

HELP Desk Tip

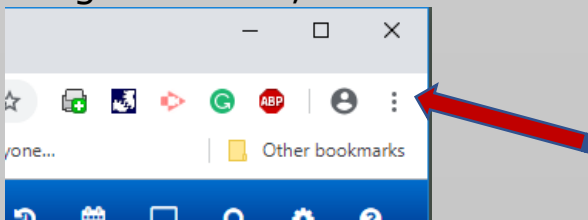
On your home computer;

Can't Log in to 'your' personal Google Account because your student's account is auto logging in?

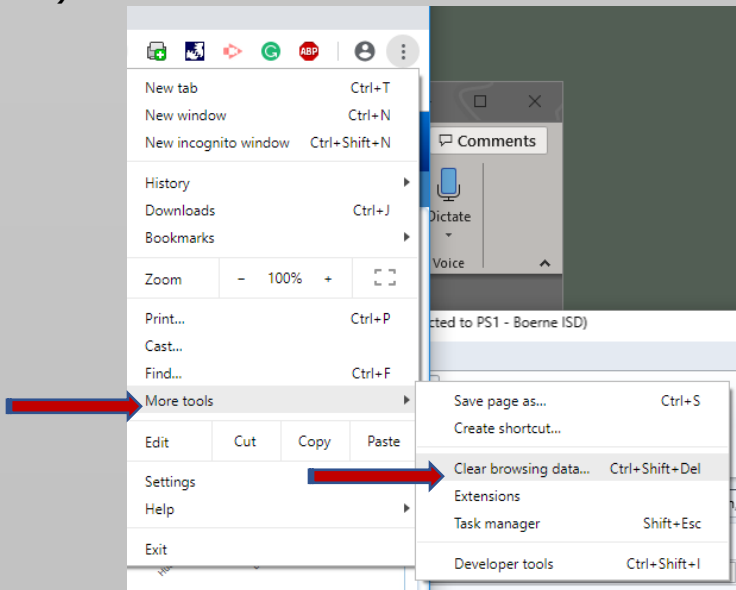
Clearing out your browsing history can be a quick fix to this. Click the name of the browser you use to see step by step How2's.

[How2 in Chrome](#) – [How2 in Internet Explorer](#) or [Edge](#)

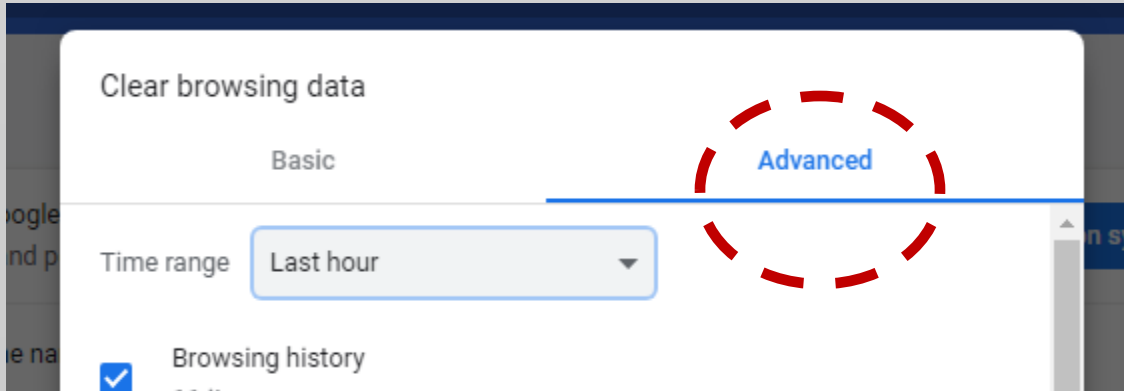
- 1) Google Chrome; Click on the 3 dots located on the top right.



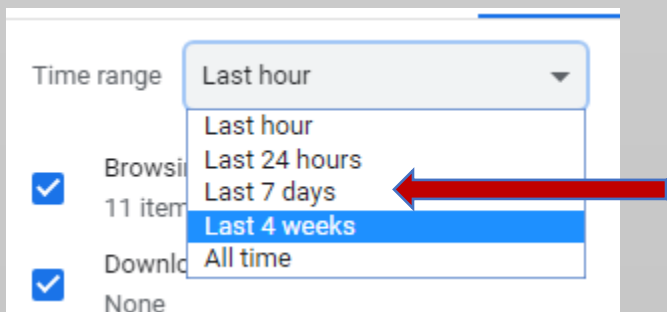
- 2) Next select "More Tools" > "Clear Browsing data".



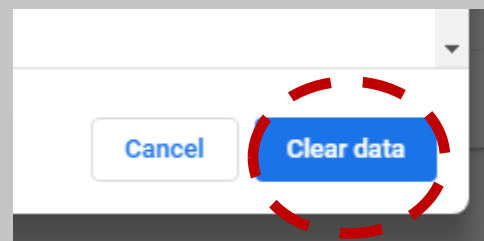
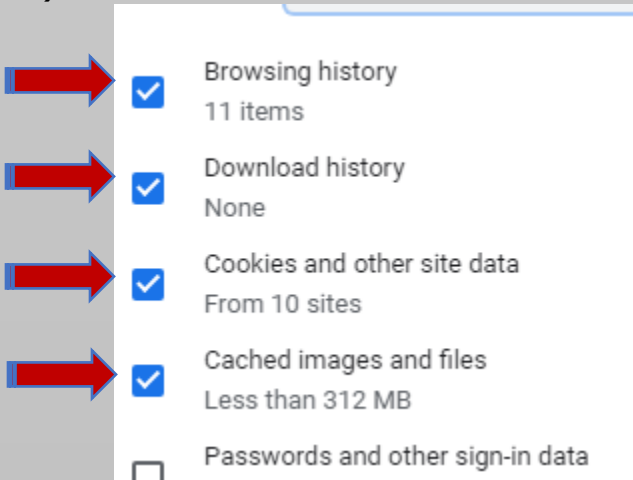
3) A new window will open and display your clearing options. You will want to select "Advance",



Click on the drop-down menu and select a 'time range'. I recommend "the last 7 days" to start with.



4) Now select the follow areas to clear out and Click on "Clear Data."



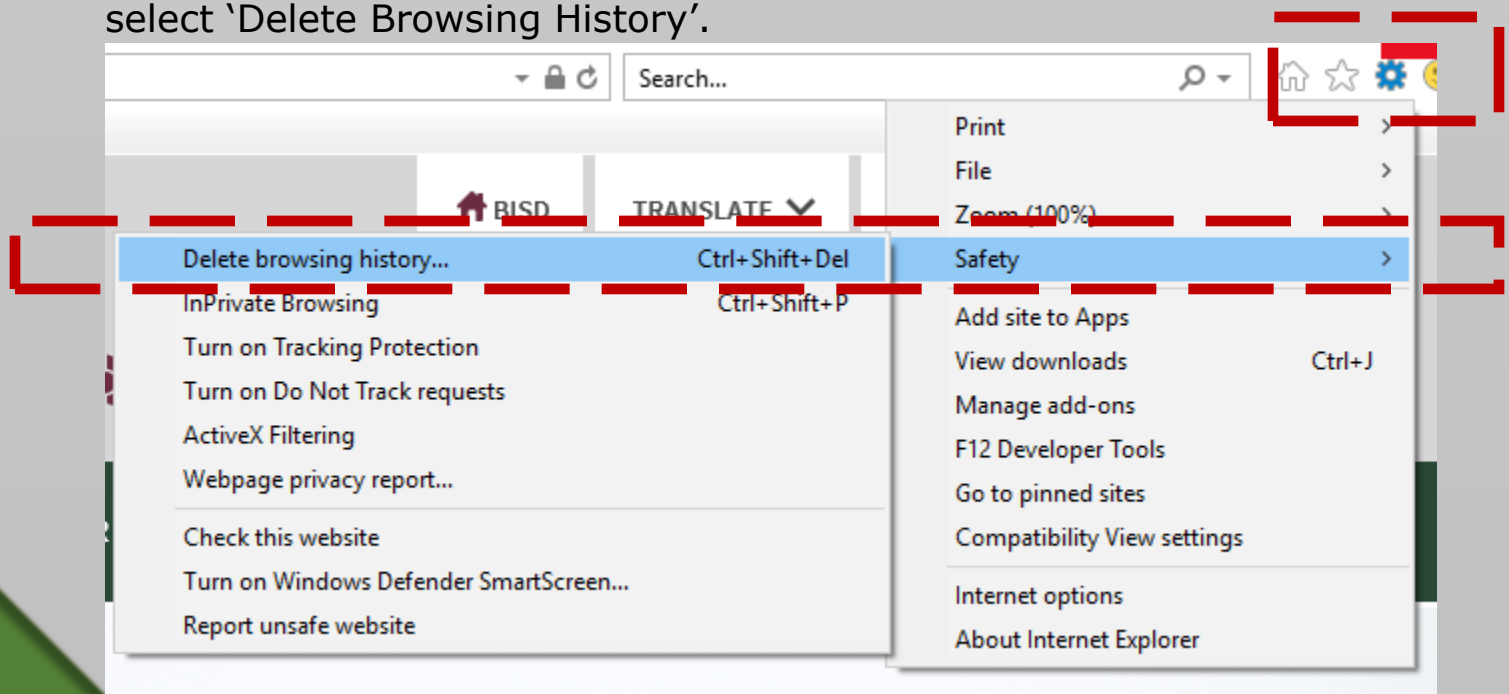
- 5) The window will disappear and leave you on the 'Settings' Chrome window. Now you can sign out of any google accounts and immediately close the all internet browser windows after doing so.
- 6) Reopen your Chrome internet browser and you should be able to log into your personal account Google account now.

If for some reason you still cannot log in and your student's account keeps logging in, run the same steps again but select the 'Time Frame' as the "Last 4 weeks" or "Of All time". Then close all internet browsers and restart your computer.

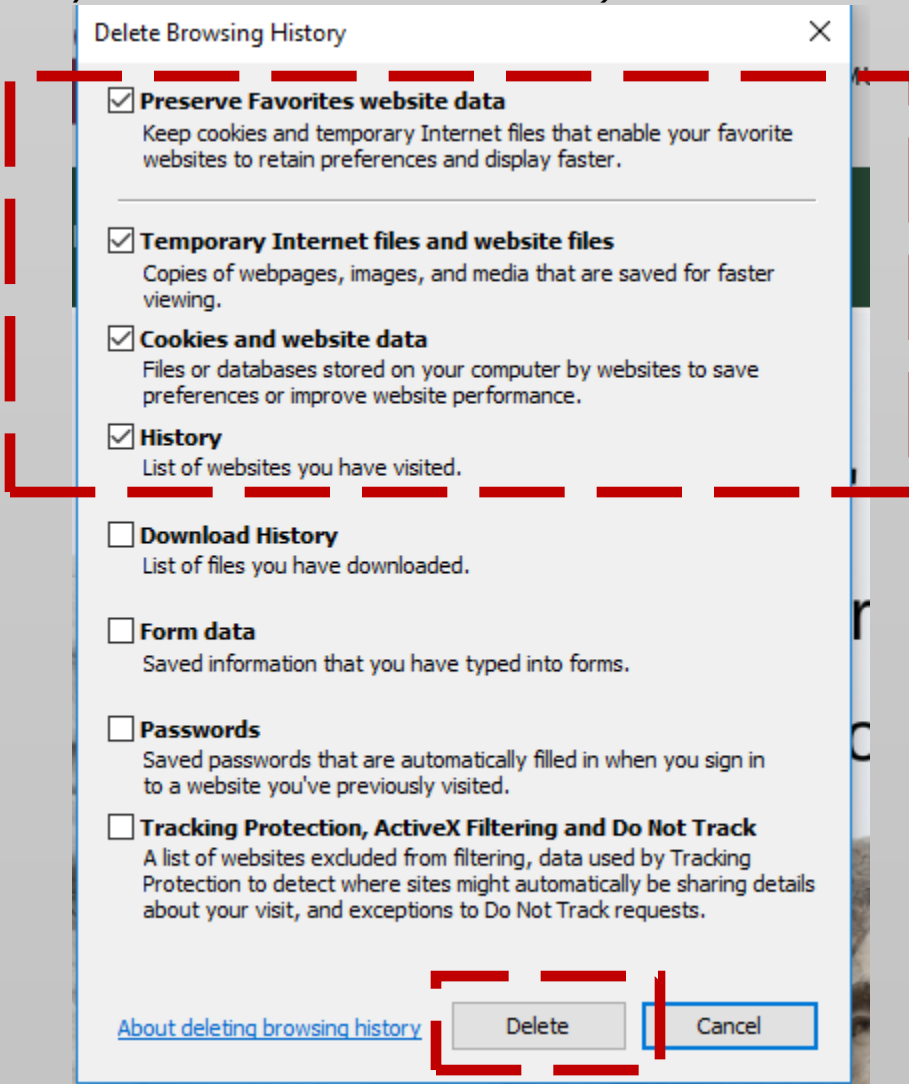
How2 for Internet Explorer :

On an open browser you will need to click on the 'gear' for the settings; located right by the 'x' on the top right of the window.

- 1) Click on the 'gear' > then move down and click on "Safety" > and now select 'Delete Browsing History'.



2) A small History window will open in the middle of the screen. Make sure the following 4 boxes are checked (*see below*) and select "Delete" at the the bottom of the window. (*you can also select the 'passwords' & 'form data' boxes. This will mean that you must type you passwords in again and usernames to places to you previously visited and saved your info for ease of access.*)

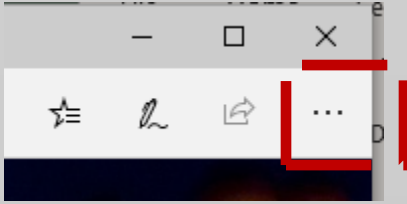


3) Close all internet browsing windows afterwards. Then re-open them and you should be able to sign into your google account with ease.

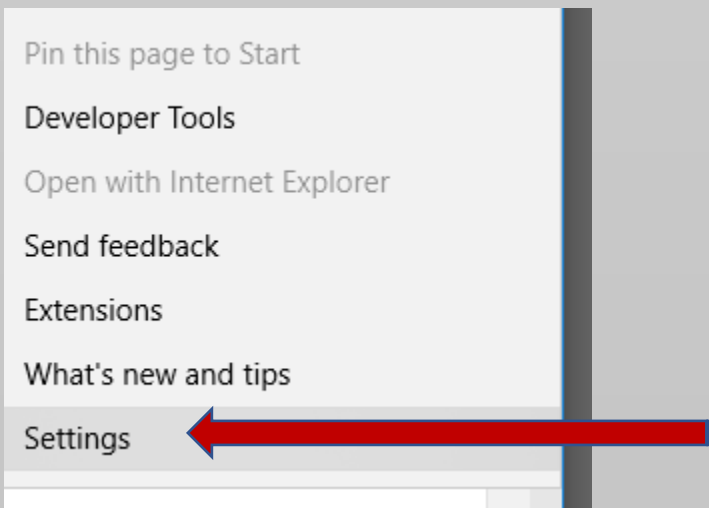
How2 in Microsoft Edge :

To clear your browsing history in Edge;

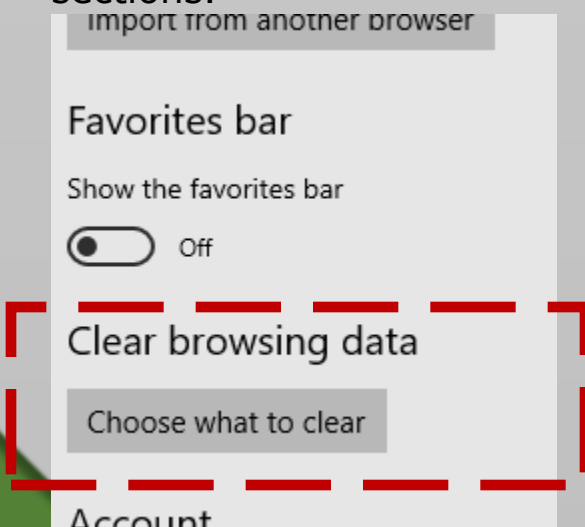
- 1) You will need to click on the 3 dots right below the 'x' located on the top right of your Edge browser.



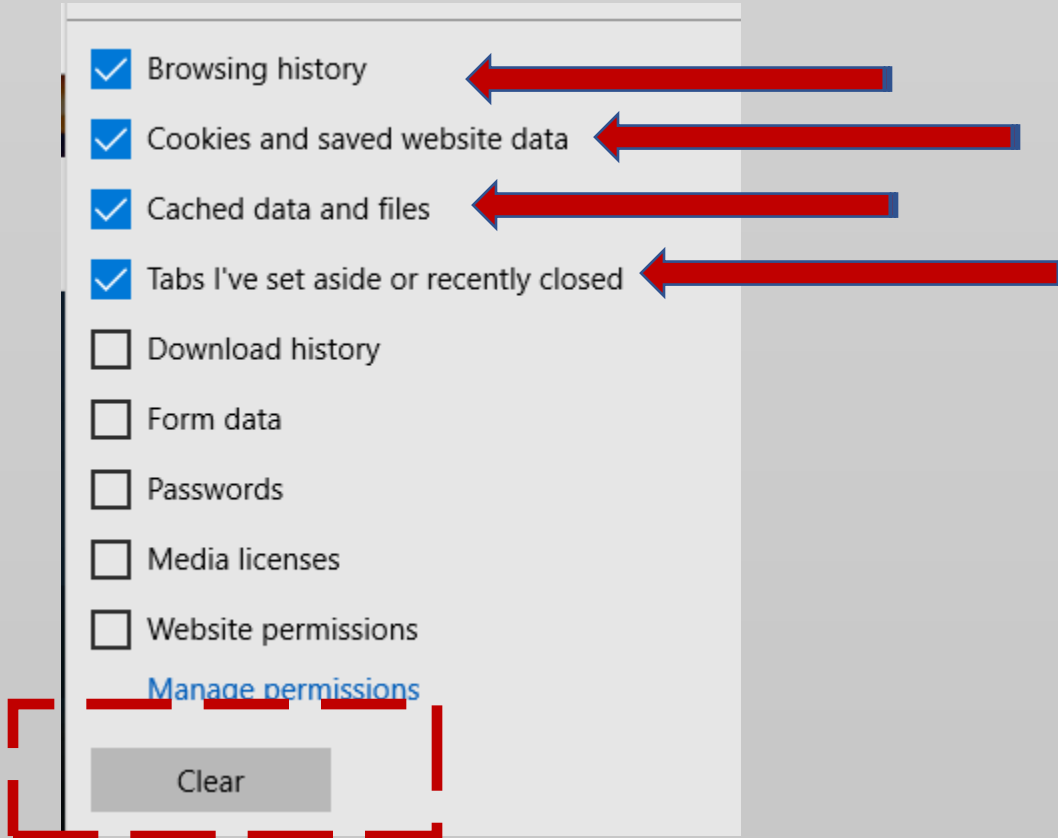
- 2) Then move all the way down to the bottom of the pop-up window and select settings.



- 3) Then select 'Choose what to clear' under the "Clear browsing data" sections.



4) Be sure the 4 boxes are selected like the image below. Now click on the "Clear" button.



5) Close all Edge Browsing windows

6) Now you can re-open them and sign in with ease to your Google accounts.