



## Today's Links

Drive Article: [Random Acts of Kindness](#)

Web Article: [Wash Your Hands!](#)

Read & Write for Google Chrome Resources:

- [Student How-To Guide \(video\)](#)
- [Troubleshooting Tips](#)
- [Key Tools for Specific Need](#)
- [Helpful Videos about Read & Write](#)
- [Changing Options in the Toolbar](#)
- [Read & Write for iPad](#)
- [Getting Started with Read & Write \(Español\)](#)
- Presentation ([English](#))([Español](#))

## Read&Write for Google Chrome™ Troubleshooting

Watch this [instructional video](#) or follow these directions to make sure you have access to Read & Write from your CMS Google account:

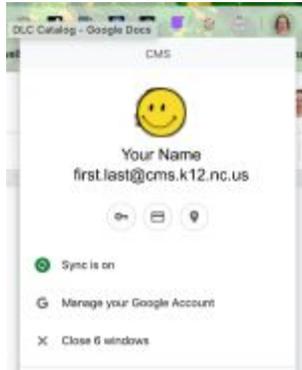
- Sign to the **Google Chrome browser** on your laptop.
- Click the **Chrome account**  **button** at the top right of the screen and make sure you are logged in with your CMS Chrome account. For example, firstm.last@cms.k12.nc.us instead of a personal or other account.
- Once you do this, follow the directions to “link data” and “turn on sync” for your account.
- **Once you are signed into Chrome and your data is linked look for the purple RW puzzle piece appear beside your URL bar in the browser.**



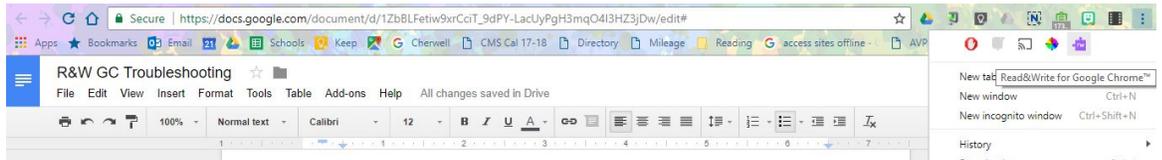
If you don't see the icon please check the [More Troubleshooting Tips](#) below.

# More Troubleshooting Tips

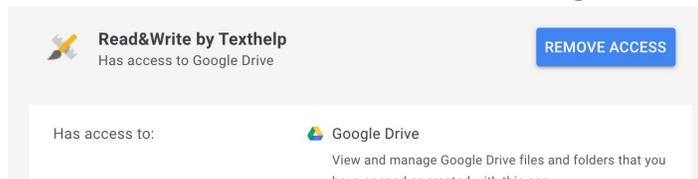
- 1) "Collect Highlights" [isn't creating a new document](#).
- 2) My Vocabulary List is [coming up blank](#).
- 3) I don't have access to Read & Write for Google Chrome:
  - a) **Wrong Chrome profile/not logged in** - Chrome extensions are associated with a Chrome user account. Click the Chrome account name tab at the top right of the screen and make sure you are logged into your CMS Chrome account. For example, firstm.last@cms.k12.nc.us instead of a personal or other account



- b) **Not Installed** - Check to make sure **Read&Write for Google Chrome** was installed from the [Chrome Web Store](#).



- c) **Permissions** - The **Read&Write for Google Chrome** toolbar will not appear in **Google Docs** unless permission was accepted by the user. To repair this issue:
    - i) Visit [Google Chrome Permissions](#).
    - ii) Remove access for Read&Write for Google Chrome.



- iii) Then click on the web toolbar icon (the purple puzzle piece in the address bar) and grant access to the extension when prompted.

Are you still having trouble with your RW4GC Account?

Please contact your child's school or  
Ann Jolly (ann.jolly@cms.k12.nc.us).