

Dear Parents,

The first week of the new academic year is over and we've observed that there have been a number of queries (some in an angry tone!) about certain aspects of the Walnut Learning System and the way it is executed. We hope this email answers those queries :

Will I get login details immediately after paying fees?

Every process needs a little bit of time. We assure you that your child's access to Live sessions will be shared with you within 24 hours. But please bear patience, our team is working hard to answer queries of everyone almost immediately.

What is my child's "reference number"?

Your child's reference number is on your fee receipt. It is a unique ID given to each student of Walnut School which remains the same throughout the school years. Please note it down and keep it someplace handy. It will be required for all school communications and Classroom / Walmiki logins.

If the mobile phones don't work, can we access the material?

You don't need mobile phones per se to access the live classrooms. You can do that using a laptop or a desktop. If you are using a mobile phone, please make sure that you can access the Internet with it, have installed Google Classroom and Meet, and have also signed in using the instructions given in this email titled : [Logging in to Google Classroom](#).

I am trying to access Google Classroom on my mobile handset, but it won't work. What can be done?

We have previously shared details of how to set up and use the Google Classroom app on all possible devices. Your mobile phone may also require you to set up a Work Profile and install Google Classroom through that profile. Please read our email titled : [Logging in to Google Classroom](#), which has an attached PDF explaining about the Work Profile too.

I have not received any emails from your school. What might be wrong?

Do check your inbox (maybe check the Spam folder too!) as well as your child's Walnut email. If you still cannot find it, check if you have registered the correct email address with the school. And maybe also check the Trash folder. Maybe the email got accidentally deleted.

Our emails are also available on our student app - WalSH. While we are on the subject, have you installed the app? Here are the links for [Android](#) and [iPhone](#) users.

We have not received the Weekly Schedule email. How is my child supposed to study?

Again, do check your email. In case you cannot find it there or think it is too tiresome to search through all your emails, we have also shared a link on the Announcements Classroom that your child is a part of. You can access the weekly schedule emails by clicking on that link and referring to the correct PDF as per date range.

We don't understand how to upload the H.W assignments. It is so confusing!

Do check our email titled : [How to submit HW assignments : Google Classroom](#). It has detailed instructions, along with screenshots about how to upload H.W assignments. And don't worry, if you still cannot figure it out, post on the Classroom stream and a staff member will help you out as soon as possible.

The teacher is going too fast!

If you have changed schools, it is a little tough to learn how a new system works. Please give it some time, get to know the various portals we use and their advantages. Go through all our emails.

Our teachers do know that new students have joined the school, they will make sure everyone catches up and is up to speed. We also have remedial classes that are conducted, do make sure you take advantage of those too!

You might also find that the teacher is fast, when your child goes to a higher class. This is perfectly normal, and it will take some time for your child to adjust to the pace.

We see too many emails from Walnut School. Is that normal?

Yes, we do send a lot of emails and we say that proudly. And why is that? It is because we do a lot of things! Students love our activities and are always looking forward to the next one. We make sure all your potential queries are answered, which is the reason for our regular emails. Do read them, since that will remain our preferred form of communication. Our content is very relevant, and we keep the content concise.

Also, please note, that during the pandemic, we have no other way to communicate with you other than emails and videos. During "normal" school times, we had extensive parents orientations, and meetings, where new parents could interact with our staff and really get to understand our system. But this seems to be the "new normal" again.

What if I can't (or don't want to) read English?

We also have an attached Marathi audio that gives you a gist of the email. Listen to that. And if English and Marathi are both a problem, reach out to us and we will guide you further.

We've been trying to call the school office. No one answers!

We have been facing some issues with our school contact numbers but that's fixed now. We have new contact numbers in place :

- **Walnut Shivane** : +912035007950
- **Walnut Fursungi** : +912035007990

You might also not be getting through because the phone is constantly ringing. Our team is helping parents through all sorts of stuff, so we suggest you write us emails. We assure you quick replies.

Where can we get recordings of the live classes?

A link for this has been posted on the Announcements Classroom too. Do click on it and access the subject - wise folders. The live classes recordings will be updated in this folder.

So to summarize, we have Google Classrooms, emails, SMSes, WaISH... to check for messages and information. Anything missing??

We make sure you don't miss out on anything that needs to be conveyed by the school to the parents. That is the reason why we send out information through so many platforms. As a parent, it would be a good idea to check through them once a day.

We are thoroughly confused! We don't know how to proceed!

A new learning system, a new school and the way it functions, all takes time to get adapted to. And if you have any queries, we are here to listen and help. The Walnut Learning System is awesome, and it might take some time to get hold of all the aspects. It is really alright if you miss a class or two in the beginning. Your child will pick up quickly and be on-board in no time!

There is a reason why you chose Walnut School above all other schools. Do go through all our communication over today and tomorrow (since school is closed anyway!) and tell us if you'd like us to explain any aspect again.

We look forward to hearing from you...and we hope it is to spark off a conversation!