# **Schoology FAQ for OLGC Parents**

## LOGGING IN:

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

Email <u>schoologyhelp@olgcschool.org</u> 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".

Privacy  Privacy	
Website tracking:  Prevent cross-site tracking	
Cookies and website data: Diock all cookies Manage Website Data	
Apple Pay and Apple Card: Allow websites to check for Apple Pay and Apple Card Safari allows you to make purchases on the web with Apple Pay and Apple Card using your iPhone or Apple Watch to confirm your payment.	?

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".

Settings	Safari	
Touch ID & Passcode	TABS	
Battery	Show Tab Bar	
Privacy	Show Icons in Tabs	
	Open New Tabs in Background	C
iTunes & App Store	Close Tabs Ma	anually 3
Wallet & Apple Pay	Allow Safari to automatically close tabs that haven been viewed.	t recently
	PRIVACY & SECURITY	
Passwords & Accounts	Prevent Cross-Site Tracking	
Mail	Block All Cookies	0
Contacts	Fraudulent Website Warning	C
Calendar	Check for Apple Pay	C
Notes	Allow websites to check if Apple Pay is enabled and if you have an Apple Card account.	
Reminders	About Safari & Privacy	
Messages	Clear History and Website Data	
FaceTime	SETTINGS FOR WEBSITES	
Maps	Page Zoom	
Safari	Request Desktop Website	
News	Reader	5
Shortcuts	Camera	
	Microphone	

### 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 <u>schoologyhelp@olgcschool.org</u> 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 <u>will</u> 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 <u>accounts.google.com</u> into your browser.
- 2. Sign into your Google account using email format: <u>year of graduation-</u> <u>firstnamelastnameinitial@olgcschool.org</u>. An example would be <u>2020-</u> <u>adriannej@olgschool.org</u>.
- 3. Click "Next" then use the default OLGC 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.