

# Google Classroom FAQ's

## Domain Configuration:

Why do I see “Access Denied” when I attempt to access the Google configuration screen?

- If you have recently been assigned the Use permission for the Google Classroom security item, you will see the Google Classroom option in your Configuration menu, but you should log out and back in to access that screen
- If you've been using Google Classroom already and are seeing Access Denied, please try refreshing your screen for it to display. If you still have trouble, contact your account manager

I am trying to verify my configuration on the Domain Config tab, but I am showing Missing Scope errors. How do I fix?

- You may be seeing errors similar to this:

```
Missing at least one expected Scope
Missing Scope 'https://www.googleapis.com/auth/admin.directory.group.readonly'
Unable to check https://www.googleapis.com/auth/admin.directory.group.member.readonly without groups
Missing Scope 'https://www.googleapis.com/auth/classroom.courses'
Missing Scope 'https://www.googleapis.com/auth/admin.directory.user.readonly'
Missing Scope 'https://www.googleapis.com/auth/admin.directory.orgunit.readonly'
Unable to check Roster or Course Work due to no google courses existing.
```

- This occurs when one or more of the APIs is not configured properly.
  - Verify the Google Classroom and **Admin SDK APIs** are enabled in the Google Cloud Console
  - Make sure you have copied the **entire string of APIs and pasted into the OAuth Scopes field**



I am getting a “Default User is Unable to access groups” error. What does this mean and how to I fix this?

- This happens when the Default Google user is not listed as a Super Admin in G Suite. Verify the user has a Super Admin role in your **G Suite Admin Console**

## Student and Faculty Mapping

I am getting a “Default User is unable to Access groups” error. What does this mean and how do I fix?

- This error appears on the **Students** and **Faculty** tabs when there is an issue with the Domain Configuration. On the Domain Config tab, click Verify Configuration. Based on errors, follow the **Domain Configuration** troubleshooting tips above

Why is Faculty Member or Student not Auto-Mapping from FACTS SIS to G Suite by email?

- Email addresses for faculty and students must match the email in G Suite. Either update FACTS SIS email addresses to match the G Suite email addresses or manually map the faculty members and students

Why is Faculty Member or Student not Auto-Mapping from FACTS SIS to G Suite by name?

- First and last names in FACTS SIS must match the first and last names in G Suite. If the faculty or student's birth name is correct in FACTS SIS, update their name in G Suite or manually map the faculty member or student

My Faculty Member or Student Email does not appear in the Google list of emails addresses. How do I get them to appear?

- This person does not yet have an email in G Suite, or the account in G Suite is suspended. The school must create the person in G Suite or reactivate the account

## Course / Class Sync Errors

A class name turned red after I attempted to sync. What happened?

- There can be several reasons for this. Hover over the class name to view the error.
  - **Quota limit reached:** Sync the class again.
  - **Operation Aborted:** Sync the class again.
  - **Requested entity not in a modifiable state:** The teacher archived the class in Google Classroom.
  - **Requested entity not found:** The teacher deleted the class in Google Classroom.
  - **User does not have permissions:** Check the default user Super Admin role in G Suite.
  - **Teacher SET error: Preconditioned Check Failed:** The teacher is mapped but their account is deleted or suspended in G Suite.
  - **Student SET error: Preconditioned Check Failed:** The student is mapped but their account is deleted or suspended in G Suite.

I've tried to sync my classes, but the stopwatch is displaying longer than it should. What is happening?

- Try a hard refresh in your browser. Sometimes the sync requests get stuck in the queue on the waiting icon  and a hard refresh should fix it.
- If refreshing the screen does not work, someone from FACTS SIS will need to look at the queue. Please contact Customer Support to create a case.

My students are not showing up on the Google Classroom Roster. How do I make them appear?

- On the Courses tab of Google Classroom Configuration, click next to the affected class, then select View Details.
  - Student is not mapped (Google Account column is blank): On the Student tab, manually map the student, then resync the class on the Courses tab.
  - Student is mapped (Google Account column is not blank): Click Sync Now.
  - Student is mapped but the student does not display on my Google Classroom roster after resyncing: Confirm the student's FACTS SIS email address matches what is in G Suite. If the email address in G Suite has changed, you must remove the link for the student between FACTS SIS and Google, then map the student to the updated Google email on the Students tab in Google Classroom Configuration.

## Gradebook Assignments

Why does the Google Classroom checkbox not display on the Assignment screen in FACTS SIS Gradebook?

- This class is not linked to a Google Course

Why does the Load Google Grades button not display in the FACTS SIS Gradebook or Assignment screen?

- This class is not linked to a Google Course

Why are my Google Classroom assignment grades not syncing to the FACTS SIS assignment grades?

- Teachers must return grades to students in Google Classroom before they can be loaded in FACTS SIS Gradebook

What is the Load Google Grades button disabled on the FACTS SIS assignment screen?

- This class is linked to a Google Course, but the FACTS SIS assignment is not linked to a Google Assignment

Why are the grades not loading from Google Classroom for specific students?

- This usually means the student is not mapped. On the Courses tab, click  next to the affected class, then select View Details to see if their email address is listed in the Google Account column. If no address is listed, manually map the student

Why is the assignment showing up in Google Classroom as a draft?

- Assignments created in FACTS SIS and pushed to Google Classroom are always sent to Google as draft assignments

I don't understand what fields should be updated when I create a new Google Classroom assignment from Gradebook

- Assignments created in FACTS SIS and pushed to Google Classroom load:
  - Assignment title
  - Assignment description
  - Due Date and Time (as of August 20, 2020)
  - Assignment max points