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).
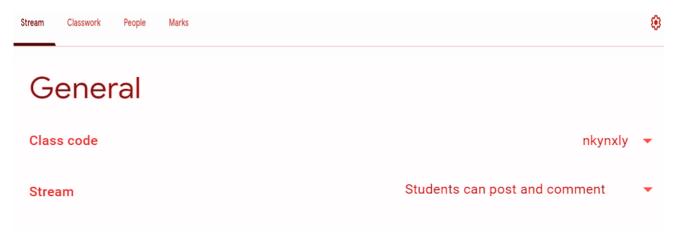
3. **My @det.nsw.edu.au email won't let me in!**

   - 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.

4. **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'.

5. **How do students join Google Classroom?**

   - When you're logged in as a teacher inside Google Classroom, click in the settings cog at the top right and scroll down to General to find your class code.

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

Stream	Classwork	People	Marks	⚙

General

Class code	nkynxly ▾
Stream	Students can post and comment ▾

6. **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'.

   +   :::

7. **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

8. **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.

9. **Can students chat without the teacher in G Suite for Education?**

   - No, students cannot chat privately using G Suite tools.

10. **Can I share a live video with my class through Google Hangouts Meet?**

    - Google Hangouts Meet does not currently support live teacher-to-student video. This service can be used for teacher-teacher communications, such as staff or faculty meetings

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 about 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

Useful links:

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