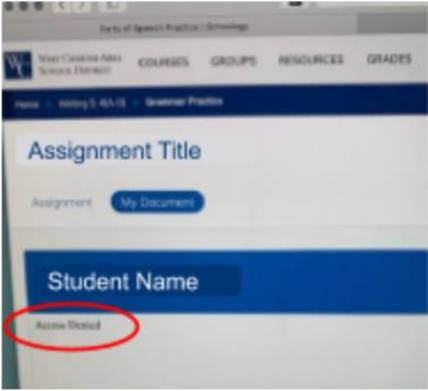
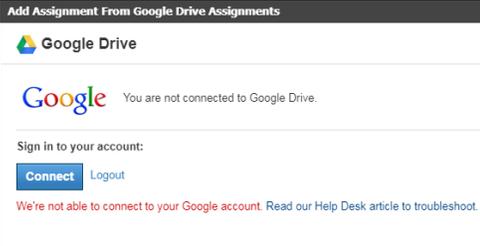
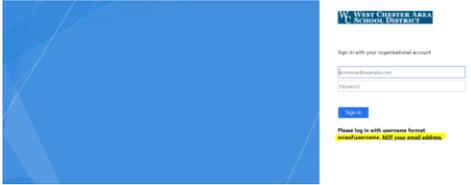


Please view the potential error messages you may encounter when accessing Schoology from home. If the solution listed below does not resolve the issue, please contact schoology@wcsd.net for additional support.

Potential Error Message	Potential Resolution
<p style="text-align: center;">“Access Denied”</p> 	<p>Typically, this message occurs when the user logged into Google Drive does not match the Schoology user. On a home device with multiple users:</p> <ol style="list-style-type: none"> 1. Open a new tab and go to Google Drive (see below) 2. In the upper right corner, select the user icon and confirm it is the student’s account who is trying to log into Schoology. 3. If it is not the correct user, select “Log Out” and sign out of all other Google accounts. 4. Then, log in with the student’s WCASD credentials 5. Return to the Schoology assignment and refresh the page.
<p style="text-align: center;">“We're not able to connect to your Google account”</p> 	<p>If you have successfully logged in to the Schoology Google Drive Assignment App at school but are having trouble at home, first log into the Google account you have previously used to access the app, and then follow these steps:</p> <ol style="list-style-type: none"> 1. In your Google account, click the grid in the upper-right. 2. Select My Account. 3. Under Sign-In and Security, click Connected Apps and Sites. 4. Under Apps connected to your account, open Manage Apps. 5. Select Schoology. 6. Click Remove. <p>Now, go back to Schoology, and connect again:</p> <ol style="list-style-type: none"> 1. In your course, click Add Materials. 2. Select Add Assignment. 3. Launch the Google Drive Assignment app. 4. Connect to your Google account.

Potential Error Message	Potential Resolution
<p><i>"We're sorry but we are unable to load your document"</i></p> <p>or</p> <p><i>"No login information was received"</i></p>	<p>These messages indicate that your browser is blocking 3rd party cookies. To enable 3rd party cookies in different browsers:</p> <p>In Google Chrome</p> <ol style="list-style-type: none"> 1. Navigate to: chrome://settings/content/cookies 2. Turn off Block 3rd party cookies. <p>In Firefox</p> <ol style="list-style-type: none"> 1. Navigate to: about:preferences#privacy 2. Under History select Use custom settings for history. 3. Select Accept cookies from sites and set it to Always. <p>In Internet Explorer</p> <ol style="list-style-type: none"> 1. Select Tools. 2. Click Internet options. 3. Click Privacy. 4. Under Settings, select Advanced and choose to allow third-party cookies.
	<p>Open a new tab, go to http://googleapps.wcasd.net/ to sign in to your Student Google Drive</p> <ol style="list-style-type: none"> 1. Use your student email address - 25lastf@student.wcasd.net 2. Use your password 3. Sign In
	<p>When signing into the WCASD Google Apps, you must sign in to the district Federated page.</p> <ol style="list-style-type: none"> 1. Remember to sign into the Federated page using the username format: wcasd\username (not your student email) 2. Use your password 3. Sign In