

## Google Classroom – ipads

Good morning

We have had a small number of parents finding issues logging into lessons this morning on ipads – they have been able to access the Google Classroom but when trying to join the live lesson it has told them they are unable to join the meeting.

After a few hours of playing about with the app on my ipad I believe I have found the solution!

Please see below:

- When you click on the app at the start of a lesson, it will open up the same screen you were previously on, which is likely to be the classroom itself. The camera icon may be visible, but it will be the old meeting link, which is no longer valid.
- You need to refresh the screen, to do this hold your finger on the screen and drag down – you will see a circle whirr and then the screen will refresh – if the teacher is ready you will see the camera icon and this will take you to the correct link. If the icon is not there then you are too early and the teacher is not ready, just give it a minute and refresh the screen.

I have created a quick video to show this – it can be viewed on the school website at

<https://www.pfps.havering.sch.uk/events/google-classroom-ipad-support>

Apologies for any parents unable to access the lesson today – hopefully that is another problem solved!

If you need any assistance, please do call the school as I am always happy to help (or at least try to!)

Thank you

Mr Abrahall