

# Google Classroom Student Troubleshooting Guide

## 1. How do I access the Classroom?

Once you have accepted the invitation to join a Google Classroom, via individual invite or link to the Classroom, there are two ways to access the Classroom. First is by visiting [classroom.google.com](https://classroom.google.com). You will be required to sign into the Google account (Gmail) you use to access this Classroom. Please ensure you are signed out of any other Google accounts before logging in. Once you have logged in all of your available Classrooms will be displayed, click on the one you'd like to enter. The second way to access your Classroom would be by signing into your Gmail account and clicking the nine (9) dot menu in the upper right hand corner. From there find and click the Classroom icon. All of your available Classrooms will then be displayed; click on the one you'd like to enter.

## 2. I can't sign into the Google Classroom.

You might be trying to sign in to the Google Classroom with the wrong account. Check that you're using the email account connected to Classroom. You sign in to Google Classroom with one of these accounts:

- School account—Also known as a Google Workspace for Education *account*, this account is set up by an accredited school. It looks like *you@yourschool.edu*.
- Personal Google Account—This is set up by you, or your parent or guardian. Typically, you use a personal Google Account outside of a school setting, such as a homeschool. It looks like *you@example.com*.
- Google Workspace account—This is set up by your organization's administrator. It looks like *you@yourcompany.com*.

Note: You must have an active Internet connection to sign in. Be sure you are signed out of all Google accounts, including school accounts, before attempting to sign in to Google Classroom.

## 3. I forgot my password.

You can change your password for security reasons or reset it if you forget it. Your Google Account password is used to access many Google products, like Gmail and YouTube.

### Change your password

1. Open your Google Account. You might need to sign in.
2. Under "Security," select Signing in to Google.
3. Choose Password. You might need to sign in again.
4. Enter your new password, and then select Change Password.

### Reset your password

1. Follow the steps to recover your account. You'll be asked some questions to confirm it's your account and an email will be sent to you. If you don't get an email:
  - a. Check your Spam or Bulk Mail folders.
  - b. Add [noreply@google.com](mailto:noreply@google.com) to your address book.

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- c. Check all email addresses you might've used to sign up or sign in to your account.
2. Choose a password that you haven't already used with this account. Learn how to create a strong password.

## What happens after you change your password?

If you change or reset your password, you'll be signed out everywhere except:

- Devices you use to verify that it's you when you sign in.
- Some devices with third-party apps that you've given account access.
- Helpful home devices that you've given account access.

## 4. How do I sign out?

### Android

On Android, you don't sign out of an account; instead, you remove your account from your device. Removing the account doesn't delete it, so you'll still be able to use your account on other devices.

1. In the Classroom app, tap Menu.
2. Next to your name and email, tap the Down arrow >Manage accounts.
3. Tap Google.
4. If needed, tap your account.
5. At the top right, tap More >Remove account.
6. Tap Remove Account to confirm.

### Computer

When you sign out of your account, you sign out from all Google Workspace products on your device.

1. In Classroom, at the top right, click your photo or Account image.
2. Click Sign out.

### iPhone & iPad

On iOS, you don't sign out of an account; instead, you remove your account from your device. Removing the account doesn't delete the it, so you'll still be able to use your account on other devices.

1. In the Classroom app, tap Menu.
2. Next to your name and email, tap the Down arrow >Manage accounts.
3. At the top right, tap Manage.
4. Next to your account, tap Remove.
5. Tap Remove to confirm.

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## 5. I deleted my class invitation.

If you lose your class invitation before you added yourself to a class, please email [classsupport@auroraculturalcentre.ca](mailto:classsupport@auroraculturalcentre.ca) and request the class invitation be resent.

Note: You only use the class invitation once to enroll. You don't need to re-use the class invitation again.

## 6. I unenrolled from a class and want to re-enroll.

If you accidentally unenrolled from a class, email [classsupport@auroraculturalcentre.ca](mailto:classsupport@auroraculturalcentre.ca) and request we resend you a class code or invitation.

## 7. Where to I find the materials, images or videos posted to the class?

Classroom videos are posted under the “Classwork” tab. These items can be viewed within the Classroom or downloaded for future use. Please note, that materials will be available up to one week after the end date of the class. We recommend you download anything you'd like to reference before access is removed.

## 8. Can I post comments or questions in Google Classroom?

Yes, absolutely, we encourage students to engage in Google Classroom. Students and instructors can post comments or questions in the “Stream.” Write out your comment or question and click post. Please know that these comments will be visible to everyone in the Classroom.

For additional Google Classroom support, please email [classsupport@auroraculturalcentre.ca](mailto:classsupport@auroraculturalcentre.ca).