

FAQ Tech Troubleshooting

Here is a quick guide to help troubleshoot some common issues with remote learning:

- **Student cannot sign into Google Classroom** –
 - Please see the document “Signing into Google Classroom” on the distance learning page of our website for step-by-step instructions.
 - Alternatively, there is a video available to watch on our YouTube channel: [Signing into Google Classroom](#)
 - *Most issues are due to a personal account being signed in before attempting to access Mason’s Google for Education environment. Users must [sign out of any personal accounts](#) before attempting to sign into a student’s Google Classroom environment.
 - If you are using a mobile device, the student’s account will need to be added to the device itself before signing into the Google Classroom app.
 - Sometimes Google’s Cloud Services may be down. To check if services are down please check the following link: [Google Status](#)
- **Student cannot sign into E-mail** –
 - A direct link to email is here: <https://outlook.office.com>.
 - Instructions for email may be found here: [Signing into Mason Email](#)
 - Sometimes Microsoft Cloud Services may be down. To check if services are down please check the following link: [MS Status](#)
- **Student cannot sign into Edgenuity** –
 - There are times when Edgenuity’s site may be down due to technical issues on their servers. Please check if their services are down here: [Edgenuity Status Page](#)
 - Check with Distance Learning assigned teacher to discuss issue.
- **Technology Support** – If you need any technical support for distance learning please visit the distance learning page of our website and review the document “Tech Support Flowchart.”
- **Mobile Email Apps** – Mason only supports the official, free Outlook mobile app for email due to security protocols:
 - **Android:**
https://play.google.com/store/apps/details?id=com.microsoft.office.outlook&hl=en_US
 - **iPhone:**<https://apps.apple.com/us/app/microsoft-outlook/id951937596>