

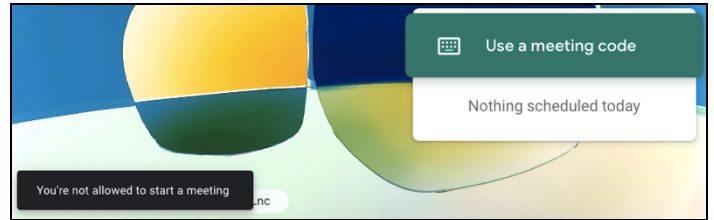
# Google Meet Troubleshooting:

**Issue 1:** We get the message, “You’re not allowed to start a meeting”.

Possible Reasons: The teacher has not started the meeting yet or your child has the wrong meeting code.

**Solutions:**

1. Have your child double-check they are on the correct event in their calendar.
2. Click on the link in their calendar event (or type in the nickname) 2-3 min. ahead of the scheduled start time.

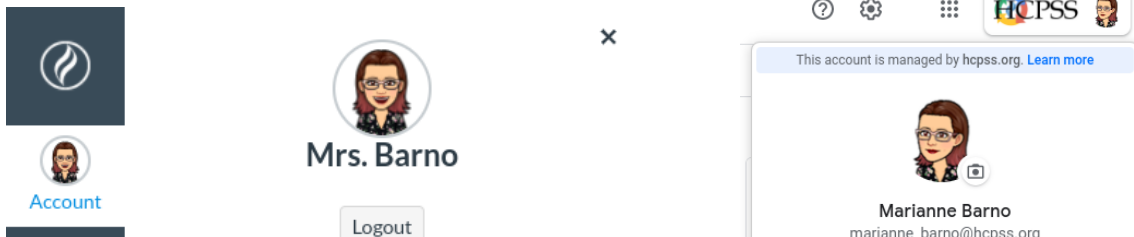


**Issue 2:** We get the message, “You can’t join this video call”.

Possible Reasons: A guardian is logged into Canvas or Google on the device; the teacher dismissed the student from the meeting; or the student’s internet connection was temporarily lost & they were dropped from the meeting.

**Solutions:**

**Make sure the student is logged into their Canvas and Google Chrome account:**




**If the student was dismissed for inappropriate behavior**, discuss this with the teacher & reinforce [appropriate Google Meet behavior](#). After the determined response, the teacher will re-add the student to the Google Meet.

**If the student was dropped from the Google Meet due to internet connectivity issues:**

1. Completely restart your Chromebook
2. From <https://hcpsss.me>, open up G-Suite
3. Go back to the <https://hcpss.me> tab & open Chrome. \*This means you will have 3 tabs open: (1) hcpss.me, (2) G-Suite, (3) Canvas
4. From the Canvas tab, go into the calendar & join from the meeting link

NEXT, if it *still* doesn’t work.... from the <https://hcpss.me> tab, select “Google Meet” button & type in the nickname to join the meeting.

NEXT, if that *also* doesn’t work...Clear the Chrome browsing history & cache on the Chromebook:

1. Open Chrome.
2. At the top right, click More 
3. Click More Tools > Clear Browsing Data.
4. At the top, choose a time range. To delete everything, select All time.

5. Next to “Cookies and other site data” and “Cache images and files,” check the boxes.
6. Click Clear data.
7. Completely restart the device & try again.

### **Issue 3: We get the message, “Invalid video call name”.**

Possible Reasons: The teacher has an error in their link

#### **Solutions:**

1. Go to <https://hcpss.me>
2. Select the button for Google Meet
3. Type in the meeting nickname
4. \*Please tell the teacher that the link was invalid, so they can correct for the future

Invalid video call name.

Return to home screen

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### **Issue 4: The Chromebook freezes or the sound/video within the Google Meet freezes.**

Possible Reasons: The child’s home internet connection may not be strong enough; there are too many tabs or other applications open; or they have installed Chrome extensions that are interfering.

#### **Solutions:**

1. Close all other tabs & programs, except for (1) <https://hcpss.me>, (2) G-Suite, (3) Canvas
2. If needed, [remove all Chrome extensions](#) *except* those that were pre-installed by HCPSS (i.e. Read & Write, Equatio, Nod)
3. If possible, try to move closer to the home WiFi router or improve home internet signal
4. Tell the teacher it is freezing up, then turn off your mic & camera in the Google Meet
5. If you continue to experience issues in most/all of your Google Meets, consider [changing the camera/video resolution](#).

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### **Issue 5: The camera or microphone doesn’t work properly.**

Possible Reasons: The child forgot to “allow” Google Meet to use their camera & microphone or their Google Meet settings could be defaulting to the wrong microphone or camera

Solutions: Use this [resource](#) to check your settings.



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## **What if things *still* aren’t working?**

### **Reset your Chromebook hardware**

To fix some Chromebook problems, you might need to reset your Chromebook hardware, also called a hard reset. Try a hard reset only after other ways to fix the problem have failed. It will restart your Chromebook hardware (like your keyboard and touchpad), and might delete some files in your Downloads folder.

### **Hard reset your Chromebook**

Follow these steps: 1: Turn off your Chromebook. 2: Press and hold Refresh  + tap the Power  button on the left side next to the light. 3. When your Chromebook starts up, release Refresh .

## **Contact your Media or Technology teacher thru Canvas Inbox.**