Troubleshooting for students

This article is for students.

Trouble signing in

I signed in as a student and I'm a teacher with a G Suite for Education account

I can't sign in to Classroom

You might be trying to sign in to Classroom with the wrong account. Check that you're using the email account connected to Classroom. You sign in to Classroom with one of these accounts:

>School account—Also known as a *G Suite for Education account*, this account is set up by an accredited school. It looks like *you@yourschool.edu*.
>Personal Google Account—This is set up by you, or your parent or guardian. Typically you use a personal Google Account outside of a school setting, such as a homeschool. It looks like *you@example.com*.
>G Suite account—This is set up by your organization's administrator. It looks like *you@yourcompany.com*.

Note: You must have an active Internet connection to sign in.
If you can't sign in with the correct email account and password, maybe your school's administrator doesn't automatically activate Classroom for new students and users. Ask your teacher.

ENTER CLASSROOM

I forgot my password

If your school uses G Suite for Education—Ask your teacher to contact the admin to reset your password.
If you're a student using a personal Google Account outside of a school—See Change or reset your password.

How do I switch between user accounts?

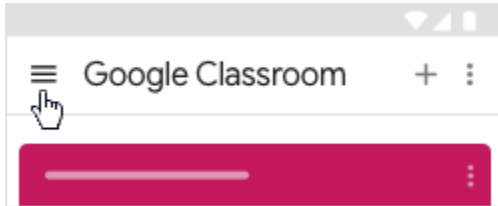If you need to sign in with a different user account, see Switch between accounts.
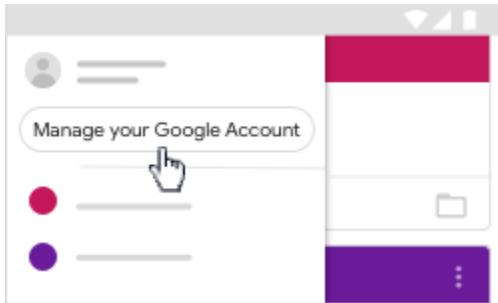
Trouble signing out

How do I sign out?

Android, Computer, iPhone & iPad

On Android, you don't sign out of an account; instead, you remove your account from your device. Removing the account doesn't delete the it, so you'll still be able to use your account on other devices.
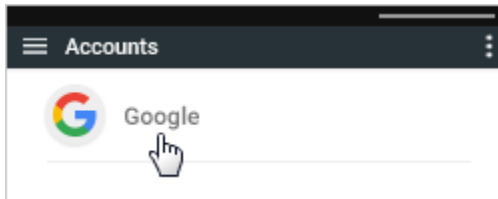
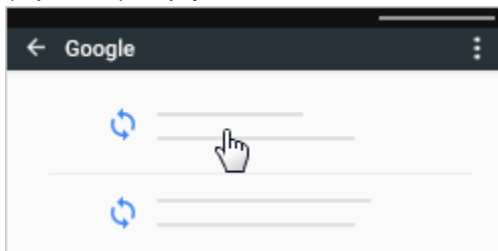1. In the Classroom app, tap Menu ≡.

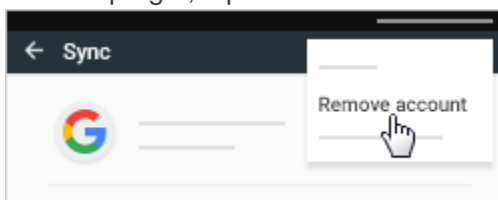2. Next to your name and email, tap Down ▼ > Manage accounts.

3. Tap Google.

4. (Optional) Tap your account.

5. At the top right, tap More ⋮ > Remove account.

6. To confirm, tap Remove Account.

Trouble accessing classes

My class code doesn't work

If your school uses G Suite for Education—Ask your teacher to send you a new class code. If the new class code doesn't work, ask your teacher to contact the school's admin.

If you're a student using a personal Google Account outside of a school—Ask your teacher to send you a new class code.

A class code consists of 6 or 7 alphanumeric characters. For example, hjhmgrk or g5gdp1.

Note: You only use the class code once to enroll. You don't need to re-use the class code.

I deleted or forgot my class code

If you deleted, lost, or forgot the class code before adding yourself to a class, ask your teacher to resend the code or set a new one.
Note: You only use the class code once to join the class. You are then enrolled in the class and you don't need to re-use the code again.

I deleted my class invitation

If you lose your class invitation before you added yourself to a class, ask your teacher to resend the class invitation.
Note: You only use the class invitation once to enroll. You don't need to re-use the class invitation again.

I unenrolled from a class and want to re-enroll

If you accidentally unenrolled from a class, ask your teacher to resend you a class code or invitation.

How do I create a class?

If your school uses G Suite for Education—Students can't create classes.
If you're a student using a personal Google Account outside of a school—See Create a class.

Trouble posting comments

I can't post a comment

Your teacher turned off posting for that class. Ask your teacher for more information.

How do I undelete a post?

You can't undelete a post. However, your teacher can see all your deleted posts.

Trouble with email and messages

I can't send or receive email

If your school uses G Suite for Education—Your school's admin might have turned off Gmail for students. Ask your teacher to contact the admin.
If you're a student using a personal Google Account outside of a school—See Gmail Help.

Classroom in the incorrect languages

How do I change the language in Classroom?

You change the preferred language for your Google Account. For details, see Change language to change the language on computer and mobile devices.