

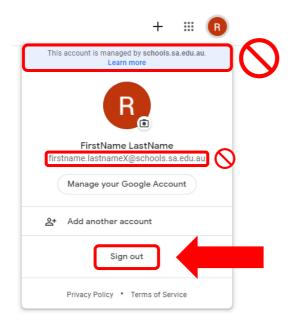
## Issues installing Chrome plugins, joining Classroom classes, or opening Google Forms

## 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
Close		Learn more OK	This form can only be viewed by users in the owner's organization. Try contacting the owner of the form if you think this is a mistake. Learn
"hmbjbjdpkobdjplfobhljndfdfdipjhg") is blocked by the administrator.		Switch to the correct account for Classroom, or contact your teacher.	You need permission
(extension ID		The code looks correct, but your account can't access this class.	
Ooops	×	Wrong account	

## Solution: Check what Google account you're using

## If your account menu in Google looks like



Try this

HELPSHEET

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

**Username:** XXXXXX@openaccesscollegesa.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