

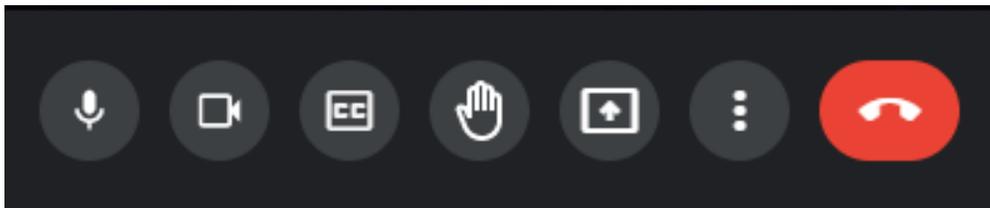
Google Meet Troubleshooting for Virtual SEAS Advising Appointments

Virtual appointments are conducted through web conferencing tools, including [Zoom](#), [Webex](#), and [Google Meet](#). If you are having issues connecting to Google Meet or using any of its features, please [contact us](#) via email or phone during our operating hours. For the best results, we recommend using Google Chrome as your browser for Google Meet appointments or downloading the [Google Meet App](#).

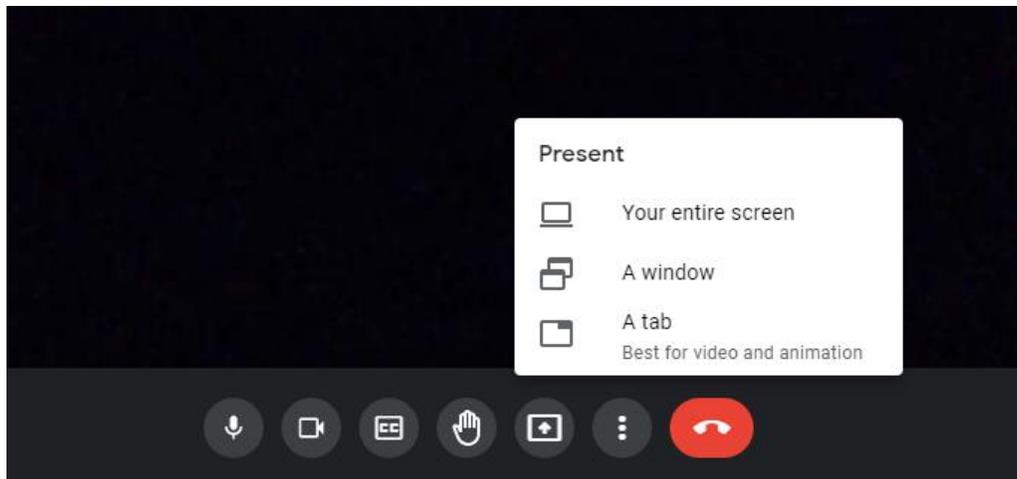
Screen Sharing

Screen sharing allows for easy communication between you and your advisor on how to complete forms, find useful resources, and more. In order to share your screen, please follow these steps:

1. Look at the bottom of the screen to see the menu of options



2. Locate and click on the "Present" button, fifth from the right in the Google Meet dashboard. You should select 'Your entire screen' so that you can move freely throughout your screen, and show it to your Advisor.



3. The window that you want to share should now appear and you should see a small video screen showing your advisor's video off to the side of your screen. At this point, you should be able to see your own desktop screen, and so should your advisor.

Video Issues

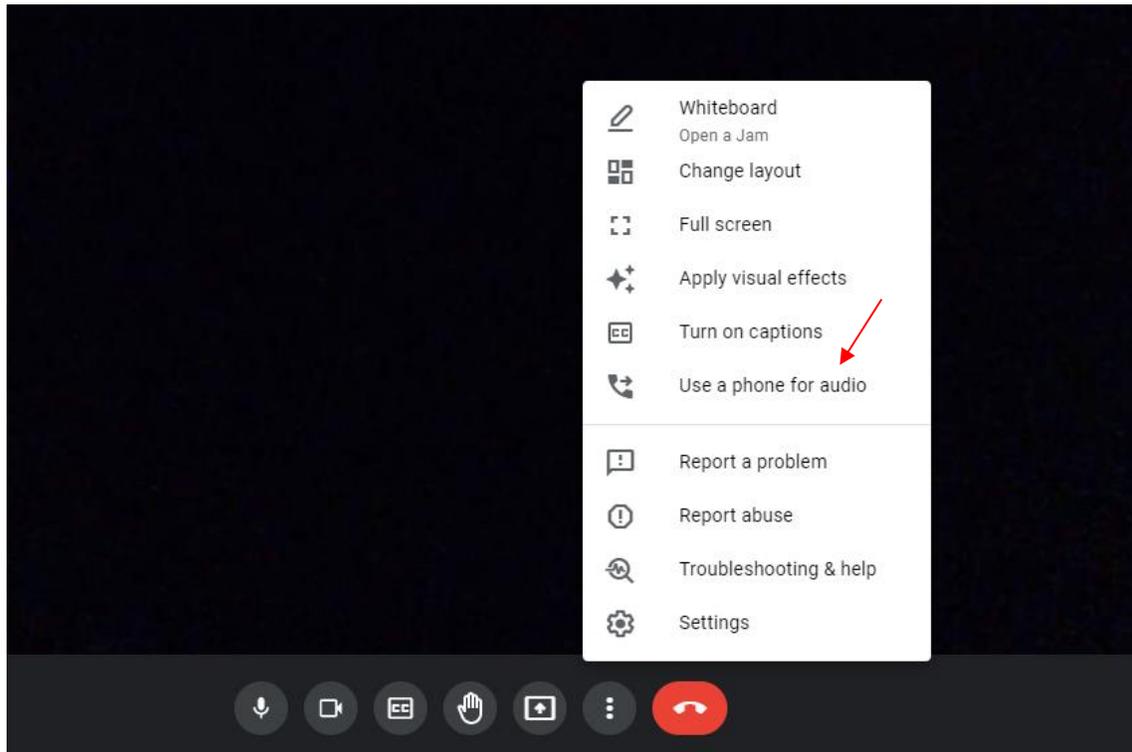
Sharing your video during your Google Meet appointment can help you confirm your audio and troubleshoot any audio issues with your advisor (i.e. you are speaking but the advisor can't hear you or vice versa). Share your video on Google Meet by following these steps:

1. Look at the bottom of the screen to see the menu of options
2. Locate the camera button, second from the left. If it shows a camera with a red slash through it with the label "Turn on camera," simply click on it to start the video.
3. If the camera button shows a camera with the label "Turn off camera," Google meet may not be using the correct camera.

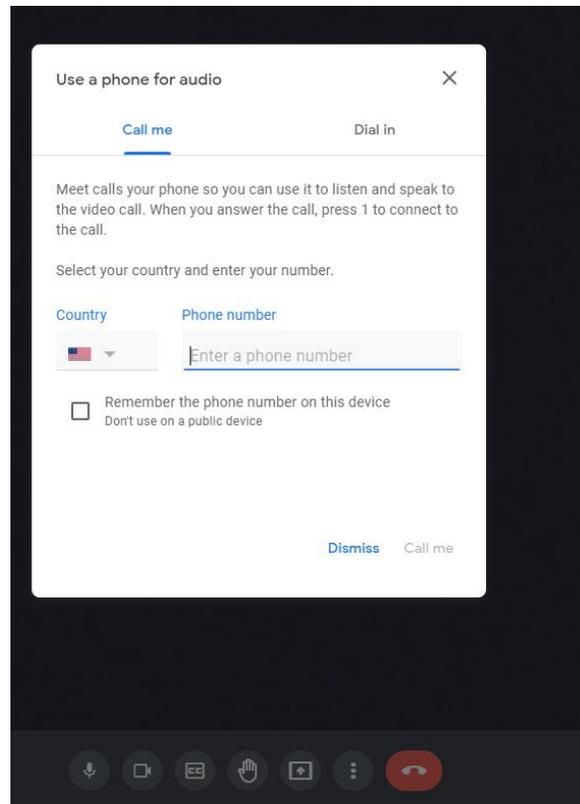
Speaker Issues (You Cannot Hear Your Advisor)

1. Check your computer volume and make sure it is not muted or turned down too low. You can further test this by trying to play a song or video elsewhere on your computer to ensure your speakers are functioning and at the appropriate volume.

2. If you have checked that your speakers are working and turned up but you still cannot hear your advisor, Google Meet may be using the wrong speakers or there may be another technical problem.
3. You can try and use your phone as an audio device by clicking the the 3 horizontal dots in the menu at the bottom which is the 6th option to the right. Then click on “Use a Phone for audio”



4. Enter your phone number, click on “Call me” and you should get a phone call and be able to communicate with the advisor.



Microphone Issues (Your Advisor Cannot Hear You)

We recommend using a set of headphones with a microphone if you are not sure if your computer's internal microphone works.

1. To turn on your microphone, move your mouse to the menu and click on the mic button which is the 1st button from the left.
2. If it shows a microphone with a red slash through it, simply click on it to turn on your microphone.
3. If the correct microphone is selected and your advisor still cannot hear you, you should follow the steps under 'Speaker Issues' (listed above), to use your phone as an audio device.