

*Since we now use Microsoft to authenticate users signing in to Google, it adds an extra layer of complexity for multiple users on the same device. Below is a guide explaining the issue and how to resolve it.*

## **Parent Guide: Managing Multiple School Google Accounts with Microsoft SSO**

### **Scenario**

You're using a mobile device to help your children access their individual school Google accounts. Each child logs in using Microsoft SSO. However, only one child can be signed in at a time.

### **Why This Happens**

Microsoft SSO is designed to simplify login by using one secure identity across services. On mobile devices, apps like Google Classroom or Gmail often cache login sessions, making it difficult to switch between accounts without fully signing out.

### **What You Can Do**

#### **1. Use Incognito or Private Browsing**

- Open a new incognito/private tab in your browser for each child.
- Go to <https://classroom.google.com> or <https://mail.google.com> and sign in using their school credentials.
- This avoids session conflicts and allows each child to log in independently.

#### **2. Use Separate Browsers**

- Install multiple browsers (e.g. Chrome, Firefox, Edge).
- Assign each browser to a different child's account.
- Each browser maintains its own login session.

#### **3. Sign Out Fully Before Switching**

- In Google apps, go to account settings and sign out completely.
- Clear browser cache if needed.
- Then sign in with the next child's account.

#### **4. Use the System Browser Instead of In-App Login**

- When prompted to log in, choose to open the login page in your device's default browser (e.g. Safari or Chrome).
- This helps isolate sessions and improves compatibility with Microsoft SSO.

#### **5. Access via Microsoft My Apps Portal**

- Visit [myapplications.microsoft.com](https://myapplications.microsoft.com) in a browser.
- Sign in with each child's Microsoft credentials to access their linked Google apps.
- This centralises access and may reduce login issues

When signing into Google you will be also prompted to sign in through Microsoft.  
For more info see [here](#).

