



# **DB Primary Frequently Asked Questions for Families**

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We are pleased to share answers to some of the most common questions received so far about DB Primary. We will update this on an ongoing basis.

Please also see the [DB Primary Parent Guide](#) and [video guide](#) that shows how to upload tasks in different ways.

We have had a lot of questions about uploading work so we have written some of them below with answers and hope this will be helpful for you:

## **How do I upload multiple photos to one task?**

The way the website has been designed means that we are only able to upload one photo to a task. However there is a way to embed multiple photos into a document you are creating in DB Primary. Please read the attached instructions on how to do this if it is something you would find helpful or necessary at times. You can, of course, always send teachers messages with photos attached or upload photos of your work into your 'My Work' folder and let us know. That way we will know there is something there we need to look at.

## **My teacher has not responded to the work I have uploaded. What should I do?**

Teachers are usually setting around 4-5 tasks a day so to provide written feedback for every task each child completes is not possible. However, teachers will endeavour to make sure children receive at least 2 written comments per week and that the work they upload is acknowledged within 48 hours – this may be with a smiley face or traffic light to show how well the teacher thinks they have understood the task.

## **Some tasks I complete do not disappear on my homepage. How do I get rid of them?**

Only your teacher can delete a task from your homepage. Different tasks have different settings which is where a lot of the confusion has been with this. When teachers 'open' tasks, they appear on your homepage. When teachers 'close' tasks, they are removed from your homepage. However, teachers cannot open or close tasks for individual pupils, they can only do this for the whole class at once.

Some tasks are left 'open' and therefore visible on your homepage because...

- they are meant to be practised more than once in order to help children get better at skills like times tables or spellings. These will often be games or other forms of deliberate practice.
- you have not submitted or uploaded any work. Once you do this the task should disappear.
- your teacher would like to give children who have not completed that task more time to do so. For example, a parent may contact a teacher to say they wish a task to be left on their homepage as their child has not managed to complete it during the day. For a teacher to do this, the task must be left open for all children.

**I have uploaded the wrong photo/work for a task! What should I do?**

Send your teacher a message on DB Primary. They can reset the task for you so you will be able to upload the correct file.

**I have forgotten my password or can't get into my account! What should I do?**

If you type your password in wrong multiple times, then you will be locked out of your account for 10 minutes. If you have forgotten your password please contact school via the [admin@spofforth.n-yorks.sch.uk](mailto:admin@spofforth.n-yorks.sch.uk) email address and your teacher can reset your password for you.