

FFC8 Schoology FAQ & Troubleshooting

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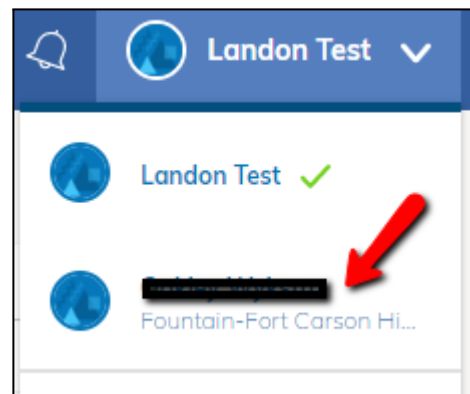
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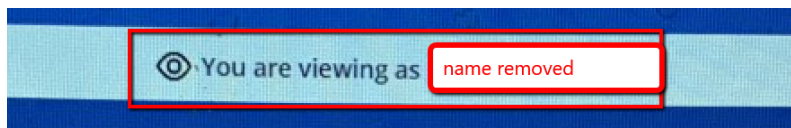
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Parents: View Course as Your Student

In your parent account, you can view courses as your student by clicking on your name in the top right corner and then select one of your children (as shown to the right). **It will give you an idea of what they see, but you cannot participate in discussions, you cannot submit assignments, you cannot access Conferences. Students must login as themselves, by going to ffc8.schoology.com and then login with their district Google account.**

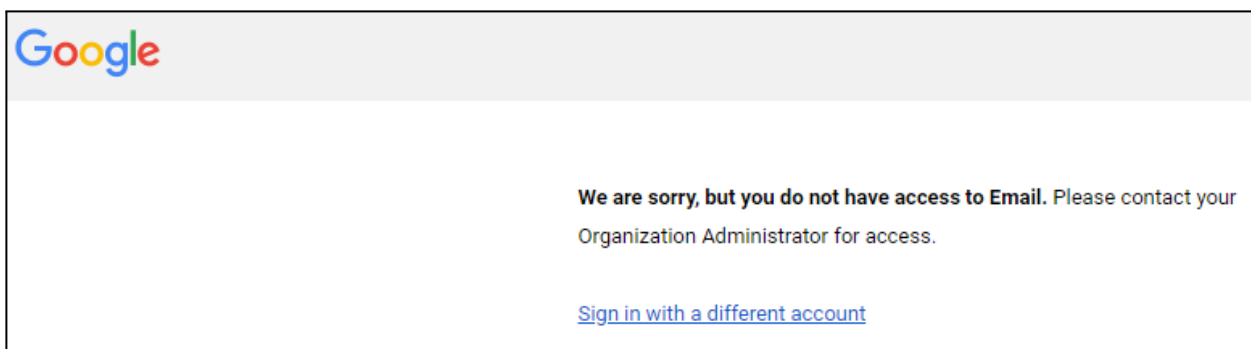


If you see this light blue bar at the top of Schoology, you are logged in as a parent, not the student.



Login Issue “We are sorry, but you do not have access to Email.”

Sometimes, when a student goes to ffc8.schoology.com and logs in with their Google account, you will see this screen/message.



If this happens, go back to ffc8.schoolology.com, reload the page, and login again. This problem seems to occur more frequently when multiple people are logged into a Google account on that computer and/or in that browser. [Here are instructions](#) to get around this issue.

Schoology Conferences: "No login information was received"

There is a trending issue (not just in our district) of students not being able to use Conferences within Schoology. Most students seem to get it to work, but a few do not.

It throws this error:

"No login information was received, try loading this application again from within Schoology."

Schoology is aware of the problem and engineers are working on it. Best option is to keep refreshing the page to see if it connects; be sure you're using the Chrome browser.

SafeShare.tv & Safeyoutube.net (and similar)

Using these services sometimes causes a video to be blocked for students. It is recommended that you do not use these services. Instead, embed the video directly in Schoology. Embedding the video in Schoology strips away most of the stuff you're trying to avoid in YouTube.

Instructions on how to embed: <https://ffc8.schoolology.com/page/2410817950>

Keep in mind that elementary students have very strict rules for YouTube and the video may be blocked regardless of using these safe share options. If you need a video unblocked for students, please contact the helpdesk.

Colleagues Get Removed from my Course each Night

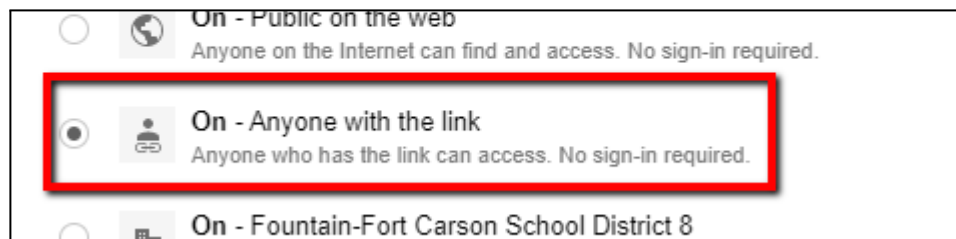
If you add a teacher/staff to your Schoology Course as a Member, they will get removed each night. You need to *add them as a member, then make them an Admin* in order for them to not get removed each night. Because your colleagues are not rostered into that class in IC, they are removed each night when Schoology syncs with IC.

Use Chrome Browser for Schoology

Schoology recommends using the Chrome browser over any other.

Using Videos Saved in Google Drive

Many teachers are using Screencastify or other means to create and post videos. If you store those videos in Google Drive, be sure to change the sharing settings to “Anyone with the link” so that students *and* parents can view them since parents do not have an @ffc8.org Google account.



Student Email

While all our students have an email address that we use to create numerous accounts in various systems, only grades 4-12 can access their email in Outlook (<https://outlook.office365.com/>). None of our students (or staff) can use Gmail for district email.

We also have email restrictions in place for our 4th-8th grade students. They cannot receive emails from any person or system outside of our district. If you are using a system that needs to email our students, please send that info to the help desk so we can whitelist those outside systems.

Can't Find a Particular Course in Schoology?

If you have many courses and can't locate the one you're looking for, click the D8 logo in the top left of the screen. That will take you to the Course Dashboard which lists all your courses, just scroll down the page.

