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SETTING UP A SESSION ON GOOGLE MEET

We use Google Meet for videoconferencing in our practice. Google Meet is a secure, HIPAA-compliant, video conferencing system that does not require you to download any software as it runs in any up to date web browser. These instructions are made primarily for using it from your computer, but it should work similarly on any modern smartphone.

We have tested Google Meet on PC, Android and iPad; using Safari, Chrome and Edge browsers, and all should work if they are up to date. (If you end up using this means of connecting with your therapist regularly from your phone, you may want to download the Google Meet app for Android or iPhone though that is not required.) However, there are a few steps you need to take to enable the system. **We would strongly advise you print out these directions and try this before the scheduled time of your meeting so that you are certain your system is up to date and you can get online for your session**. If this document does not answer your questions you can also review Google's own "Google Meet Cheat Sheet" here. If this the system is still not working for you, tell your therapist and arrange a phone session (see step 9 below).

While these instructions may seem overly detailed, the system is surprisingly intuitive for most people, and after the first time trying it out you should have no problem with it. This is designed to help if you can't get it working on your own. Good luck and stay safe and healthy!

1) As the first step, your therapist will send you a calendar "invitation" by email, noting the meeting date and time. Just accept that meeting by clicking the "Yes" button near the top of the email. (In some browsers the button will turn green when you do that, others do nothing.)
2) In the body of that email (below the "yes" button) there is a link to Google Meet, right under the text that says, "Join Google Meet". Click it and a new web browser tab will open and Google Meet will start. (You can also start this by finding the meeting in your online calendar, opening it and clicking the similar link inside the meeting.) If you have agreed to a recurring meeting you will use the same link every time.
3) You may first need to give Google Meet permission to use your camera and microphone by clicking "allow" in the pop-up notification that appears. (A text box may appear in the middle of your screen, but the notification and button are usually in a different notification box in the upper left.)
4) You should now see the initial Google Meet screen with a video box toward the left side of the screen and to the right either a green button that says, "Join

Now" or a blank line and a button that says "Ask to Join". (Don't use those buttons yet!)

5) **Test your system**. In the lower right corner of the video box you will see three vertical dots. Click that, choose "Settings" in the menu, and a box pops up with Audio and Video (and sometimes "General") tabs at the top.

   a. Test the speakers by tapping the "Test" button to the right of that line. You should hear a "ring". If not, make sure your volume is turned up and you are set to the correct speaker system. (Change this by tapping the small down arrow next to the speaker system name or try restarting Google Meet or your computer/phone.)

   b. Test the microphone by saying something out loud and seeing if the three dots next to the microphone bump up and down. (Again, if this doesn't work, choose another microphone by pressing the small down arrow next to the microphone name or try restarting Google Meet or restarting your computer/phone.)

   c. Choose the video tab at the top of the box and make sure you are using the correct camera (usually front camera) and other settings are as you wish. (Again, restarting things often fixes problems with this.)

   d. Click the "Done" button in the lower right once everything is working.

6) Once you have tested the microphone and speakers you can try logging in.

   a. If you have the "Join Now" button, it's because the email invitation was sent to a Gmail (or G Suite) address and you already have a google account. Press the button, you should be asked to log in (if you have not already), and the main Google Meet screen will open up. If you're just testing things out, you're done. Otherwise, wait for your therapist to join the video conference.

   b. If you see the "Ask to Join" button it is because you are using a non-Gmail account to sign up. You can "ask to join" but your therapist will have to add you manually from their end when they log in. (You cannot test any further, but it should be working if you got the speaker, mic and video working earlier.)

7) When you are in the actual video conference there is a tiny view of your camera in the upper right corner, and an icon of two people. Click that icon and you can see who is in the conference and send a text "chat" message to them. (Useful if you can't get the audio working). Click the tiny view of your camera to make it full screen and click it again to get back to your therapist's camera.

8) Along the bottom there is a white bar with several icons. (You may have to "swipe up" to see this.) Near the middle are buttons to turn on and off audio and video, and a red phone icon to hang up the call. On the far right of that bar is another vertical three dot menu you can use to change settings while you are in the call.

9) **If none of this works**, (even after rebooting your phone or computer) go back to the original email and you will see that there is an option under the link to join the meeting that says, "Join by Phone". Just dial the number under that text on your plain old phone and you will connect to the meeting that way. (Though obviously without video)