

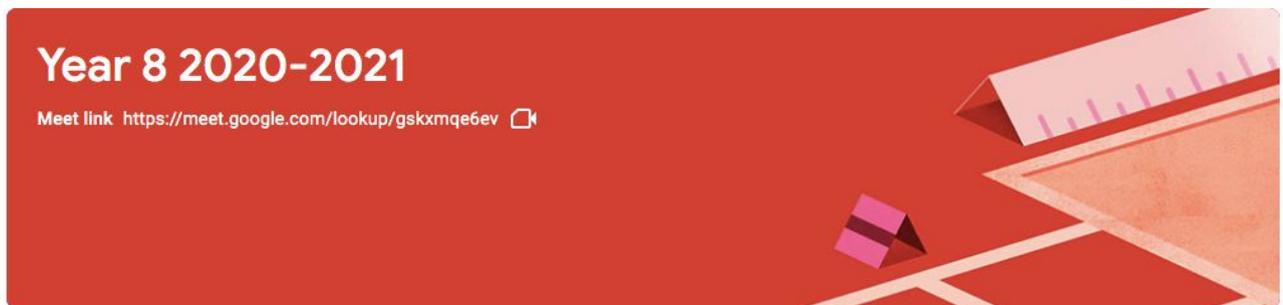
## Google Meet Guide for Students and Parents during Lockdown 3.0

Please read the instructions below in order to attend our Live Lessons and Support Sessions.

### What is Google Meet and how do I access it?

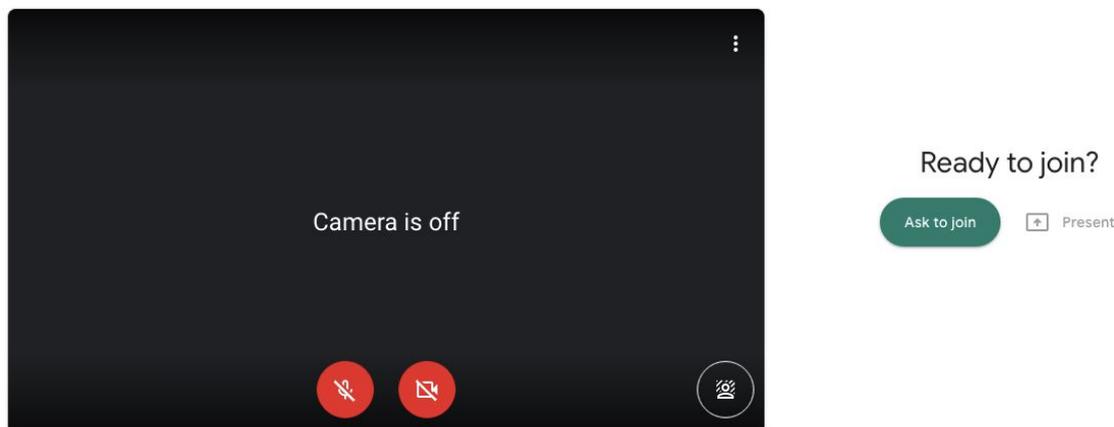
Google Meet is a video conferencing app which your teacher may use with your class to deliver live instruction or support during your lesson. Each Google Classroom page has its own **Meet link**, shown in the header on the class page (see below). Click on this link to open the live video. Note, you cannot join Google Meet before your teacher has started the meeting (you will see an error message if you try to join before them).

You will join a live Google Meet for at least two mornings at 8:50 for virtual tutor meet and some lessons will also require you to join Google Meet.

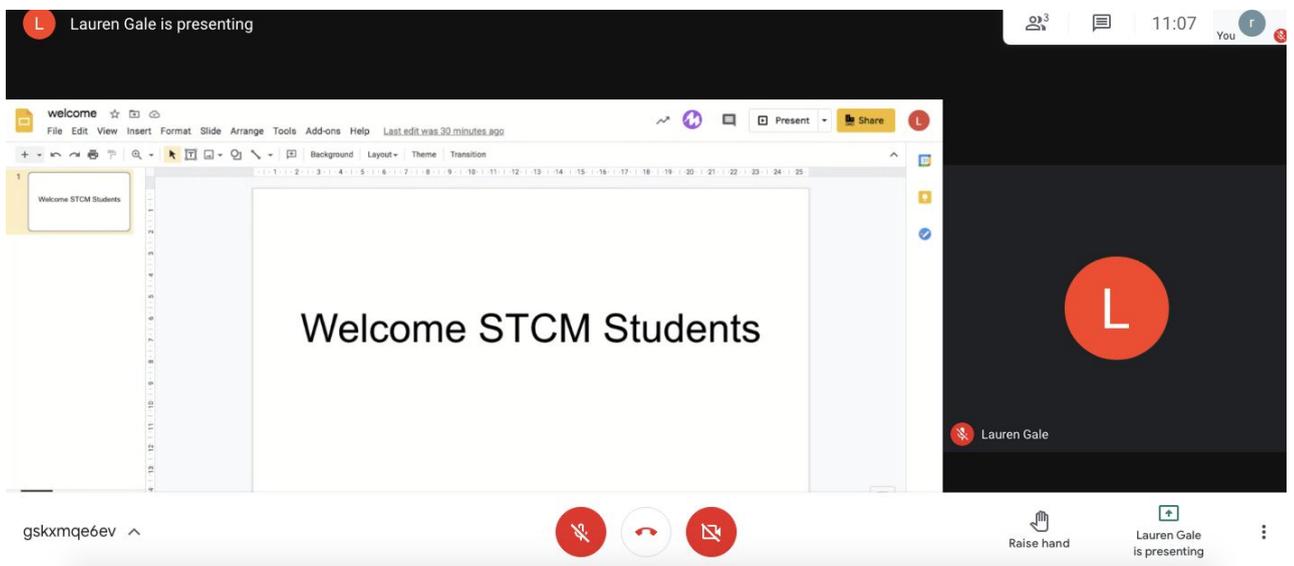


If your tutor or teacher has already started a meeting, you will see a preview screen like the one below. You can check your web camera and microphone before joining. **Please ensure that you mute your microphone before joining all Google Meet sessions.**

When you are ready, click 'Ask to join'. Your teacher will then shortly let you into the Google Meet.



When you have joined the meeting, you will see a screen like the one shown below. Check that you are muted. You can press the red 'unmute' button when you need to speak to your teacher.



During a live meeting, if you need to notify your teacher that you have a question to ask or that you need some help, you can click the 'Raise hand' button. To lower your hand, please press this button again.



If you need to, you can also send written messages to your teacher using the message button, which is found next to the clock in the top right of the Google Meet screen. The messaging facility should only be used for this purpose. It is NOT a social media platform. There will be a consequence for inappropriate use of this function.



### Google Meet Troubleshooting

If you try to join a live Google Meet lesson before your teacher is ready, you will see the error message below. You should wait until the start time of your lesson before trying again. If the problem persists, send your teacher a private message through the lesson assignment.

You can't create a meeting yourself.  
Contact your system administrator for  
more information.

If you're joining a meeting from Google Classroom, wait for your teacher to join and then refresh this page.



If you try to join a live Google Meet after your teacher has ended the meeting, you will see the error message below. You should check the 'classwork' tab on your Google Classroom page to see the work you have been set for the lesson.

## This meeting has already ended

[Return to home screen](#)

[Submit feedback](#)

If you have other difficulties using Google Classroom or Google Meet, please email [helpdesk@stcm.torbay.sch.uk](mailto:helpdesk@stcm.torbay.sch.uk) from your school email address.

If you have questions or problems with the work, please email your class teacher or contact them using Google Classroom.