



GOOGLE MEET

FREQUENTLY ASKED QUESTIONS



Set Up - FAQ

- **What is Google Meet?**
 - Google Meet is a free video call platform that allows you to meet and collaborate online using your computer, tablet, or phone.
- **Do I need to create a Google account?**
 - No, you don't need a Google account. You can join by clicking the class link shared with you.
- **I am registered - how do I join my virtual class?**
 - Check your receipt from registration or welcome email from MSCR for the Google Meet link. Click the link a few minutes before class starts; then click "Join" when prompted.
- **Do I need to download anything to join the class and is there a cost?**
 - There is no cost to join, and most users don't need to download anything—just click the link; on phones or tablets, the free Google Meet app may be needed depending on the device being used.
- **Should I use my laptop computer, phone, or tablet?**
 - All devices work, but a laptop often gives the best view and sound for following along with movement. Use what is available to you!
- **Can I join the class on my TV?**
 - Yes, if your TV supports casting (such as Chromecast or AirPlay), you can mirror your screen from a laptop, phone, or tablet. You may also be able to connect your computer to your TV using an HDMI cable.
- **Can I test to ensure my device is ready?**
 - Yes! Click the class link any time before the session to check that your camera, microphone, and connection are working. Ensure your mic and sound is linked to the correct computer speakers.
 - You can check your sound before class by clicking the arrow next to the microphone and/or speaker.
- **Is a laptop computer, phone, or tablet needed to attend class and should I leave my video off or on during class?**
 - You'll need one of those devices to join, and you can choose to have your video on or off—whatever feels most comfortable for you. It is okay if your device doesn't have a camera.

During Class - FAQ

- **What if I have questions during class?**
 - Use the chat box in Google Meet or wait until the instructor invites questions during class.
- **Can the instructor hear me during class?**
 - Only if your microphone is turned on - participants are muted during class to minimize background noise.
- **I can barely hear my instructor - how do I fix this?**
 - Check your device's volume and speaker settings, and if you're using wireless headphones, make sure they're fully connected.
- **What should I do if the meeting glitches or freezes?**
 - Try refreshing the page or leaving and rejoining the meeting—this often fixes the issue quickly.
- **What should I do if my internet connection slows down?**
 - Try turning off your camera, moving closer to your Wi-Fi router, and/or asking others in your home to pause streaming - generally these will help decrease the load on your internet/WIFI.

Still need help? Check out these Google Meet resources:

- [Google Meet Training & Help from Google](#)
- [Google Meet Help Troubleshooting from Google](#)

