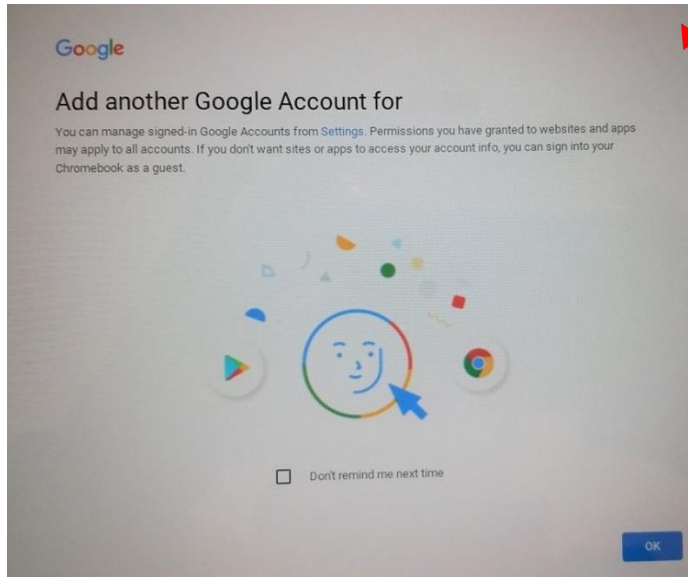


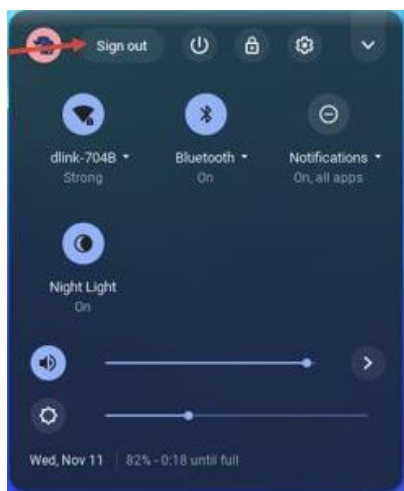
## Issue with accessing e-mail when logged into your Chromebook.

NOTE: This issue is known by Google and they are working to resolve it. This does not affect every user account

- You are logged onto your Chromebook and opened Gmail without issue.
- You then closed your Gmail, attempt to open it again and the message below pops up.



- Please follow the steps below to be able to access your email again.
- Click on the X in the upper left-hand corner of the message box to close the message
- Then close your Chrome browser. (click on the X in the upper left-hand corner of the browser)
- Next click on the time in the lower left-hand corner of your screen
- Then click on “sign out”



- Next log back onto your Chromebook and open your Gmail as normal
- Please leave your email open while working so you don't need to do this repeatedly.