Frequently Asked Questions (FAQs)
– for students:
ClassroomNZ2020 online learning courses

General

1. Why is the Ministry supporting this LMS at this time?

COVID-19 disrupted the learning of many of our children and young people. The Ministry is making ClassroomNZ2020 – which can only be delivered via a LMS called Brightspace – available as an interim support for NCEA learners as they transition back to the new normal learning environment.

ClassroomNZ2020 provides students and teachers access to NCEA course resources aligned to the New Zealand Curriculum (NZC) that can be used remotely as well as within the school setting.

2. What is the difference between ClassroomNZ2020 and Brightspace?

ClassroomNZ2020 is a set of online learning courses and all the learning materials in those courses. Brightspace is a Learning Management System (LMS) platform on which schools can access ClassroomNZ2020.

3. For how long can we access these online resources? What happens after that?

ClassroomNZ2020 will be available free to students nominated by schools through to the end of February 2021. Student workbooks can be downloaded to save unfinished work. At the end of February 2021 (and once workbooks have been downloaded), your information will be deleted from ClassroomNZ2020.

Prior to this date the Ministry will be in contact with your school or wharekura to provide guidance as to the options for online learning moving forward.

4. What information was used to enrol me in ClassroomNZ2020? How will the Ministry use this information and how will they protect the privacy of my information?

Your full name, your school email address, the course(s) you are enrolled in and the SMS ID were extracted from school databases and used to enrol you in ClassroomNZ2020.

The Ministry has prepared a Privacy Statement that provides more detail on the collection, security and use of this information. This Privacy Statement is available in the Help section of ClassroomNZ2020 or on request.

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5. **Who do I contact if I have a question or need help?**

We suggest you watch the video for students and read the Frequently Asked Questions-for students (FAQs) in the first instance. If none of the available information answers your question, contact your teacher.

Access

6. **Where do I get my username and password?**

7. Your teacher will email you details once you are enrolled in ClassroomNZ2020. You can access ClassroomNZ2020 using your existing school identity accounts (Google/GSuite for Education or Microsoft AzureAD/Office365) to access ClassroomNZ2020.

8. **I forgot my password. How can I reset it?**

You will need to follow your school's process for changing the password to your Google or Microsoft account. Password information is not held in ClassroomNZ2020.

9. **My user account has been locked after multiple failed attempts to log in. How do I unlock my user account?**

Teachers and students cannot change their password or unlock their accounts in ClassroomNZ2020. You will need to follow your school's process for unlocking accounts.

If, after you have changed your password/unlocked your account, you still cannot access ClassroomNZ2020 please ask your teacher to contact the Service Desk on your behalf.

10. **I think my user account details are correct but it is not letting me in to ClassroomNZ2020. How can I access it?**

In the first instance, you should check with your teacher that they have received notification that your ClassroomNZ2020 account has been set up and double-check your account details.

11. **What web browser should I use when accessing ClassroomNZ2020?**

You can use Chrome, Safari, Edge and Firefox, but it won't work with Internet Explorer.

12. **How do I log out of ClassroomNZ2020?**

On the minibar, click your username. Then click **Log Out.**

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Functions

13. What are the participation and communications functions available in ClassroomNZ2020?

Your teacher will choose and will let you know which participation and contact functions - for example, the Blog tool or the Discussions tool - they wish to use in ClassroomNZ2020.

14. Does ClassroomNZ2020 have features that allow real-time interaction between teachers and students (for example, IM or video chat)?

No. ClassroomNZ2020 doesn't currently offer this functionality.

15. There are discussion threads set up in courses. Will this function be available to us?

You can participate in discussions with other learners using the Discussions tool. Your teacher will decide whether they want your class to use this function.

16. How do I find content for a course I'm enrolled in?

Once you are logged in, you can find course content that your teacher has shared with you on the Course or Content tab. A good place to start might be the quick video for students available on the [NCEA.TKI website.](#)

17. How do I submit an assignment?

Your teacher will let you know how they would prefer to receive assignments – either through the ClassroomNZ2020 platform, by email, or through other methods your school uses.

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