

[All Collections](#)[Parents](#)[Login and Account settings](#)[Common questions for parents](#)

# Common questions for parents

Frequently-asked questions about Satchel One for parents



Written by Konstantina

Updated over a week ago

Here are some of our most frequently-asked questions by parents.

- [What do I do if I have forgotten my password?](#)
- [Viewing the To-Do list as a parent](#)
- [How can I print my child's homework?](#)
- [What do the colours in the calendar mean?](#)
- [What do the numbers on the homework tasks mean?](#)
- [How do I view both my children from my parent account?](#)

## What do I do if I have forgotten my password?

If you lose your password, don't worry! It can be easily recovered using your registered email address. Please follow the guide below to recover your password:

1. Go to <https://www.satchelone.com/login> and click *Forgot Password?*
2. Enter your email address in the box and click Reset password
3. A password reset email will be sent to your registered address. Follow the instructions to reset your login details.

If you are unable to recover your password, please contact the school who will be able to further assist.

## Viewing the To-do list as a parent

When you log into your parental account, if you click on your child's name you will be automatically taken to their To-do-List. This will enable you to see what homework your child has

been set, what they have completed, and what they have yet to complete.

The To-do List is divided into two tabs: **Recent** and **Upcoming**. On the **Recent** page, tasks with the nearest due dates will be displayed. On the **Upcoming** page, homework which is due further in the future will appear.

The screenshot shows the 'satchel:one' interface. On the left is a dark sidebar with a user profile for 'Paolo' and a list of navigation options: Select student, Timetable, Calendar, Homework (highlighted), Gradebook, Notice board, Behaviour, Support, and Logout. The main content area is titled 'Homework' and has a breadcrumb trail: 'Paolo Aloia / Homework / Recent'. Below the title are two tabs: 'Recent' (active) and 'Upcoming'. A search bar with the placeholder 'Search tasks...' is present, along with a checkbox labeled 'Only show overdue homework'. The task list contains three items:

- Friday 04 October**: Individual Listening Exercise. Description: Listen to a piece of music of your choice. Write down the title of the piece and the... homework 13x/En1 - Music - Miss H. Chapple.
- Friday 06 September**: Instruments of the Orchestra. Description: Please complete the quiz and aim to get over 80%. If you don't make it the first ti... quiz - Music - Miss H. Chapple. Status: Not-Submitted.
- Thursday 05 September**: Coasts. Description: Complete the spelling test on keywords we have learnt in the coast topic so far. R... spelling-test - Geography - Miss H. Chapple. Status: Not-Submitted.

If you would like to view any overdue homework your child has, simply tick the box next to the search bar and all homework tasks past their submission due date will be shown.

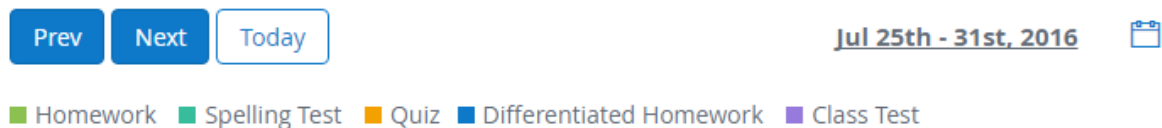
## How can I print my child's homework?

Click on the homework task you wish to print, then click on *Actions* and select *Print homework* in the drop-down menu.

This screenshot shows a detailed view of a homework task titled 'Blood Brothers - Potential Ending' for group '12R/Rc3'. The breadcrumb trail is 'Paolo Aloia / Blood Brothers - Potential Ending'. The page has two tabs: 'Description' (active) and 'Results'. An 'Actions' button with a dropdown arrow is located in the top right corner, with a blue arrow pointing to it. The task description states: 'Miss H. Chapple set this assignment for group 12R/Rc3 - Drama'. It includes due dates: 'Set on Sun 01 Sep' and 'Due on Tue 03 Sep'. The task description text reads: 'You need to write up a potential ending for the play 'Blood Brothers' for the next lesson. This can be in the form of a plot summary with 5 clear stages to the story, 5 detailed bullet points or a series of images with captions - but it must be completed using ICT! Please submit online via SMHW.' Below this is a section for 'Other information' with two bullet points: 'This homework will take approximately 20 minutes' and 'Miss H. Chapple would like you to hand in this homework online via Show My Homework'. At the bottom, there are sections for 'Resources to help you' and 'Web links'.

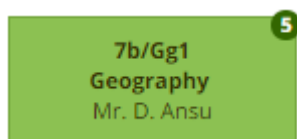
A file will then download which will allow you to print out the description of your child's homework task.

## What do the colours in the calendar mean?



## What do the numbers on the homework tasks mean?

On the school homework calendar, you will notice that numbers appear in the top right corner of each homework task.



This simply tells you how many days are left until the task's due date. This helps you gather more information about the task at a moment's glance.

## How do I view both my children from my parent account?

Log in to your parent account or sign up using one of the parent codes you received from the school. Next, go to **Account Settings** and use your additional parent code to link another student to your account. Please see our article on [linking students](#) for more information!

**Didn't find what you're looking for?**

[Contact support](#)

Did this answer your question?



satchel:

CONTACT SUPPORT

