



# Parent Information Pack

For Face-to-Face Online lessons -  
Lockdown 2021



Email [isleofmancomms@kipmcgrath.co.uk](mailto:isleofmancomms@kipmcgrath.co.uk) for tech support

# Face-to-Face On-Line Lessons via KipOnline

## 1. What equipment do I need?

- Computer/laptop (**iPad etc doesn't work**), with a min of 4GB memory
- Internet speed of 4Mbps download and 0.35 Mbps upload
- Headphones with a microphone (not essential if inbuilt in laptop / computer)
- Web cam (not essential but means that the tutor can see the student)
- Student's usual Homework username and password (we can reissue if mislaid)
- Google Chrome Browser

## 2. How can I easily check my setup is suitable?

Check your video and audio connections here: <https://tokbox.com/developer/tools/precall/>

Check your internet connection here: [www.speedtest.net](http://www.speedtest.net)

## 3. What does the KipOnline system look like?

Our KipOnline system will be instantly recognisable to Kip students who already attend in-centre classes in either the Onchan or Castletown centres. However, there are a few additional features on the screens that they will access, and these are outlined below.

### a. The Login Screen:

The screenshot displays the KipOnline user interface for Daniel Bulmer. It features a blue header with the user's name and a 'Current Sessions' section. Below this is a 'My To Do List' table with two rows: 'homework' and 'online', both for 'Maths' on '25/09/17 17:00'. Each row has a green 'Start' button. An orange arrow points to the 'Start' button for the 'online' session. Below the 'My To Do List' is a 'My Upcoming Sessions' section with two rows: 'in centre' for 'English' on 'Thu 28/09/17 11:00' and 'online' for 'Maths' on 'Mon 02/10/17 17:00'. At the bottom is a 'My Awards' section showing 'Happy Birthday' and 'Excellence Award' with their respective icons. The 'Kip Points' are shown as 70. At the very bottom are buttons for 'Avatar', 'Games', and 'Cancel'.

Current Sessions : Daniel Bulmer				
My To Do List				
homework	Maths	Mon	25/09/17 17:00	Start
online	Maths	Mon	25/09/17 17:00	Start

My Upcoming Sessions				
in centre	English	Thu	28/09/17 11:00	
online	Maths	Mon	02/10/17 17:00	

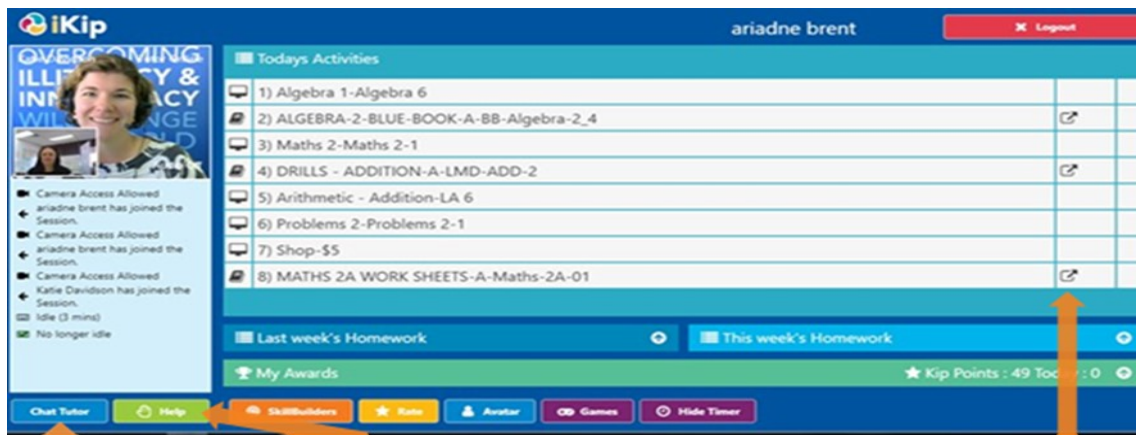
My Awards ★ Kip Points : 70

Happy Birthday 10  
Excellence Award 0

Avatar Games Cancel


Student must click on Start to begin.

**b. Activity List Screen:**

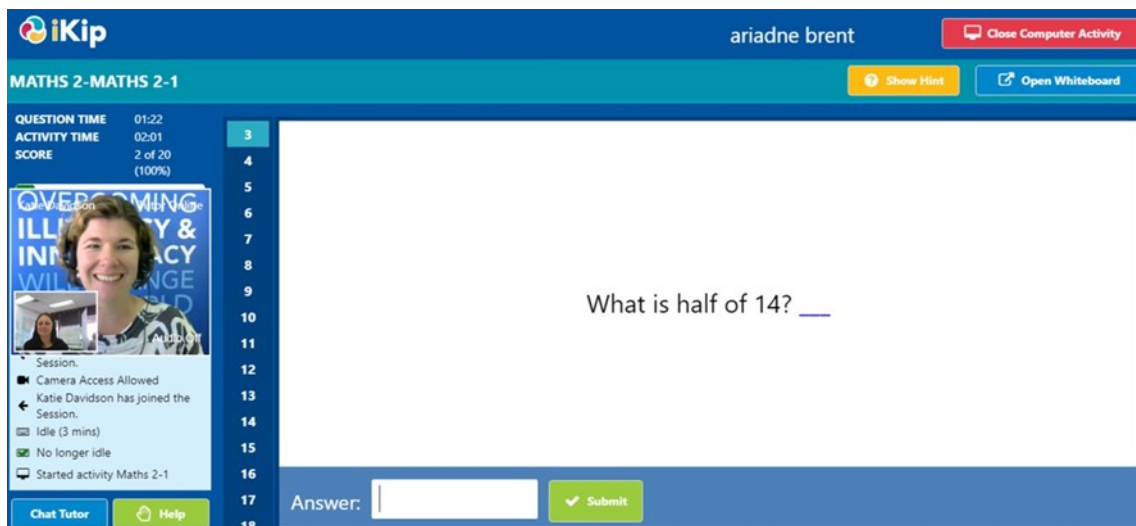


Students can send messages to their tutor.

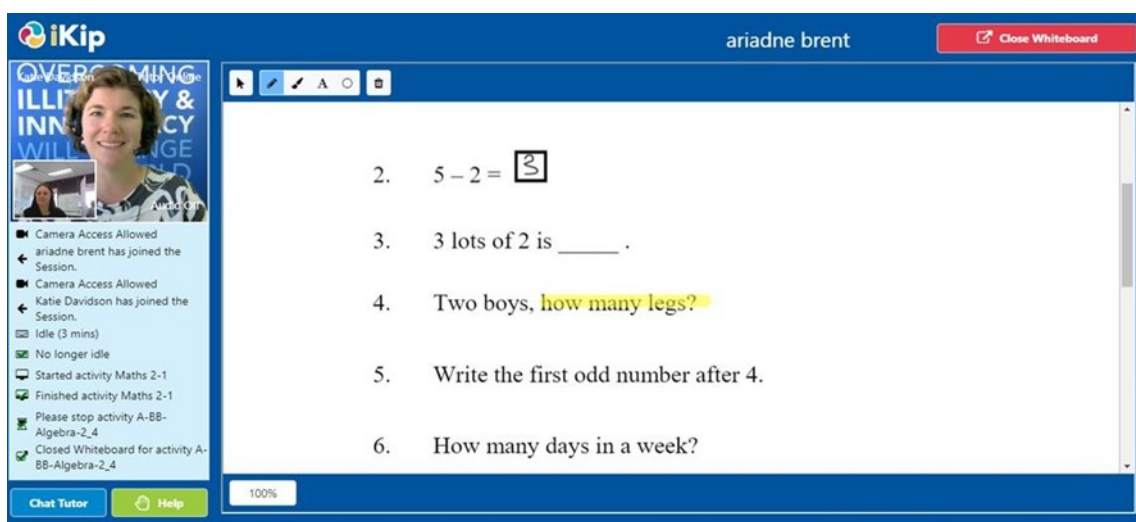
Students can put up their hand to attract attention.

Manual tasks can be opened by clicking on the  icon.

**c. Computer Activity Window:**



**d. Whiteboard Activity Window:**



(Students and tutors can interact and complete PDF work using an inbuilt whiteboard)

#### 4. How does my child communicate with the tutor during the lesson?




- **Video** – If your video is enabled, the tutor and student can see each other at all times. (If the internet connection drops, then the video feed will stop working).
- **Audio** – The tutor can talk to all the students in the group and block all the students and talk to one student individually.
- **Chat message** – Messages can be sent between the online student and tutor.
- **Whiteboard** – The student and teacher can jointly work on exercises via the interactive whiteboard.
- **Help button** – The student can click the green ‘Help’ button at the bottom of their screen to draw the attention of their tutor during the lesson if they are engaged with another student in the group.

#### 5. What if I need further information or support?

- A phone helpline is staffed between 3pm – 8.30pm (Mon – Fri) and 8.30am – 1.30pm on Saturdays so do call if you are having problems at any point during your child’s lesson. (Note that we might return your call from a ‘private’ number, so please do pick up).
- Email us any time on [isleofmancomms@kipmcgrath.co.uk](mailto:isleofmancomms@kipmcgrath.co.uk)

Best Regards

Jill & Andy

Issue	Strategies
<p>Student is unable to connect to the session</p>	<ol style="list-style-type: none"> <li>1. Make sure you are logged into iKip using Google Chrome. The browser icon looks like this. <b>Chrome</b> - </li> <li>2. Log out and refresh your browser.</li> <li>3. Clear your cache. Go to the 3 dots in the upper righthand corner of screen/click on 'History'/click on 'Clear History Data'. Log out and log back into iKip.</li> <li>4. Make sure that no one else in the household is using the internet connection and that no automatic updates are occurring on the computer.</li> </ol>
<p>Student is unable to log in to the website</p>	<ol style="list-style-type: none"> <li>1. Check that the username and password you are typing in, exactly matches the username and password on your login information sheet.</li> <li>2. Make sure you are trying to log in to the correct UK version of iKip with the web address – <b>uk.ikip.com</b>. There is an Australian version that will not work.</li> <li>3. Open ikip fresh in your browser each time. Do not save the site and the student password to favourites – the address and password needs to be typed in each time – sorry I know that can be a pain.</li> </ol>
<p>Student is unable to hear/see the tutor</p>	<ol style="list-style-type: none"> <li>1. Refresh your browser by clicking on the refresh icon  next to the web address</li> <li>2. Click on the camera icon  in the web address bar and check that the correct microphone and video are being used by the program. Click on <b>Share Selected Devices</b>.</li> </ol> <div data-bbox="550 1209 858 1388" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Would you like to share your camera and microphone with insighthtml.kipmcgrath.com.au?</p> <p>Camera to share: HP Truevision HD</p> <p>Microphone to share: Microphone (Realtek High Definition Audio)</p> <p>Share Selected Devices</p> </div> <ol style="list-style-type: none"> <li>3. Make sure, that if your headphones have a separate control on the wire, that the volume is tuned up and you haven't muted the microphone.</li> </ol>
<p>There's an echo of their voice</p>	<p>Use headphones during the tutoring session.</p>
<p>The screen formatting is different to normal</p>	<p>Try clearing the cache. Go to the 3 dots in the upper RH corner of screen/click on 'History'/click on 'Clear History Data'. Log out and log back in to iKip.</p>
<p>Student is unable to see the full whiteboard</p>	<ol style="list-style-type: none"> <li>1. There is a zoom option on the bottom left of the whiteboard. Reduce to 50%.</li> <li>2. Go to the menu icon on your browser and reduce the display size of the screen.</li> <li>3. Hover your arrow just inside the righthand edge of the screen as the scroll bar can hide.</li> </ol>

If the above troubleshooting guide has not rectified the problem, here are some links that may be useful:

If your camera is not working, on windows 10, you can run the check in this link:

<https://support.microsoft.com/en-au/help/4028647/windows-open-the-camera-in-windows-10>

The following link can be run on your computer, before sessions, to ensure there are no issues with streaming:

<https://tokbox.com/developer/tools/precall/results>

The link needs to be copy and pasted into the Chrome browser and will check: Network, Video, Camera and Sound.

Check the resolution on the computer you are using. You can do this by minimising everything on your Desktop and then right clicking and selecting "Display Settings". Then finding the resolution and making sure it is set to the recommended settings. This can alleviate issues where the whiteboard does not display in full.

If using a Windows PC, the following link outlines the process to help troubleshoot sounds and microphone issues:

<https://support.microsoft.com/en-us/help/4520288/windows-10-fix-sound-problems#v1h=tab01>