Active Story books, Physical Activity Board Game and set of 3 Mini Challenge Cards.

# Can individual families, or my family and friends (that are not part of a signed up school), access the platform?

We're confident we will be able to set up individual families, who are not part of a signed up school, to access **real PE** at home. To sign up to the platform they will need to email [jasmine@createddevelopment.co.uk](mailto:jasmine@createddevelopment.co.uk) providing their full name and address so we can allocate them to the correct county.

# How long will the free access be provided?

We will ensure all schools and families have access to the **real PE** at home resources during school closures.

# What will happen to the platform once schools reopen?

Create will reach out to all schools and partnerships to discuss options to ensure families can continue to access **real PE** at home online resources, including evenings, weekends and school holidays, e.g. summer and Christmas.

# Where can I get the latest updates and support available for the platform for both schools and families?

There are many ways to view the latest updates and support including:

- **When you log in to [Jasmine](#) – your real learning platform, you will see suggestions on what families can focus on that day or week on the dashboard.**
- **Following our [@Create\\_Dev](#) Twitter account.**
- **Visit the Create news page by clicking [HERE](#).**
- **Click [HERE](#) to view the presentation for an overview.**

# Can I share videos of my children doing real PE games and activities on my social networking sites?

We would love to see families in action to motivate other families to enjoy having fun and being active together. As we will also be running competitions for fun family prizes during school closures we encourage this. Videos can be shared by parents/guardians (or those with permission to share videos) and the following handles and hashtags should be used:

 [Twitter: @Create\\_Dev](#)

 [Instagram: create\\_development](#)

 [Facebook: facebook.com/create.development](#)

[#homelearning](#)

[#realPEathome](#)