

If you are having issues accessing/using SharePoint from home, see below for some solutions:-

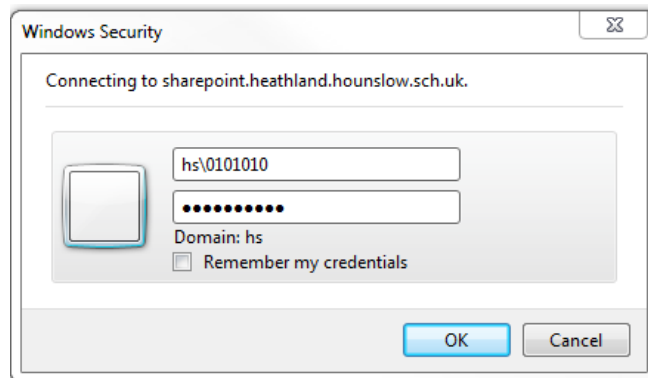
1. **Make sure your web browser is up to date.**



- Use at least **Internet Explorer version 10** or more
- Or use the latest version of **Google Chrome** or **Mozilla Firefox**

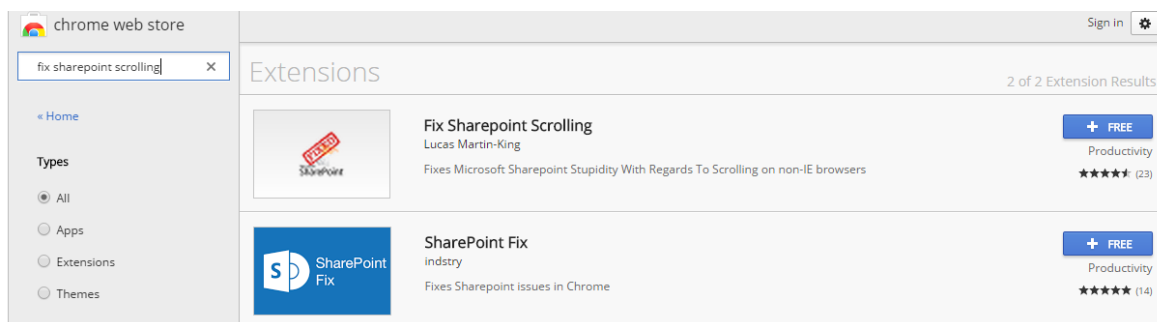
2. **Here is a reminder on how to log into SharePoint from home**

- 1. Go to the school's main website (www.heathland.hounslow.sch.uk).
- 2. Click on the "SharePoint" link in the top right of the page.
- 3. Enter your login details normally but add this prefix "hs\" see below for an example:-



3. **If you are unable to scroll down on STUDENT SHARED AREA LINK from home, then try the following:-**

- Use either **Internet Explorer 10** or more or **Mozilla Firefox** which is compatible with SharePoint.
- If you are unable to scroll down using Google Chrome then please add the extension "Fix SharePoint Scrolling" which is free from the chrome web store.



- Google Chrome has compatibility issues with Sharepoint 2010.