

# Schoology FAQ for OLGC Parents

## LOGGING IN:

### **Who should I contact if I receive an error message while trying to log into Schoology?**

Email [schoologyhelp@olgcschool.org](mailto:schoologyhelp@olgcschool.org) to report the issue. Include the course name and course time that you are having trouble with.

## BROWSERS:

### **I am using Safari to access Schoology and received a “Safari Browser Notice” error. What does this mean?**

To update your Safari browser settings on your **Desktop**:

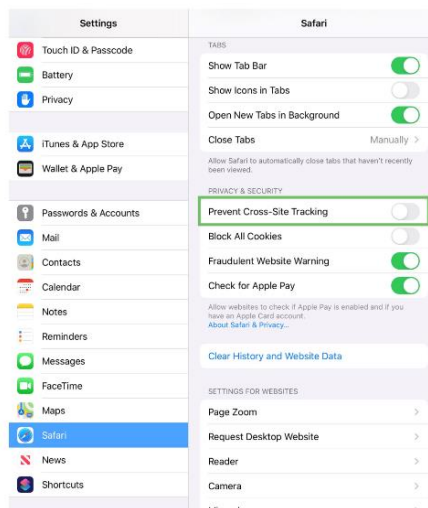
1. Click Safari in the top menu and select Preferences.
2. Under Website Tracking, uncheck “Prevent cross-site tracking”.



3. Refresh the page and try again.

To update your Safari browser settings on **iOS devices**:

1. Tap Settings on your device.
2. Tap Safari.
3. Scroll to the Privacy & Security section and turn off “Prevent Cross-Site Tracking”.



## CONFERENCES:

### ***Why can't I access Conferences within the Schoology app?***

Log in to Schoology using a web browser, rather than the app. We suggest using Google Chrome or Safari.

### ***Why don't I see a link to Conferences when I'm logged into Schoology?***

Make sure you are logged in with the student account. Click on the Homeroom class and then the Conferences link.

### ***Why don't I see a link to Conferences when I'm sure I logged into the right course at the right time?***

Make sure you are logged in with the student account. Email [schoologyhelp@olgcschool.org](mailto:schoologyhelp@olgcschool.org) to report the issue. Include the course name and course time that you are having trouble with.

### ***What should I do when I see a "Private Access Only" error message while trying to access Conferences?***

Verify that you are logged into your student's account. Parent accounts will display your name in the upper right corner. If you are viewing as your Student, you will see a light blue bar across the top of the page that says, "You are viewing as [student name]".

Parent accounts do not have all the functionality that student accounts have.

### ***Why can't I see any other students in my child's Conference?***

To keep students focused on the teacher and the class at-hand, Conferences will only show the teacher at this time.

### ***Why can't I see my child's Gym or PE class in Conferences?***

Not all specials will have a Conference options. Gym will not be offered via Conferences at this time. Health and Wellness class will be available when the students are inside.

### ***My child logged into their Course a little early and has been waiting for the teacher to start a Conference for what seems like a long time.***

Try refreshing your browser to see if the teacher has logged in while you were waiting.

### ***I received a "Media Can't Be Sent" error and, though I can hear others in a Conference, I cannot see them.***

This can be solved by using a Google Chrome browser.

## GRADES:

### ***The grades listed in Schoology do not match with what my child is expecting and/or grades are missing from Schoology. Where can I find them?***

PowerSchool is the system of record for students' grades. OLGC teachers will not be using Schoology for recording any grading information at this time.

## GOOGLE ACCOUNTS:

*I am not able to connect Schoology with my child's Google drive account. How do I do that?*

1. Type [accounts.google.com](https://accounts.google.com) into your browser.
2. Sign into your Google account using email format: [year of graduation-firstname.lastnameinitial@olgcschool.org](mailto:yearofgraduation-firstname.lastnameinitial@olgcschool.org). An example would be [2020-adrianej@olgcschool.org](mailto:2020-adrianej@olgcschool.org).
3. Click "Next" then use the default OLGCS password to activate the account. Google will then ask you to reset your password. Write down this new password.
4. Log into your **student's** Schoology account, then click Resources> Apps to connect the Google account.