



## The Settlers High School

6 August 2020

Dear Parents and Learners

### **GET- AND FET ONLINE TROUBLESHOOTING GUIDE**

Thank you very much for the positive response we have had so far to our GET- and FET Online classrooms. We now have approximately 80% of learners accessing the system and we hope to get even more learners on board. Please let us know if you have difficulty accessing the system so that we can rectify the situation as soon as possible.

Though the system is working well, we have come to realise that there are some issues and concerns.

#### **High Data Usage/Cost**

We acknowledge that the average 30-minute video lesson can range in size between 200MB and 500MB. Unfortunately, reducing the size of these files are often nigh impossible to do without seriously compromising audio and video quality.

As we continue to find ways to better compress the videos, we would like to suggest the following options to help reduce data costs:

- If possible, make use of the cheaper night-time data options provided by mobile data operators. We upload our lessons at 18:00 on the day prior to the commencement of the lesson so that learners can make use of this option if needed.
- Google Drive/Google Classroom automatically converts an uploaded video lesson into a streamable “YouTube” format. This means that you can select the quality of the video just like you could a YouTube video. Reducing the quality might save on data costs. Note that it may take some time for the Google servers to process the video for streaming, so please be patient if that is the case.
- If you or a family member intend to download the content at work or elsewhere, we recommend your child adjusts their timetable up by one day (i.e. follow Monday timetable on a Tuesday, etc). This should give you more time to download the files.

#### **The Settlers High School**

Tel: 021 948 6116 | Fax: 021 949 0859 | E-mail: [info@settlers.org.za](mailto:info@settlers.org.za) | Website: [www.settlers.org.za](http://www.settlers.org.za)  
Settlers Road (off Mike Pienaar Boulevard) Bellville 7530 | PO Box 599 Bellville 7535

## **General Issues Accessing Content**

We understand that several learners and parents have been having trouble accessing the content.

Please do not use any cloud converter applications or similar software as they are regarded as 3rd party apps that may result in more advertisements, notifications, and an increase to the risk of viruses infecting your device.

Here are some of the most common issues and how to solve them:

1. “Cannot Preview File”  
This occurs when the Google Classroom and Google Drive services are still processing the video for streaming. The video is still downloadable despite this and we recommend downloading it if it is not possible to wait.
2. “The file/video does not exist”  
This occurs for a variety of reasons. Contrary to the error message, the file is present, and we recommend that you download the file if you are unable to wait for the system to resolve itself.
3. “There is nothing in the folder” or “The folder is empty”.  
This can sometimes happen as a result of a permission error. It is recommended that the learners refresh the page. Failing this, we suggest that the learner logs out and logs back in again while making sure to use their school email account. If the problem persists, please check again in an hour to see if the problem is resolved. If all else fails, please contact the school.
4. “Google Classroom code is not working” or “I cannot join the classroom”  
This problem occurs when one is trying to join a classroom you are already a part of or if one is not logged into a school account. It sometimes helps to log in while in [Incognito View in Google Chrome](#) as it negates any other logged in Google Accounts from affecting the joining process.
5. “I can’t remember my password”  
Please email [KB@settlers.org.za](mailto:KB@settlers.org.za) to reset your password or with regards to any other school email account issues.

We hope that the above will assist you in solving any trouble you may encounter while using the GET- and FET Online System.

Thank you for your continued support. Should you require any further assistance, please do not hesitate to contact us.

Kind regards,

The Settlers High School