

Schoology Troubleshooting Guide for Parents & Students

[Guía de solución de problemas de Schoology para padres de familia](#)

****Teachers may share this document / link with parents and students****

Please follow the steps below to resolve issues you may be having using Schoology.

Student Login to Chrome

Students **MUST** log in to **Chrome** with their FCPS account to see the Google Docs that are assigned to them in Schoology. This applies to all devices, including iPads.

- **Chromebooks:** Students must sign into the device with their FCPS account.
- **All other devices:** Follow the directions in [this video](#) and/or in [this document](#) to add and sign into their Chrome account on the device.

To verify that a student is logged into Chrome with their FCPS account

- In the address bar of Chrome, go to <https://myaccount.google.com/email>
- The student should see their FCPS email address, ending in **@my.fcps.org**

Make sure Sync is turned on in Chrome

Click 3 dots (and click **Settings**) or click the account icon next to the dots in the top-right corner of Chrome and make sure **Sync is on**. If not, turn on sync and continue through the setup process, selecting **Link data** when shown.

Student Can't Log Into Schoology

Students access Schoology at <https://lms.fcps.org> and log in with their FCPS username and password on the FCPS login screen. (Do not go to www.schoology.com, which is for parents only).

MOBILE APP

- Students - DO NOT click the Continue button on the first screen. Instead, in the white "School or domain" box, type and select "**Frederick County Public Schools**". The FCPS login screen will then appear, where you enter your normal FCPS login information.
- Parents - Click the **Continue** button, then enter your email address and Schoology password

Student Forgot Their FCPS Account Password

Contact your school. They can obtain and provide passwords as needed.

Student Can't Record Videos in Schoology

Update your browser to the latest version. This often resolves the issue. Of course, you do need a webcam on your device to record, too!

Student Can't View a Google Document Assignment

If your child can't access a Google Document after clicking the **My Document** tab in an assignment, there are several messages that may appear. Follow the steps below based on the error message you see.

Error Message	Reasons	Solutions
Access Denied	The student is not signed into Chrome with their FCPS account, and therefore doesn't have permission to view the document.	Follow the Student Login to Chrome directions at the top of this document.
	Schoology's connection with the student's Google Drive was lost.	<ul style="list-style-type: none"> Go to the Access Denied error screen Click the link above the document that says, Can't view your document? Click here Click Connect and log back into your FCPS Google Drive Click on your name in the top-right corner of Schoology and select Logout Log back into Schoology
"We're sorry but we are unable to load your document" OR "No login information was received"	Your browser is blocking 3rd party cookies. We have this set correctly for all FCPS student accounts, so these messages indicate that the student is not signed into Chrome with their FCPS account	Follow the Student Login to Chrome directions at the top of this page.
"Not so fast! Please wait until your file has been created"	Occurs when a student clicks "My Document" on a Schoology Google Assignment when the student is not using Chrome or not signed into Chrome with their FCPS account.	Follow the Student Login to Chrome directions at the top of this page.
"You need access"	Students and parents receive this error when the teacher hasn't shared the Google Document properly.	The teacher needs to share the Google Document with "Anyone with the link" and give View rights.
"Plugin Blocked" OR "Flash was blocked on this page"	Google Doc can't be added to a class or assignment on a personally-owned computer, laptop, or Chromebook with Chrome 84 or higher. Google changed how they handle third party cookies in Chrome v84, which can produce this error.	<ul style="list-style-type: none"> Open Chrome on the device In the address bar, enter: chrome://flags/#same-site-by-default-cookies Set the flag to "Disabled" Close the tab Reboot the device

Error Message	Reason	Solution
<p>"We couldn't load your document because there is a problem with your instructor's account. Please ask your instructor to reconnect their account to Schoology."</p> <p>OR</p> <p>"We had some trouble opening your document. Try again by reloading the page."</p> <p>OR</p> <p>{"errors":{"detail":"Failed to retrieve provider email for current user","source":{"exception":"Exception"}}</p> <p>OR</p> <p>"Whoops, looks like something went wrong"</p>	<p>Schoology's connection to the teacher's Google Drive was lost in Schoology.</p>	<p>Contact the teacher and let them know that they need to follow the steps below. Once they complete the steps, you can go back to the assignment and the document should open successfully.</p> <p><i>These directions are for the TEACHER to complete.</i></p> <ul style="list-style-type: none"> ● Make sure you're signed into Chrome with your FCPS account ● Go into any class in Schoology ● Click Add Materials > Add Assignment ● Click the Google Drive Assignments button ● Click the Options button up top (see NOTE below) and select Account Settings ● Click the Log out link, then the Log out button ● Click Connect, select your FCPS account, and click Allow ● You should see your Google Drive files ● Click Cancel, then Cancel again. ● NOTE: If you don't see the Options box, copy and paste the link below into the browser and go to that address to disconnect your Google account. Click the Connect button and finish the directions from there. Close the window when done. https://lti-submission-google.app.schoology.com/authorize/logout
<p>Bad Request - Request Too Long</p> <p>OR</p> <p>HTTP Error 400. The size of the request headers is too long.</p>	<p>An issue unique to Chrome. May happen when trying to access Schoology.</p>	<p>Reset Chrome. See the directions at the end of this document.</p>

Still Can't Access Google Docs in Schoology?

If the above solutions didn't work and you still can't access Google Docs in Schoology, try the following potential solutions.

TRY A DIFFERENT DEVICE

Issues in Schoology could also be a result of issues or various settings and applications on your computer. The issues can often be resolved by trying a different device if you have one available. The best device to try is a Chromebook, but you must log into the Chromebook itself with your FCPS account. On whatever device you try, make sure you are logged into Chrome (see first page of this Troubleshooting Guide) before trying to open a Google Doc.

RESET CHROME

Issues in Schoology could be a result of issues in Chrome, which can often be resolved by resetting Chrome, as follows:

- Click the **3 dots** in the top-right corner of Chrome and select **Settings**
- On the left side of the screen, click **Advanced**
- In the menu that appears below Advanced, select **Reset and clean up**
- In the middle of the screen, click **Restore settings to their original defaults**
- Click **Reset settings**

You won't lose anything by doing this, so it's safe to try when you have issues in Chrome, especially if the issues don't appear in other browsers, or if the issues appear when using your Chrome account across multiple devices. This process disables most of your Chrome extensions, so you will need to re-enable the ones you want to use.

Resetting Chrome will also resolve the following issue:

Bad Request - Request Too Long

HTTP Error 400. The size of the request headers is too long.