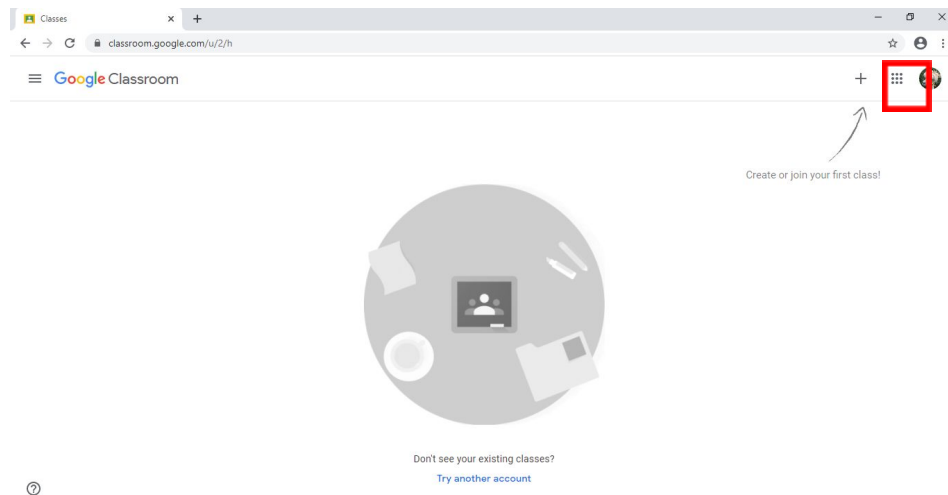# My child doesn't have a classroom showing up when they log in

If there are no classrooms after you login that usually means that the app/browser has selected a different account, or in rarer cases means that the child hasn't been allocated a class.

If a different account has been selected, it can be changed by:

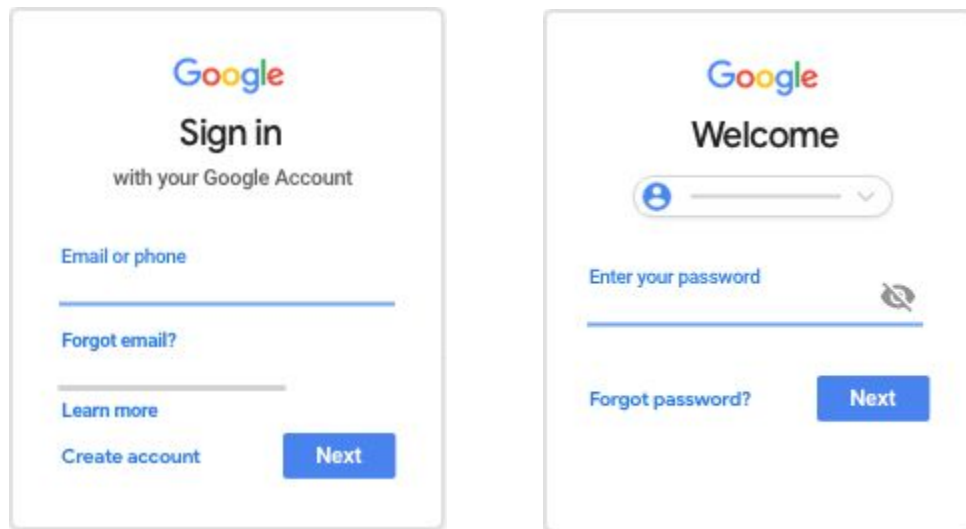## Switching Accounts on a browser:

1. If you are already signed into a Google Account (either your own personal one or a sibling), you may see a page that looks like this.

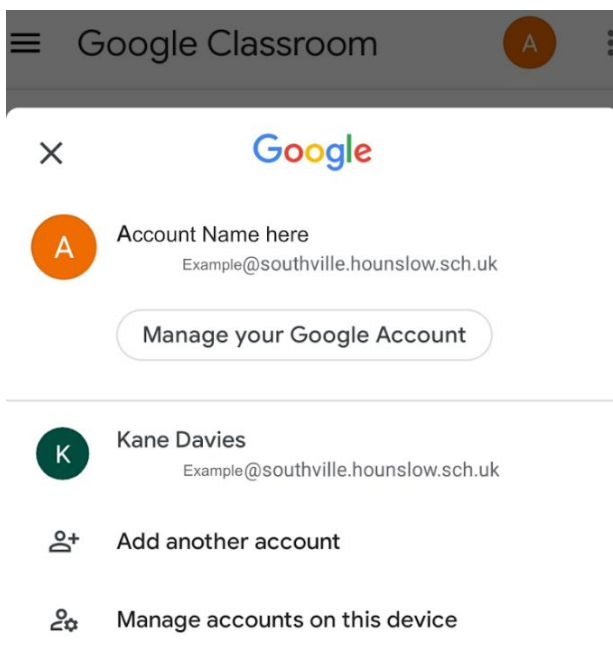2. Click on the profile picture in the top right corner, then click '**Add another account**'.

3. Enter the FULL email address that you have been given (e.g. *example1.313@southville.hounslow.sch.uk*) then click '**Next**'. After you have entered your password, click '**Next**' again.

Google
Sign in
with your Google Account

Email or phone
_____

Forgot email?

_____
Learn more

Create account   **Next**

Google
Welcome

Enter your password

Forgot password?   **Next**

'Switching Accounts in the app:

1. Open the Classroom App
2. go to the top right corner
3. click the coloured circle:

≡ Google Classroom   A   ⋮

✕   Google

(A) Account Name here
    Example@southville.hounslow.sch.uk

   (Manage your Google Account)

(K) Kane Davies
    Example@southville.hounslow.sch.uk

👤+ Add another account

👤⚙ Manage accounts on this device

4. Select your child's School account (@southville.hounslow.sch.uk)if it is displayed there
5. If your child's school account is not there then go to:

👤+ Add another account

6. And add your child's school account provided by the Class Teacher/Office

Hopefully this will resolve your issue, if it doesn't; there is a chance that **your child isn't part of the class**, if you feel this is the case, please email the school.

Please try and attach screenshots showing that you are currently signed into your child's school account.
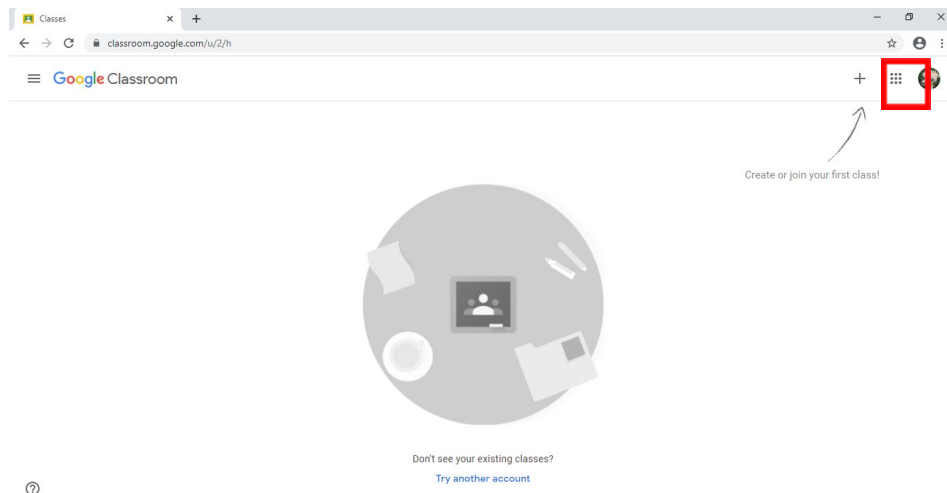
It's saying that I need a Classroom Code

Fortunately you don't need a code to add your child to their classroom, as we have done that for you by creating your child their own Google Classroom Account, ending in: @Southville.Hounslow.sch.uk

Although, if it is asking you for a code; then that usually means that the app/browser has selected a different account, this is quite common if you have another google account registered to that device and it should be a quick and easy fix.

If a different account has been selected, it can be changed by:

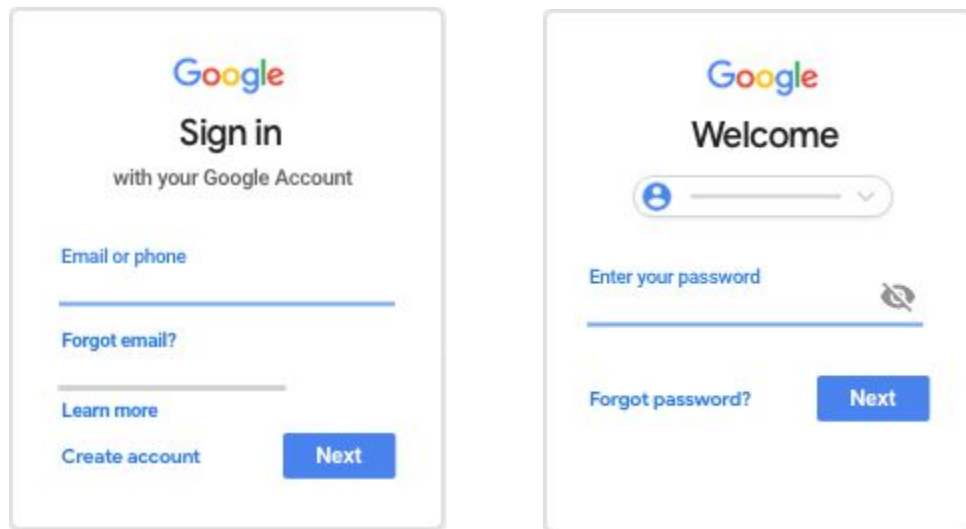## Switching Accounts on a browser:

4. If you are already signed into a Google Account (either your own personal one or a sibling), you may see a page that looks like this.

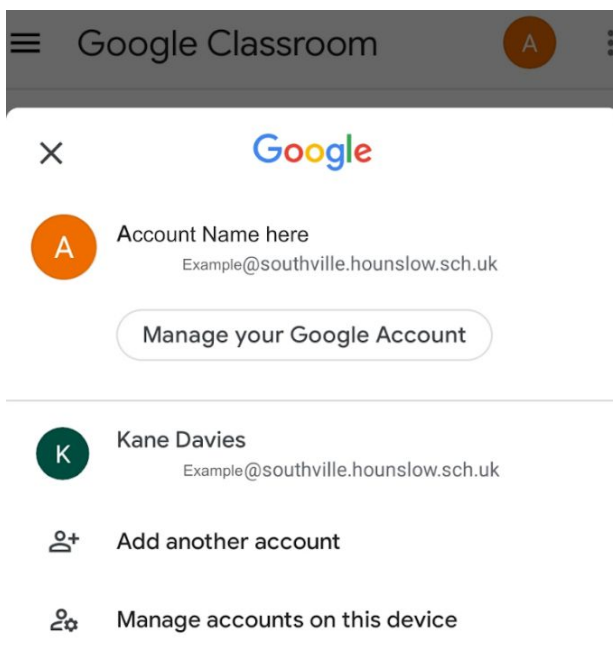5. Click on the profile picture in the top right corner, then click '**Add another account**'.

6. Enter the FULL email address that you have been given (e.g. *example1.313@southville.hounslow.sch.uk*) then click '**Next**'. After you have entered your password, click '**Next**' again.

'Switching Accounts in the app:

7. Open the Classroom App
8. go to the top right corner
9. click the coloured circle:

10. Select your child's School account (@southville.hounslow.sch.uk)if it is displayed there
11. If your child's school account is not there then go to:

👤+ Add another account

12. And add your child's school account provided by the Class Teacher/Office

Hopefully this will resolve your issue, if it doesn't; there is a chance that **your child isn't part of the class**, if you feel this is the case, please email your child's year Group email.
Please try and attach screenshots showing that you are currently signed into your child's school account.