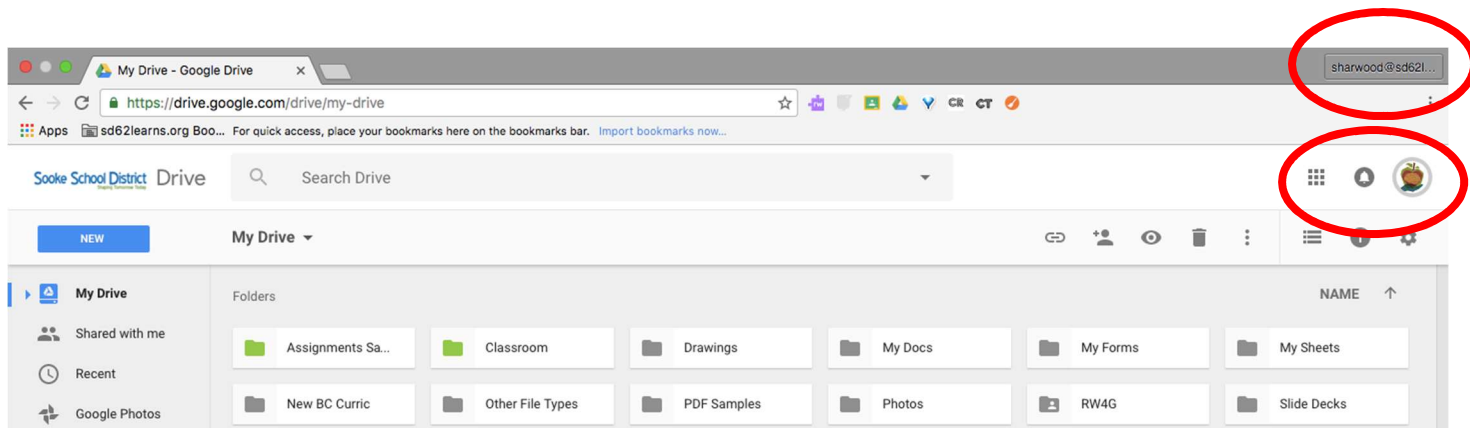


Troubleshooting Read and Write for Google Chrome (RW4GC) on a Mac

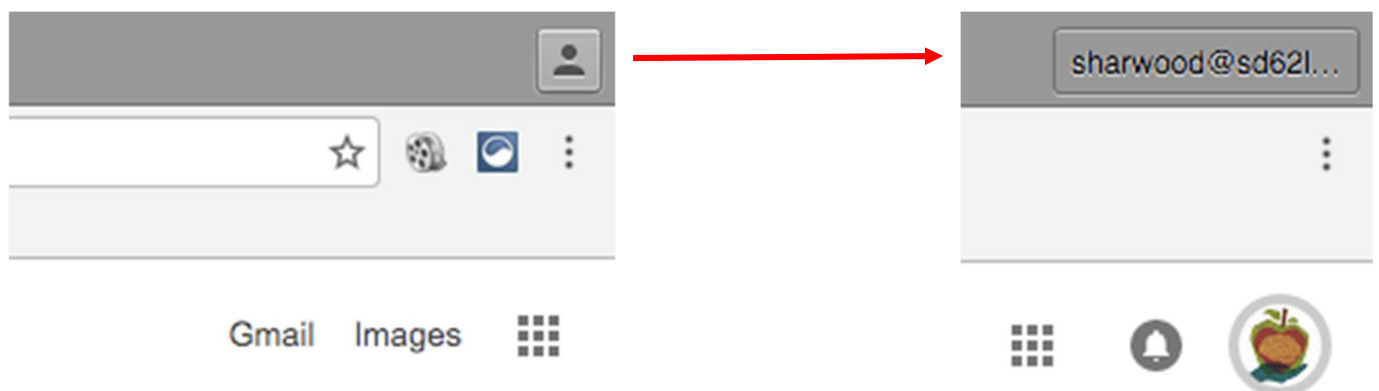
Possible Reasons

1. Permission acceptance screen is too long to accept.
2. Not fully logged-in to Google Chrome web browser.
3. The RW4GC 3 month pilot has expired.

1. Read and Write for Google Chrome requires each user to accept and allow a list of permissions. However, the list of permissions has many items on it, and it is too long to be seen completely on one screen. Sometimes the scroll down feature works to reach the bottom of the permission list and sometimes it does not. If you are unable to see and choose the “Allow” button, there are two options
 - a. Hide the Dock (You can do this in system preferences menu)
 - b. Log on to your Google account with a different type of computer (i.e., chromebook or a PC).
2. There are two different ways to log into the chrome browser, you need to be logged in, in both ways, to fully enable RW4GC.
 - a. Go to drive.google.com and if you are not already logged in, follow the prompts. After your username and password are accepted, ensure that your name/account appears in two places.



If a gray head icon appears in the upper right corner of the Google Chrome Browser, click on it and follow the log in prompts. Afterwards, your name should appear where the head icon was.



3. After the 3 month pilot has expired, RW4GC will not work. ONLY teachers can re-enable RW4GC for themselves using the following link: <https://rwchrome.texthelp.com/drive/home/registerteacher>