



26th September 2023

Dear Parent/Carer,

Re: Samlearning

I am aware that there have been some login and other issues with **samlearning** this year, and believe that everything is now operational. Today I have reset the passwords of every learner in Years 7, 8 and 9.

Login:

Username AND password are both your child's school email address. These will start with 21, 22 or 23.

Centre ID: CM18PS

Other Issues:

1. Some students have reported not being able to find the tasks. These are now large icons - scroll down to find. They have a Week number and subject title.
2. A glitch was found in the maths task by some. If this is the case please close the task down - their score will be stored. I have reported this to the company.
3. Students not seeing their scores: to check whether your score has saved, please refresh your screen. The avatar should show an updated score.
4. Extension tasks - these need only be attempted if the original task was quick and easy for your child.
5. Unknown topics: the app is AI-driven, so will learn quickly what your child can already do and cannot yet do. It will then alter the challenge of the work to ensure the swiftest learning. It may take a few weeks to get the level right.

Russell King

ASSISTANT PRINCIPAL