#### FAQ

Thank you for joining the Google for Education Community Platform. Here are some frequently asked questions while waiting for your approval status into the Community:

Jump to...

**General** 

**Google ELP Admin Community** 

**Google ELP Leader Community** 

Google ELP Higher Ed Community

Google For Education Champions Hub

Google Educators Group (GEG) Leaders

#### General

What is the process of joining the Google for Education Community Platform?

Click on this link and request to join the community

How will I know when I have been accepted into the Google for Education Community Platform?

You will receive a notification of your acceptance status in your inbox on the website and the email address used to register.

How do I close my account and delete my profile?

Follow the instructions: Closing Your Community Account

How can I export my data?

Follow these instructions: <u>Download Your Content</u>

How can I delete my data?

Follow these instructions: <u>Deleting PII Data</u>

# Google For Education ELP Admin Community (tech admin)

## How do I join the Admin Community?

- Navigate to Google for Education Community Platforms site: https://www.googleforeducommunity.com/
  - Select: Create an account
  - Complete the registration form (which will be your profile)
    - In the "Email" field, be sure to use your <u>personal</u> Gmail address.
  - Select the Ed Leadership Program Hub
  - o Select the Admin Community box to join that particular group which is for Technology Leaders

## What do I do after I have been accepted?

Your fellow Education Admins are eager to connect with you.

- Log into the Admin Community and look for "Introductions" within the "Forum" to make your first impression.
- On the landing page, you'll find an introductory video and guidebook, as well as quick links to the hub's key spaces.

#### Who is permitted to join the Admin Community?

IT Admins, Network/System Architects, Security Admins, Tech Leaders, Directors of Tech, CIOs, CTOs, and others with similar roles.

## Who do I contact if I have questions?

Please contact us using this email address: <a href="mailto:educommunity-support@google.com">educommunity-support@google.com</a>.

# Google For Education ELP Leader Community (non-technical leaders)

## How do I join the Leader Community?

- Navigate to Google for Education Community Platforms site: https://www.googleforeducommunity.com/
  - o Select: Create an account
  - Complete the registration form (which will be your profile)
    - In the "Email" field, be sure to use your **personal Gmail address**.
  - Select the Ed Leadership Program Hub
  - Select the Leader Community box to join that particular group which is for Education Leaders

## What do I do after I have been accepted?

Your fellow Education Leaders are eager to connect with you.

- Log into the Leader Community and introduce yourself in the Discussion area to make your first impression
- On the landing page, you'll find an introductory video and guidebook, as well as quick links to the hub's key spaces.

## Who is permitted to join the Leader Community?

**Education Leaders** 

#### Who do I contact if I have questions?

Please contact us using this email address: educommunity-support@google.com.

# Google For Education ELP Higher Education Community

## How do I join the Higher Education Community?

Navigate to Google for Education Community Platforms site: https://www.googleforeducommunity.com/

- Select: Create an account
- Complete the registration form (which will be your profile)
  - In the "Email" field, be sure to use your **personal Gmail address**.
- Select the Ed Leadership Program Hub
- Select the **Higher Ed Community** box designed for HE Leaders and Admin

### What do I do after I have been accepted?

Your fellow Higher Ed Leaders and Admin are eager to connect with you.

- Log into the Higher Ed Community and introduce yourself in the Forum area to make your first impression.
- On the landing page, you'll find an introductory video and guidebook, as well as quick links to the hub's key spaces.

## Who is permitted to join the Higher Ed Community?

This is a space dedicated to Higher Education Leaders (non-technical) and Admin (technical)

## Who do I contact if I have questions?

Please contact us using this email address: <a href="mailto:educommunity-support@google.com">educommunity-support@google.com</a>.

# **Google For Education Champions Hub**

# Who is permitted to join the Google for Education Champions Hub?

This is a space dedicated to existing Innovators, Trainers, and Coaches certified through the Champions program.

# How do I join the Google for Education Champions Hub?

#### Verify which email we have on file to avoid Hub rejection

- YOU MUST USE the email address we have on file (the one that you use to access the Edu Activity App please sign in using Google SSO/Single Sign On).
- You can not use any other email address or will be DENIED access.
- Tip You should write down which email address you selected as your Google for Education Community Platform login for future reference.

## How will I know when I have been accepted into the Google for Education Community Platform?

You will receive a notification of your acceptance status in your inbox on the website.

## What do I do if I get denied?

If you believe that your denial is in error, first ensure that you meet the qualifications for that community. If you still have questions, contact us at educommunity-support@google.com.

## What should I do if one of my certifications is missing?

Contact us at gfe-communities@google.com

# What should I do if I have multiple Champions accounts (e.g., a Trainer account and a separate Innovator account under different email addresses)?

You can either keep your accounts as-is and create two profiles on the Community Platform (each account will only be able to access the community that it is associated with), or you can email us to merge your accounts. To do this, contact us at <a href="mailto:gfe-communities@google.com">gfe-communities@google.com</a> include both email addresses in the email thread requesting that your accounts be merged, and reply and confirm the request from the second email address.

## Google Educators Group (GEG) Leaders

#### Who is permitted to join the GEG Leaders Group Hub?

This is a dedicated space for current GEG Leaders ONLY who have been accepted to lead a GEG community.

#### How do I join the GEG Leaders Group Hub?

Verify which email we have on file in the Edu Activity App to avoid Hub rejection

- YOU MUST USE the email address we have on file (the one that you use to access the Edu Activity App please sign in using Google SSO/Single Sign On).
- You can not use any other email address or will be DENIED access.
- Tip You should write down which email address you selected as your Google for Education Community Platform login for future reference.

## How will I know when I have been accepted into the Google for Education Community Platform?

You will receive a notification of your acceptance status in your inbox on the website.

# What do I do if I get denied?

If you believe that your denial is in error, first ensure that you meet the qualifications for that community. If you still have questions, contact us at educommunity-support@google.com.

# What should I do if I have multiple community platform accounts (e.g., a Trainer account and a separate Innovator account under different email addresses)?

You can either keep your accounts as-is and create two profiles on the Community Platform (each account will only be able to access the community that it is associated with), or you can complete this <a href="Change Email Address Form">Change Email Address Form</a> to have accounts merged.