

FAQ or How can I get the most out of the e-Learning Platform?

What is Copia? Copia is a Latin word meaning 'store of abundance'. We have given this name to our 'Virtual Learning Environment' because it is our aim to provide access to a wide range of high quality school resources and information through Copia.

How can I view Word and Powerpoint Files? Word and Powerpoint files - found mostly in the Curriculum part of the site - are mostly saved in the latest MS Office formats. We are working on getting these to open in your browser but in the meantime you will need software to view these files installed on your PC, Mac or other device. PC/Windows users can download free viewer software or software which will enable files to be viewed in older versions of Word/Powerpoint using these links:

[Make earlier versions of Office able to load the latest file formats](#)

[Word viewer](#)

[Excel viewer](#)

[Powerpoint viewer](#)

How do I find what I am looking for on Copia? First make sure you are in the correct site (there is a site for each school and a Trust site - each has a different colour scheme). Currently you are in the Trust site. To visit a school site use a link on the top menu bar. Once in the correct site you can navigate around Copia using the buttons or links on the main navigation pages, using the links on the top menu bar or side bar on some pages, or using the Search box.

Why am I prevented from accessing a certain page? Some pages are only accessible to certain users - such as staff. Also, students and parents are not currently able to view other school sites. If you try to navigate to one of these pages you may get a message inviting you to apply for access. You are unlikely to be granted access to these pages however.

Where do I find details of what my child is currently learning? Details of the curriculum for most subjects and how students are assessed can be found in the Curriculum part of each school site. To access this area, click on the school (using the top menu bar), then choose Curriculum and then select the subject and year. You should then be presented with details of units, homework assignments etc - although be aware that this area is still under development. Many of these files are saved as Word/Powerpoint files. You may need to install software to view them (see above).

Where do I find details of my child's attendance, conduct or grades? To view details about your child, click on the My Data button, on the left of the main navigation pages. You then have the options to continue on to a site linked to our SIMS system which contains details of attendance and conduct or to access Go4Schools which contains information about grades and school reports. This requires a separate login.

Where do I find the school calendar? To view the school calendar, click on the calendar button on the left of the main navigation pages.

How can I change my password? You can change your password by navigating via the My Data button to the site showing attendance and conduct. You then have to click on the My Account link.

Copia doesn't have any resources for my child's course. Why is this? Resources are not yet available for all subjects/year groups. We are working on this and will be building up content of the system over the coming months.

I keep on having to enter my login and password when using the system. Why is this? Due to a technical limitation of the system you will need to re-enter your Copia login and password when you navigate to your child's attendance/behaviour information. We are working on a resolution to this but it will take some time to achieve.

You may also find that you have to re-enter your Copia login and password when opening a Word/Excel/Powerpoint file using Internet Explorer. We are working on resolving this but the problem isn't experienced with other Internet Browsers such as Google Chrome – so to resolve this you could install Google Chrome to access Copia.

If you have a question about something not covered here please email

Twyford High School: copia@twyford.ealing.sch.uk

William Perkin High School: copia@williamperkin.org.uk

We welcome your feedback on the Copia system. You can let us know what you think about it using this survey: <https://www.surveymonkey.com/s/copia-survey>