

I Tried Turning in My Work, but It Isn't Working. Why?

If you're having trouble submitting an assignment on Google Classroom, it could be due to a few common issues. Here's what to check and steps to get things working:

1. Check Your Internet Connection

- A weak or unstable internet connection can cause uploads to fail.
- **Tip:** If possible, move closer to your Wi-Fi router or use a wired connection to improve stability.

2. Verify the File Size and Type

- **Large files** or **unsupported file types** can sometimes cause issues. Make sure your file size isn't too large (e.g., videos and project files can be several hundred MBs or more).
- **Tip:** For faster uploads, try compressing large files or exporting your work to a smaller format (e.g., JPEG for images, MP4 for videos).

3. Refresh Google Classroom

- Sometimes, Google Classroom may have trouble loading the file. Try **refreshing the page** by:
 - Clicking the **refresh button** at the top of Chrome.
 - Or pressing **Command + R** on your keyboard.
- After the page refreshes, try uploading your file again.

4. Try a Different Submission Method

- **Direct Upload:** Go to **Add or create > File** in Google Classroom to upload from your computer.
- **Google Drive:** If the file is already in Google Drive, select **Add or create > Google Drive** and choose the file from there.
- **Tip:** Uploading directly to Google Drive first can sometimes be faster and more reliable than uploading directly to Google Classroom.

5. Clear Your Cache and Cookies (Advanced Step)

- If none of the above solutions work, try **clearing your cache and cookies**:
 - In Chrome, go to **Settings > Privacy and security > Clear browsing data**.
 - Check **Cached images and files** and **Cookies and other site data**, then click **Clear data**.
- Close Chrome, reopen Google Classroom, and try uploading again.

Final Step: Notify Your Teacher if Issues Continue

- If you've tried all the above steps and still can't turn in your work, let your teacher know as soon as possible. They may be able to provide additional help or submit an IT request.

Following these steps will help troubleshoot most issues with uploading to Google Classroom.