

FAQ

Thank you for joining the Google for Education Community Platform. Here are some frequently asked questions:

Jump to...

[FAQ](#)

[General](#)

[What is the process of joining the Google for Education Community Platform?](#)

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

[How do I close my account and delete my profile?](#)

[How can I export my data?](#)

[How can I delete my data?](#)

[Primary & Secondary Education Communities](#)

[Google For Education Champions Hub](#)

[Who is permitted to join the Google for Education Champions Hub?](#)

[How do I join the Google for Education Champions Hub?](#)

[What do I do if I get denied?](#)

[What should I do if one of my certifications is missing?](#)

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

[Google For Education ELP Admin Community](#)

[How do I join the ELP Admin Community?](#)

[What do I do after I have been accepted?](#)

[Who is permitted to join the ELP Admin Community?](#)

[Who do I contact if I have questions?](#)

[Google For Education ELP Leader Community](#)

[How do I join the Leader Community?](#)

[What do I do after I have been accepted?](#)

[Who is permitted to join the Leader Community?](#)

[Who do I contact if I have questions?](#)

[Google for Education Global Google Educator Group](#)

[Who is permitted to join the Global Google Educator Group?](#)

[Google for Education Reference Program Community](#)

[What is the Google for Education Reference Program?](#)

[Who is eligible to join the Google for Education Reference Program?](#)

[Who is eligible to join the Google for Education Reference Program Community?](#)

[My institution is a Google for Education Reference Institution, but my request to join the community was denied. What should I do?](#)

[Google for Education Higher Education Communities](#)

[Who is permitted to join Higher Education Communities?](#)

[Google For Education ELP Higher Education Leadership Program](#)

[How do I join the ELP Higher Education Leadership Program?](#)

[What do I do after I have been accepted?](#)

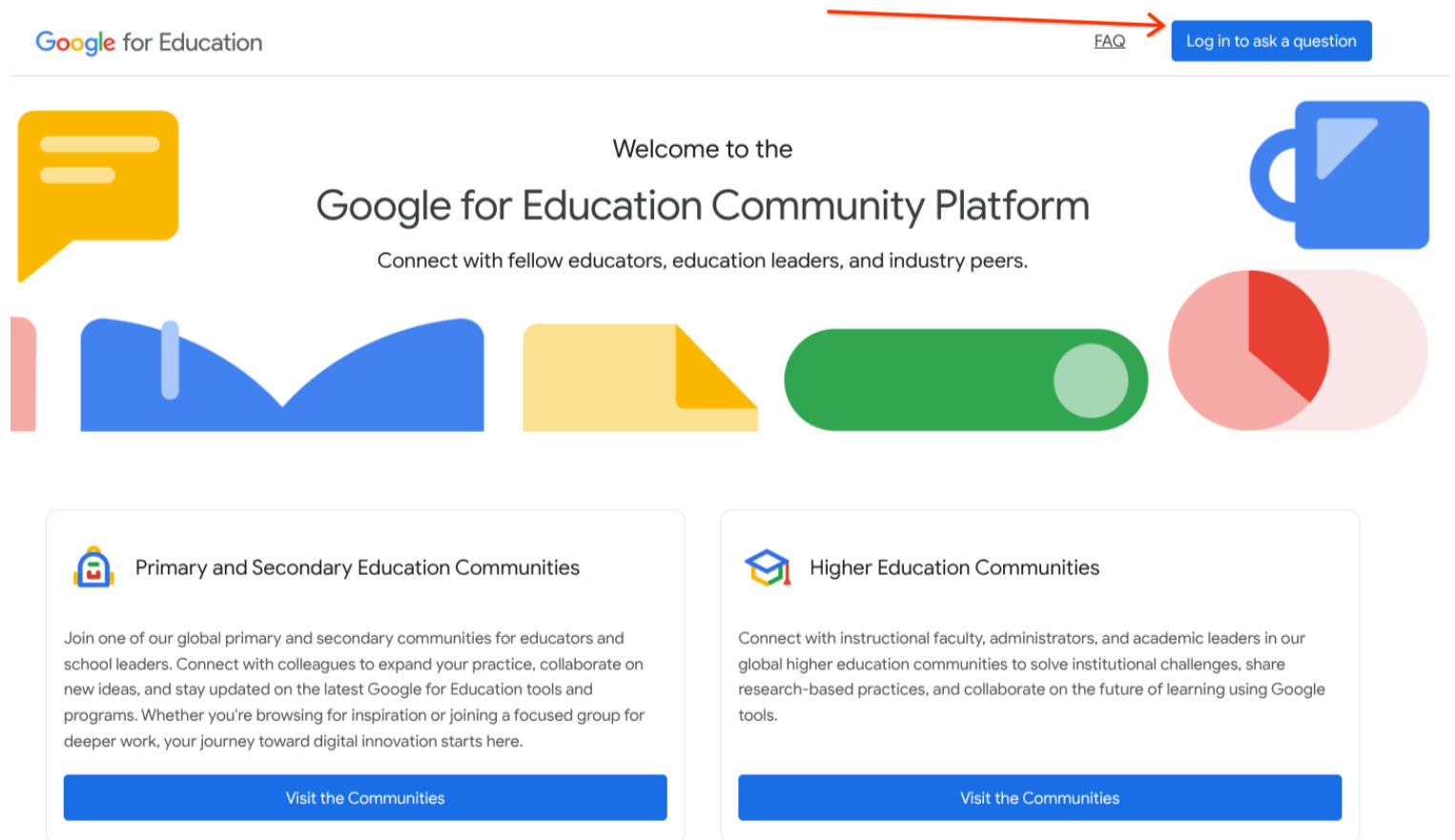
[Who is permitted to join the ELP Higher Ed Leadership Program?](#)

[Who do I contact if I have questions?](#)

General

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

Navigate to GoogleforEduCommunity.com and click "Log in to ask a question". You will authenticate into the platform (via "Sign in with Google") and will then be asked to create a profile on the Edu Community Platform. Now you're ready to join the community! Explore spaces for primary and secondary education professionals and higher education professionals.



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

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

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: [Download Your Content](#)

How can I delete my data?

Follow these instructions: [Deleting PII Data](#)

Primary & Secondary Education Communities

Google For Education Champions Hub

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

This is a space dedicated to existing certified Innovators, Trainers, Coaches, and GEG Leaders. These experts are 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 to confirm).
- You can not use any other email address or you 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.

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 gfe-communities@google.com 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 For Education ELP Admin Community

How do I join the ELP 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 **personal Gmail address**.
 - Select the **Ed Leadership Program Hub**
 - Select the **ELP 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 ELP Admin Community](#) and look for “Introductions” within the “Discussions” space to make your first impression.
- On the landing page, you’ll find an introductory video and guidebook, as well as quick links to the community’s key spaces.

Who is permitted to join the ELP 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: educommunity-support@google.com.

Google For Education ELP Leader Community

How do I join the Leader 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 **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 ELP 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 community’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 Global Google Educator Group

Who is permitted to join the Global Google Educator Group?

This is an open community for all education professionals in Primary and Secondary education. Come join the conversation today!

How do I join the Global Google Educator Group?

- Click "Join or Visit the Hub". That's it!

Google for Education Reference Program Community

What is the Google for Education Reference Program?

The Google for Education Reference Program recognizes institutions of learning around the world for their outstanding use of Google for Education technology and our educator certification programs to advance the future of education. Google shines a spotlight on these institutions to foster connection, learning, and inspiration.

Members of the Reference Program – whether they're a Google for Education Reference Institution serving primary and secondary students, or a Gemini for Education Reference University – join an exclusive and inspiring global community of leaders in education.

The Google for Education Reference Program is by invitation only.

Who is eligible to join the Google for Education Reference Program?

In order to be considered for the Reference Program, a primary and secondary institution will:

- have deep, system-wide adoption of Google for Education technology (Gemini for Education, Google Workspace for Education Plus, Chromebooks, etc.)
- demonstrate a commitment to the professional development of their educators, as evidenced by their participation in Google for Education's educator certification programs (Champions, Level 1 & Level 2 Educator Certifications)

Who is eligible to join the Google for Education Reference Program Community?

Individuals who wish to join the Reference Program online community must request access by clicking "Join / Visit Group." The Google team will review requests as they come in, granting access to users who are associated with a certified Google for Education Reference Institution. **The Reference Program Community is a space for education leaders from our Reference Institutions to network, learn from one another, receive updates from Google, start exchange opportunities, etc.** It is intended to be a space for 2-3 representatives from a Reference Institution's leadership team to join, and not a space for all educators from a Reference Institution.

My institution is a Google for Education Reference Institution, but my request to join the community was denied. What should I do?

If you identify as an education leader within a Reference Institution whose request for access to the Reference Program Community was denied, please refer to the email you received in which we share how you can contact us to request access. We will be happy to assist!

Important: In order for us to approve your request, we must be able to match your email address with a certified Reference Institution. If you log into the Google for Education Community Platform using your personal email address instead of your school / work email address, please be sure to add your school / work email address into the “Work Email” field of your Google for Education Community Platform profile (see screenshot below):

The Google for Education Community Platform > Complete your Profile

Complete your Profile

It only takes a minute to register with the community. Please note that once you have registered, a profile page will be created for you that is publicly accessible. Your username, when you joined, # of posts, # of solutions, # of kudos given, and # of kudos received will be publicly visible.

Other than your username, all other fields entered below will only be visible to Community Platform administrators, moderators, and Google team members. These fields will be used for the purposes of managing platform memberships, understanding user needs, and for general program management purposes by the Google for Education team.

By clicking submit, you agree to receive email notifications from 'no-reply@googleforeducommunity.com'.

* Username ⓘ	
* Work Email	
* Edu Activity App Email	
Workspace for Education Domain	
* Job Title	
* Organization	
* Country / Region	

Google for Education Higher Education Communities

Who is permitted to join Higher Education Communities?

This is an open community for all higher education professionals. Come join the conversation today!

How do I join the Higher Education Community?

- Click "Visit the Communities". That's it!



Higher Education Communities

Connect with instructional faculty, administrators, and academic leaders in our global higher education communities to solve institutional challenges, share research-based practices, and collaborate on the future of learning using Google tools.

Visit the Communities

Google For Education ELP Higher Education Leadership Program

How do I join the ELP Higher Education Leadership Program?

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 "Higher Education Communities" --> "Visit the Communities"
- Once on the Higher Education Communities page, select "Find Groups"
- On the Groups page, select the **ELP Higher Ed Leadership Program** 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 Education 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 ELP Higher Ed Leadership Program?

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: educommunity-support@google.com.