

Google Classroom Troubleshooting Tips for Elementary Families

Dear Elementary Families,

Thank you so much for your patience as we get started with Google Classroom! We have received some helpful feedback and wanted to share a few troubleshooting tips that may make completing assignments a little easier at home.

Using an iPad or iPhone

If your child is completing assignments on an **iPad or iPhone**, please make sure you have downloaded the following apps:

- **Google Classroom**
- **Google Docs**
- **Google Slides**

Some assignments may require Google Docs or Google Slides to open, complete, and submit the work properly.

How to Make Sure an Assignment Is Submitted

One of the most important steps to remember is that **completing an assignment does not automatically mean it has been turned in!**

1. Open the assignment in Google Classroom.
2. Complete the work.
3. Click **“Turn In.”**
4. Confirm that you want to turn in the assignment.

Please make sure your child clicks “Turn In” before leaving the assignment. This is what lets the teacher know that the work is finished and ready to be graded.

Don't Worry About Saving!

Google Classroom and Google Docs **save work automatically**. There is no need to look for a “Save” button.

If your child sees **“Saving...”** at the top of the document, give it a moment to finish. Once it says **“Saved to Drive,”** the work has been saved.

We still recommend waiting a few seconds after finishing before closing the app or turning in the assignment.

Accidentally Deleted Something?

Don't panic! If your child accidentally deletes text or makes a change they didn't mean to make:

- Click **Edit**
- Select **Undo**

You can also use the **Undo arrow** at the top of Google Docs.

If something was deleted earlier and they need to go back further, Google Docs also keeps a **version history**, which can sometimes be used to restore previous work.

If an Assignment Won't Open

If an assignment doesn't open correctly:

- Make sure your child is signed into the **correct Google account**.
- Close Google Classroom and reopen it.
- Check that the Google Classroom, Docs, and Slides apps are updated.
- If using an iPad, try closing the app completely and reopening it.
- Make sure the device has an internet connection.
- If there is a link inside the assignment, make sure your child clicks the link rather than trying to create a new document on their own.

Finding Assignments

If your child says they "can't find" an assignment, have them:

1. Open **Google Classroom**.
2. Select our class.
3. Click **Classwork**.
4. Look for the appropriate assignment or topic.

Sometimes an assignment may be farther down the Classwork page, so scrolling is important!

If Something Doesn't Look Right

Technology can sometimes be a little tricky! Before becoming frustrated, try these quick fixes:

Close the app → Reopen the app → Check the internet connection → Make sure the correct Google account is being used → Try again.

If the problem continues, please feel free to reach out. If possible, **send me a screenshot of what you are seeing**. This makes it much easier for me to figure out what might be going wrong.

Thank you for working with us as we learn this new system together! We know that Google Classroom may take a little practice, especially for our younger students. We appreciate your patience and support as we help our students become more independent with their technology skills.

Thank you for all you do at home to support your child's learning!

In Christ,
Mrs. Ingram