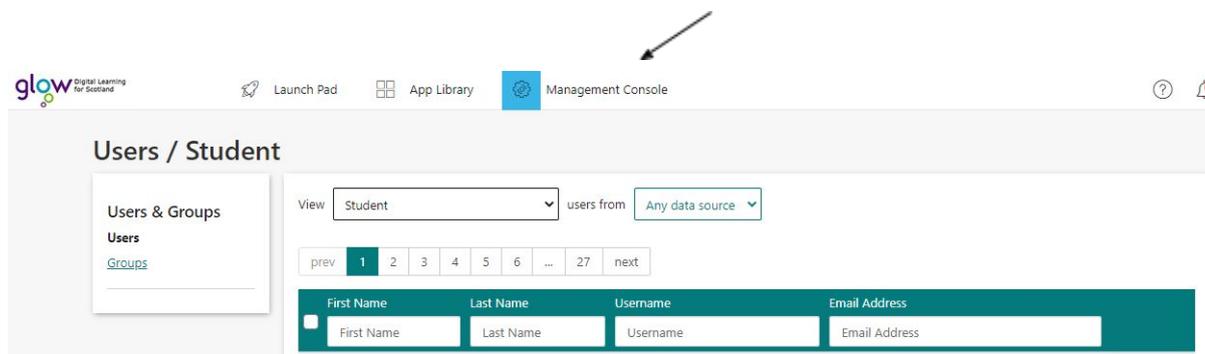


## Google Classroom Troubleshooting Guide

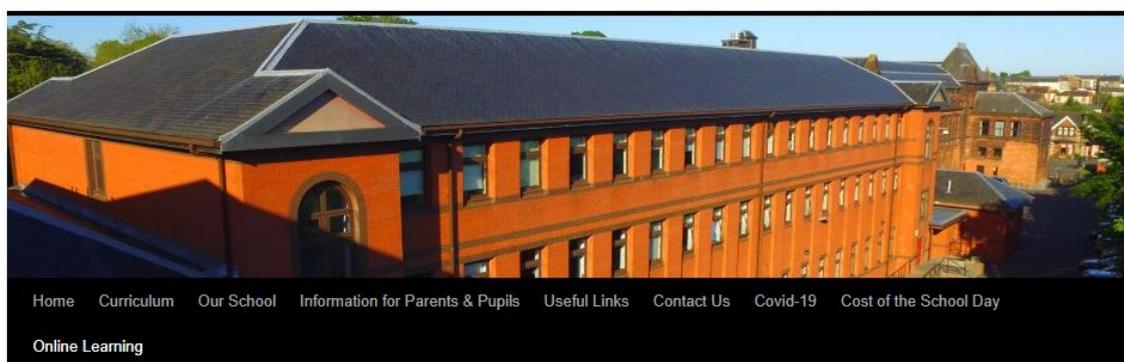
### Passwords

If any pupil has forgotten their password it can be reset by any teacher in the school. Teachers can access the management console (as shown below) to do this. Once in the management console they can search for the pupil by name, click the green “action” button which will give the option to reset password. Pupils can then type their new password in.



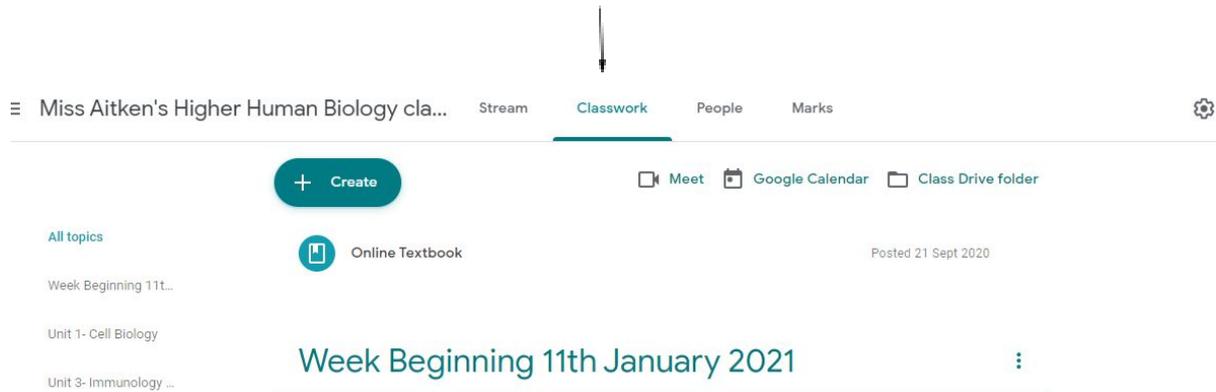
### Classroom Codes and Help Guides

All Google classroom codes can now be found on the school website in the Online Learning Tab, under Google Classroom. There are two separate tabs; Google Classroom Help Guides and Google Classroom Codes. The Help Guides will take them through all the basics for using Google classroom.



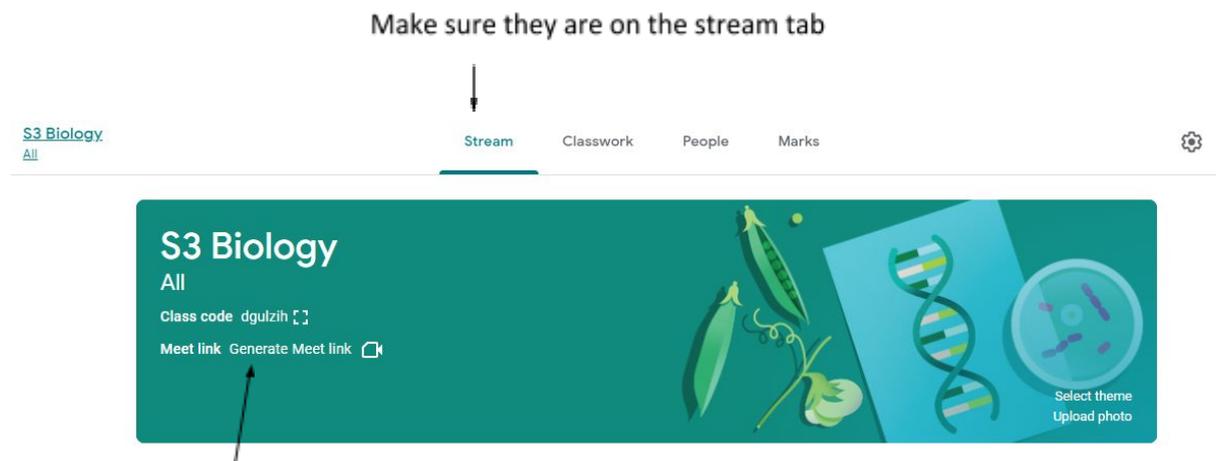
## Finding their Work

Once the pupils are in their relevant google classroom they need to make sure they click the classwork tab. This will ensure they have access to all of their work and teacher instructions and complete it in the order their teacher has asked.



## Accessing a Google Meet

To access a google meet pupils should go into their Google classroom stream and click on the “meet link” shown in the banner at the top of the google classroom (further instructions on how to do this can also be found on the online learning tab on the school website).



They should then be able to click the meet link, they will then be asked to click “join”.

### **Watching Videos shared by Class Teacher**

If the video link won't work pupils should in the first instance try to open it on a chromebook rather than a PC. Once on the chrome book, if it doesn't work, they should click the "download" option that will appear. Once it has downloaded a box will appear in the bottom right corner, click "show in folder". Tell them to leave the folder open until the icon next to video goes red, once it is red, the video is ready to play. This can take a few minutes.

**Note: There is a tray of headphones available so pupils can listen to their class videos.**

Other videos may say they require a log in, unless told otherwise by their teacher, this log in will be their google classroom log in.

### **Uploading Pictures of their Work for Class Teacher**

Some class teachers may give the pupils the option to upload their work as a picture after they have completed it in their class jotters. The two YouTube links below can help them with this, there are also step by step instructions on the Online Learning Tab on the school website.

<https://youtu.be/7wfK4V8K7OI> - uploading on an iPhone

<https://youtu.be/tZl-xQ5r6L4> - uploading on a computer

*If pupils are still struggling there are a variety of "how to" guides on the school website under the online learning tab mentioned above. They can also contact their class teacher via google classroom or glow email if they are still unable to access the resources.*