Troubleshooting Schoology

Find out if your students have logged in successfully:

Go to course

Go to analytics

Look for timestamp next to student name

Find Parent Access Codes:

Go to Course

Go to Members

To the right, click on Parent Access Codes

Click Download

Open Excel Spreadsheet

Use codes in Column F

Why share your parent codes?

"The kids have their accounts and then parents can have an account as well. My son uses Schoology at Landrum, so I was already setup and had access to monitor his account. With the Parent Access Code, I was able to "add a child" and now can monitor both Nate and Abby's Schoology from my account. It makes it a little easier . . . I don't have to login to each child's account separately and can see what they are doing/not doing :-)" – PVMKR Parent

Enable FLASH for Chrome when using Schoology

Launch Schoology

Navigate to the "lock" the URL

Click on the lock and navigate to FLASH, then choose "Allow" in the drop down box to the right

When launching an Audio/Video session, you will be prompted with a second permissions option box.

Check "allow"

Check "remember"

You should now be able to use the Audio/Video features of Schoology

IF MULTIPLE STUDENTS ARE SHARING ONE DEVICE, USE THESE SUGGESTIONS:

TO CLEAR CACHE AND COOKIES:	TO GO INCOGNITO
Open Chrome Click on three dots in top right corner Click History Click History Again Click Clear Browsing Data Choose ALL TIME Clear Data All Set!	Open Chrome Click on three dots in top right corner Click New Incognito Window All Set!

Recording Conferences

If you record a conference, the video will appear within the course/group.

Go to Course/Group

Go to Conferences

Go to Completed Conferences.

After the conference, the recording will take 5-10 minutes to load and is available to anyone in the course/group for 7 days. I don't think it's possible save and send conferences recordings.

Notification Settings

To change your notifications, go to the Bell at the top.

OR go to the course/group and go to Notifications in top right corner. Turn notifications on/off.