



Frequently Asked Questions (FAQs)

S.No.	Question	Response
1.	I have not received the username and password for the online support classes?	The username and password are sent by SMS on father's mobile number registered with the school.
2.	My father's mobile number is registered with the school. Still I did not receive the SMS of username and password sent by School.	<p>Please check if your Father's phone is registered with DND service. The DND service of the Telecom Department blocks most of the SMS's sent.</p> <p>Get your mobile number changed in the school and make sure that this number is not registered with the Telecom Department DND service.</p>
3.	How do I get my mobile number changed in the School records for receiving messages (SMS)?	<p>You have to send an email request to school for change of registered mobile number for receiving SMS.</p> <p>The school will change your mobile number only after verification.</p> <p>Once your request has been received by email, the Admin. or Tech. Dept. will contact you on your alternate number (usually landline or mother's mobile) to verify your request. After verification, the telephone number will be changed. This process may take one to two days.</p>
4.	My meet link is not showing. What is the problem?	<p>The link will be visible just before the scheduled time of the class on the Top coloured Class-Subject Banner. The teacher enables the link approximately 5 min. before the scheduled slot, after which the MEET link becomes visible. Thereafter, you can enter through the link visible on the banner or enter the MEET session through the MEET icon in CLASSWORK.</p> <p>This MEET link is the door to your virtual classroom.</p> <p>If you login early in the Google classroom or try to login when the class is over or at any odd time, the link will not be visible. Mark you 'Attendance' by pressing 'TURN IN'.</p> <p>Adhere to the timetable.</p>
5.	I do not have the class code. I am not able to join the class?	You don't need the Class code to join any class. As explained above, once generated, the MEET link will be prominently visible on your 'Top coloured Class-Subject Banner. Hence, do not go to

		<p>the top right-hand side of the page button where there is a plus button - which asks you to join the class with a Class code. The class Cards are clearly visible to the students.</p>
6.	<p>I have logged in the classroom but am not able to see the classroom Cards?</p>	<p>You have probably logged in with your personal Gmail or Google account. You need to log-in again with the username provided by the School. It reads as- for example:</p> <p>nancy.b1902345@bfjunior.in</p> <p> First name dot Full 8 digit Admission no. @ bfjunior.in </p>
7.	<p>I have logged in with the correct username which has been provided by the School, but still I am not able to see the classroom Cards.</p>	<p>If you have checked that you are using the correct username and are still not able to see the classroom windows, then you should contact the school by sending email and tell them about the problem. Do not forget to send a screenshot of the page. Specify the problem, along with the Student's Name, Class, Section and Admission no.</p>
8.	<p>I have logged in the google classroom and am not able to join the class or see the class because I clicked the Decline button by mistake?</p>	<p>You have probably pressed the “Decline” button instead of “Accept” on the classroom window.</p> <p>If you are logging-in for the first time with the correct username, you should see the classroom windows. You have to accept by clicking the “Accept” button. If you click the “Decline” button, then you will not be able to join or attend the class. Send an email to school with a request in that case, detailing the problem along with the screenshot, name, class, section and admission no. of the student. Send email at info@bfjunior.in</p> <p>The request processing will take three to five working days.</p> <p>After verifying the credentials and problem, the Technical Department will re-initiate the Joining process for you to rejoin the class. Once this process is completed, you will be able to again see the Classroom window with “Join” and “Decline” buttons. This time remember to click the Join Button.</p> <p>NOTE: THE REQUEST WILL TAKE THREE TO FIVE WORKING DAYS TO PROCESS.</p>
9.	<p>I have logged in the classroom and accepted the invite by pressing Accept but my class card disappeared because I clicked the Unenroll Option on the top right corner. Now My classroom card has disappeared from screen and I cannot join my class.</p>	<p>After accepting the invite by pressing the “Accept” button, you clicked the white three dots in the right corner of classroom card and from there you chose Unenroll. This has resulted in Removal of the student from particular classroom card and now this classroom card will not be visible on the screen. The student will not be able to join this specific class. Send an email to school with a request to Re-enroll in that case, detailing the problem along with the screenshot, name, class, section and admission no. of the student. Send email at info@bfjunior.in</p> <p>The request processing will take three to five working days.</p> <p>After verifying the credentials and problem, the Technical Department will re-initiate RE-ENROLLMENT Process. Once this process is completed, you will be able to see the Classroom</p>

		<p>window with “Join” and “Decline” buttons. Press the Accept button and this time Remember Not to choose the Unenroll Option on the three dots top right corner of the classroom card.</p> <p>NOTE: THE REQUEST WILL TAKE THREE TO FIVE WORKING DAYS TO PROCESS.</p>
10.	I can see all my classes but am not able to see one particular class like Art, Hindi or French etc.?	Probably your name has not been enrolled in that specific subject class. Reconfirm your subject options and then contact Online Support Department by sending an email to school, detailing the problem, along with the screenshot, Student’s name, Admission no, Class and Section.
11.	Why am I seeing lots of sections in the Classroom Card window?	Due to constraints of Internet, Internet bandwidth, with the available equipment and devices, the school is trying to maximize the resources in hand; hence the teachers are conducting online classes for more than one section at a time. Do not Worry. Your section is mentioned.
12.	I logged into the Google classroom in the evening and could not see the meet link?	<p>Adhere to the timetable.</p> <p>The teacher will generate the link in the Google classroom five minutes before the scheduled time slot. If you login early in the Google classroom or try to login when the class is over or at any odd time, the link will not be visible.</p>
13.	I do not have the timetable of Online Classes?	<p>Regularly check - School News on the school website. The timetable is updated a DAY OR TWO before the online class.</p> <p>You can also check the Online Learning Index page of your class for updates.</p>
14.	I am not able to see the teacher’s video?	<p>Either the teacher has switched off the camera</p> <ul style="list-style-type: none"> • to explain with audio only or • she has switched off as she is presenting some document or • she has switched off the video to conserve bandwidth to run the class smoothly.
15.	Can my friend attend the class by logging-in with my username? Can two persons log-in with the same credentials?	<p>No. It is strictly not allowed.</p> <p>Students are not supposed to share their online credentials. It is unethical to share username and passwords with other people. It is also a security concern. Your additional request to join the class shall be refused and your name will be removed from the online class. Your parents shall be informed accordingly, and your account will be suspended due to misuse and security concern. The School reserves the right to inform Govt. authorities if they perceive a security lapse or misuse of the credentials provided.</p>
16.	I am unable to switch off my video or mute my microphone?	When you press the meet link, you are taken to a new tab of the Google meet. It is the get ready page to join the video class. Here, there is a microphone icon and a video icon. On clicking these icons , they turn RED and your microphone and video are switched off. We cannot hear you now or see you though you can see and hear the teacher. If you click on the video icon, you

		become visible, and on the microphone icon everyone in class can hear you. You are required to switch off the Mic and the Video, so as not to overload the internet bandwidth.
17.	During the Class, how do I mute myself? How do I switch the audio off so that nobody is able to hear me? Also, how to switch the Audio ON?	During the Online Video Class, by moving the Mouse cursor at the bottom of the screen, a white band -stripe appears at the bottom of the screen. It has three icons. The first icon is the microphone icon. Click this Microphone Icon and your outgoing audio will switch off. You will no longer be audible. By clicking this microphone icon again, you will switch ON the outgoing audio. Your voice will be audible to everyone in the class.
18.	During the Class, how do I switch off my outgoing video feed i.e. how to switch my video OFF so that nobody is able to see me? Also, how do I switch back the video ON?	During the Online Video Class, by moving the Mouse cursor at the bottom of the screen, a white band -stripe appears at the bottom of the screen. It has three icons. The third icon showing the Camera Icon is the video button. Click this Camera Icon and your outgoing video feed will switch off. You will no longer be visible to anyone in the class. Clicking again on this Video Icon - will switch ON the outgoing video feed. You will now become visible to everyone in the class
19.	How do I log out off the MEET session?	When the Online Video Class ends, your teacher will instruct you to leave. At that point, move your Mouse cursor on the screen, at the bottom of the screen, a white band-stripe appears. The middle button is an inverted phone icon. Click on it, you will be able to leave your virtual classroom.
20.	I have twins studying in two different Sections and I have to sit with both of them. How do I manage?	Their sections may be different; however, the contents are same hence you can log in with one child's Classroom account and then you can sit with both children when they attend their online classes.
21.	I have two children studying in school but have one mobile, how do both my children attend their online support classes?	These are testing times and we are all, including school Management and staff managing with limited resources. All we can suggest is let your children be thorough with the online learning material, which is exhaustive, in-depth and with video links. Please manage the best way you can.
22.	I have followed all guidelines given on the school website, but my ward is still unable to attend the online class. What should I do?	If you feel that after following all instructions your ward is still unable to attend the online classes, please do check your net connectivity, Logout off all other Gmail accounts except the mail Id given to your ward, reboot your system and try again. You will be able to join in the meet Classes.