Troubleshooting Google Meet

Teachers are using Google Meet to conduct check-ins with Students. Check with your teachers to determine when check-in for each course will take place. An overview of <u>the middle school schedules can be found here.</u>

Before you join a meet:

- Check that your Chrome web browser is up-to-date.
- Shut down other applications and programs running on the computer that are not needed during the session.
- To limit echo:
 - Use one device for audio and recording; either the computer's built in components or an external speaker/mic
 - If others are connecting to the meeting within the same room make sure they are using earphones or their device is muted.

Joining a Meet:

Students can join a meeting using the nickname published by their teacher. Below are directions for joining a Google Meet on a computer.

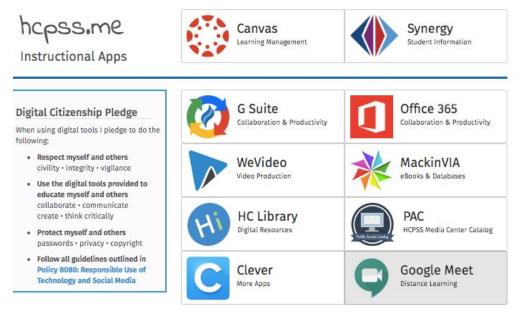
Note: Learn how to join a <u>Google Meet from an Android or iOS device</u>. (Links to an external site.)

1. Set up your computer. If using external earphones or speaker/microphone, attach the peripheral devices.

2. Launch Chrome as your web browser.

Note: Students cannot use a personal Gmail account to join Google Meet check-in sessions. Make sure to log out of your personal account before starting!

3. Go to the hcpss.me page and select the Google Meet icon.



5. Select Use a Join or Start Meeting

Enter the meeting code or nickname. To start your own n enter a nickname or leave blank.	neeting,

6. Paste the Code given to you by your teacher in the meeting code field and press Continue.

7. When prompted with the **Will you allow meet.google.com to use your microphone...** and/or **camera...** web browser prompt, make sure the correct microphone and/or camera is listed in the drop down menu and then select **Allow**. You may choose to turn off your microphone and/or camera during the Google Meet Check-in if you would like.

Note: If you do not wish to allow a camera or microphone you can still participate by listening and using Google Meet's chat functionality.

8. Select Join Meeting.

Still having trouble: Clear your Chrome browser Cache and Cookies

How to Clear the browser Cache and Cookies on a Chromebook

- 1. On your Chromebook, open Chrome.
- 2. At the top-right, click More.
- 3. Click More tools > Clear browsing data.
- 4. At the top, select All time.
- 5. Tick the boxes next to 'Cookies and other site data' and 'Cached images and files',.
- 6. Click Clear data.

To keep your Chromebook working do not save files on your Chromebook. Save your files to your Google Drive!

<u>Clear the browser Cache on a Mac</u> <u>Clear the browser cache on a PC</u>

Additional Technology Support Resources

These resources can all be accessed from the <u>Patapsco Middle School</u> <u>Student Resources</u> class in Canvas.

Student Technology Resources

<u>Canvas</u>

Chromebook Support

Forgot Username or Password

<u>G Suite</u>

Join Chromebook to WiFi

Student email

Need More Help? Ask Mrs. McNabb.

Use Canvas Inbox or send email directly to mmcnabb@hcpss.org

Include a description of the problem you are having and what actions you have taken to resolve the issue so far.