

Schoology Troubleshooting

As Schoology continues to receive more traffic than its network was ever intended to support, minor turbulence in its service may be experienced during high-volume times. The following are recommendations to help determine if the issue is a result of platform maintenance and disruption, or is an issue with your device or connection.



[Check the Schoology Status Monitor](#)

We recommend bookmarking this site for quick reference!

Check the Schoology Status Monitor when you receive an error from a Schoology page. On the Status Monitor, green is a good sign! If you see yellow or red, it is an issue that is recognized by Schoology and they are working diligently to troubleshoot; however, note that you're not alone with the disrupted service.

- You can subscribe to the page and receive an email notification when a status changes.

Schoology Status Monitor

[SUBSCRIBE](#)

Active Incident

Schoology Site for Enterprise Users	Operating Normally
Schoology Site for Basic Users	Operating Normally
Portfolios	Operating Normally
Assessment Management Platform	Operating Normally
Usage Statistics	Operating Normally
Assessment Reports	Operating Normally
Imports & Exports	Operating Normally
Schoology Published Apps	Operating Normally
API	Operating Normally
Single Sign-On	Operating Normally
Document Conversion	Operating Normally
Bulk Content Transfers	Operating Normally
Mobile Applications	Operating Normally
Student Information System Apps	Operating Normally

Refresh your Page

Sometimes Schoology just needs a refresh! If you refresh your page, or log out and back in, you may be able to access the materials or resources you need.

Try Another Browser

We recognize this may not be possible depending on your device.

Sometimes features of Schoology are better accessed from a different web browser. Depending on what browsers your device has available, try Google Chrome, Internet Explorer, or Firefox.

[Elementary Google Drive and Schoology Troubleshooting](#)

Schoology and Google Drive depend on having a matching user logged into both platforms. If you share a device at home and another user is logged into Google Drive, your child may experience issues accessing a Google Drive assignment within Schoology and receive an error message.