

Google Drive/Student Homework Folder Troubleshooting

Locating Your Google Drive/Student Homework Folder

Upon finalizing your registration for the Certification program, you received an email from the Institute granting you access to your personal Google Drive folder. This folder was shared with the email address you provided at registration.

If you are unable to find your folder, please take the following steps:

- Log in to the Google Account associated with your email address. **If you do not have a Google account, see "Create a Google Account" below.*
- Once logged in, click on your Google Apps and select "Drive"
- On the left hand side of your Google Drive you will have a navigation bar with options such as "My Drive", "Shared Drives", and "Shared with Me". Click "Shared with Me" to see any folders or files that have been shared with this email address via Google Drive.
- You may also search within your Google Drive for the folder titled by your full name.

"Star" your folder for quick access:

- To "star" your folder, open your folder and click on the small arrow next to the folder title at the top of your page.
- Select "Organize" and "Add to Starred".
- Once starred, you will be able to find your folder by clicking on the "Starred" option from your Google Drive navigation bar on the left hand side.

Uploading files to your folder:

If you are able to locate your folder, but are unable to upload files, this means that the Google Drive folder is not recognizing you as an "editor". To remedy this, take the following steps:

- Check that you are logged in to the Google account associated with the appropriate email address. **If you do not have a Google account, see "Create a Google Account" below.*
- Once logged in to your Google account, follow the steps for finding your folder, above.
- If you are actively logged into a Google account and continue to experience this issue, please contact the Institute by emailing info@synergeticplaytherapy.com.

Create a Google Account:

- To start, it is important to understand that a Gmail and Google Account are separate. A Gmail account is one of several Google services you can use and save data with if you have a Google Account but is NOT required to create a Google Account.
- To create a Google Account for an existing email address:
 - Go to the [Google Account Sign In page](https://accounts.google.com/signin), <https://accounts.google.com/signin>
 - Click Create account.
 - From the drop down, select *For my personal use*.
 - Enter your basic info.
 - Click Use your email address.

- Enter your current email address.
- Click Next.
- Verify your email address with the code sent to your existing email.
- Click Verify
- For more support, you may [read these instructions from Google](https://support.google.com/accounts/answer/27441?hl=en#:~:text=You%20don't%20need%20to,address%20to%20create%20one%20instead.&text=More-,Go%20to%20the%20Google%20Account%20Sign%20In,Tap%20Create%20account.),
<https://support.google.com/accounts/answer/27441?hl=en#:~:text=You%20don't%20need%20to,address%20to%20create%20one%20instead.&text=More-,Go%20to%20the%20Google%20Account%20Sign%20In,Tap%20Create%20account.>

If you have any questions, please do not hesitate to contact your Consultant or the Institute directly.