Schoology

Contents

- Overview
- Logging In
- Troubleshooting
 - Private Access Only Message
 You Need Access Google Files
 - Unauthorized Error 401

 - Google Auth Exception An Unexpected Error Has Occurred
- District Specific Information
 - Berkley
 - o Novi
- Attachments



Overview

Schoology brings together the best K-12 learning management system with assessment management to improve student performance, foster collaboration, and personalize learning. With Schoology, students can digitally submit homework assignments, review grades, participate in interactive discussions, receive announcements and feedback, take tests, write academic blogs, and more.

Logging In

Students and Staff will login with their regular email and email password. Each district has a special login for students, chart below.

If there is no direct student login page for your district in the chart:

- Navigate to https://app.schoology.com/login
- Click on "SSO Login" in the bottom right
- · Search for your school district and then click login

District	Student Login Page
Berkley	https://berkleyschools.schoology.com/login/ldap? &school=2704370881
Holly	https://has.schoology.com/login/ldap?&school=2597991705
Novi	https://novi.schoology.com
Southfield	https://southfield.schoology.com/login/ldap?&school=2640034729

Troubleshooting

Schoology has a great help center for any issues or questions that may arise: https://support.schoology.com/hc/en-us

System requirements: https://support.schoology.com/hc/en-us/articles/201002153-System-Requirements

Preview feature not functioning with Student Assignments & error 401

Error

Unable to see preview of student assignments



You Need Access - Google Files





Solution

You can block or allow all cookies by default. You can also allow cookies from a specific site, while blocking third-party cookies in ads or images on that webpage.

- 1. On your computer, open Chrome.
- 2. At the top right, click More blocked URL blocked URL Settings.
- 3. Under "Privacy and security," click Cookies and other site
- data.
 - Ita.
- 4. Select an option:

"Allow all cookies" << Select this option to resolve issue

"Block all cookies (not recommended)". "Block third party cookies in Incognito" "Block third-party cookies."

Private Access Only Message

Error

Private Access only message

Solution

When parents encounter a Private Access Only message from their parent account, it's likely they are trying to view a page from their personal account, rather than the child activity view. Parents can switch into their child's view of Schoology by following these steps:

- 1. Click the down-facing arrow on the top right Schoology.
- Below their own name, parents should see the name of the child(ren) associated with their account. To view the activity of a particular child, click on the child's name from the drop-down menu.

blocked URL

Error



Solution

Parents do not have access to view assignments that use the Google Drive Resource App feature. Only the teacher and student access to view those file types in Schoology. The parent would have to have the student log into Schoology to view the Google file.

Solution

Teacher needs to change the sharing permissions of the Google file to Anyone with the link can view so both students and parents can preview the file. The file shouldn't need to be added again to Schoology after the setting is switched on the file itself.

- 1. Open Google file
- 2. Click Share on the top right
- 3. Click Share with Shared Email System
- 4. Click drop down menu with Shared Email System text
- 5. Select Anyone with the link
- 6. Click Done

Note: Customer will need to refresh their page to see the newly viewable Google file

Here is an instructional video too: https://app.screencastify.com/v2/watch /PVkkW1dDZLYa5s1s5cAG

Schoology Tip: Google Drive Resource App Update Schoology will be releasing a new workflow for the Google Drive Resource App integration inside of Schoology. This change was mode to comply with Google bis security update and applies to ALL users, including students. Users will have an additional step to add their Google Drive content to Schoology by clicking 'Add files from google Drive'. In Schoology, click Resources (top bar) Cick Apps (left panel) Cick Add Resource App Cick Add Resources and select Add Files from Google Drive

5. Select files to grant Schoology access and click Select

Instructional Video: Schoology's New Google Drive Resource App Workflow

Unauthorized Error 401

Error



Solution

Clear Cookies and Cache

- 1. On your computer, open Chrome.
- 2. At the top right, click More blocked URL blocked URL More
- Tools blocked URL Clear Browsing Data
- 3. Select time range
- 4. Check Cookies and other site data & Cached images and files
- 5. Click Clear Data

Note: Customer will probably need to relog into Schoology

Google Auth Exception

Error

Error: Google_AuthException: Error refreshing the OAuth2 token, message: '

{ "error": "unauthorized_client", "error_description": "Unauthorized client or scope in request." }

Solution

Make sure Google is connected to Schoology

- 1. Click Resources on the top navigation bar
- 2. Click Apps in the left panel
- 3. Click Google Drive Resource App in the center column
- In the right column, you may see the ugly error message highlighted in red
 - a. If not, click Connect and log into your district provided Google account
- 5. Under the message is an Options button
- 6. Click that button and choose Account Settings
- 7. Then choose School Account and Connect
- 8. Then click to allow access to your drive

An Unexpected Error Has Occurred

Error

blocked URL

Solution

Contact the Schoology Admin to submit a service ticket with Schoology and provide the following information:

- A link to the page on which the error message appeared.
- A link to the user's Schoology profile that experienced the issue (if it's not your own).
- A description of the steps or clicks it takes to reproduce the error message.
- A description of the type of action you'd been trying to accomplish when the error message occurred.

District Specific Information

Berkley

Parents/staff can be directed to this page for Schoology support https://w ww.berkleyschools.org/about/return-to-school-2020/schoologyinformation/

Novi

- Used K-12 but mostly 5-12
- Educators and students access Schoology by going to https://n ovi.schoology.com or the Schoology app (iPad users) and log in using their Google account
- Parents access Schoology by going to https://app.schoology. com
- App is installed on district iPads (web-browser preferred for 7-12 using iPads)
- After troubleshooting and collecting needed information (building, name, student/staff, etc) send tickets down to the field to be assigned to the appropriate team member.
 DO NOT put the ticket in the LMS Queue!

Attachments

File

Modified

PNG File image (16).png

Apr 09, 2024 by Austin Kinkle

PNG File image2021-9-24_15-10-56.png	Sep 24, 2021 by Priscila Miller
PNG File image2021-9-24_15-28-47.png	Sep 24, 2021 by Priscila Miller
PNG File image2021-9-24_15-47-53.png	Sep 24, 2021 by Priscila Miller
PNG File image2021-9-24_15-9-47.png	Sep 24, 2021 by Priscila Miller
JPEG File schoologylogo.jpg	Sep 04, 2020 by Christopher Usiak

Download All