

# Decks (previously Memrise) French and Spanish homework Frequently Asked Questions

*You do not need to read all this guide. If you have a difficulty using Memrise, hopefully you will find the answer here. If not, please contact the classroom teacher, who will be happy to help.*

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## 1. What is Decks?

Decks is an **online learning tool** with courses created by the French and Spanish teachers at TBS. You do **not need to pay** for Decks at any time.

These courses contain the **very important words and phrases** that students need to know to make **good progress** at all levels. Decks makes learning much easier to keep track of, for students, parents and teachers. Another benefit is that no lesson time is now needed for vocabulary tests, and this time can be used mastering how to use and adapt the words and phrases well.

## 2. How do I sign up?

You should **not** use a personal email or Facebook account to sign up, as these are not appropriate to share in a school setting. Secondly, should you forget your password, you will not be able to access these accounts in school to reset the password.

You should **not** select 'Spanish' or 'French' after creating your account, (courses offered by Decks), unless you want to do these as extra work.

To create an account for the first time, visit <https://decks.memrise.com/>

### 3. How do I join my teacher's course?

Your teacher will provide you with a link in ePraise. This link will automatically enrol you on the correct course, in the correct class group.

### 4. How do I reset my password if I forget it?

On the 'Login' page you will see a link called '[I forgot my password!](#)'.

- Click the link
- Enter your school email address, and click the 'Reset password' button
- Open your school email, using [the link provided on the school website](#) and your school Office 365 username and password
- Look for the email from Memrise (it may be in the 'Other' or 'Junk' folders)
- Follow the instructions in the email to choose a new password

### 5. I tried to reset my password, but it says, 'no such user'. What should I do?

- **Firstly**, check that you entered your email in the correct format. The school email format is as follows:



- **Secondly**, it may be that your previous account used a different (or incorrectly typed) email address. The only option now is to create a new account, using your correct school email.

### 6. I tried to reset my password, but I can't find the email from Memrise. What should I do?

- Open your school email, using [the link provided on the school website](#) and your school Office 365 username and password
- Look for the email from Memrise (it **may be in the 'Other' or 'Junk' folders**)
- Follow the instructions in the email to choose a new password

## 7. I am doing my homework but my teacher can't see it. What should I do?

There are 2 possible causes for this:

1. You may have joined the wrong course. You should read 'How do I sign up?' and '3. How do I join my teacher's course?'.
2. You may have been using a **mobile or tablet app offline**. These apps can allow you to do some of the work offline, but need to connect to the Internet to download the next part of the course, and to update the progress you have made. You should check with the web page version of Memrise to see that your progress is being registered, and consider only using this if the app is proving unreliable for you.

## 8. I have signed up for French and Spanish courses but I can only see one. How do I fix this?

On the web page, you can use the filter to see only French or only Spanish courses. Use this filter to switch between views.



## 9. What should I do if I have forgotten, or been unable, to do my homework?

**Talk to your teacher.** It may be that you have good reason to be late with your homework, and it is also polite to apologise for completing work late.

Decks also allows you to get ahead, so if you know that you will be having difficulty completing homework (perhaps you are going away, or will be without Internet for a while), you should avoid problems by getting ahead, and **letting your teacher know** your plans.

## 10. Is there an app?

The free Memrise app will no longer work, but the company is working on a Decks app for the near future, although a specific date has not been published.

Some people prefer the app interface, or prefer to work on a mobile or tablet. The apps can allow you to do some of the work offline, but **need to connect to the Internet** to download the next part of the course, and to update the progress you have made. You should **check with the web page** version of Memrise to see that your progress is being registered, and consider only using this if the app is proving unreliable for you.