

Seneca Parents' Back to School Guide

Troubleshooting common issues in the new academic year

This short guide should help you to resolve the common issues users may come across whilst starting up with Seneca again in the new academic year.

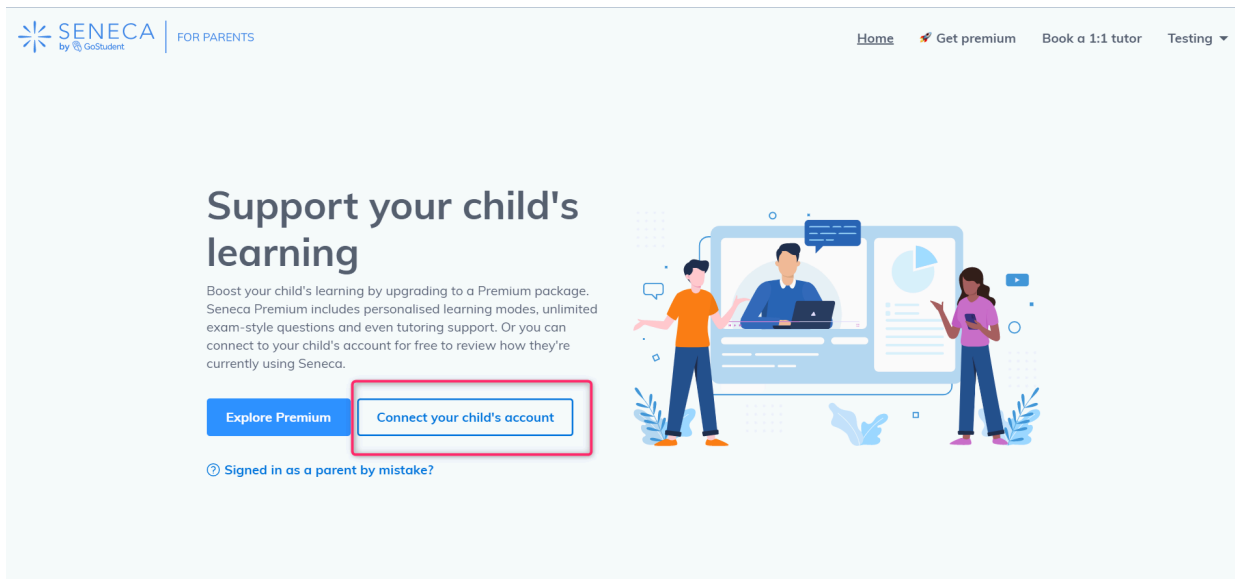
For issues that this guide doesn't cover, our Help Centre also contains many articles and guides for using Seneca. Click [here](#) to find out more!

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How do I link to my child's account?

If you haven't yet created your Seneca parent account, you can connect to your child's account when you set up yours.

- 1) Create a Seneca account on our [signup](#) page.
- 2) Once created, you can click "Connect your child's account" on the homepage.



- 3) A pop-up should appear with several sharing options, choose one of these and share with your child.
- 4) When your child is logged into Seneca and opens the link, this should connect them to your account!

Alternatively, students can also invite parents via their own account. In the account settings, head to the 'Linked Accounts' tab.

Your settings

Personal Linked Accounts Login & Password Premium

Connect a recovery email

Recovery email

my-backup@email.com

Your recovery email can restore your Seneca progress if you move school or your school stops using Seneca.

Connected parent accounts

You're not connected to any parents on Seneca. Add your parents' e-mails below to let them check your progress.

Pending parent connections

-- vika@seneca.io

Invite a parent to Seneca

Your parent's email

On this page, they can enter your email address in the 'Invite a parent to Seneca' box. This will send out an invite to you so that you can link to their Seneca account.

I have been linked to the wrong student account

Head to your account settings by hovering over your name in the top right corner. Scroll down in the “Personal information” tab, and you can click “Disconnect” next to the child’s name from which you would like to disconnect.

Classroom settings

Sound effects

Connected child accounts

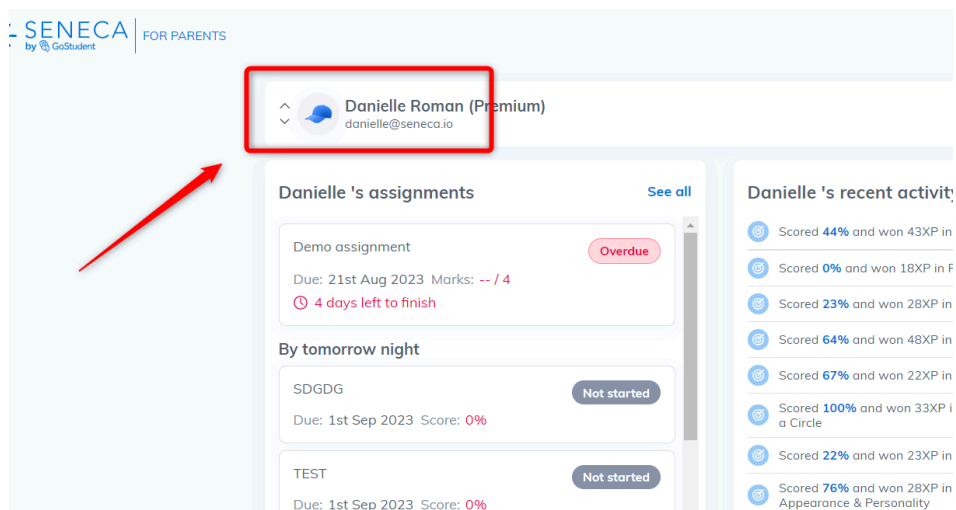
Stephanie Meredith stephanie@seneca.io

How do I use the platform?

Student accounts can connect with parent accounts to let parents see their child's study data and progress on Seneca. You might receive an email from the school asking you to connect or you can manually connect.

Homepage

Your Seneca homepage shows all the study data of your child. You can have multiple children connected and can switch between them by clicking the arrows next to your child's name.



The first section of study data is the assignments showing all current and overdue assignments.

Danielle's assignments [See all](#)

11+ comprehension revision **Overdue**

Due: 18th Oct 2023 Score: 38%

🕒 7 days left to finish

By tomorrow night

Demo assignment qs **Not started**

Due: 25th Oct 2023 Marks: -- / 16

create assign **In progress**

Due: 25th Oct 2023 Marks: -- / 26

The live feed box shows all study on Seneca including the XP earned, percentage score, and exam question stats.

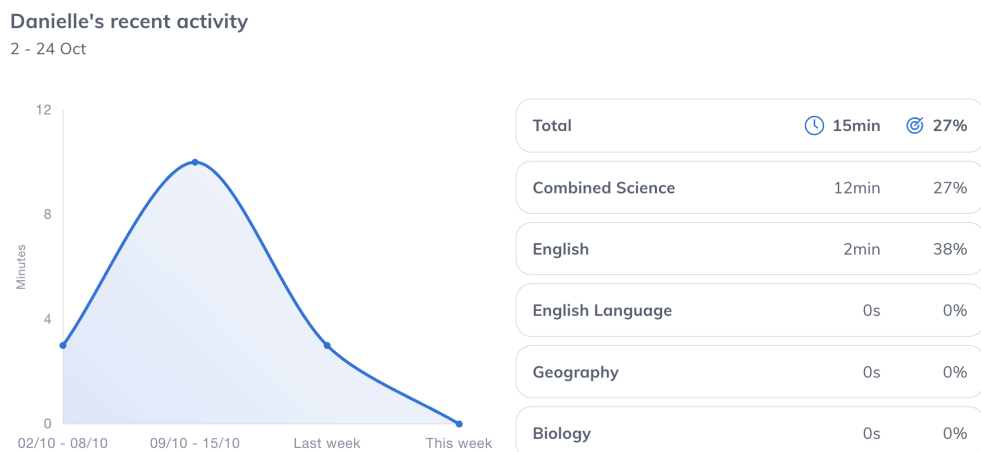
Jack's live feed

- 🎯 Received 0/2 for an exam question 11m ago
- 🎯 Received 0/2 for an exam question 11m ago
- 🎯 Received 1/1 for an exam question 11m ago
- 🎯 Received 2/2 for an exam question 11m ago
- 🎯 Received 2/2 for an exam question 11m ago
- 🎯 Received 0/1 for an exam question 11m ago
- 🎯 Completed an exam question 11m ago
- 🎯 Received 2/2 for an exam question 21m ago
- 🎯 Received 0/2 for an exam question 21m ago

Danielle's live feed

- 🎯 Scored **38%** and won 22XP in Qs 1-8 - Retrieval & Feelings Questions 4d ago
- 🎯 Finished assignment: **Biology Exam question only assignment Demo** 1w ago
- 🎯 Scored **17%** and won 20XP in Mass & Weight HyperLearning 2w ago
- 🎯 Scored **11%** and won 20XP in Stopping Distance 2w ago
- 🎯 Scored **12%** and won 20XP in Reaction Times 2w ago
- 🎯 Scored **3%** and won 19XP in Stretching a Spring 2w ago
- 🎯 Scored **24%** and won 21XP in Hooke's Law 2w ago
- 🎯 Scored **38%** and won 22XP in Gravity 2w ago

Study time can then be broken down weekly into total study minutes.



The menu bar at the top can be used to navigate to Assignments and Reports

Home Assignments Reports Book a 1:1 tutor Danielle

Danielle's recent activity

- 🎯 Scored **44%** and won 43XP in Types of Cells 2w ago
- 🎯 Scored **0%** and won 18XP in Fractions of Circles 2w ago
- 🎯 Scored **23%** and won 28XP in Noun Endings 3w ago
- 🎯 Scored **64%** and won 48XP in 3 Types of Verbs 3w ago
- 🎯 Scored **67%** and won 22XP in Personal Pronouns 3w ago
- 🎯 Scored **100%** and won 33XP in Circumference of a Circle 3w ago


Assignments


The Assignments page will show you all assignments ever set for the student and whether they have been completed or not. You can click through to each assignment and preview the questions.


^ v **Danielle Roman (Premium)**
danielle@seneca.io Upgrade


< Danielle 's assignments

To Do Done Missed

1234
Due: 16th Aug 2023 Score: 0% Marks: -- / 7
Biology (AQA) 


AI marked EQ assignment test
Due: 7th Aug 2023 Marks: -- / 24
Chemistry (AQA) 

Demo assignment test
Due: 7th Aug 2023 Score: 0%
AET Summer Learning Programme: Year 9 --> Year 10 

hopefully 

< 1234

Topic scores Exam questions

Missed  **Due: 16th Aug 2023**
Time spent: 0min
Mrs Roman
Biology (AQA) 0% Avg. score

Topic scores

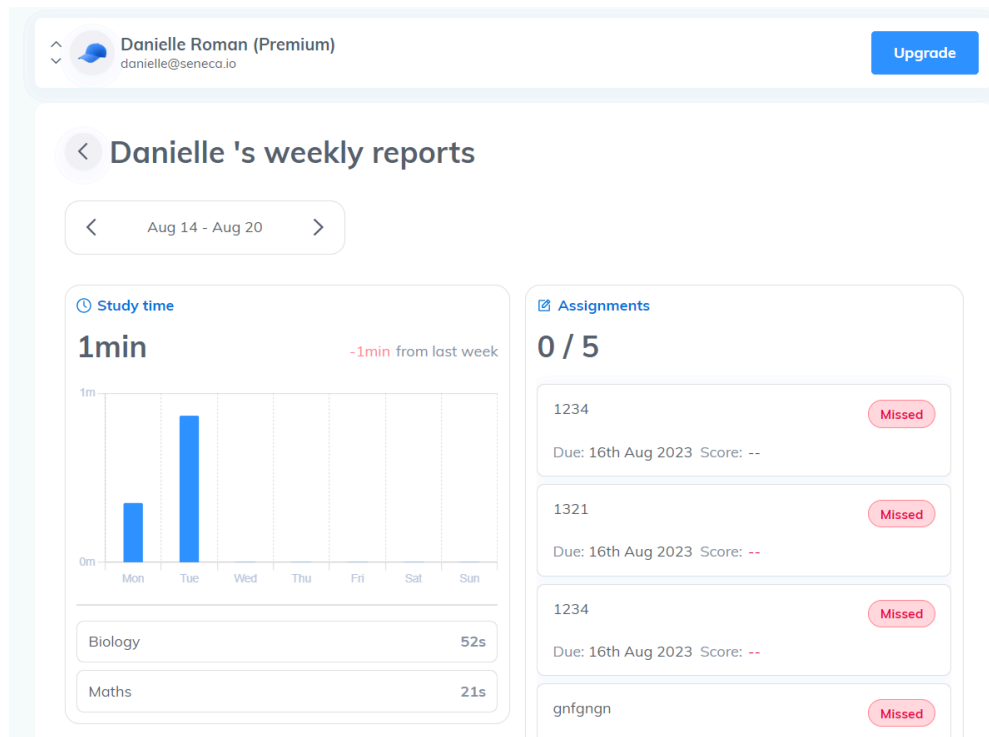
1 Cell Biology ^

- 1.2 Cell Division
 - 1.2.1 Chromosomes [Preview](#) -
 - 1.2.2 The Cell Cycle [Preview](#) -
 - 1.2.3 Mitosis [Preview](#) -
 - 1.2.4 Exam-Style Questions - Mitosis & Cell Cycle [Preview](#) -
 - 1.2.7 Disadvantages of Stem Cells [Preview](#) -

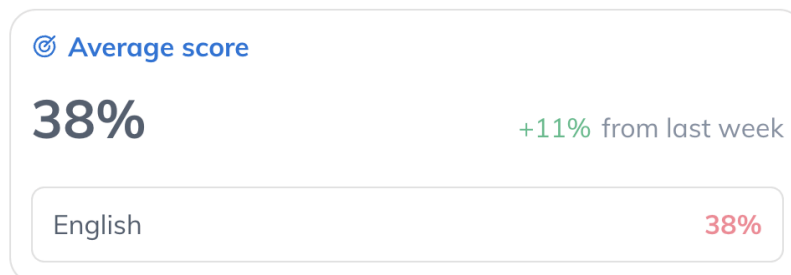
Reports

You also have access to the weekly study report for your child, found by clicking 'Reports'.

This will show you the total study time broken down by day and by subject as well as an indicator of how they compared to the week before. Assignments can be viewed with scores and due dates. From here you can click through to preview the assignment.



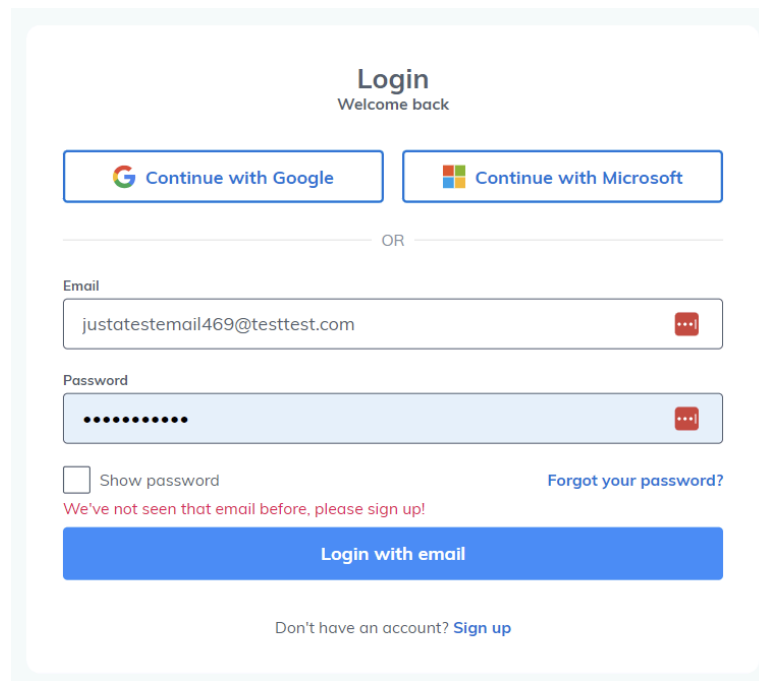
The last box on the Reports page gives you the average scores for each topic and includes how they compared to the previous week.



I can't log in

There are a number of reason people have for struggling to log in to their Seneca account, these are below!

“We've not seen that email before”



The screenshot shows a login page with the following elements:

- Header: "Login" and "Welcome back".
- Buttons: "Continue with Google" and "Continue with Microsoft".
- Separator: "OR".
- Email field: "Email" label, input field containing "justatestemail469@testtest.com", and a red error icon.
- Password field: "Password" label, input field with masked characters, and a red error icon.
- Form elements: "Show password" checkbox, "Forgot your password?" link, and a red error message: "We've not seen that email before, please sign up!".
- Submit button: "Login with email".
- Footer: "Don't have an account? Sign up".

You should:

- Check your email to make sure there's no typo in the email you've entered.
- Try a different email (sometimes people use a personal, school or work email for their Seneca account).
- Try all the different email accounts you could have signed up with.

“Oops wrong password”

If you get this message, you should:

- Try to enter your password again (you may have typed it in wrong).
- Try a different password.
- If you're still struggling, you can click “Forgot your password?” to initiate a password reset

“An unknown error has occurred”

First, start by checking [here](#) if you are using the most up-to-date version of Seneca.

Also, clear your browser's cache then try again.

If this does not work, please try using a different browser. If it works on a different browser, please let us know the name of the browser and the version number so we can get it fixed.

If you are working on a computer that is connected to school wifi this problem may be a result of the school network blocking something Seneca needs to work.

This link will help a school IT technician unblock Seneca:

<https://help.senecalearning.com/it-troubleshooting/how-do-i-unblock-seneca-on-my-school-network>

Especially important, get your IT technician to whitelist:

- cognito-identity.eu-west-1.amazonaws.com
- cognito-idp.eu-west-1.amazonaws.com
- <https://identitytoolkit.googleapis.com/>

My child can't access premium

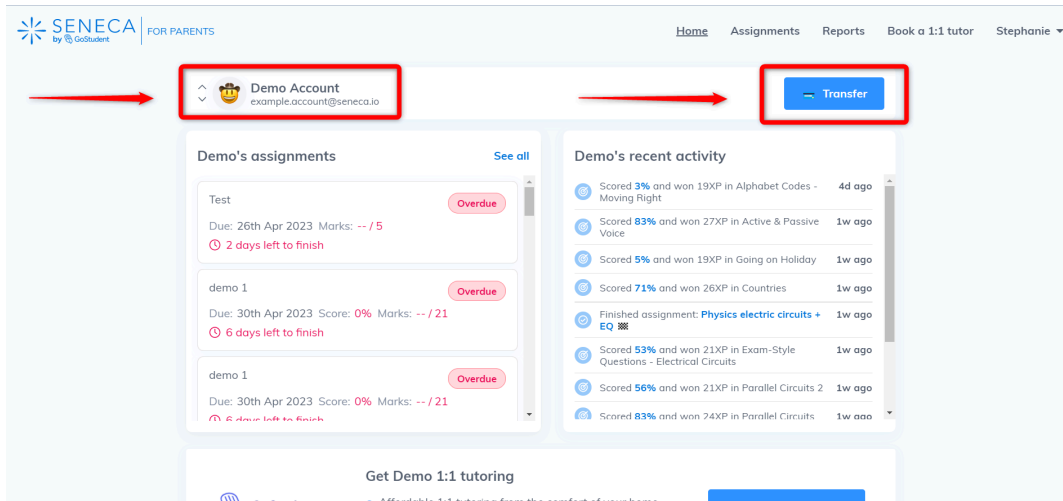
If your child cannot access premium courses, firstly check that they do have a premium subscription on their account.

In their student account, head to the account settings then the “Premium” tab. If they have a subscription, it should appear here.

If they do have a subscription here but are unable to access certain features, please double check the type of subscription they have and which features this unlocks. Aside from School Premium, we also offer the following packages: Supreme, Exam Boost, Amelia AI.

If they do not have a subscription here, it is likely that you have purchased the subscription on your parent account but haven't yet transferred it to your child's account.

On your homepage, next to your child's name there should be a “Transfer” button. Click this to transfer the subscription to your child.



I bought premium but can't see it on my account

Our Premium subscription gives one user access to our Premium content and features. If Seneca premium is not visible on your account, it is likely on your child's account which is the account that it should be on.

There are no additional benefits for parents having premium as we offer all the useful tools for free through our parent platform. We still offer the upgrade on parent accounts so that they can purchase then transfer to their child or any more children.

My child completed their homework but their teacher says it is incomplete

If you think they have completed an assignment but their teacher cannot see this, it is likely to be for one of two reasons.

1) The assignment was completed on your Seneca parent account

Seneca parent accounts are preview only which means that they can view their child's assignments, however they will not show as complete if they answer any questions.

You must ensure that your child is logged into their own Seneca student account to complete their assignments.

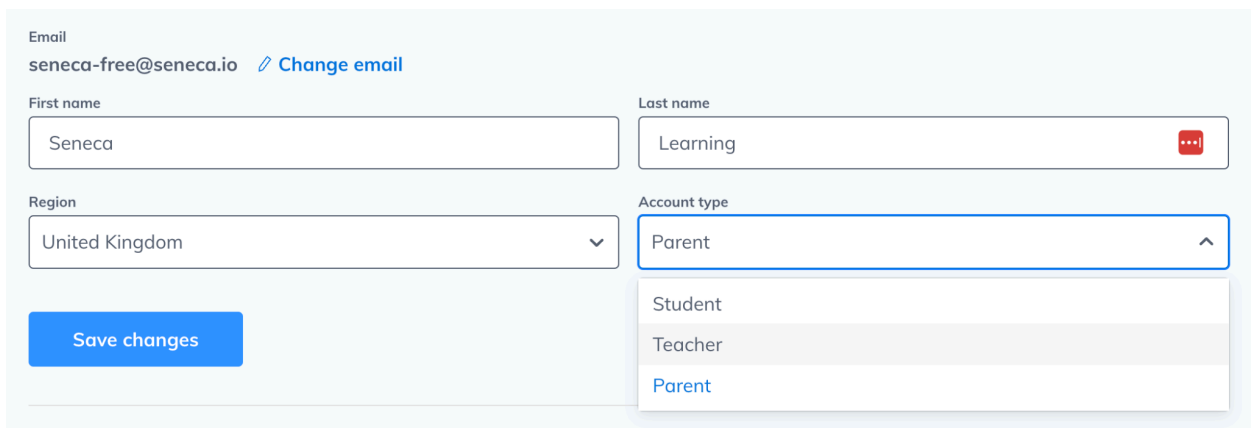
2) The assignment is incomplete

Your child must ensure that they complete every question on their assignment. This includes any Exam Questions that may be at the very end of an assignment.

I want to set assignments for my child

You can switch your account type between parent and teacher if you wish, and from the teacher account you will be able to set assignments for your child.

To change your account type to teacher, head to your account settings and select “teacher” from the account type dropdown menu.



The screenshot shows the account settings interface. At the top, the email is 'seneca-free@seneca.io' with a 'Change email' link. Below are input fields for 'First name' (Seneca) and 'Last name' (Learning). The 'Region' is set to 'United Kingdom'. The 'Account type' dropdown menu is open, showing options: 'Student', 'Teacher', and 'Parent'. A 'Save changes' button is located at the bottom left of the settings area.

When in teacher mode, you can then create a class to add your child to and create assessments.