

## Home access guide for parents



Your child's school currently subscribes to Discovery Education Espresso – a highly visual teaching and learning resource used throughout their lessons. The service is also available to your child from home. It allows them to continue enjoying what they have been doing in school, while enabling you to get more involved in their learning and join in with the fun of Espresso too.

Question	Answer
What is Discovery Education Espresso?	Espresso is an award-winning digital resource service used in thousands of UK schools. It includes videos, multimedia activities, a weekly news update, printable resources and much more. For further information, please visit: <a href="http://www.discoveryeducation.co.uk/espresso">www.discoveryeducation.co.uk/espresso</a>
What do I need to access Discovery Education Espresso from home?	Discovery Education Espresso can be accessed via an internet enabled device - PC, Mac or tablet/iPad. You can use our software checker which will identify the required software applications currently on your computer and indicate which of these applications need to be upgraded in order to successfully view your Discovery Education services. Visit: <a href="http://www.discoveryeducation.co.uk/support">www.discoveryeducation.co.uk/support</a>
How do I log in to Espresso from home?	Your school will provide you with your child's login details and the URL to access Espresso from home. Both parents and children share the login details and are able to access the same information.
What if I or my child forget or lose the password?	If you forget your password or have trouble logging in, please contact your school. They will be able to re-issue this to you. Unfortunately, Discovery Education does not keep or issue passwords and are unable to answer any login related queries.
Is the content 'safe' for my child?	Yes. Espresso has been designed specifically for children and uses appropriate language and content. It is curriculum friendly and contains educational, fun and interactive materials. Furthermore, many of our modules have been designed by ex-teachers, who have spent many years working in schools and with children.
Can Discovery Education Espresso support me with teaching my child about staying safe online?	Yes. The service features a resource in the Computing subject area at both Key Stage 1 and Key Stage 2 called 'Online safety'. With fun activities, videos and worksheets your child can learn about how to stay safe and have fun online.
How do I find resources?	There are several ways to find resources on Espresso. You can browse by Key Stage and subject area or use a key word and search using the search bar.
Which key stage is my child at?	<ul style="list-style-type: none"> <li>• Foundation (F) is for children who are 3 to 5 years of age.</li> <li>• Key Stage 1 (KS1) is for children who are 5 to 7 years of age.</li> <li>• Key Stage 2 (KS2) is for children who are 7 to 11 years of age.</li> </ul>
Can I download anything on Espresso for my own use?	Due to licensing restrictions, it is not possible to download any videos or activities at home
Where can I get help if Espresso is not displaying or playing properly?	If you are having problems using Espresso at home, please report your issue to your child's school. They'll be able to contact us on your behalf.
I have further questions. Who can I contact?	Please contact your child's school. Discovery Education is unable to respond directly to requests from parents/guardians.

