Google Meet for Peer Tutoring: Tip Sheet for Students

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Connecting with Your Tutor

1. 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.” 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

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

3. Open the email, and click on the “**Join Meeting**” link provided in it.

4. You will be taken to Google Meet.

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

![Camera is starting](image)

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

![Join now button](image)

8. 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.

![End meeting](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 web page 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 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 wondering why one person’s image (yourself or your tutor) in Google Meet is the only one you see, you probably accidentally clicked the “Pin” tool. This tool makes one person’s image on the video call takeover the whole screen. To fix it, hover over the person’s image, and click on the tack icon (see image below).

2. 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.

3. 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 #4 below for how to do this.

4. 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).
5. 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).

6. 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.

7. 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.

Questions about 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.
- Contact a Peer Tutoring staff member (775-1330, 775-1333, or 775-1335).

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