Heritage Elementary Teleschool FAQ’s

Q: What is Teleschool?
A: Teleschool is a strategy for learning continuity to be deployed for extended time away from school. This plan will start on the third day away from school and assumes that power and internet connectivity are not disrupted.

Q: How do I log into my child’s school accounts?
A: Most Fulton County Schools Digital Resources can be accessed by logging into Classlink. You can access Classlink by visiting https://launchpad.classlink.com/fcs

Q: What is Classlink (Launchpad)?
A: Launchpad is a single sign-on platform that will allow you to use your FCS username and password to access everything that you need. Classlink (Launchpad) delivers instant access to your web resources from all of your devices.

Q: What do I do if I need technical assistance on Teleschool?
A: Should you require technical assistance through the Teleschool Hotline by dialing 470-254-2300

Q: What do I do if I don’t have power or access to the internet at home?
A: Students will be given at least two weeks to complete assignments upon returning to school.
Q: How do I know what assignments my child should complete?
A: School will communicate assignments through Class Dojo, School Website, etc.

Q: When are the assignments form Teleschool due?
A: Students will be given a minimum of two weeks to submit assignments upon returning to school.

Q: Who do I contact if I have questions?
A: General questions about your school’s Teleschool lessons and assignments should be directed to your child’s teacher via email, Class Dojo, etc.

Q: What is the availability of my child’s teacher?
A: Teachers will be available via email, Class Dojo beginning from 8:00 a.m.-3:00 p.m. each day. If you do not have their email, please visit the school website. They are located underneath the staff tab.

Q: What if I don’t know my child’s student ID number or need to reset their password?
A: Should you require assistance with login information on a Teleschool day, you can call the Call Center by dialing 470-254-2300

Q: How can I access the school’s web address?
A: You can visit our schools web address by visiting the Fulton County Schools Website at www.fultonschools.org Select the Our District Tab at the top. Select Schools and Buildings. Then select Heritage Elementary.