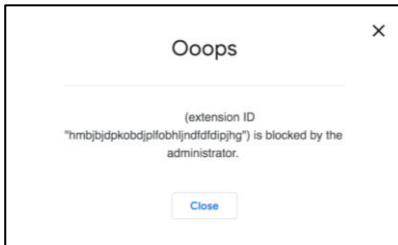
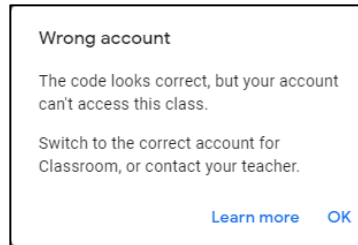


Issues installing Chrome plugins, joining Classroom classes, or opening Google Forms

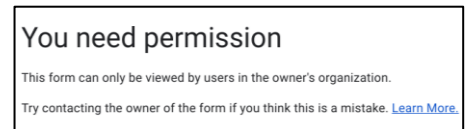
Problem: You get ANY of the following error messages



When installing a plugin from Chrome Web Store



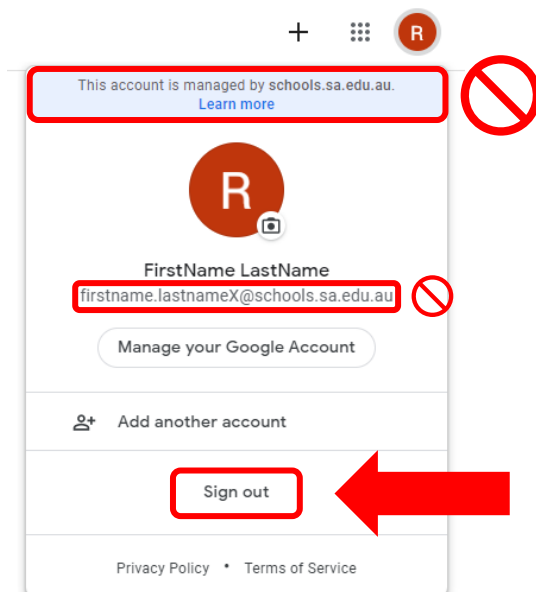
When joining a class on Google Classroom



When opening a form in Google Forms

Solution: Check what Google account you're using

If your account menu in Google looks like

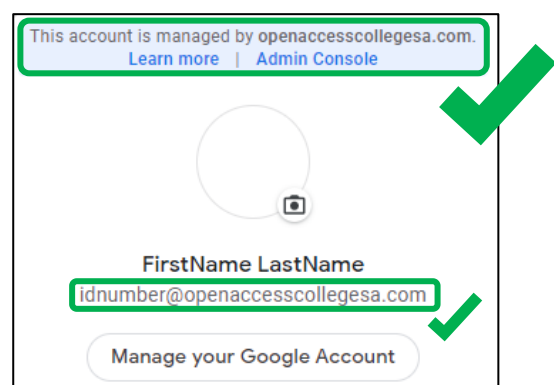


Try this

Sign out and log in with your Google account from Open Access College

Username: XXXXXX@openaccesscolleges.com
Where XXXXXX is your 6-digit Student ID number

Password: Your date of birth (YYYYMMDD format)



If you're still having trouble after following these steps, contact Learning Technology Services (08) 8309 3500 option 3 or e-mail learning.technology@openaccess.edu.au