G-Suite for Education
Frequently asked questions

1. What device can I use to access G Suite?
- any internet-connected device
- use an internet browser. The most broadly compatible browser is Google Chrome. If you do not have it installed, then download it from https://www.google.com/chrome/
- on Android or Apple, mobile devices use the app.

2. How do I log in to G Suite?
- in the staff portal, select 'My Learning Tools', click on G Suite (Google Apps for Education).

3. How do I get my students to log in to G Suite?
- students will log in to their portal, click on the 'show more' in the 'Learning panel'.

4. Where are all the files saved?
- students and teachers can use the 'Google Drive' app inside G Suite for Education to store and save files.

4. Can students chat without the teacher in G Suite for Education?
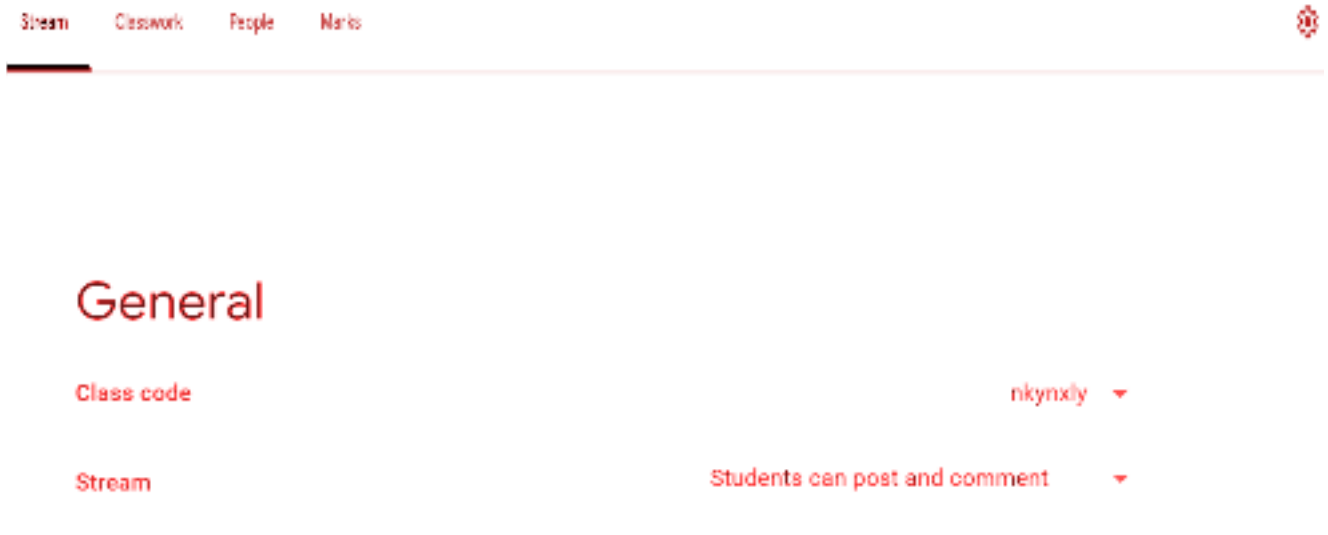- students cannot chat privately using G Suite tools.

6. Can I share live video of me or my desktop with the class?
- G Suite does not currently support live teacher-to-student video capability. Students also do not have live video capability.

7. How do students join Google Classroom?

- teachers - inside Google Classroom, click in the settings cog at the top right and scroll down to General to find your class code.

Stream   Classwork   People   Marks   ⚙

General

Class code   nkynxly   ▼

Stream   Students can post and comment   ▼

- students - use the Class Code (from inside the teacher's Google Classroom).

8. I teach more than one class – do I need to create multiple 'Google Classrooms'?

- yes – you should have a separate 'Google Classroom' for each different group of students.
- sign in to Google Classroom and use the '+' to create more 'classrooms'.

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9. My @det.nsw.edu.au email won't let me in!

- for all G Suite application use your 'username@education.nsw.gov.au' to sign in. This email is only used to sign in. It does not have an 'email inbox' attached to it.

10. What is the difference between synchronous and asynchronous teaching?

- to learn about the difference between the two modes of teaching visit: https://education.nsw.gov.au/teaching-and-learning/curriculum/continuity-of-education/delivery-of-learning/delivery

11. How do I message a student individually?

- send an email to the student via your DoE email address.
- post a message to an individual or a group of students in the 'Stream' section of Google Classroom.
- call the home phone number for the family to directly talk with the student.

12. Where can I learn more to get help with G Suite for Education?

   Complete a course in LinkedIn Learning.
- open your Staff Portal, select "My Training" and click "LinkedIn Learning". Search for "Google Apps for Education Essential Training"
- use how-to videos in Getting Started with Technology to guide you step-by-step through the apps in G Suite for Education
- visit the Google Training and help centre at https://support.google.com/a/users/answer/9282958.

NSW DoE Support

https://sites.google.com/education.nsw.gov.au/gettingstartedwithtechnology/home

Getting Started Guide

https://drive.google.com/file/d/0B__OTXR_u3RbbzNlVDhhc1cydGc/view

Digital learning selector – Google Classroom
https://app.education.nsw.gov.au/digital-learning-selector/LearningTool/Card/27

Digital learning selector – Google docs
https://app.education.nsw.gov.au/digital-learning-selector/LearningTool/Card/66

Digital learning selector – Google drive
https://app.education.nsw.gov.au/digital-learning-selector/LearningTool/Card/75

Digital learning selector – Google forms
https://app.education.nsw.gov.au/digital-learning-selector/LearningTool/Card/89