



# Google - Troubleshooting for Parents

## **LOG INTO SCHOOL PORTAL/GOOGLE CLASSROOM/GOOGLE SITE**

Please remember that you cannot access your child's Google Site or Google Classroom with any other account than your child's @my.ecsrd.ca account. Please see your child's teacher for their login information. If you are not able to get into the Google Classroom or on the Google Site, please follow the following directions and choose ONE option below:

1. Clear your Chrome cache:
  - Click the 3 dots menu
  - Click More Tools > Clear browsing data
  - Only check the box for "Cookies and other site data"
  - Set the Time Range to "All Time"
  - Click "Clear Data"
  - Refresh the portal page and login as normal
2. Use a different browser (i.e. Edge).

## **GOOGLE MEET WITH YOUR CHILD'S TEACHER/CLASS.**

Before you join a Google Meet, follow the link below and add this to your child's profile, this will allow your child to see everyone on the call. (Brady Bunch style). Your child's teacher will send you a link before the meeting and you will click the link and follow it to your meeting.

What to remember: **1)** when it is not your turn to talk make sure you have muted yourself (microphone icon at the bottom) **2)** All information is private, no permission has been given to tape or take a picture during meeting. **3)** If you do not want to be seen for some reason, you can click the camera icon at the bottom and it will turn off your camera. **4)** If the camera/mic aren't working to check the meet settings (3 dots on the bottom right) to make sure the devices are set correctly **5)** Smile and have fun! Your teachers are excited to see you!

<https://chrome.google.com/webstore/detail/google-meet-grid-view/bjkegbgpfpgpikgkfidhchihflbjgfc>

## **GOOGLE CLASSROOM DOCS ARE NOT OPENING**

There could be a number of reasons. First of all, check that all other google accounts have been logged out of except your child's. You need to open your Google Classroom by logging into the Google Chrome Web Browser, this will ensure all functions work properly in the Google Site and Google Classroom.

If you continue to receive a message that you do not have access to the document, you will need to email your teacher, they may not have changed the permissions. Please be patient with us, we are trying our best.

**Remember:** We cannot give permission for another outside email/gmail because of security reasons and our system just doesn't allow it.