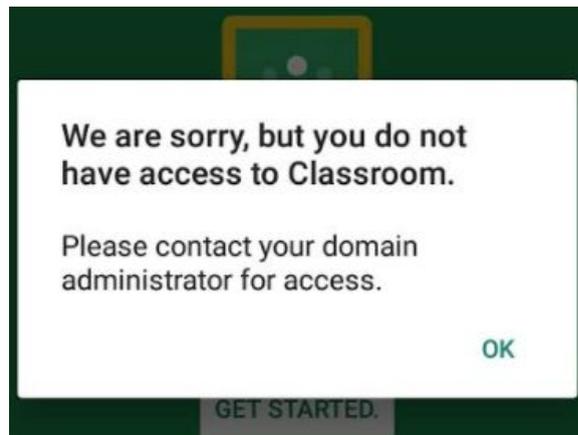


eMail on Mobiles or Home Devices

If you get one of the following errors on your phone or home touch-screen device you need to set up what Google calls a “**Work Profile**” (**School** profile in our case):

- “Google doesn’t recognise the username”
- “Please contact your domain administrator for access”



Download and Install **Google Apps Device Policy** from the App Store(Apple) or Play Store(Android) and follow the on-screen prompts. Google has implemented this to keep personal and school accounts separate for GDPR and security reasons.

A new folder will be created on your device home screen called “**Work**”. You can rename this folder to “**School**” by pressing and holding the folder with your finger. This new folder contains all your school Google Apps (Gmail, Classroom, Drive, etc.) signed in with your **school** email address.

