

## SCHOOLGY FAQ

**Q: What is a browser?**

A: A web browser (often referred to as a browser) is a software application for accessing information on the World Wide Web. It allows the user to visit websites and do activities within them. Some of the commonly used browsers are Chrome, Firefox, Internet Explorer, and Safari. Even though your computer probably came with a browser already installed, you can still install another.

**Q: Does it matter which browser we use for Schoology?**

A: Yes. Because browsers are set up differently, some work better on certain websites than others. You should use [Google Chrome](#) or [Firefox](#) in order for the platform to work correctly.

**Q: How do I get Chrome or Firefox on my computer?**

A: You can simply search the internet for [Google Chrome](#) or [Firefox](#) and follow the instructions for downloading and installing the software on your computer.

**Q: Why can't I see my child's attendance and grades in Schoology?**

A: Schoology is not a replacement for iNow. iNow is our official student records system, and that is where you can find data including attendance, grades, and class schedules.

**Q: What do I need to do if my child can't remember his/her Schoology username or password?**

A: Send an email to your child's teacher and ask for assistance. A reply will be made as soon as possible.

**Q: How do I contact my teacher?**

A: The best way to contact your teacher is to send a message via Schoology. Once you're logged in, click on "Courses" and choose the appropriate class. Click on the "Members" link on the left side. Click the gear next to the teacher's name and select "Send Message".

If you can't log in to Schoology, you can send the teacher a message through school email. To find a teacher's email address, check the staff directory on the school's website. [www.bsk12.net](http://www.bsk12.net)

**Q: Will I have access to a Schoology account for parents?**

A: Parents will be able to set up a parent account in the near future. Information will be provided as soon as possible.

**Q: What is the purpose of a parent account?**

A: With a parent account, you can view Schoology from your child's perspective, see what he or she sees, and receive updates about his or her activity.

**Q: What do I do if I keep getting an "authentication error."**

A: This error is likely because someone is currently signed in to other applications on the computer that use a Google account (such as a Gmail account). Log out of that account and try again.

**Q: In order to complete an assignment, my child needs the Google Drive Resource App. How do we get it?**

1. Click **Resources** at the top of the home page.
2. Select **Apps** on the left.
3. Click **Install Apps** under **My Resources Apps**.
4. Select **Google Drive** in the pop-up menu.
5. Click **Install** to add the app to your resource apps.
6. To connect the app to your Google account, click **Connect**.

**Q: Does my child have a Google account through the school?**

A: Yes. Students have an email address and password for Google assignments. If they can't remember the log in information, please contact your child's teacher. (Note: It is not an active email address. It is only for the purpose of logging in to their account.)

**Q: What if my child has problems accessing Google Drive within Schoology?**

A: If a student encounters any issues accessing Google Drive within Schoology, they should log out and reconnect to their Google account using the processes below:

- [Reconnecting the Google Drive Assignments App with Force Log Out \(Students\)](#)

-or-

1. Navigate to the Google Assignment where you received the error message
2. Copy and paste the following link into the browser address bar:  
<https://lti-submission-google.app.schoology.com/authorize/logout>

This will log you out of Google, and ask you to log back in. Upon login, the assignment should open.

Students should also make sure that third party cookies on their browser are turned off.

If you're still experiencing issues, please restart the device and log back in to Schoology to reconnect.

**Q: How does my child complete an assignment in Microsoft Word, PowerPoint, or Excel if we don't have those programs?**

A: Save the document in the student's Google Drive. The document can then be opened with a similar Google app - Docs, Slides, or Sheets.

**Q: Can students access Schoology with an iPad or tablet?**

A: Yes. Though it is not the preferred method of accessing the platform, as some features may not be available or work properly.

Although there is a Schoology app, it has been recommended that students add and use the Google Chrome browser to log in to Schoology. If students have assignments linked to Google Drive, those apps will need to be downloaded to the device as well.

**Q: How do I know which course my child needs to click on to complete assignments?**

A: Your child will need to click on every course on each day school is in session. The only exception is the courses labeled in a way to indicate they are not being used. (We have not been able to delete the courses that we do not need. Therefore, teachers have labeled them with such as *Not in Use, Do Not Enter*, etc.)

**Q: Is it possible for my child to get the whole week's assignments on Monday?**

A: No. Just as traditional students are expected to be present as long as school is in session, virtual students are expected to participate in virtual classes when school is in session.

**Q: Is my child allowed to log out if he/she completes all of the daily assignments before 3:00?**

A: Yes. The virtual setting provides the opportunity for students to work at their own pace. Just make sure assignments are completed by the due date/time.

**Q: What if my child needs extra items to complete an assignment?**

A: Most materials are items typically found around the home or can be easily substituted. If special items are necessary, the teacher will let you know ahead of time or extend the due date of the activity.