

## **Google Classroom FAQ:**

### **Q. When I log in I can't see any classes**

A. Most people are already signed in on a personal Google account. You need to click on the account icon and switch accounts to log in with your school account. Once you have done this you will be able to see all of your classes.

### **Q. My log in details will not work**

A. You log in details for Google Classroom are slightly different to those you use in school. The password is exactly the same but your username needs to be entered as an email address. For example, [15mpow@reddish.stockport.sch.uk](mailto:15mpow@reddish.stockport.sch.uk).

### **Q. I have accidentally unenrolled from one of my classes**

A. You need to alert your form tutor in the tutor group classroom, they will contact your teacher on your behalf and have you re-added to the class. You will be responsible for making sure you complete any missed work.

### **Q. I can't post a comment in my classroom's stream**

A. Your teacher has turned off student comments to make sure you don't miss any important messages. If you need to message your teacher you can do so using a private message within an assignment or send a message to your form tutor.

### **Q. I am struggling to understand how I submit assignments or complete my work.**

A. First you should communicate this with your teachers or form tutor who will try and help you out and offer advice. If this doesn't work you can contact [Googleclassroom@reddish.stockport.sch.uk](mailto:Googleclassroom@reddish.stockport.sch.uk)

### **Q. I have forgotten my password and this is preventing me from logging in.**

A. You will need to contact IT Support via email [Googleclassroom@reddish.stockport.sch.uk](mailto:Googleclassroom@reddish.stockport.sch.uk) who will be able to reset your password and email you a new one.