Springfield Road Moseley Birmingham **B13 9NY** 

Head of School: Ms S Taylor

Tel: 0121 464 3618

email: enquiry@springf.bham.sch.uk



# **Springfield Primary Academy**

24<sup>th</sup> March 2020

## How to use Times Tables Rock Stars to support your child's learning at home

All children at Springfield Primary Academy have a Times Tables Rock Stars account. Go to https://play.ttrockstars.com/login/32024 and enter their personal login details. Please remind your child not to share their login details.

### **FAQs**

## - why is that?

Assuming that's not intentional, make sure they're playing in the Garage or Arena to get the tables we've set for them.

#### Why can't we login?

The most likely cause is that one of the three bits of information (school, username or password) hasn't been entered as above.

#### My child has chosen a rock name they're unhappy with - how do we change it?

Ask your child's teacher to reset their rock name so they can choose again when they login.

#### My child seems to be getting questions up to 12x12 My child is unhappy with the look of their avatar what can be done?

Everyone starts with the same avatar, no matter what rock name they've chosen. Simply change the hair, eyes and mouth to suit individual preferences.

#### Someone has logged in as my child and spent a load of their coins - what can we do?

Let your child's teacher know so that they can refund your child and speak to the class about trust and online safety.

Rock and roll!

Mrs Dhani-Ali

