



# Problems with Google Classroom?

Here are some common issues and solutions

**Problem:** You cannot sign in to Google Classroom.

**Solution:** Ensure you are logged out of all other google accounts in other tabs. Sign in using your child's details (@swale.at email address and password) and enter class code if asked.

**Support:** Please ask your teacher if you need the Google Classroom details.

**Problem:** You do not have a laptop or a tablet, but you have an X-box.

**Solution:** Go to 'my games and apps', find 'Microsoft Edge' and select, visit Google classroom and log in.



**Problem:** You do not have a laptop or a tablet, but you have a PlayStation.

**Solution:** Go to 'library', select 'all', select internet browser, visit Google Classroom and log in.



**Problem:** You can view the slides, but cannot edit them.

**Solution:** work through the slides and write your answers on a piece of paper. Don't forget to send photos of your work to your teacher.

**Support:** Please ask your teacher if you need an exercise book.