

Saint Mary's Catholic Primary School



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RE: Increasing data allowances on mobile devices to support disadvantaged children and internet access via Xbox or PlayStation

Dear Parents

Three bits of information regarding internet connection and data for those with children at home.

Firstly some instructions on how use to Xboxes and Play stations to connect to the Learning at Home webpage. You will need a USB keyboard and might also want a mouse, one like these

<https://www.amazon.co.uk/Trust-Taro-Wired-Keyboard->

[Mouse/dp/B08D9RLYSY/ref=sr_1_4?dchild=1&keywords=usb+keyboard&qid=1610013994&sr=8-4.](https://www.amazon.co.uk/Trust-Taro-Wired-Keyboard-Mouse/dp/B08D9RLYSY/ref=sr_1_4?dchild=1&keywords=usb+keyboard&qid=1610013994&sr=8-4)

Xbox

1. Plug a keyboard into the Xbox USB slot
2. Go in to my games and apps
3. Find Microsoft Edge and select
4. Type in: www.smi.hounslow.sch.uk and then click Learning at Home
5. You can then access Google Drive folders from the links on the left using the controller or a mouse

PlayStation

1. Plug the USB keyboard into the USB slot
2. Press the PlayStation logo in the controller

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3. Go to the library and find options for games and applications
4. Go in to applications and you will find the internet browser (WWW)
5. Type www.smi.hounslow.sch.uk into the browser and then select Learning at Home
6. Use the links to access the Google Drive folders.

Secondly, we are investigating a new scheme which temporarily increases data allowances for mobile phone users on certain networks. This is so that children can access remote education when their face-to-face education is disrupted. It uses mobile phones as the internet connection to tether laptops and tablets to them.

Who can get help

We can request mobile data increases for children and young people who:

- do not have fixed broadband at home
- cannot afford additional data for their devices
- are experiencing disruption to their face-to-face education

Children with access to a mobile phone on one of the following networks might be able to benefit:

- Three
- Smarty
- Virgin Mobile
- EE
- Tesco Mobile
- Sky Mobile

Other providers may join the scheme at a later stage.

When help is available

We can request mobile data increases when schools report a closure or have pupils self-isolating. We can also make requests for children who cannot attend school face-to-face because:

- they're clinically extremely vulnerable
- restrictions prevent them from going to school

How to request a mobile data increase

For each request, we need to know:

- the name of the account holder

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- the number of the mobile device
- the mobile network of that device (for example Three)

We then [submit mobile information through our online service](#). Each provider will vary in how quickly they process requests. Once a network provider has processed a data increase, they'll send a text message to the account holder. Please let us know if you would like us to apply for you by sending the above details to us with 'Data Allowance' as the subject line to reply@smi.hounslow.sch.uk.

And thirdly

Another option for increasing internet access

We are also placing an order for 4G wireless routers for as many as we can get. Please let us know if you would like one by sending an email with '4G Router' as the subject line to reply@smi.hounslow.sch.uk.

Take care everyone and stay safe!

F Marsh

Headteacher

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