

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

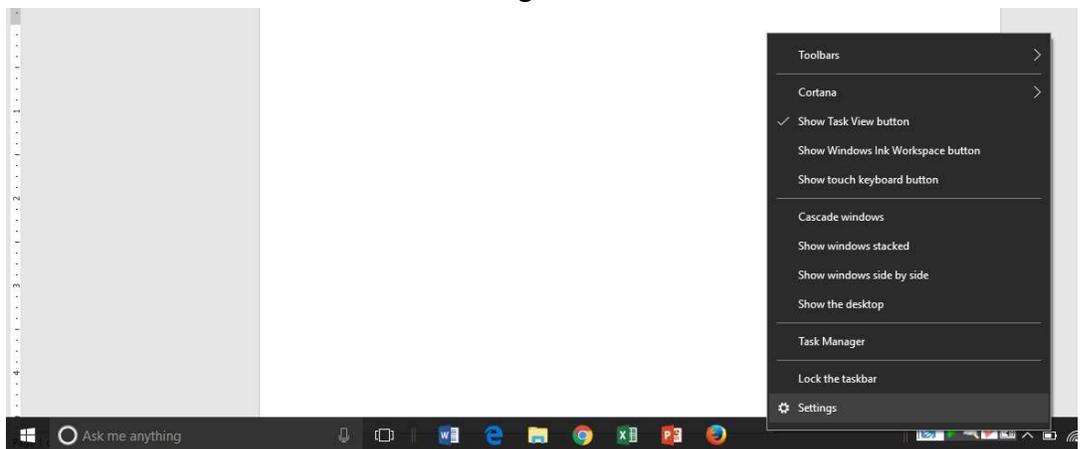
Possible Reasons

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.

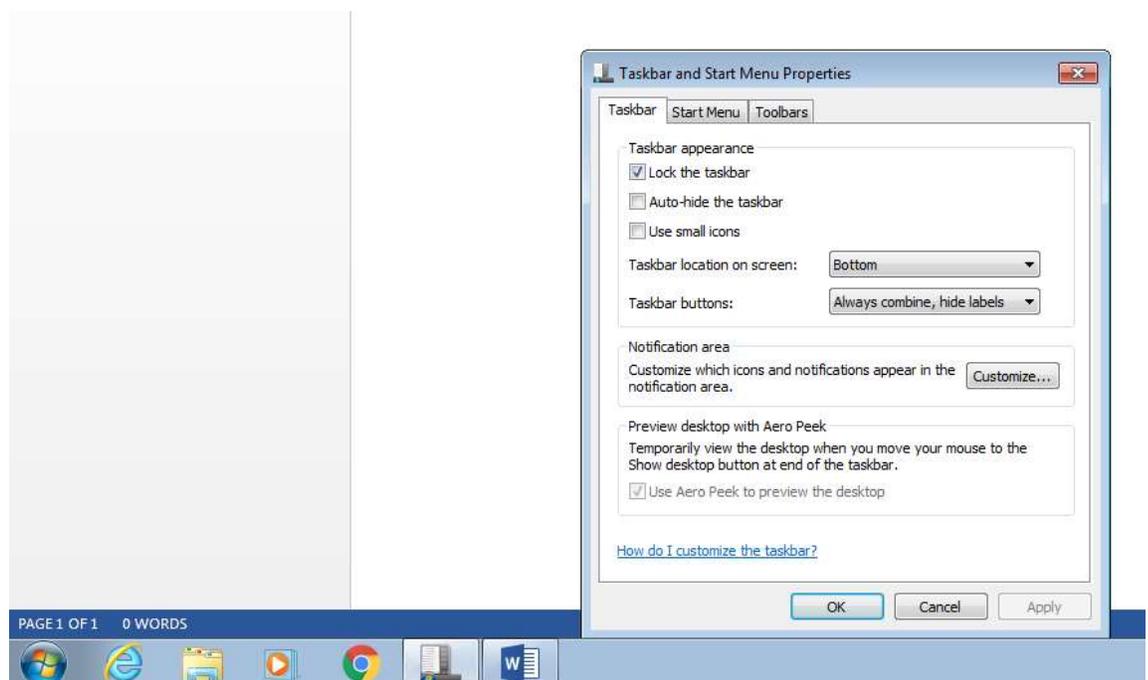
1. Read and Write for Google Chrome requires each user to accept and allow a list of permissions. However, the list of permissions has many items on it, and it is too long to be seen completely on one screen. Sometimes the scroll down feature works to reach the bottom of the permission list and sometimes it does not. If you are unable to see and choose the “Allow” button, there are two options

a. Hide the System Tray/Taskbar

- i. Windows 10 - You can do by right clicking on the Taskbar, going to settings, and choosing to hide it.



- ii. Windows 7 – Right click on the Taskbar, choose “Properties” and check the box labeled “Auto-hide the taskbar”.

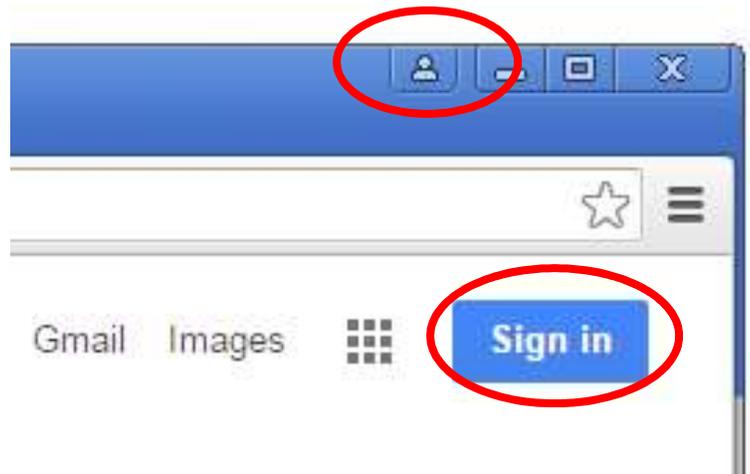


- iii. You can change this setting back as soon as you’ve accepted the RW4GC permissions box.

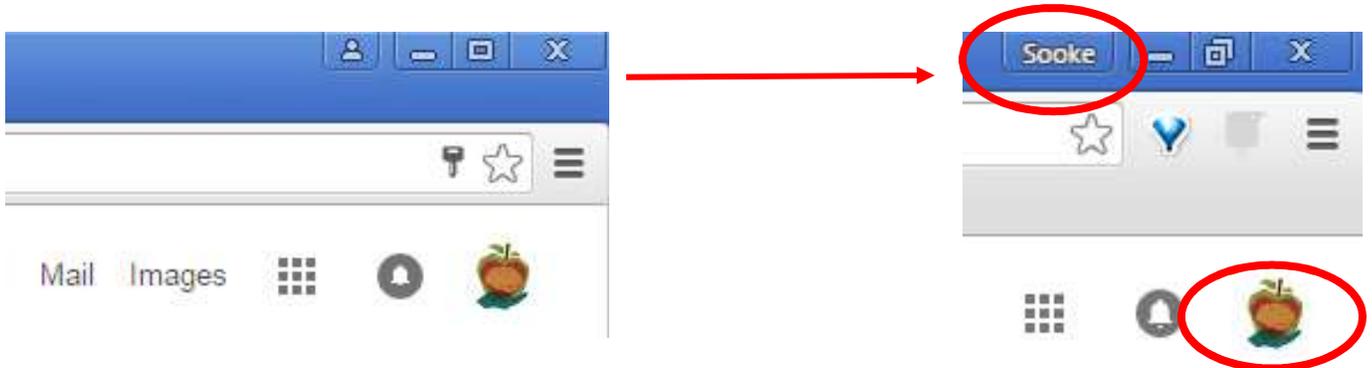
b. If you still can't access the full permissions box after hiding the taskbar, try logging on to your Google account with a different type of computer (i.e., chromebook or a Mac or a desktop/laptop).

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.

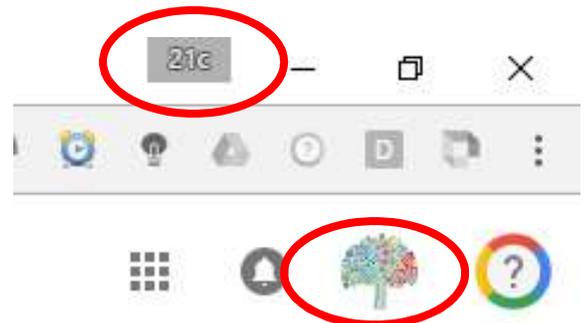
a. Go to drive.google.com and if you are not already logged in, follow the prompts. After your username and password are accepted, ensure that your name/account appears in two places.



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



c. If you have multiple google accounts, make sure you are logged in using the same account in both places. RW4GC does not work on personal accounts.



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>