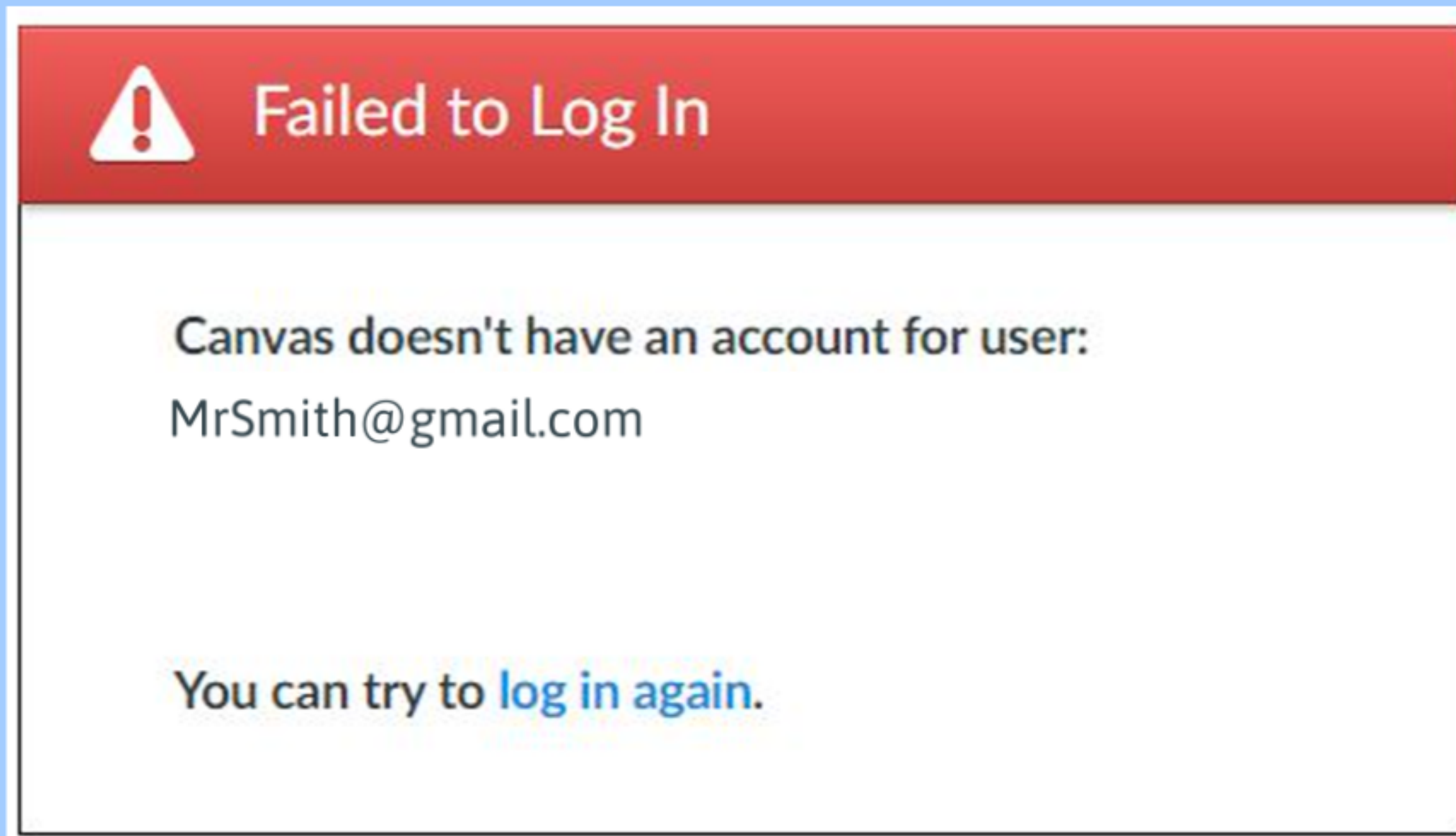


Troubleshooting SSO or Google



**When logging into your online school,
you might run into this error.**



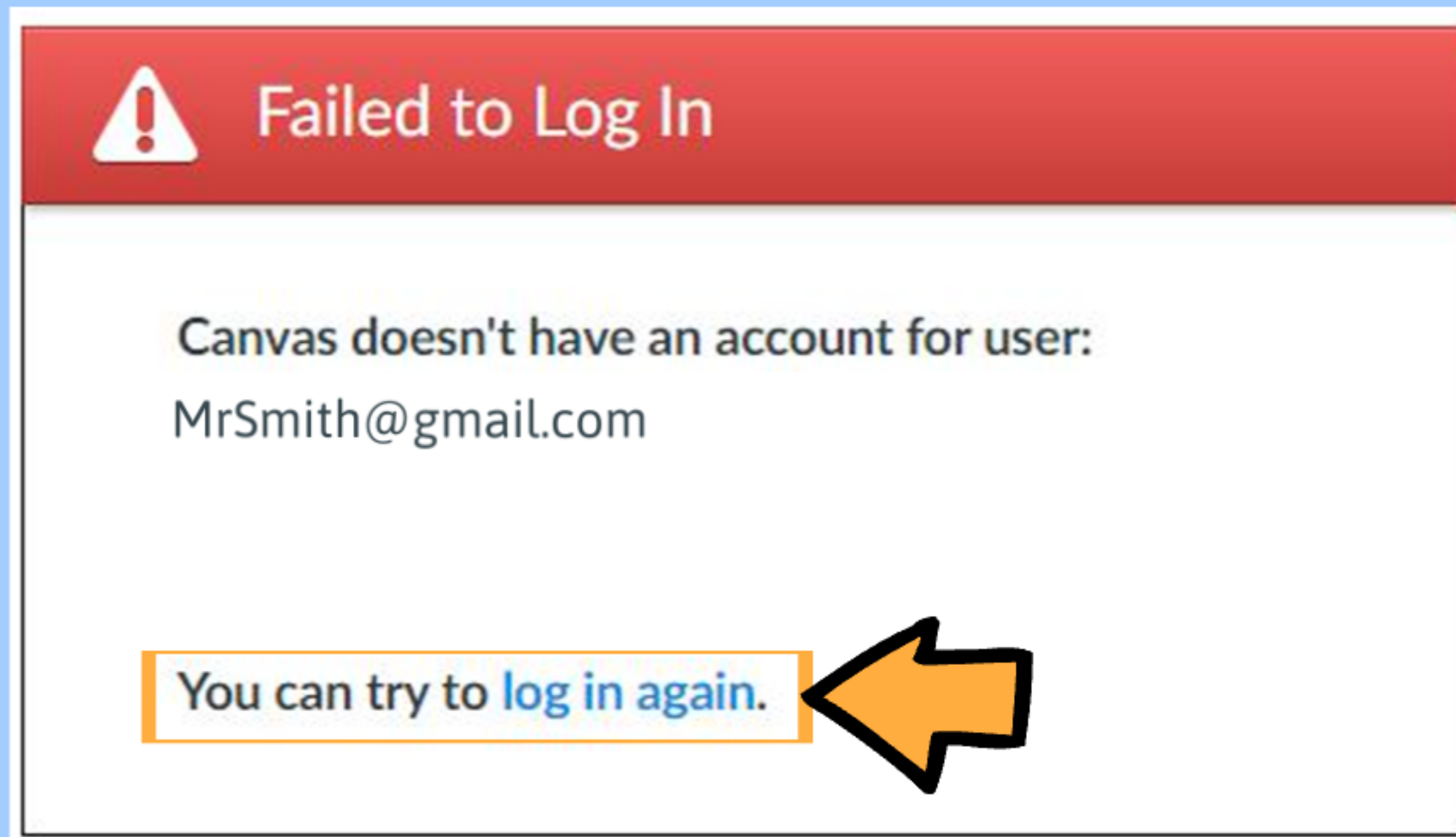
First, make sure you are logged in using your school email address.

If you are not, then you need to login with your school provided email address.



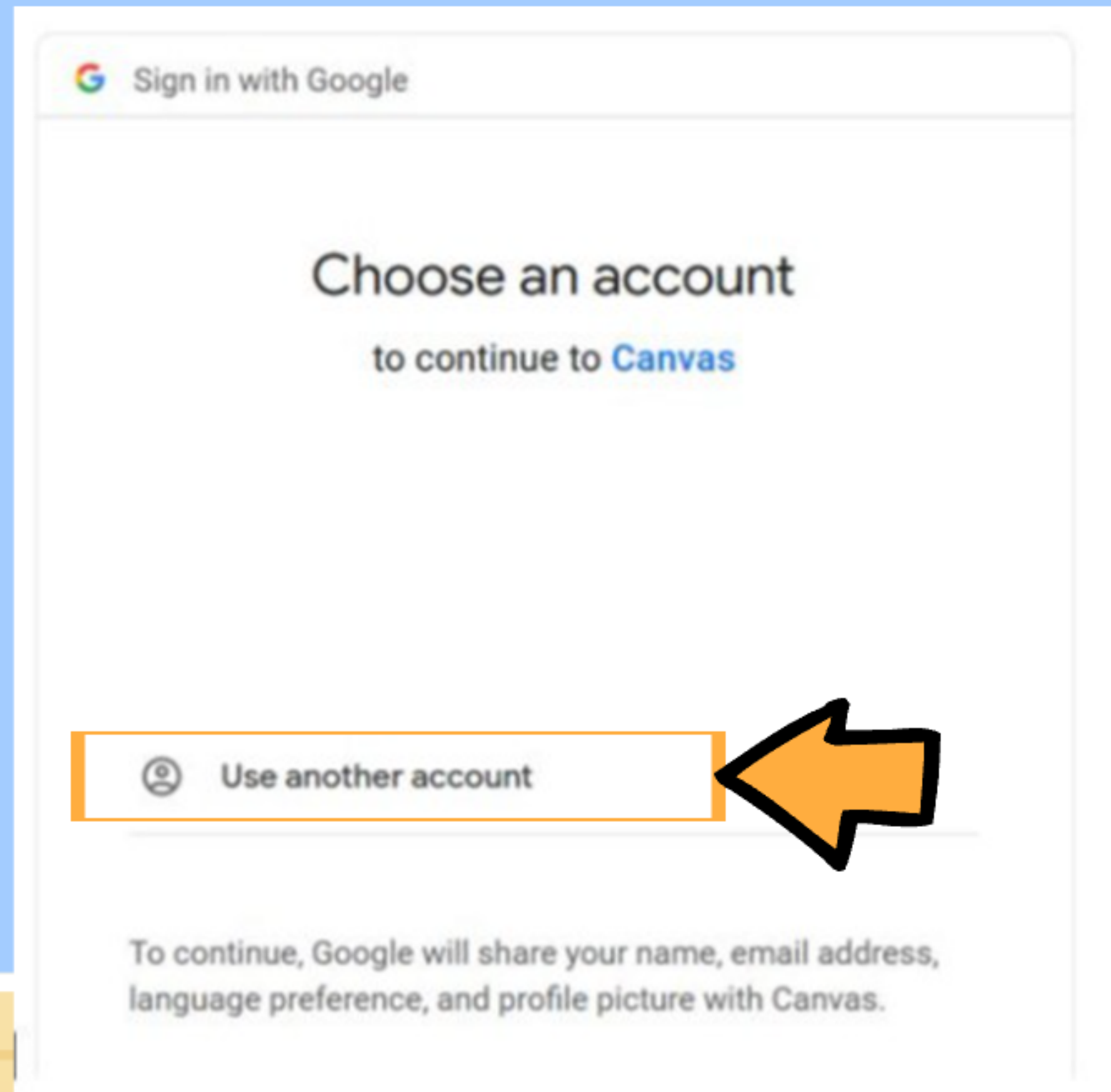
Step 1:

Click on "LOG IN AGAIN"



Step 2:

Click on "USE ANOTHER ACCOUNT"



Step 3:

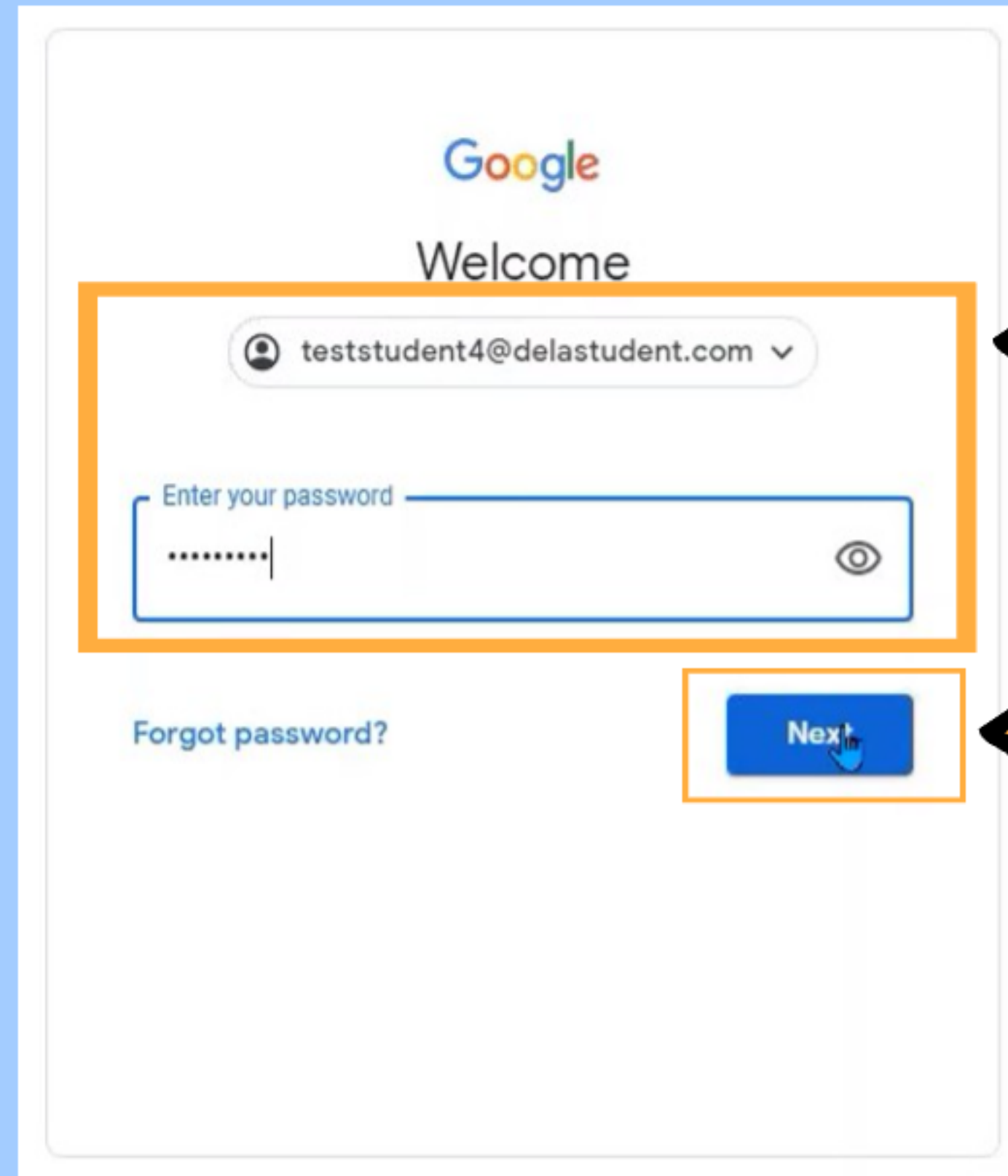
You will be asked to log in with your school username and password.

Step 4:

Once complete, select "Next".

Step 5:

You will be placed into your online school



The image shows a screenshot of a Google login page. At the top, the Google logo is displayed in its multi-colored font, followed by the word "Welcome" in a simple black font. Below this, there is a white rounded rectangle containing the login fields. The first field is a dropdown menu for the email address, which currently shows "teststudent4@delastudent.com" with a small downward arrow on the right. The second field is a password input box with the placeholder text "Enter your password" and a series of dots representing the password. To the right of the password field is an eye icon for toggling visibility. Below the password field, there is a link that says "Forgot password?". To the right of the "Forgot password?" link is a blue button with the word "Next" in white text. Two large, orange, hand-drawn arrows point from the right side of the page towards the login form. One arrow points to the email dropdown menu, and the other points to the "Next" button.



If that path does not work, then follow the steps to switch accounts to your school provided email address.



Step 1:

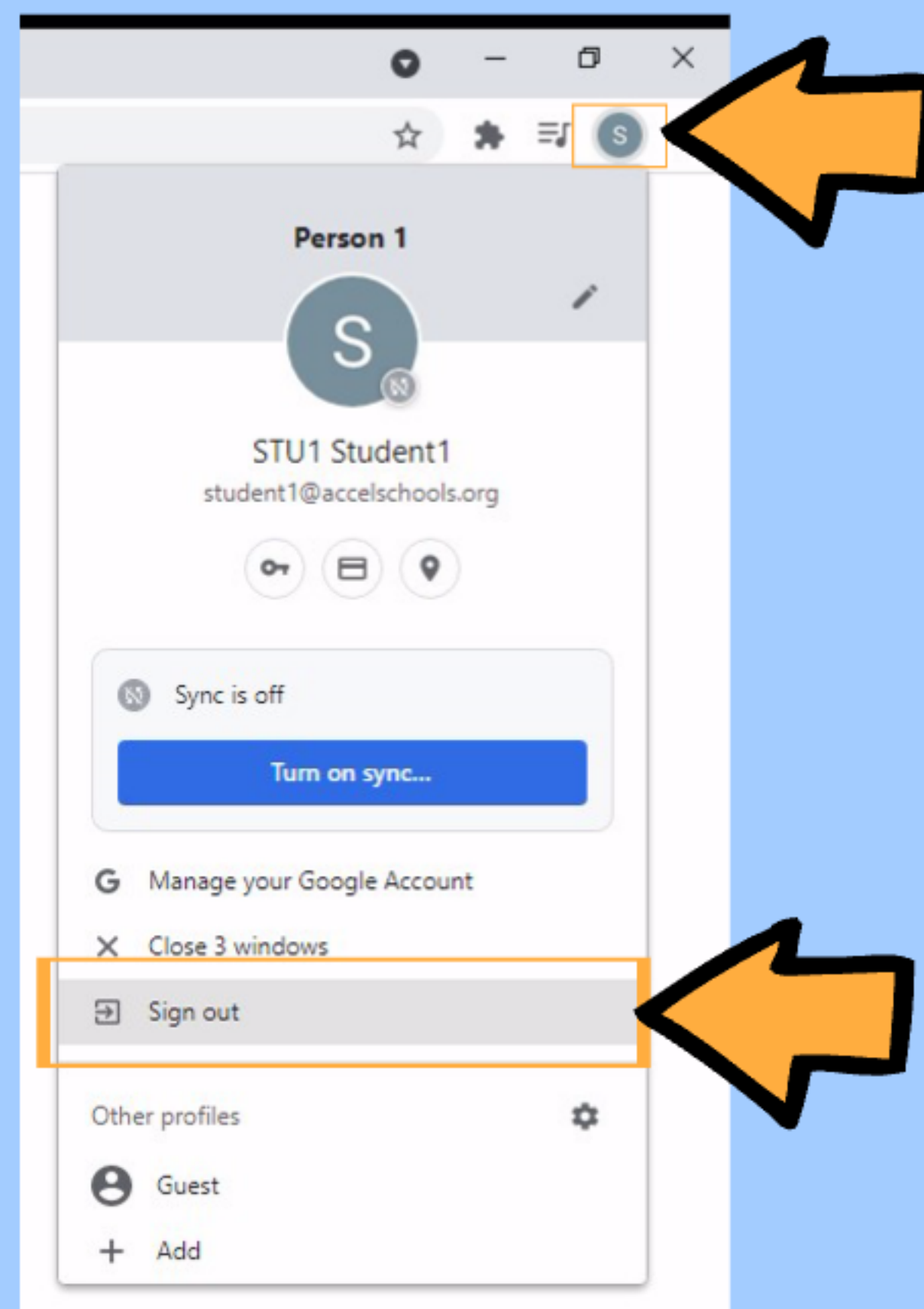
Click on the Icon in the top right of your window

Step 2:

"Sign Out" of the account

Step 3:

You will be prompted to login with your new username and password.



Need Help?

Chat with Support

Click on the "Live Chat" button to chat with a Support Member.

Call 833.426.7457

Visit the Support Site

4amphlp.accelschools.com

The image shows a user interface with a dark blue sidebar on the left and a white help panel on the right. The sidebar menu items are: Account, Dashboard, Courses, Groups, Calendar, Inbox, History, and Mastery. Below these is a 'Help' menu item with a question mark icon, which is highlighted with a yellow box and an orange arrow. Another orange arrow points from this 'Help' menu item to a blue 'Live Chat' button located in the bottom right corner of the help panel. The help panel itself has a title 'Help' and a close button (X) in the top right. It contains several sections of text and links: 'Tech Support' with a phone number (833.426.7457), 'Ask Your Instructor a Question', 'AMP Support Website', and 'Video Conferencing Guides for Remote Classrooms'.

**For more
helpful videos,
visit**

4amphp.accel schools.com

