



Google for Education Family Tech FAQ

As digital technologies continue serving an important role in your child's education, we've heard that there are more questions about the tech being used and support needed. We've compiled the most frequently asked questions about tech in the classroom below with quick tips, guides, and resources to help answer your tech questions. If you don't see your question, visit our [Google for Education Help Center](#) to type in your question and find solutions, steps, or guidance from others with the same problem.

How do I access Google Classroom?

Guardians do not have a login account to their child's Google Classroom account. We recommend sitting down with your child, and walking through their Classroom with them to discuss their upcoming assignments, classwork, and notifications from the teacher.

How does my child sign into Google Classroom?

To access Google Classroom, your child will first have to verify that they are logged in to their school account. After this, they can navigate to [classroom.google.com](#), and [bookmark the page](#) so it's easily findable the next time. For a step-by-step guide, along with common error messages, check out this [Help Center page](#). To learn more about specific features in Classroom, our [Global GEG Leaders](#) have created [videos](#) to walk you through them.

Where can I see my child's assignments, missing work, and work that has been submitted?

Google Classroom is where your child can [see all of their assignments](#) (including missing and late work) and future [deadlines in Calendar](#). To view all assignments assigned to your child, with their due dates, you can either view the To-Do tab in Google Classroom, or individually select a class and check under either the Stream or Classwork page for upcoming assignments. There is no parental log-in, but [Guardian Summaries](#) provide a weekly report of your child's progress.

What should we do if a page is not loading in Google Classroom?

A page can crash, or not load for many reasons. Learn about the answer to [common error messages](#) and fixes by locating yours, and following the steps to get you where you need to be.

How can we use these tools without WiFi / Internet?

If you aren't connected to the internet, you can still create, edit, and view files in Google Docs, Slides, and Sheets in [offline mode](#). To implement this feature, first turn it on when you are connected to the internet, so you can access your files after. If your child is using a [Chromebook](#), there are more features available offline to explore. Learn more from our Edu in 90 video: [Offline mode for Chromebooks and G Suite](#).

We have low internet bandwidth. What are some best practices?

There are many ways to stay engaged even with low bandwidth. In Google Meet, keep the camera off, and also consider [using a phone to join and speak in meetings](#). This allows you to take a break from being visible on your computer screen, and take your meeting on a call. Learn more about [internet bandwidth in Google Meet](#) and ways to troubleshoot these issues.

How can my child or family sign in and out of accounts if we are using a shared device?

Google's tools are set up to be shareable across the board, and that includes being able to manage multiple accounts on one device. Learn how to [add and use accounts on your device](#), and explore the [security features](#) set in place to keep your account secure. Additionally, [Family Link](#) is an app available on Chromebooks that allows you to [have settings in place](#) on the content your child can or cannot see, and these settings can also be transferred to your child's educational account.

Is it okay if we don't have a Chromebook?

Yes. You can access G Suite for Education tools, including Docs, Forms, Meet and Classroom, from any device including a desktop browser, phone or tablet. Many of the G Suite tools have iOS and Android apps, and all are accessible from any web browser.

My child is locked out of their Chromebook. How do I reset their password?

Learn more about common error messages and how to [reset your password](#) if your child gets locked out. For a quick fix, students can [log into Chromebooks as a guest](#) where they are not required to sign in with a password.

How do we join a meeting using Google Meet?

You can [join a meeting](#) from an invite that can be available through Gmail or Google Calendar, or from a unique link. Your child can join meetings through [Google Classroom](#) that will be posted by their teacher, or directly from [Google Meet or Calendar](#).

How can we access Meet without WiFi?

There is no offline mode for Google Meet, but teachers can record their meetings and lessons to send out afterwards so that your child does not miss any important information. Contact your child's teacher to let them know so they can ensure getting you the recorded meetings.

Google Meet keeps crashing. What do we do?

First, check the [hardware and software on your device](#) to make sure it is prepared to use Meet. If everything looks good and you are still having issues, learn more about your issue and the [specific steps to solving different issues](#).

My child is having trouble concentrating or is Deaf or hard of hearing. What features can I use?

Turn on [live captions](#) in Google Meet for students who are Deaf or hard of hearing, or to help all students focus. While you can't record live captions, you can use [closed captions in Slides](#). Teachers can also use the [Q&A feature of Google Slides](#) to capture and record questions and answers.