

Google Classroom Help

Known Issues

You are asked for a class code

We believe that the reason for this is that a Google account is already signed in so could you please try the following:

On Android devices:

1. Open your settings app.
2. Scroll down to and tap **Accounts**.
3. If your child's account is not already listed, scroll down to the bottom and tap **Add account**.
4. Tap Google. You should then be able to enter the user name and password you have been given for your child.

In the Google Classroom app.:

1. Click the menu (three horizontal lines) top left.
2. Tap on the name of the currently signed in user.
3. In the list of accounts that appears, tap the account you just created for your child.
4. You should see your child's class and not be asked for a class code.

On Apple devices:

In the Google Classroom app:

1. Tap the menu, top right, usually a capital letter (user's first initial) in a coloured circle or profile picture.
2. A list of accounts should be displayed. If your child's account is not listed, there should be the option to add an account. Follow the on screen instructions to add your child's account.
3. If your child's account is listed, tap on it and you should see your child's class and not be asked for a class code.

If you are still unable to get to your child's class, try using your browser as outlined below:

On a computer:

1. Open your browser. Usually Microsoft Edge or Google Chrome on a Windows machine, Google Chrome on an Android device and Safari on a Mac or Apple device and go to <https://accounts.google.com>.
2. On the top right, select your profile image or initial.
3. On the menu, select your child's account. If the account is not listed, then choose **Add another account** and follow the on screen instructions to add your child's account.

If you are still having problems, try signing out of the account. When you sign out of one account, you also sign out of all your accounts on that browser:

1. Open your browser and go to <https://accounts.google.com>.
2. On the top right, select your profile picture or initial.
3. On the menu, choose **Sign out**.
4. All the accounts should then be listed including your child's account. Select your child's account.
5. If your child's account is not listed, choose **Use another account**.

Having difficulty opening a piece of work.

We believe this was due to the file being in Microsoft Word format.

Files will be uploaded in pdf format.

Requesting Help

If you still need assistance, you can contact our Mr Hall, our Network Manager by:

Calling the school and leaving a message. Please let us know when would be the best time to call you back.

or

Emailing classroom@westcliffeprimary.com.