

GoGuardian Troubleshooting

Can't see students screens? Try these troubleshooting ideas....

- On the teacher device, clear your cache: CTRL+Shift+R

Student screen says “Offline”:

1. On the student device go to chrome://extensions and verify both Chromium M and Chromium License are present. If they are not, please contact your IT Administrator to reinstall the GoGuardian extensions, reconfigure Google Admin Console or contact us to investigate further.
2. If the extensions are present, please go to chrome://settings on the student device to verify the student is logged into their @morgan account under "people".

Student screen says “No Active Tab”:

This status indicates that the student is connected to GoGuardian services, but is not receiving any active tab data. This could be due to an active app/extension that the student is using “offline”, such as a game from the Chrome Web Store.

Student screen says “Student Not Found”:

1. This status indicates that the email on the roster does not match any users in our database. Please verify the spelling of the email on the student roster. For new accounts, this might also mean the student has not yet logged into the device with the GoGuardian extensions.
2. If syncing with Google Classroom, verify that the student is still active in GC and re-sync inside of GoGuardian.

Student screen says “No Data”:

On the student device, go to chrome://restart in the browser to restart connection.