Schoology Troubleshooting Guide for Parents & Students
Guía de solución de problemas de Schoology para padres de familia y estudiantes
Teachers may share this document / link with parents and students**

Please follow the steps below to resolve issues you may be having using Schoology.

Student Login to Chrome

Students <u>MUST</u> log in to Chrome with their FCPS account to see the Google Docs that are assigned to them in Schoology.

- **Chromebooks**: Students must sign into the device with their FCPS account.
- **All other devices**: Follow the **Student Login to Chrome** directions **on this Schoology Support Resources page** to add their Chrome account.

To verify that a student is logged into Chrome with their FCPS account

- In the address bar of Chrome, go to **https://myaccount.google.com/email**
- You should see the student's FCPS email address, ending in **@my.fcps.org**

Student Can't Log Into Schoology

Students access Schoology at **https://lms.fcps.org**, where they log in with their normal FCPS username and password on the FCPS login screen. (Do not go to www.schoology.com, which is for parents only).

MOBILE APP
- <u>Students</u> - DO NOT click the Continue button on the first screen. Instead, in the white "School or domain" box, type and select "**Frederick County Public Schools**". The FCPS login screen will then appear, where you enter your normal FCPS login information.
- <u>Parents</u> - Click the **Continue** button, then enter your email address and Schoology password

Student Forgot Their FCPS Account Password

Contact your school. They can have their User Support Specialist reset passwords as needed.

Student Can't Record Videos in Schoology

Update your browser to the latest version. This often resolves the issue. Of course, you do need a webcam on your device to record, too!

Students Can't View a Google Document Assignment

If your child can't access a Google Document after clicking the **My Document** tab in an assignment, there are several messages that may appear. Follow the steps below based on the error message you see.

Error Message	Reasons	Solutions
Access Denied	The student is not signed into Chrome with their FCPS account, and therefore doesn't have permission to view the document.	Follow the **Student Login to Chrome** directions at the top of this page.
	The student is using a **personally-owned** computer, laptop, or Chromebook with **Chrome version 80**. Google changed how they handle third party cookies in Chrome v80, which produces this error. FCPS devices use Chrome v78, and will be managed to avoid this issue when they are upgraded to Chrome v80+.	*NOTE: This should no longer be an issue due to Google's April 3rd rollback of SameSite Cookie changes.* ● Open Chrome on the device ● In the address bar, enter: **chrome://flags/#same-site-by-default-cookies** ● Set the flag to "**Disabled** ● Close the tab ● Reboot the device
	Schoology's connection with the student's Google Drive was lost.	● Go to the screen where the Access Denied error appears ● Click the link above the document that says, **Can't view your document? Click here** ● Click **Connect** and log back into your FCPS Google Drive ● Click on your name in the top-right corner of Schoology and select **Logout** ● Log back into Schoology
"We're sorry but we are unable to load your document"	Your browser is blocking 3rd party cookies. We have this set correctly for all FCPS student accounts, so these messages indicate that the	Follow the **Student Login to Chrome** directions at the top of this page.

	student is not signed into Chrome with their FCPS account	
OR **"No login information was received"**		

Error Message	Reason	Solution
"We couldn't load your document because there is a problem with your instructor's account. Please ask your instructor to reconnect their account to Schoology." **OR** **"We had some trouble opening your document. Try again by reloading the page."** **OR** **{"errors":{"detail":"Failed to retrieve provider email for current user","source":{"exception":"Exception"}}}** **OR** **"Whoops, looks like something went wrong"**	Schoology's connection to the teacher's Google Drive was lost in Schoology.	**Contact the teacher** and let them know that they need to follow the steps below. Once they complete the steps, you can go back to the assignment and the document should open successfully. ==*These directions are for the TEACHER to complete.*== ● Make sure you're signed into Chrome with your FCPS account ● Go into any class in Schoology ● Click **Add Materials > Add Assignment** ● Click the **Google Drive Assignments** button ● Click the **Options** button up top (see **NOTE** below) and select **Account Settings** ● Click the **Log out** link, then the **Log out** button ● Click **Connect**, select your FCPS account, and click **Allow** ● You should see your Google Drive files ● Click **Cancel**, then **Cancel** again. ● **NOTE:** If you don't see the **Options** box, copy and paste the link below into the browser and go to that address to disconnect your Google account. Then click the **Connect** button and finish the directions from there. Close the window when done. https://lti-submission-google.app.schoology.com/authorize/logout

Still Can't Access Google Docs in Schoology?

If the above solutions didn't work and you still can't access Google Docs in Schoology, try the following potential solutions.

TRY A DIFFERENT DEVICE
Issues in Schoology could also be a result of issues or various settings and applications on your computer. The issues can often be resolved by trying a different device if you have one available. The best device to try is a Chromebook, but you must log into the Chromebook itself with your

FCPS account. On whatever device you try, make sure you are logged into Chrome (see first page of this Troubleshooting Guide) before trying to open a Google Doc.

RESET CHROME

Issues in Schoology could be a result of issues in Chrome, which can often be resolved by resetting Chrome, as follows:

- Click the **3 dots** in the top-right corner of Chrome and select **Settings**
- On the left side of the screen, click **Advanced**
- In the menu that appears below Advanced, select **Reset and clean up**
- In the middle of the screen, click **Restore settings to their original defaults**
- Click **Reset settings**

You won't lose anything by doing this, so it's safe to try when you have issues in Chrome, especially if the issues don't appear in other browsers, or if the issues appear when using your Chrome account across multiple devices. This process disables most of your Chrome extensions, so you will need to re-enable the ones you want to use.