Google Meet for Peer Tutoring: Tip Sheet for Students

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BEFORE BEGINNING

- Log into your GCC email account. It is best if you use a laptop or desktop computer (rather than an iPad or phone), so you have access to all the features of Google Meet, including "screen sharing." Bluetooth headsets do not work well with Google Meet, so we recommend using regular, plug-in headphones or no headphones. It is also best if you open your email in the Google Chrome browser; Google Meet does not work as well in Firefox, Microsoft Edge, etc. If you need to download Chrome, you can do so for free by clicking on the link below and following the steps on the webpage:
  https://www.google.com/chrome

- Please remember to check to make sure that you are currently logged into Chrome with your GCC student Gmail account (@stuemail.gcc.mass.edu) and not your "default," personal Gmail account (such as @gmail.com). If you are logged in with your personal Gmail, your tutor will get your personal email address when you join the Google Meet session and possibly be confused as to who you are; also, for security and fluid communication, we’ve been instructed to use GCC email when doing GCC-related activities. You can check what Gmail account you are logged in with (and change it, if necessary) by following these steps:
  1. Open Google Chrome
  2. Click on the account icon next to the search bar (located in the top right corner of your screen, next to the search bar)
  3. A pop-up menu will open that looks like this:
4. If your GCC Gmail address is listed directly under your account icon, **you are logged in correctly**, and you can skip step 5 and proceed to “connecting with your tutor.”

5. If your GCC Gmail address is not listed directly under your account icon, **you are not logged in correctly**, and you should follow this step: To log in with your GCC Gmail, look for “other people” at the bottom of the menu that appears, and click on your student email. This will open a new window using your student Gmail account. If your GCC Gmail is not listed, you can click on the “add” button on the menu; type your student email address in the “name” bar, and click “add.” This will then open a new window using your GCC (student) Gmail account.

Note: if you would like to change your default Gmail account, you can do so by logging out of all your accounts, then signing into your GCC (student) Gmail account first.

You are now ready to begin!

**CONNECTING WITH YOUR TUTOR**

1. At the time your appointment is scheduled to begin, you will receive an email from your tutor via Google Meet.

2. Open the email, and click on the “Join Meeting” link provided in it.
3. You will be taken to Google Meet.

4. If this is your first time using Google Meet, you might be prompted to allow Google access to your microphone, speakers, and/or camera; **you should click “allow” each time.**

5. You will likely receive the notice **“Camera is starting,”** and then you will see yourself.

![Camera is starting](image)

6. When Google Meet has loaded, you will be able to click on the green **“Join now”** button on your screen. Soon, you should see your tutor.

![Meeting ready](image)

7. Important! To end your meeting, hover over the bottom of your screen, so you can see the banner (white ribbon) at the bottom of your screen, and click the red phone.

![Meeting End](image)

**SHARING YOUR SCREEN IN GOOGLE MEET**

- When sharing your screen, it is important to **be mindful of what is open on your screen, because sharing your screen will show your whole screen**—including open tabs, any bookmarks, etc.

- If you want to share a webpage without worrying about your tutor seeing private items, you can **“browse as a guest”** in Google Chrome. To do so, open **Chrome**; click on the **icon with your name on it** (located in the top right corner of your screen), and then **click “Guest.”** Doing so opens a “clean” window (free of your bookmarks, etc.) where
you can then navigate to the webpage(s) you want to share. You might also want to close all documents and screens before starting the Google Meet session.

- You can **share your screen** with your tutor (to show an essay, a webpage, a resource, etc.) using the following steps:

  1. Click the **“Present now”** button, which is normally **located on a banner (white ribbon) on the bottom right corner of your screen.** *If you cannot see the banner with this option, move your mouse around in that area, and it will pop up.*

  2. Click either **“Your entire screen”** (helpful if you want to click between windows, **but remember to be mindful of what is on your screen!**) or **“A Window”** (helpful for privacy because it shares only one of your windows—like an essay in a Word document). *If you’re sharing “a window,” and you click away from this window, your tutee will see a white screen.*
3. A notification window might pop up in which Google asks you if you want to allow Chrome to share your screen; if this happens, you should click “allow.”

4. Click on the application window (document, website, etc.) that you want to present; that will enable the “share” option.

5. Click the “Share” button. Note: if you are not able to click on this button, make sure you followed the previous step correctly in order to enable this button.

6. Your tutor can now see your screen and hear you. It is easiest to view one screen at a time (the Google Meet screen where you can see your tutor or the document screen with your essay, etc.). If you want to view two screens at once, you’ll probably need to resize your application windows (the Google Meet screen and your document screen).

7. Click “Stop sharing” or “Stop presenting” to return to normal video conference mode.
TROUBLE-SHOOTING PROBLEMS IN GOOGLE MEET

1. If you are **having difficulty enabling screen sharing on a Mac**, do the following:
   Go to your **computer’s Settings**, click on “**System Preferences**;” click on “**Security and Privacy**;” and across from “**Screen Recording**,” **check the box** to allow Chrome to share screen. You will then have to close out of your Google Chrome window (and the Google Meet session) and **restart your Chrome browser**. You can then rejoin the Google Meet session by clicking on the invite in your email, like you did before.

2. If you are wondering why **one you see only person’s image (yours or your tutor’s)**, you probably accidentally clicked the “Pin” tool. This tool makes one person’s image on the video call takeover the whole screen. To fix this, hover over the person’s image, and click on the tack icon (see image below).

3. If you are wondering why **you can no longer hear your tutor or your tutor can no longer hear you**, you probably accidentally “**muted**” them. This tool makes it so you can’t hear the person. To fix this, hover over the person’s image on the video call, and click the microphone icon (see image below).

The image on the left shows what it looks like when a person is pinned and muted; the image on the right shows what it looks like when a person is not pinned or muted.

4. If you’re wondering why **a white box suddenly appears**, asking if you’d like to **remove someone** from your call, you likely accidentally clicked the “**Remove Caller**” button, a circle with a “-” inside it, located next to the “Pin” and “Mute” tools. Simply **click “Cancel”** when the box pops up.

   ![Wrong/pinned and muted](image1)

   ![Correct/not pinned and not muted](image2)

   **To fix #2, click here**

   **To fix #3, click here**

   **The “remove” button—DO NOT click this button**

   **Note:** If you accidentally hit “Remove” instead of “Cancel,” you will remove your tutor from the call. Your tutor will realize this and send you another email invitation to rejoin a new video meeting. **You should close out your current Google Meet window; go to your email, and click on the new invitation.**
5. If you’re wondering why you suddenly are receiving a screen saying, “Someone has removed you from the meeting,” your tutor probably accidentally hit the “Remove” button.

Your tutor will realize what happened and send you another invitation. You should close out your current Google Meet window; go to your email, and click on the new invitation to rejoin the meeting.

6. If you are unable to hear your tutor, check to see if your computer’s speakers are on. Check your speaker’s dial or button. You can also check by opening “settings” in Google Meet—see #7 below for how to do this.

7. If you need to access microphone, speaker, or video settings, or change the layout of your window, click the stacked dots that are normally located on a banner (white ribbon) on the bottom right corner of your screen. If you cannot see the banner with the dots, move your mouse around, and it will pop up. Clicking the dots will open more options, including “settings” (opens microphone, speaker, and video settings) and “change layout” (allows you to change your screen layout).

8. If your tutor can’t hear you, check the menu at the bottom of your screen, and make sure your microphone is on (see image below).

9. If your tutor can’t see you, check the menu at the bottom of your screen, and make sure your camera is on (see image below).

If there is a line through the microphone and/or video icon, this indicates that they are off; use your mouse to click on them, and they will turn on.
Note: For more information about troubleshooting microphone/camera problems in Google Meet specific to your computer model (Mac vs. Dell, etc.) you can visit: https://support.google.com/meet/answer/7380413?hl=en&ref_topic=7290455

10. If you are still having trouble hearing each other, there is a message function you can use to communicate with your tutor. It’s located on the top right of your screen. Click on it, and type your message; then click the “enter” key, or click the “airplane” in the window to send the message.

Additional questions or challenges regarding using Google Meet for peer tutoring? Help is available!
- Do a Student Help Desk Ticket: studenthelp@stuemail.gcc.mass.edu, or call (413) 775-1356.
- Contact the GCC Library for tech support. https://www.gcc.mass.edu/library/ask/ (chat); Text: (413) 376-7706; Call: (413) 775-1830. M-F 9-5 (10-4 in summer).
- Contact a Peer Tutoring staff member (775-1330, 775-1333, or 775-1335).

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