

# Google Docs Tips and Troubleshooting

## Google Docs Tips

Having trouble logging in to Google Docs at home? Here are some steps you can try:

1. [Make sure no one is signed in to a Google Account \(for example, Gmail\)](#). It also is a good idea to quit and restart your browser (not just close your browser windows) then try again to sign in from the Bigelow Homepage.
2. If you are still unable to sign in, clear the browser cache. Directions are here for your preferred browser: [Safari](#) [Firefox](#) [Google Chrome](#)
3. Make sure you are using a browser that works well with Google Docs and that the browser has been updated recently. We do not recommend using Internet Explorer.
4. If you are using a Mac, we recommend [Safari](#) or [Firefox](#) (Click links for free download of the latest versions).
5. If you are using a PC, we recommend [Firefox](#) or [Google Chrome](#) (Click links for free download of the latest versions).
6. If you are still unable to access your Google Docs, you may have a password issue. Please see Ms. Doucette, Mr. Meyer or Ms. Davison the next time you are at school to reset your password.