



KHS Student IT FAQs

I can't login at home

If you have any problems with logging into a school system use this email to ask for help:

student_ict_help@kingsburyhigh.org.uk

I can't open a file a teacher has put on SMHW

You can download a Microsoft Office document from SMHW and then open and edit in your Google Drive account ([Guide on how to do it](#))

I can't access a computer/laptop at home

You can still work with a smartphone, I recommend installing the following apps:

- Gmail
- Show My Homework
- Google Drive
- Google Docs

I can't login to SMHW App on my mobile device

You need to add your school Google account to the device first. Then you can use the "Sign in with Google" on the app. [Google Slides showing the steps](#)

I want to contact a teacher but don't know their email address

[Search the staff list](#) for teacher's name and then copy & paste email address into the To: field of your email message