Sign-in With Google Troubleshooting

Many digital tools provide students and staff with the option to use "Sign-in with Google." When using this sign-in option, you may sometimes experience a strange error message or failure to login. This can happen if:

1. **There are multiple Google accounts signed-in to the Chrome browser.**
2. **You are signed into the Chrome browser with your Everett Public Schools Google account, but there is another account signed into the Google web page.**

Here is how to check these two possible issues:

Sign into your device, and open up the Chrome Browser. Go to Google.com or any other Google website, and look in the top right corner. You should see your initials inside a circle in two spots.

The top circle (1) is showing that your EPS Google account is signed into the Chrome browser. The bottom circle (2) is showing what account is signed in and active in Google.
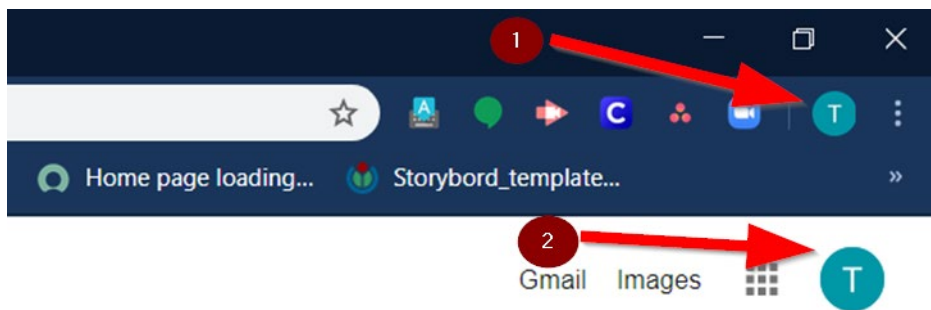

When using your EPS Google account and the "Sign-in with Google" option, you should always be sure the correct account is signed-in to the Chrome browser AND active in Google.

Clicking on either initial will show you what account is active in either the Browser or Google, and let you select a different account that is already signed in.

If you find that you are still having issues, you may need to sign-out of all other accounts from the browser: **follow the directions on the next page for how to remove other accounts from Chrome.**

How to remove an account from the Chrome Browser:
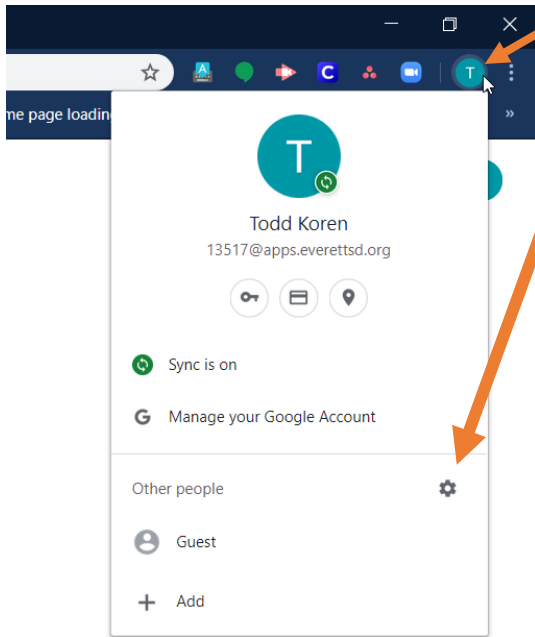
1. Click on the circled initial next to the three buttons menu in the top right corner of Chrome. A small window will pop up with details about the active account, and any others which are signed in.

2. Next, click on the small gear icon near the bottom right of the window.

3. You will now see a tile for every account signed into the Chrome browser. Hover over one of the accounts you wish to remove, and a three-dot menu will appear in the top right corner of the tile.

4. Click that three-dot menu, and then click remove. You will have to click it a second time when the red Remove option appears

5. Complete this for any other account logged into Chrome except for your EPS one.

6. Finally, quit the Chrome browser, and then open it up again.