Lovelace Primary School

Remote Learning Guide for Parents and Carers

Google Workspace for Education – signing in, Google Classroom, Google Meet, troubleshooting and safeguarding

Updated June 2026 – replaces all previous individual guides

What's new in this update

- Google renamed "G Suite for Education" to "Google Workspace for Education" back in 2021. The apps themselves (Gmail, Drive, Docs, Classroom, Meet, etc.) work the same way – only the branding has changed, so don't worry if you see "Workspace" instead of "G Suite" on screen.
- Our two previous Google Meet safeguarding documents have been merged into one single, current set of rules (see Safeguarding Guidelines below).
- Updated to reflect current Department for Education (DfE) guidance on safeguarding and remote education, and London Grid for Learning (LGfL) advice on safe video conferencing.
- Added guidance on neutral/blurred video backgrounds and a clear recording retention period.
- The screens shown by Google may look slightly different from device to device, and Google updates its design from time to time – the steps below describe the underlying process, which stays the same.

1. Signing in to your child's Google Workspace account

Your child's Google account is provided and managed by the school through the London Grid for Learning (LGfL) Unified Sign-On (USO) system. It is kept completely separate from any personal or family Gmail account.

1. Go to www.google.co.uk (or open Gmail, Classroom or another Google app directly) and click the blue Sign in button.
2. Where it asks for an email address, type your child's USO followed by .314@lovelaceprimaryschool.org.uk – for example, misterd2.314@lovelaceprimaryschool.org.uk. Then click Next.
3. You will be taken to the LGfL USO sign-in screen. Type your child's USO username (with .314 at the end) and their password – this is the same one they use to log in to any Windows computer at school – then click Login.
4. Once signed in, click the grid of nine dots (the "app launcher", sometimes called the "waffle") in the top right corner of the screen to open any Workspace app: Gmail, Drive, Docs, Sheets, Slides, Calendar, Classroom, Meet, Sites and more.

If you're using a shared or public computer, please remember to sign out and close all browser tabs afterwards so the next person can't access your child's account.

2. Accessing Google Classroom

1. Sign in to your child's account as described above.
2. Click the app launcher (top right) and choose Classroom, or type classroom.google.com into the address bar.
3. The first time your child uses Classroom, they'll be asked to accept the terms of use and confirm their role – this should always be set to Student.
4. Any class invitations will appear on screen – click Join on the relevant class to become a member.

3. Joining a Lovelace Google Meet

Your child's teacher will set up any video meeting in advance. Your child must be signed in with their school Google account (not a personal Gmail account) to join – personal accounts cannot access Lovelace Meets, for data protection (GDPR) reasons.

iPad / iPhone

1. Download the Google Meet app from the App Store.
2. Open the app and sign in using your child's school account (USO.314@lovelaceprimaryschool.org.uk) and USO password.
3. Where you have given consent for your child to join the meeting, tap the meeting link provided for their account. You'll enter a waiting room and join automatically once the teacher admits the class.
4. The microphone is muted automatically on joining – please don't unmute unless asked to by the teacher. The text chat box can be used to ask questions.
5. Please read the Safeguarding Guidelines later in this guide before joining.

Android tablets / phones / Chromebook

1. Download the Google Meet app from the Google Play Store (this is already built in on a school Chromebook).
2. Open the app and sign in using your child's school account (USO.314@lovelaceprimaryschool.org.uk) and USO password.
3. Where you have given consent for your child to join the meeting, tap the meeting link provided for their account. You'll enter a waiting room and join automatically once the teacher admits the class.
4. The microphone is muted automatically on joining – please don't unmute unless asked to by the teacher. The text chat box can be used to ask questions.
5. Please read the Safeguarding Guidelines later in this guide before joining.

Laptop / PC / Mac

1. Sign in to your child's Google account (entering their USO username and password on the LGfL screen when prompted).
2. In the browser address bar, go to meet.google.com.
3. Where you have given consent for your child to join the meeting, click the meeting link or code provided for their account, then Join Now once admitted from the waiting room.
4. The microphone is muted automatically on joining – please don't unmute unless asked to by the teacher. The text chat box can be used to ask questions.
5. Please read the Safeguarding Guidelines later in this guide before joining.

4. Troubleshooting

By far the most common problem is being signed in to the wrong Google account. A quick check usually solves it:

- If you also have your own personal Gmail account on the same device, sign out of it first. Only your child's school account should be used to join a Lovelace Meet.
- On a laptop or PC, check the account circle in the top right corner of the browser – make sure it shows your child's school account, not your own.
- If you have more than one child at Lovelace and need to join different meetings, sign out of the first child's account before signing in to the second. If a message asks you to close all browser windows, please do so – this protects the next account from being accessed accidentally.

Joining from a Google Calendar event

1. Signed in to your child's account, go to calendar.google.com.
2. Find the date and time of the meeting your child's teacher has set up and click on it.
3. Click Join with Google Meet, then Join Now in the window that opens.

Joining from the Google Meet homepage

1. Signed in to your child's account, go to meet.google.com.
2. Select the scheduled meeting from the list – it should show the expected time and your child's name.
3. Click Join Now.

Still stuck? Email office@lovelace.rbksch.org with "ICT Support required" in the subject line, and we'll arrange to help you online.

5. Safeguarding Guidelines for Google Meet at Lovelace Primary School

Safeguarding our pupils and staff is paramount whenever we use video conferencing. The rules below apply to every Google Meet held within the Lovelace Primary School Google Workspace domain.

- Every video call between staff and pupils involves at least two members of Lovelace staff and is recorded. Recordings are stored securely within the school's Google domain for 28 days in case they need to be reviewed, and are then deleted.
- We will only invite a child to a Google Meet where we hold written parental/guardian consent. Consent given via our Google consent form is kept on file and covers all further Lovelace Google Meets unless you tell us otherwise.
- Devices must be used in a communal area – such as a living room or kitchen – with an adult (18+) present and actively supervising. Children should not be unaccompanied, and devices (including cameras) should not be used in bedrooms.
- Wherever possible, sit so the camera faces a plain, neutral background, with no personal items or other people in view. Where that isn't possible, please use a blurred or virtual background in Google Meet – this protects your family's privacy as well as your child's.
- Everyone should be dressed and speak as they would if coming into school – no pyjamas – and language must stay professional and appropriate at all times, including from any family members visible or audible in the background.

- Pupils must keep their microphone muted on entering and only unmute when asked to by a member of staff. The text chat box should only be used appropriately, for example to ask the adults on the call a question.
- Screenshots, screen recordings, or recording the meeting on any other device are not permitted.
- Pupils cannot create their own Google Meet, join one without a teacher present, or take part in any Lovelace Google Meet without a member of Lovelace staff present – these restrictions are enforced on all school accounts.
- Failure to follow these guidelines may result in the video conference being ended, your child being removed from it, or restrictions being placed on their account for joining future Google Meets.

6. Where this guidance comes from

This guide draws on the Department for Education's "Safeguarding and remote education" guidance and Annex B of Keeping Children Safe in Education, alongside safe remote-learning advice published by the London Grid for Learning (LGfL) and the UK Safer Internet Centre. Lovelace reviews its own remote-learning safeguarding arrangements regularly, including through LGfL's annual Online Safety Audit.

7. Getting help

If you have any questions about this guide, or need help signing in or joining a meeting, please email office@lovelace.rbksch.org with "ICT Support required" in the subject line. We will arrange a time to assist you online.

Document control

Version	Date	Summary of changes
1	2019–2022 (approx.)	Original separate guides: signing in with USO, joining Google Classroom, joining a Google Meet by device, troubleshooting, and two versions of the Google Meet safeguarding rules.
2	June 2026	Combined into one guide. Updated terminology from "G Suite" to "Google Workspace for Education" (Google's 2021 rebrand). Merged the two safeguarding documents into a single, current set of rules (2 staff members on every call; 28-day recording retention). Added guidance on neutral backgrounds/blurring, and references to current DfE and LGfL safeguarding advice.