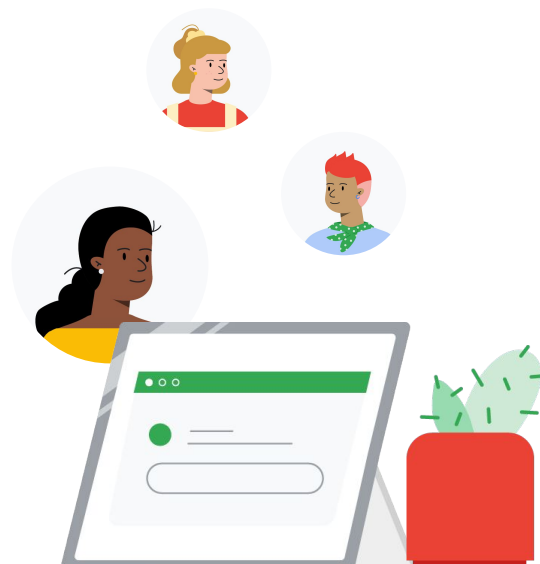


Google for Education Family Tech FAQ

We've compiled your most frequently asked questions about EdTech in the classroom, along with quick tips, guides, and resources. If you don't see your question, visit our [Google for Education Help Center](#), type in your question, and find additional solutions and guidance.



Privacy and security

How does Google keep my child's data secure?

With Google for Education, privacy is not a feature, it's a priority – and the very foundation of our educational platform. All of our Google Workspace for Education Core Services – like Gmail, Google Calendar, and Classroom – share a common foundation: **They're secure, private, and free from advertising.**

These core tools all meet rigorous local, national, and international compliance standards, including [GDPR, FERPA, and COPPA](#). And schools and users always maintain the ability to control their data. Just like Google products such as Google Search, Maps, and YouTube – each trusted by over a billion users around the world every day – Google for Education is built on our secure, reliable, industry-leading technology infrastructure.

How do Chromebooks protect student data?

Multiple layers of security are built into every Chromebook, so they're ready and safe to use right out the box. There have been zero reported successful ransomware attacks on Chromebooks. And they all include continuous security measures, such as regular, automatic updates and access to 24/7 support.

How is my child's school account different than their personal Google Account?

School account

When schools use Google, they give each student and educator their own Google Workspace for Education account, which is designed for teaching and learning in classroom settings. These accounts are managed by your education administrators and are **secure, private, and free from advertising.**

While at school, education administrators are in charge and able to use robust tools with the highest restriction of privacy to control what students see and do online. With parental consent, school administrators can enable and disable individual services that are not a part of Google Workspace for Education Core Services.

Personal account

Other Google tools, like Google Search and YouTube, can be used for learning-related purposes, but may not necessarily be accessible from a supervised or school-issued Google Workspace for Education account. However they can be accessed by a student's personal Google Account. These accounts are governed by [Google's Consumer Terms of Service](#) and [Privacy Policy](#), where users have the option to disable personalized advertising. When it comes to personal accounts, parents know best what their child needs. And Google provides tools to manage children's devices and online activity, with features like app approval, screen time limits, and location tracking in [Family Link](#).

There is no connection between a student's school account and their personal account – meaning that any data from school does not follow learners into their personal account, nor does it follow them after they graduate.

Accessibility

My child is deaf or hard of hearing. What features can we use to help?

[Try turning on captions](#) in Google Meet, Slides, and in your Chrome browser to view subtitles as people speak, or add [caption tracks](#) to a Drive file. During lessons, teachers can use the [Q&A feature of Slides](#) to capture and record questions and answers.

On a Chromebook, enable [mono audio](#) so that both speakers will play the same audio. This is useful for those who have differing levels of hearing in each ear. And use [Live Caption](#) in Chrome to automatically generate real-time captions for media with audio on your browser. Find even more built-in [Google for Education accessibility features](#) on our site.

My child is blind or has low vision. What features can we use to help?

In Google Workspace for Education and on Chromebooks, students can write and edit content by [typing with their voice](#). Students can also use their Chromebook's [Reading mode](#) to adjust text size and line height; use [ChromeVox](#), the built-in screen reader; and enable [Select-to-speak](#) to choose sections of the screen to be read aloud.

Find more built-in [Google for Education accessibility features](#).

Connectivity

Can I use Google for Education tools without Wi-Fi or internet?

There are many ways to stay engaged, even with limited internet connectivity. You can create, edit, and view files in Google Docs, Slides, and Sheets in [offline mode](#) without an internet connection. And, with the Classroom Android app, students can download assignments to mobile devices to [work and learn offline](#).

And if your child uses a Chromebook, they can take notes, edit photos, explore a library of apps that [work offline](#), and much more.

We have low internet bandwidth. What are some best practices for video conferencing in Google Meet?

Keep the camera off in Meet and consider [using a phone to join and speak in meetings](#) if Wi-Fi is spotty. Or download the Google Meet app on your phone to control data use and call quality while conserving battery with [saver mode](#).

Learn more about [internet bandwidth in Google Meet](#) and ways to troubleshoot these issues.

Google Workspace for Education

How do I access Google Classroom?

While guardians don't have direct access to their child's account, we recommend sitting down and walking through Classroom together to discuss upcoming assignments, classwork, and notifications from teachers.

How does my child sign in to Google Classroom?

To access Google Classroom, your child will first have to verify that they are signed in to their school account. After this, they can navigate to [classroom.google.com](#) and [bookmark the page](#) so it's easily findable the next time.

For a step-by-step guide, along with common error messages, check out this [Help Center page](#).

Where can I see my child's assignments, missing work, and work that has been submitted?

Google Classroom is where your child can [see all of their assignments](#), including missing and late work and future deadlines. To view all classwork assigned to your child, with due dates, you can either view the To-Do tab in Google Classroom or individually select a class and check under either the Stream or Classwork page for upcoming assignments.

Although guardians don't have direct access to their student's account, [email summaries for guardians](#) provide a weekly report of your child's progress.

Google Workspace for Education

What should I do if a page is not loading in Google Classroom?

A page can crash, or not load, for many reasons. Learn about [common error messages](#) and fixes – locate yours and follow the steps to get you where you need to be.

How do I join a meeting using Google Meet?

You can [join a meeting](#) from an invite that can be available through Gmail, or from a unique link. Your child can join meetings posted by their teacher through [Google Classroom](#), or directly from [Google Meet or Calendar](#).

Chromebook

What is a Chromebook?

Chromebooks are secure, easy-to-use devices made for learning. They run on ChromeOS, a cloud-based operating system, which means that almost everything – files, apps, even your learner’s desktop – is stored online and not on their laptop, and is the same wherever they sign in.

Learn more in the [Guardian’s guide to Chromebooks](#).

My child is locked out of their Chromebook. How do I reset their password?

Learn more about common error messages and how to [reset their password](#) if your child gets locked out. For a quick fix, your child can [sign in to their Chromebooks as a guest](#), which doesn’t require them to use a password.

How can my child or family sign in and out of accounts if we are using a shared device?

Google’s tools are set up to be shareable, and that includes the ability to manage multiple accounts on your home device. Learn how to [add and use accounts on your device](#), and explore the [security features](#) to keep your accounts secure.

Additionally, as a guardian, you can set up [Family Link](#) on your Chromebook to [have settings in place](#) on the content your child can or cannot see. These settings can also be transferred to your child’s educational account. [Learn more](#).