



Holy Ghost Catholic Primary School

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HEADTEACHER
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Some things to check if having difficulty accessing Google Classroom – For Parents

- (i) **Ensure that the child is using the correct username and password.**
 - i. Username - Each child has been provided with a secure login username which is unique to them. The Class Teacher or school Office will provide the username/password if needed.
 - ii. Password – we are currently using a generic password. Please do not change this password, as if it is forgotten, it needs to reset and this does take time.
 - iii. If you need to check your child’s username please contact the school office.
- (ii) **Classroom Code** – should not be needed, but if needed, please check with the class teacher / School office.
- (iii) **Use Chrome as your browser**
 - i. In order to get the full functionality of GC, it is recommended that Chrome is used. Safari etc can be used – but appears to operate better, especially on a tablet or android, using Chrome.
 - ii. Must have IOS version 12 or above. (To check - go to your tablet Settings function).
 - iii. Should only have one Google account open at any time.
 - iv. May need to clear cache.
 - v. We recommend that a Chrome book or laptop is used for accessing Google classroom and not an iPad.
- (iv) For general support information go you may wish to visit <https://support.google.com/edu/classroom/>

(i) Further support information go to <https://support.google.com/edu/classroom/>