**Introducing Seneca**

**For Parents**

*A guide on how to get set up with Seneca*

**

## Introduction

By now, your child will have been set up with a Seneca Premium account. Seneca Premium has been set up to give you child access to over 1300 online courses, Using data & neuroscience Seneca can tell your child exactly what to study and when, We call this Smart Learning Mode. Your child will aslo gain access to another new learning mode we call Wrong Answer Mode which will display sections that they need to continue practising. Seneca can be accessed via a computer, tablet or Phone.

This guide will give you all the information you need to get started Seneca Premium in your school.

## What is Seneca Premium?

Seneca is an online learning platform for students, teachers and parents. Your child's school has paid for Premium access to Seneca which gives students and teachers access to additional resources and learning tools along with access to school-wide data reporting. Unlocking AI-marked exam questions, over 800 premium courses, independent learning modes, and our smart learning algorithm to help guide your students through their revision.

### Logging in

**Students**

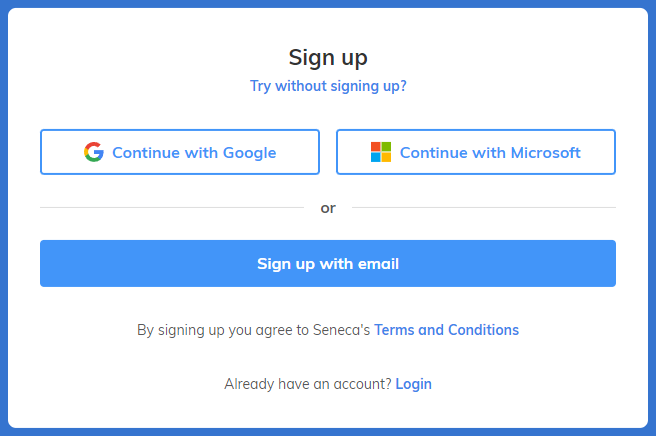
All student accounts have been set up by Seneca. Your child can login to Seneca by visiting [app.senecalearning.com](https://app.senecalearning.com/)

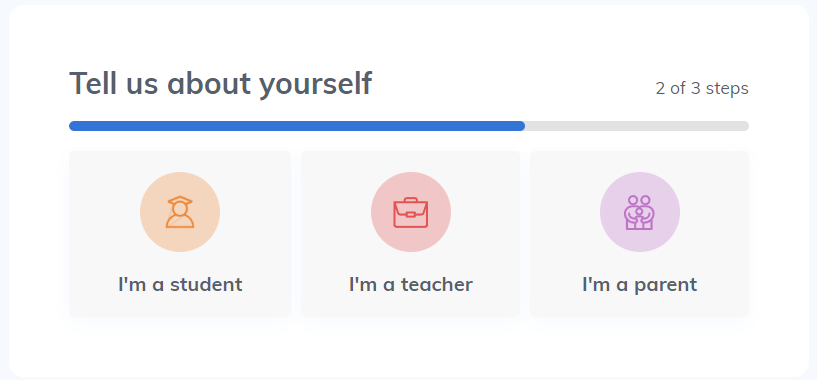
Students can access their Seneca Premium account using single sign-on with [Google](https://help.senecalearning.com/en/articles/5269442-signing-into-seneca-with-your-school-google-account) or [Microsoft](https://help.senecalearning.com/en/articles/5269458-signing-into-seneca-with-your-school-microsoft-account).

If your childs school doesn’t use Google or Microsoft logins, students will be able to access their Seneca accounts using the following account details:

* *Username: school email address*
* *Password: seneca2020 (all lowercase)*

**Parents**

Please visit Seneca at [www.senecalearning.com](http://www.senecalearning.com) to create your account. Use the email address you have provided to the school and select ‘I am a Parent’



Follow these steps and you will automatically connect with your Child's account!

### How to use the platform

Home

The home page will show you an overview of your childs study:

#### Help centre

Our [Help Centre](https://help.senecalearning.com/en/) has hundreds of articles with videos to support students, teachers and parents.

A good place to start is the [Introduction to Seneca Premium for Schools](https://help.senecalearning.com/en/articles/4427441-introduction-to-seneca-premium-for-school). This will provide videos to explain Seneca Premium and some links to help get accounts set up.

### How schools use Seneca Premium

We see Seneca being used most effectively when it becomes part of a routine for both students and teachers. We recommend that teachers set regular homework assignments on Seneca to support this routine.

Seneca is also a fantastic independent study tool. Seneca Premium supports independent study with Smart Learning and Wrong Answer modes. These help students focus on the areas of the curriculum that are most appropriate for them as an individual.

Here are some of the different ways schools use Seneca Premium:

* Setting AI-marked assignments.
* Track students’ independent revision/study.
* Help students to direct their own learning using data and AI.
* Deliver content remotely.
* Complete formative assessment progress checks.
* Identify and address knowledge gaps.
* Automatically marked end-of-topic tests.

This list is not exhaustive and how you use Seneca Premium will depend on your context. We’d love to help you understand how Seneca can suit your context and goals so get in touch with us at [premiumschools@seneca.io](mailto:premium@seneca.io) for support.

### School management page

All teachers have access to the school management page, here you can see an overview of all classes, students, and teachers in the school which allows you to view & resolve issues with accounts.

Troubleshooting

Struggling to access Seneca? Check your Invalid users - this will show anyone who has not got a Seneca account, displaying the errors and the action required for your IT department to fix these.

Resetting passwords - you can reset all passwords from the school management page by selecting the account and clicking reset password at the bottom right. If you need to reset all passwords at once just select all accounts using the tick box at the top left.

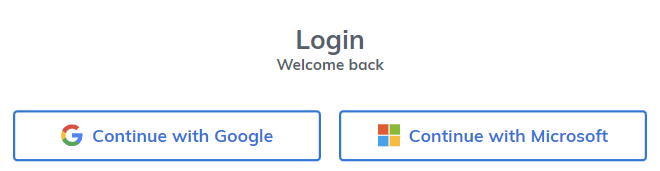
Syncing - to the top right you will be able to view when your account was last synced. We sync every night with your school’s MIS, however, if you have made any changes and need an immediate re-sync please contact [premiumschools@seneca.io](mailto:premiumschools@seneca.io) and a member of the team will be happy to help.

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## **Introducing Seneca Premium to Students**

### Logging in

All student and staff accounts have been set up by Seneca. They can login to Seneca by visiting [app.senecalearning.com](https://app.senecalearning.com/).

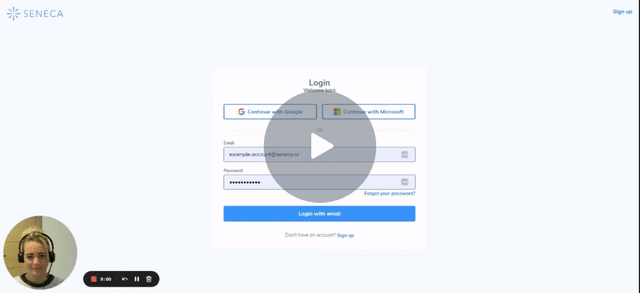
Where possible please use single sign-on with Google or Microsoft for easy access to your students’ Seneca accounts.

We also encourage students to use the app which can be downloaded from both iOS and Google Play stores, enabling students to study on the go.

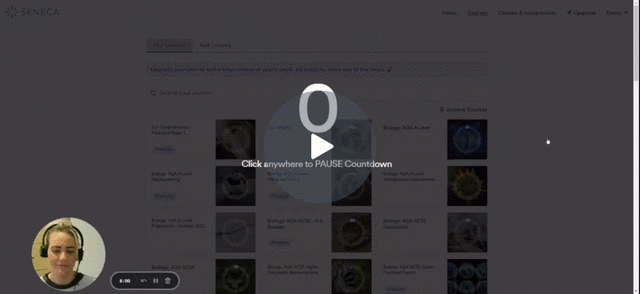
### Telling your Students about Seneca Premium

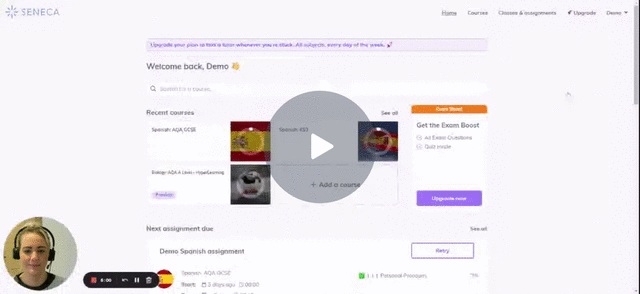
We recommend you talk to students about how their teachers will use Seneca with them. Below are a few videos you can share with your students:

[Student platform part one - log in and add courses. - Watch Video](https://www.loom.com/share/cbe8726ab8034c4a85de45ac5960d5c4)

[](https://www.loom.com/share/cbe8726ab8034c4a85de45ac5960d5c4)

[Student platform Part 2 studying courses - Watch Video](https://www.loom.com/share/f1dc027387324dc39e223077c7beed53)

[](https://www.loom.com/share/f1dc027387324dc39e223077c7beed53)

[Student platform Part 3 - Dark mode and assignments - Watch Video](https://www.loom.com/share/90cf6762408c49ad9de785139cb64374)

Students will also be sent some emails about their login details and some of the extra features on their new Premium accounts. For student support please email [learnmore@seneca.io](mailto:learnmore@seneca.io)

## **Introducing Seneca Premium to Parents**

### Why Introduce Seneca to Parents?

There's a [wealth of research](https://educationendowmentfoundation.org.uk/evidence-summaries/teaching-learning-toolkit/parental-engagement/) linking increased parental engagement with higher pupil attainment.

### What is the Seneca Parent Platform?

The Seneca parent platform is free for parents/guardians and allows them to automatically see their child's progress. You don’t need to link parents to your school’s accounts. Parents are linked to their children when parents create their accounts. All you have to do is let parents know it exists!

### Support Explaining the Parent Platform

We've made a few resources that we recommend you use to share Seneca with parents:

1. (Most effective) Send an SMS to text parents about Seneca: (Example below)

We’re using Seneca to support your child’s learning. Sign up for a free parent account to see your child’s progress: <http://bit.ly/senecaparent>

1. [Click here](https://docs.google.com/document/d/19b9F0lOvaSVpvAKpGAVmzxykbOW4PrP5rMXafHrwpcE/edit?usp=sharing) for a letter/email template to parents.
2. [Click here](https://docs.google.com/presentation/d/1zJMzC2hl_LDqHkWJE72nvvx03ZRgovJJg2dAe6hCdc0/edit?usp=sharing) for an infographic to help parents get started
3. [Click here](https://docs.google.com/presentation/d/1QxnBTmU7RzCu4CYNNPMOigv1I-CO7YBd4OGoPOGECGM/edit?usp=sharing) for a PowerPoint to help parents get started

Please make copies of these documents if you would like to edit them.

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### What can parents expect to see?

* Weekly progress reports
* LIVE learning data
* Assignments: completed/to do/missed
* Courses studied and progress

## **Tools for IT Teams**

Here are a number of different links to help your IT team get your students and teachers using Seneca:

* [How to unblock Seneca on your school’s network](https://help.senecalearning.com/en/articles/2498808-how-do-i-unblock-seneca-on-my-school-network)
* [What to do if ‘An unknown error occurred’](https://help.senecalearning.com/en/articles/2527277-an-unknown-error-has-occurred-when-you-try-and-login)
* [Getting a ‘Retry limit hit for: PATCH’ error](https://help.senecalearning.com/en/articles/2536763-getting-a-retry-limit-hit-for-patch-error)
* [Fixing error ‘Looks like your account was created using a different method’](https://help.senecalearning.com/en/articles/5057733-fixing-the-looks-like-your-account-was-created-using-a-different-method-try-another-way-of-logging-in-error-message)
* Read our [GDPR policy](https://help.senecalearning.com/en/articles/2483268-are-you-gdpr-compliant), [privacy policy](https://help.senecalearning.com/en/articles/4194712-a-student-s-guide-to-seneca-s-privacy-policy) and [how we store data](https://help.senecalearning.com/en/articles/2501135-how-do-you-store-data-is-it-secure)
* [The process of syncing Seneca with your school MIS system](https://help.senecalearning.com/en/articles/5363323-what-is-the-process-for-syncing-my-school-mis-with-seneca)
* [Solving student class access issues](https://help.senecalearning.com/en/articles/5272951-solving-the-you-don-t-have-access-to-this-class-message)

## Feedback

We’re always keen to hear about what we do well and what we could do better.

If you have some feedback you’d like to share then we’d be delighted to hear from you.

Please fill in [this short form](https://airtable.com/shrFyAoWScXAJjuTk) to submit your feedback on Seneca’s learning app.