

Google Classroom FAQs

For parents who are having difficulties with Google Classroom, we have created this FAQs page to support. Please read through the questions before calling school, as this allows us to help more parents and pupils.

Q: Why can't I login?

A: Your child can only login to Classroom using their school email address. This ends in @gbshp.org. Make sure you have used the correct email address and password (passwords are case sensitive so make sure caps lock is off).

To make things easier, it is best to install the Chrome Browser. On iPhones and iPads, you can download this from the PlayStore. On Android phones and tablets, this will be pre-installed.

Some tablets and phones switch between accounts and this can make it difficult to sign in. To combat this, use Incognito Mode on Android tablets and phones, or Private Browsing on iPhones and iPads.

Incognito Mode (Chrome Browser)

- 1. On your Android phone or tablet, open your Chrome app.*
- 2. To the right of the address bar, tap More. New **Incognito** tab.*
- 3. A new window appears. In the top left, check for the **Incognito** icon.*

Private Browsing (Safari)

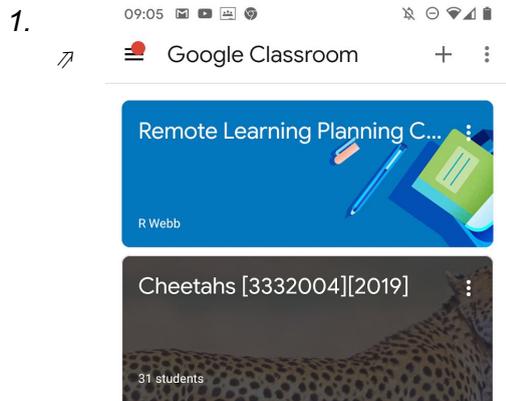
- 1. Open Safari on your iPhone or iPad.*
- 2. Tap the new page button.*
- 3. Tap Private, then tap Done.*

Q: What is my child's password?

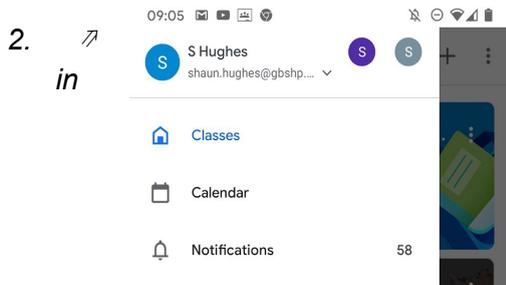
A: All children were given their passwords in their home learning packs. If they have lost and forgotten it, go to www.georgebettsprimaryacademy.com > home learning > request password. You will receive a text as soon as possible with their new passwords.

Q: Why does Google Classroom ask for a class code when I sign in.

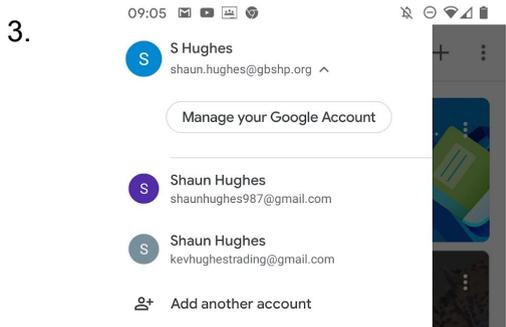
A: This is usually because they are signed in on another account, not a school one. This can happen when they download the classroom app on a parent or sibling's phone. They need to follow these instructions to change the account they are signed in to:



On the home page, tap on the three lines in the top-left corner of the screen.



*Check the email address that you are signed with. If this is **not** your school account, tap the email address.*



A list of email addresses should be shown. If your school account is shown, tap this. If it is not shown, tap 'add another account', then type in your email address and password.