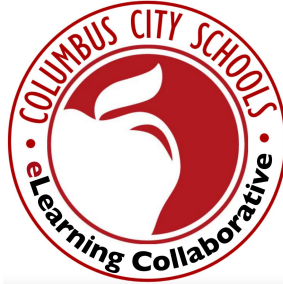


The CCS eLearning Collaborative is here to support implementation of G Suite and Google Classroom during this period of online learning. Below are some tips and troubleshooting based on frequently asked questions we have received so far. Please see the eLearning website for additional resources, including our on-demand portal: [www.ccsok.us/elearning](http://www.ccsok.us/elearning).



[www.ccsok.us/elearning](http://www.ccsok.us/elearning)

## Google Classroom Tips and Troubleshooting

### Teachers creating a class

If a teacher only has the option to join, not create a class, they likely signed up as a student the first time they logged in to Classroom. To have this corrected, please email Phillip Tancreti via CCS email and request to be added to the *Classroom\_Teachers* group in G Suite.

### Students report an invalid class code

An invalid class code typically results from students trying to log in with a personal account, or a teacher has created the Google Classroom in a personal account. Google Classroom does not allow outside domains. Both teachers and students must use their CCS username and password. Be sure to log out of any personal Google accounts.

### Adding students directly into Google Classroom

Teachers can add students directly into Google Classroom without sending/posting a class code. From the "People" tab, click on the icon next to "Students" (Invite Students). Add students with StudentIDNumber@columbus.k12.oh.us. This is not ideal for large groups,

but can be done quickly for smaller classes, and situations where students are having trouble with the class code. When students are added directly (invited), the class will show up on their dashboard when they log in to Google Classroom. Students will just need to click on the “Accept” button on the class card that appears.

### **Email function within Google Classroom**

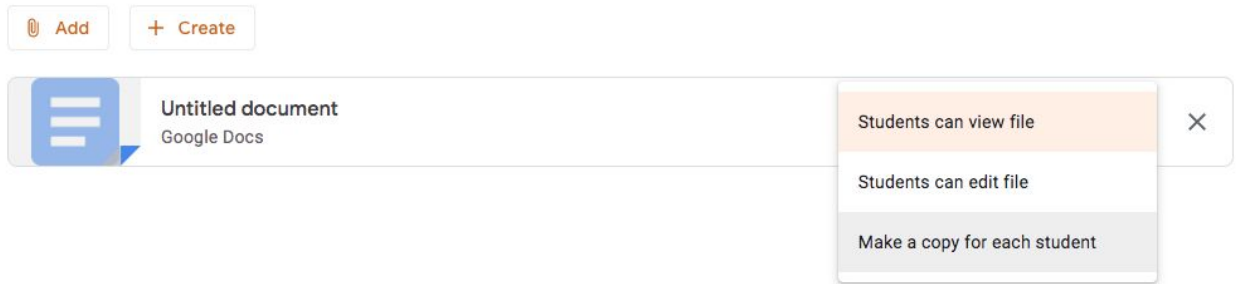
The email function within Google Classroom is designed to be used with Gmail, not Office 365. Although student email accounts are turned on, the email functionality within Google Classroom is not available since student email accounts are through Office 365, not Gmail. However, automatic notifications of announcements and assignments posted in Google Classroom should be sent to students’ emails, unless students turn off notifications.

### **Parent/Guardian access**

The Add Guardian function does not provide parents with full access to Google Classroom. Guardians only receive a summary report. Guardians establish how often to receive the report in their settings. Guardians only need to be entered one time for their students. Student summaries will automatically attach to the Guardian summaries for all classes in which their students are enrolled. If Guardians receive an error message when responding to an invite, it is likely because they have already signed-up under a previous invitation. The “Email All Guardians” function is also designed for use with Gmail, not Office, and therefore will not work with CCS Google Classroom.

### **Posting Editable Google Docs in Google Classroom Assignments**

In order for students to complete and submit an individual Google Doc assignment, the teacher must post the assignment as “Make a copy for each student.” This is the third option on the drop down menu.



For additional instructional questions regarding Google Classroom, visit the eLearning webpage, [www.ccsoh.us/elearning](http://www.ccsoh.us/elearning) or email us at [elearning@columbus.k12.oh.us](mailto:elearning@columbus.k12.oh.us).

Thank you,

eLearning Collaborative  
Columbus City Schools  
[www.ccsoh.us/elearning](http://www.ccsoh.us/elearning)  
[elearning@columbus.k12.oh.us](mailto:elearning@columbus.k12.oh.us)