

# Troubleshooting Google & Schoology for Parents and Students

Here are a few troubleshooting pointers to help with the issues you may be having with Google and Schoology.

1. Ensure that the student device is logged out of any personal accounts (including parent or sibling accounts), and only signed into their NISD Gmail account. Once you are completely logged out of all email accounts, then close and relaunch Chrome, only log in at [gmail.nisd.net](mailto:gmail.nisd.net).

Students must use their full NISD email address to log in.

Student example: **firstname.lastname@students.nisd.net**

(Please keep in mind that some student email addresses may include numbers for common names).

2. Students who are using a chromebook, laptop or desktop should be sure they have [connected their Google Drive Resources App](#) inside of Schoology before they try to open a Google Assignment. This [video](#) will provide the same information for iOS devices.

3. When students open a Google Drive Assignment, they are sent into the Assignment tab. Here they will find instructions for the assignment. Students will need to click on the My Document tab at the top and then make sure they are signed in to Google on this page to see their Google Assignment. (See image below). Here are videos on how this looks in a [Chrome Browser](#) or [iOS/Apple mobile device](#).

The image shows a screenshot of a Schoology assignment page with several annotations in text boxes and arrows:

- Assignment directions are found under the assignment link.** (Arrow points to the 'Assignment' tab)
- To access a COPY of your assignment, click on MY DOCUMENT.** (Arrow points to the 'My Document' tab)
- To work on your assignment, click EDIT.** This will open the assignment in the google app (slides, docs, etc.). Be sure you are working in your student gmail! (Arrow points to the 'Edit' button)
- Can't see your document? Click here.** (Arrow points to a link below the 'My Document' tab)
- Final step: Come back to this page to submit your work.** (Arrow points to the 'Submit Assignment' button)
- If you see this - click Log in.** In this area you should see a preview of the assignment. *NOTE: you may have to click the log in button 2xs if you see an access denied message.* (Arrow points to the 'Log in' button in the Google Drive sign-in area)

The screenshot shows the user 'Madison Sexton' with 'Submit Assignment' and 'Edit' buttons. Below is the Google Drive sign-in area with a 'Log in' button highlighted in red.