

# 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 [the middle school schedules can be found here](#).

## 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 [Google Meet from an Android or iOS device](#). (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](https://hcpss.me) page and select the Google Meet icon.

The screenshot shows the hcpss.me website with the following elements:

- Top Left:** hcpss.me logo and "Instructional Apps" text.
- Top Row:** Canvas Learning Management and Synergy Student Information icons.
- Left Sidebar:** "Digital Citizenship Pledge" section with the following text:

When using digital tools I pledge to do the following:

  - Respect myself and others civility • integrity • vigilance
  - Use the digital tools provided to educate myself and others collaborate • communicate create • think critically
  - Protect myself and others passwords • privacy • copyright
  - Follow all guidelines outlined in Policy 8080: Responsible Use of Technology and Social Media
- Main Content Area:** A grid of application icons including G Suite, Office 365, WeVideo, MackinVIA, HC Library, PAC (HCPSS Media Center Catalog), Clever, and Google Meet (Distance Learning).

5. Select Use a Join or Start Meeting

The screenshot shows a dialog box titled "Join or start a meeting" with a close button (X) in the top right corner. The text inside the dialog box reads: "Enter the meeting code or nickname. To start your own meeting, enter a nickname or leave blank." Below the text is a large, empty rectangular input field.

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!

[Clear the browser Cache on a Mac](#)

[Clear the browser cache on a PC](#)

## **Additional Technology Support Resources**

These resources can all be accessed from the [Patapsco Middle School Student Resources](#) class in Canvas.

[Student Technology Resources](#)

[Canvas](#)

[Chromebook Support](#)

[Forgot Username or Password](#)

[G Suite](#)

[Join Chromebook to WiFi](#)

[Student email](#)

## **Need More Help? Ask Mrs. McNabb.**

Use Canvas Inbox or send email directly to [mmcnabb@hcpss.org](mailto:mmcnabb@hcpss.org)

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