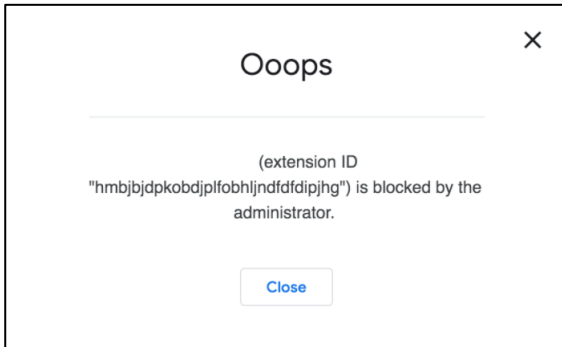
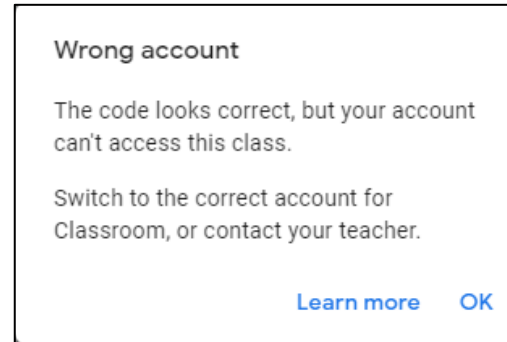


## Issues with installing plugins or join classes on Classroom

**Problem: You get ANY of the following error messages**



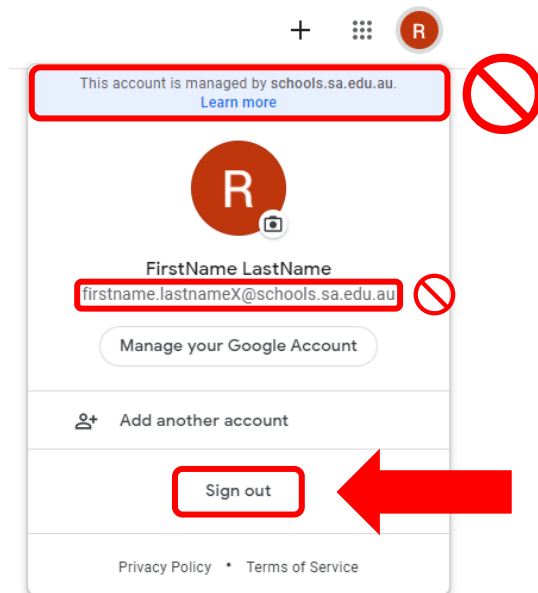
**When installing a plugin from Chrome Web Store**



**When joining a class on Google Classroom**

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

**If your account menu in Google looks like**

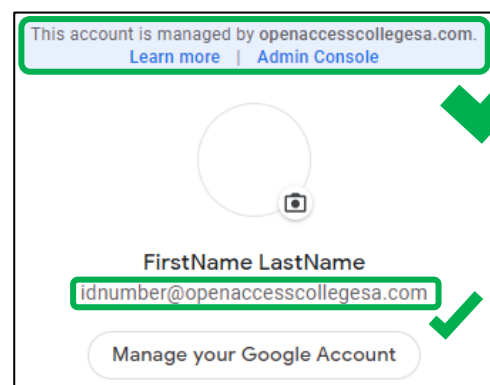


**Try this**

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](mailto:learning.technology@openaccess.edu.au)