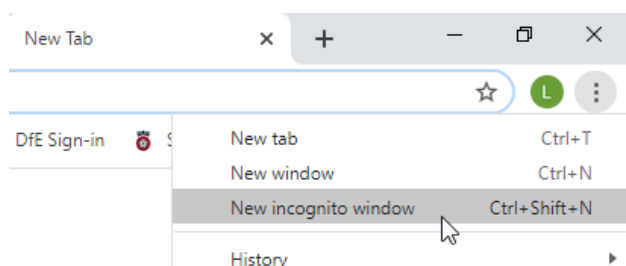


# Google Classroom

If you have problems logging on, it might be worth trying one of the following solutions:

- Check that your device hasn't remembered another user's Google email address – smart phones and tablets often automatically use the address of the last person to log into a Google site. If your child has more than one Google email address, you may need to get the device to sign out of/'forget' the other address. You can also use the 'incognito' function to open a browser page that isn't automatically signed into any accounts – use the three dots next to the web address bar.



- Check your browser is viewing the Google Classroom site (<https://classroom.google.com>) – if you go to another Google site (e.g. Google Play or Google Calendar), you may get a message saying that you don't have permission to view.
- If you are having trouble with the Google Classroom app, try using a browser instead (we know the app has not been working for some people and we're looking into a solution).
- Check you are using the correct email address for your child. Each address is made up of the first letter of their forename, the first four letters of their surname and the year they joined the school, followed by .kfjs.org – for example Adam Smith in Year 3 would have the email address asmit20@kfjs.org (Year 4 would use the number 19, Year 5 number 18, Year 6 number 17).

Full guides to joining your child's new class and using Google Classroom to upload work are available on our website at [www.kingsfurlong.net/year-group-pages-1](http://www.kingsfurlong.net/year-group-pages-1)