FAQ: Show my Homework

Please see below how to solve generic issues that can occur on the Show my Homework Platform.

1. **How can I access work on SMHW?**

Please follow the guidance on this link:

https://help.teamsatchel.com/en/articles/2911882-finding-my-homework-on-satchel-one

2. **How do I submit my work online on Show my Homework?**

Follow the instructions on this help sheet:

https://help.teamsatchel.com/en/articles/2912000-submitting-my-work-online

3. **How can I log on to Show my Homework if I have lost my log in details?** Click on

    Reset Password and follow instructions

https://help.teamsatchel.com/en/articles/2911888-logging-in-as-a-student

4. **Where can I get my SMHW log in details or SMHW PIN from?**

Email full name and year group to enquiries@tshlc.harrow.sch.uk

5. **Is my SMHW password the same as my SMHW PIN?**

No. The PIN needs to be generated by school to allow you to reset your account.

6. **I am having problems opening and editing PDF documents – what should I do?**

You do not need to edit or write on PDF documents. You can type your responses on Microsoft Word, or handwrite them and then upload a photograph

You can download adobe reader to read PDF documents but you will be unable to edit them
https://get.adobe.com/uk/reader/

7. **How many times can I attempt to compete a quiz on SMHW?**

    https://help.teamsatchel.com/en/articles/2912012-taking-quizzes-as-a-student

8. **What should I do if the work set by my teachers is too difficult?**

You can leave questions for teachers on Show My Homework via the comment box.

Your teachers will respond as soon as they can.

9. **What shall I do if my work is late/ if I fall behind with work?**

Please contact your subject teacher/ form tutor and catch up in a sensible way when you can.

Remember- Always ask for help when you need it via the comment box on SMHW.

10. Who can I contact if there is an issue?

Email enquiries@tshlc.harrow.sch.uk with your daughters full name and year group.