

A quick guide on how to access Google Classroom

As part of our online learning offer, your child will be set work to do on our Google Classroom online learning platform.

Your child's Google account

Your child's school will send your child's Google login separately. It will be in the format `username@chn.compassps.uk`.

How do I get to Google Classroom

On a laptop or desktop – open your internet browser (Google Chrome or Microsoft Edge is recommended) and go to: classroom.google.com

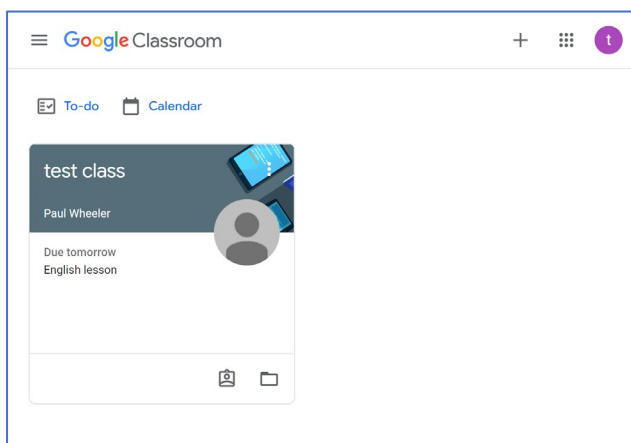
On a mobile phone or iPad – download the Google Classroom app from the Apple App Store or the Google Playstore.

You will be asked to sign in. Type in your child's Google account details.

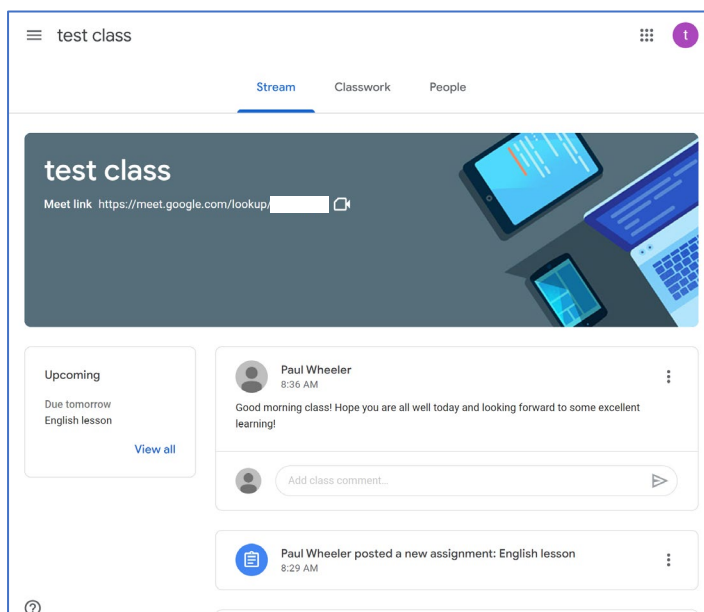
IMPORTANT NOTE – your device may already have a personal Google account on it – make sure you don't use this to access Google Classroom as it will not give access to your child's class.

Getting Started

After logging in you will see a screen with your child's classroom. If you do not see the classroom or are asked for a "class code" to join a class, then you are logged in with a personal Google account not your child's – see the Troubleshooting section later in this guide for help.



Click on your child's class and a new page will open with three options: Stream, Classwork and People.

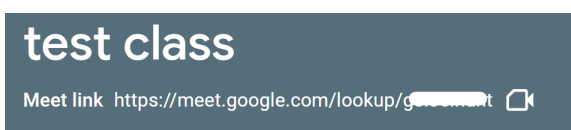


Stream – this is the main class conversation page. The teacher can post on here and your child can write comments back to the teacher.

Classwork – this page shows all the upcoming learning that has been set for your child. It will be organised into sections so your children can find their learning easily. The teacher will add instructions for each assignment.

Google Meet

If your school is using the Google Meet facility, to access a class meeting at the time specified by the class teacher, simply click on the link on the front page of the class view. Your child will then be able to enter the Meet with the rest of their class.



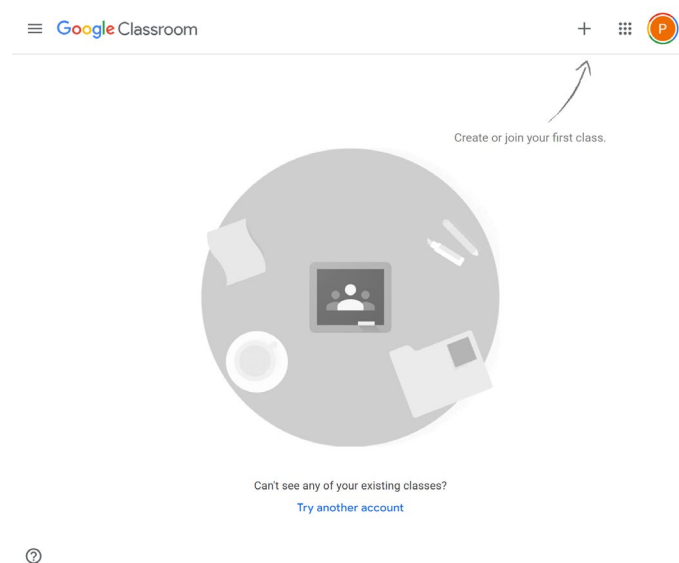
How to ask for help

If your child needs help with their learning, they can add a private comment on each assignment. Their teacher will see the comment and reply.

Troubleshooting

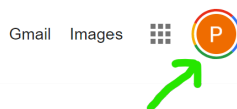
If you are unable to see your child's class when accessing Google Classroom, then it is most likely that you are already signed into Google with a different, personal account. This is common when using an Android phone as you are always signed into a Google Account.

Google Accounts are used to access all of Google services, including Google Photos, Google Calendar, Google Drive and Gmail. Once you sign into one service, it automatically signs you into the rest.

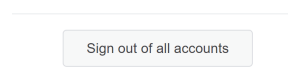


There are several ways to resolve this:

1 – Sign out of your own Google Account. Go to google.co.uk (or any other Google service), click on your initial in the top right corner

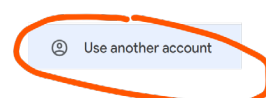


Select “sign out of all accounts” from the drop-down menu.



Go to classroom.google.com and sign in with your child's Google account.

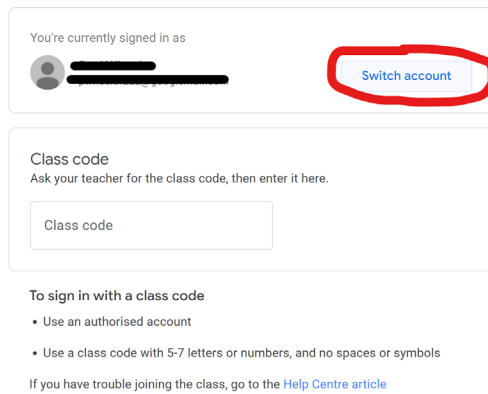
2 – Add another Google account alongside your existing account. On the initial screen of Google Classroom you should see a link “try another account”. Click on this



Then sign in with your child's Google Account

3 – On the “join class” page where it asks for a code, you should see a “switch account” button. Click on this and sign in with your child’s Google account.

× Join class



The screenshot shows the 'Join class' interface. At the top, it says 'You're currently signed in as' followed by a profile picture and a redacted name. To the right of this is a blue button labeled 'Switch account', which is circled in red. Below this is a section for 'Class code' with the instruction 'Ask your teacher for the class code, then enter it here.' and a text input field labeled 'Class code'. At the bottom, there is a section titled 'To sign in with a class code' with two bullet points: 'Use an authorised account' and 'Use a class code with 5-7 letters or numbers, and no spaces or symbols'. A link to the 'Help Centre article' is provided at the end of this section.

If you get an error saying incorrect username or password when signing into your child’s account:

- 1 – ensure you have put @chn.compassps.uk after your child’s username
- 2 – double check that you have typed the password correctly
- 3 – contact your child’s school and ask for help