Troubleshoot Guide for Google Meet

Troubleshooting solutions for sessions held on Google Meet

October 2020

1.0 Getting into Google Meet:

1.1 You can access a Google Meet several different ways- if you already have a Google Account, either personally or through Glow, you can click the link provided via email to join.

1.2 If you do not have an account you can still click the link and access the event as a guest.

1.3 Please ensure that you are easily identifiable in the name that you use to log into the call, it should be the same name that you used to sign up for the event. For example: Nicknames, using someone else's account and establishment names are not advisable and may result in the team being unable to admit entry.

# 2.0 Issues getting into Google Meet:

2.1 If you have a issues accessing a Google Meet please try the following steps:

2.2 Try a different web browser to the browser i.e. If you have tried Internet Explorer and are having issues try using Google Chrome or Firefox.

2.3. Try a different device- i.e. if you are having issues on your laptop, try using a smartphone or tablet.

2.4. Try accessing the Google Meet in a private browsing internet tab, sometimes called 'Incognito'.

2.5 To do this you need to change to private in the settings of your internet tab- please see screenshots below:
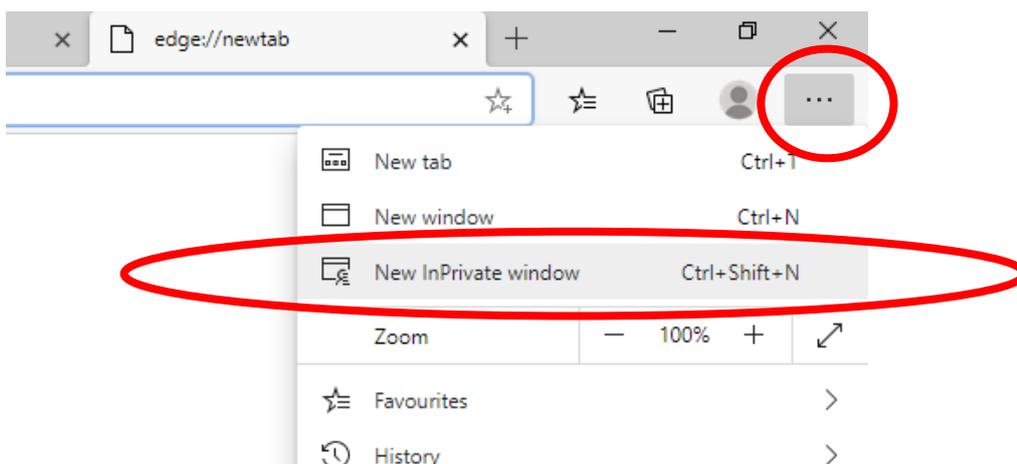
3.0 Technical Issues within the Google Meet:

3.1 Most calls will have a someone present to support technical issues, we will try our best to support as much as we can. We **cannot** help with:

3.2 Wi-Fi connection: it is recommended that you sit as close as possible to the WIFI router if you are having connection issues and ensure that lots of other devices (i.e. other laptops/smartphones/games consoles) aren't also connected to your WIFI and placing it under pressure.

3.3 Sound: The sound is controlled on your device. It is suggested that you wear a headset or headphones to minimise interference. You should also check in the settings that your headset/headphones are connected to the call:
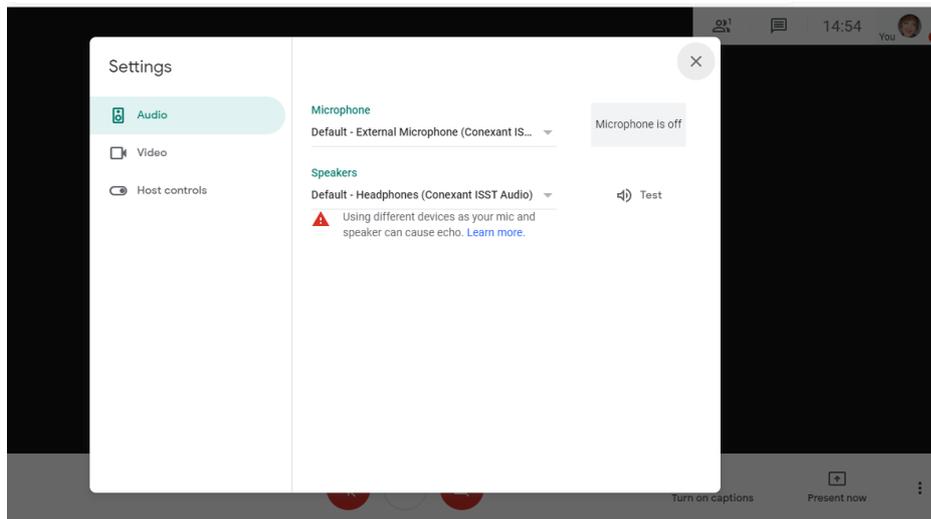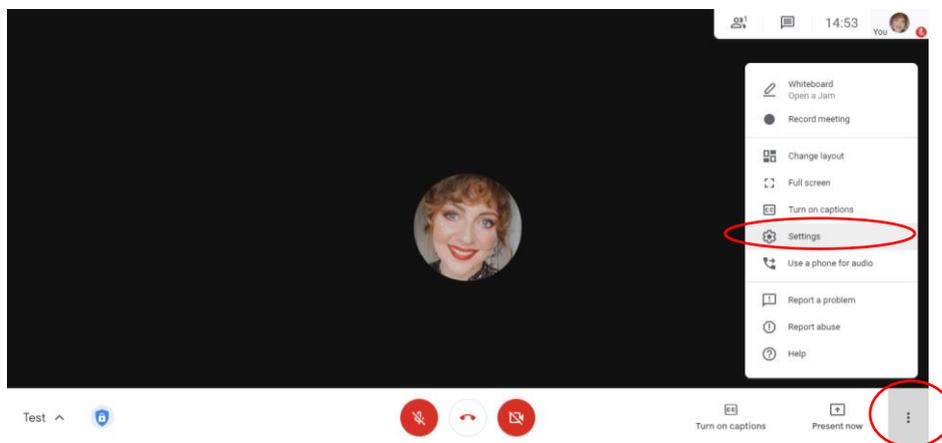
**3.4 A lot of technical issues can be fixed by leaving and re-joining the call.**

3.5 If you continue to experience technical issues please let the event organiser know in the chat pane of the call or contact the email address provided in your joining instructions.

4.0 Other common issues and questions:

4.1 I have been denied access to the call

4.1.1 Please see information in 1.3.

4.1.2 You can check how you are logged into the Meet by checking the top right hand corner like so- you may have a personal Google account or have logged in via Glow. Please ensure you are not logged in under a name that is not your own:
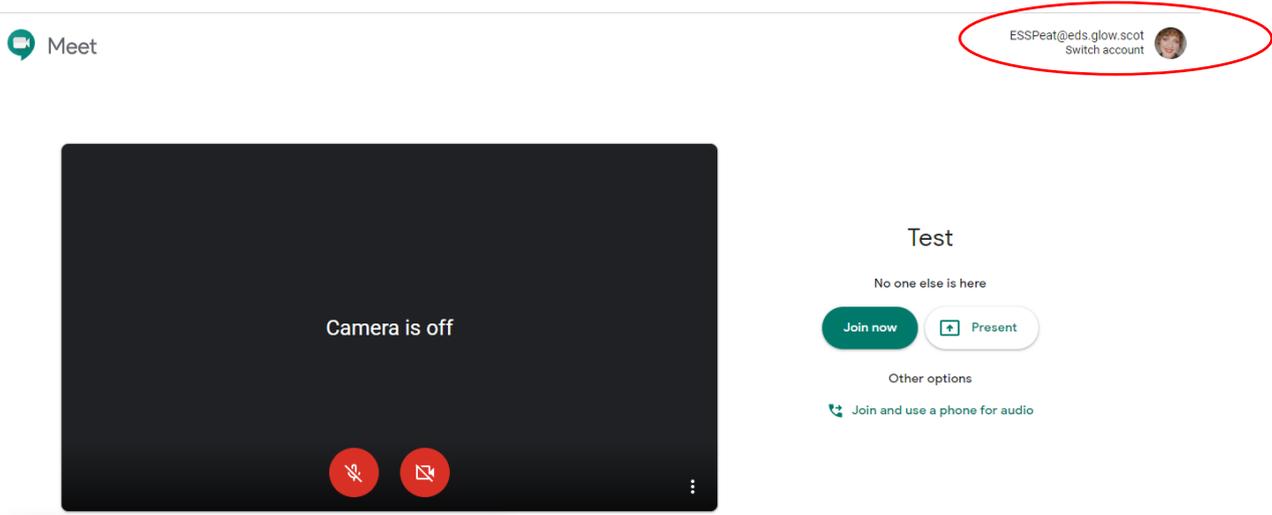
4.2.2 If you don't have a google account or Glow access, log in as a guest using your full, correct name:
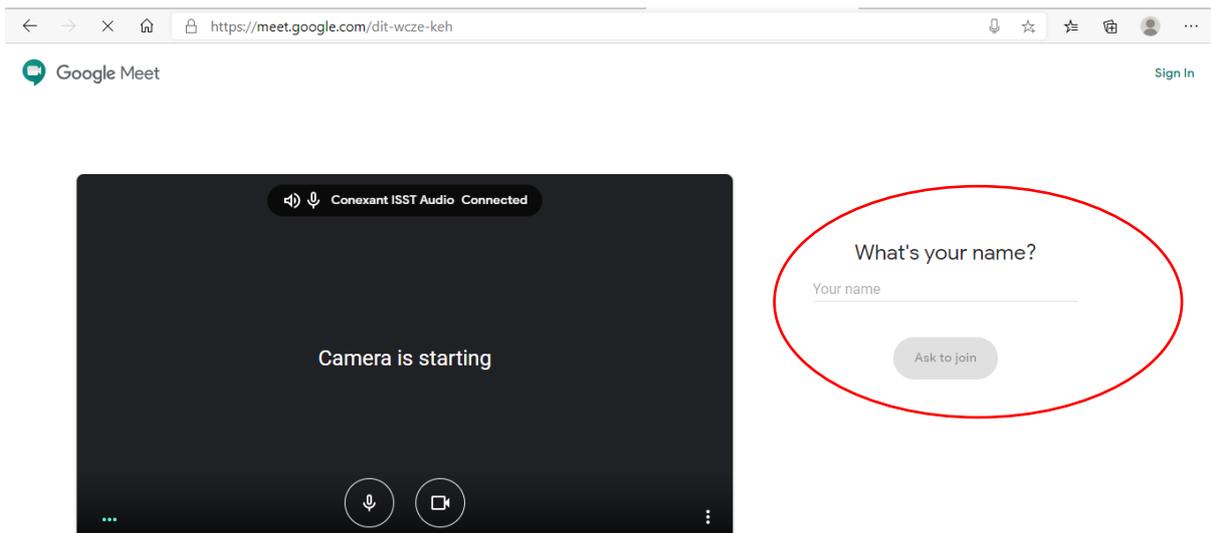
4.3 I can't share my screen:

4.3.1 The organiser may have turned the screen sharing option off, if you feel like you need to share your screen you should notify the organiser beforehand or make this known in the chat pane.

## 4.4 How do I know if the event if being recorded?

4.4.1 Recording on Google Meet may be necessary to allow those who could not attend to watch afterwards.

4.4.2 An event will only be recorded if explicit notice is given in the joining instructions beforehand.

4.4.3 When recording in Google Meet, **the recording only picks up the person that is speaking,** all the other participants remain out of shot.

4.4.4 If you **do not** wish to appear on a recording then please ensure your camera is switched off and that you input via the chat pane only and not on mic.

4.4.5 You will know when the recording as started and ended as there are visual and audio cues e.g.
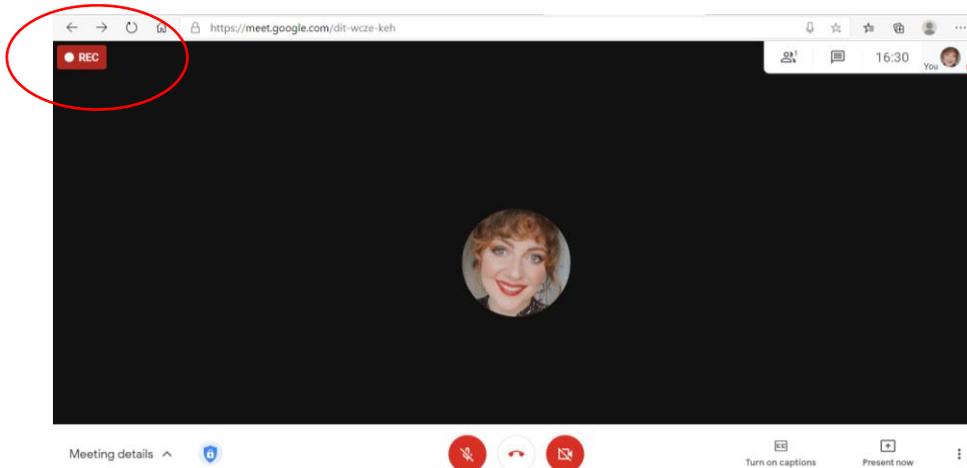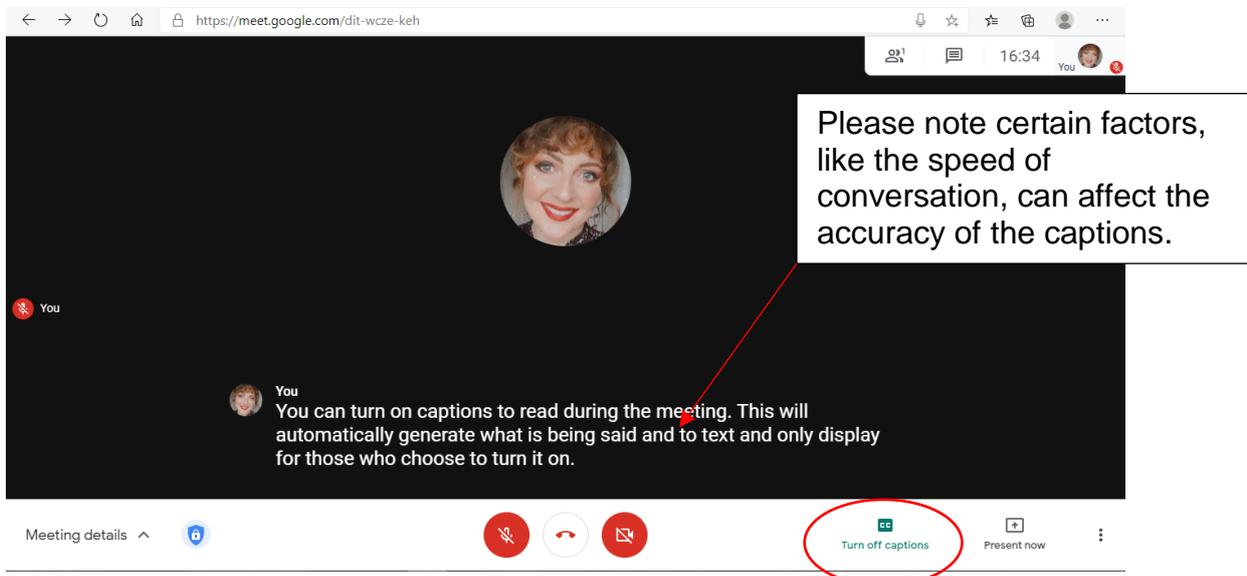

4.6 Are there accessibility options on Google Meet?

4.6.1 Google Meet has a captions function. You can turn captions on and off using the button on your toolbar.

4.6.2 Captions only appear for the person who chose to turn them on. They are not captured in recordings.

4.6.3

Please note certain factors, like the speed of conversation, can affect the accuracy of the captions.

5.0 Other useful links

- https://support.google.com/meet/?hl=en-GB#topic=7306097- A searchable help database for specific Google Meet Issues.

Stephanie Peat

Lead Specialist PLL Directorate

EDUCATION SCOTLAND
OCTOBER 2020