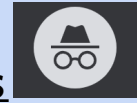# USING INCOGNITO WINDOWS to TROUBLESHOOT LOGIN ISSUES

If you are having trouble accessing different Google-connected features, like Hangouts and Meets, oftentimes it can be because personal Google accounts are interfering with processes that require a school-email linked login.

Example:

A student tries to click on a link to their teacher's Google Meet, but are not allowed in.

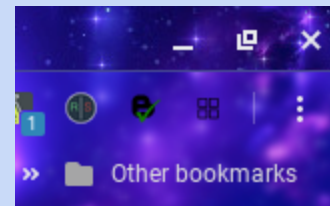**What's Happening in the Background:**

If there are multiple accounts logged in to Google at once, regardless of whether the user was logged in to the school account on the last window, the login attempt can defer to whichever account is the default or last used.

For programs requiring a school login (like Meet), access will be denied, even though it seems as though you are logged in to the correct account.

How to Work Around This:

Google has a tool in their Chrome browser called an **INCOGNITO WINDOW**. This tool creates a space where there are no accounts logged in. This allows you to start fresh in a clean environment where no other accounts can interfere with you accessing school-specific content.

In the top right corner of your Chrome browser window, click the 3 dots:

Choose **New Incognito Window,** or use your keyboard to type **CTRL + Shift + N**.

You have now created a space where there are no accounts logged in.

Access the service you are trying to use (Classroom, Meet, Hangouts, etc.) and login using the school-email username and password.

Login information will not be saved once you close this window.

[Here is an article from Google with some more information about Incognito Browsing.](#)

Students logged into Chromebooks/Chrome Browser using their SCCS emails cannot open Incognito windows.