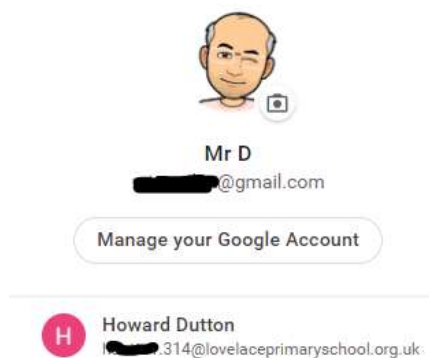


Troubleshooting joining a Lovelace Google Meet

There is also a very useful guide on our website that shows [How to join a Lovelace Primary School Google Meet](#). This article assumes that you have already followed the instructions in that article. The information below is mainly for access via Windows PCs/Laptops/Tablet Browsers.

- ❖ **The key to joining into the Google Meet is to ensure that you are logged in with your child's USO** (example.314@lovelaceprimaryschool.org.uk). If you have your own gmail account, you need to sign out of that account at the beginning. If on a laptop/PC you should see an icon circle at the top right corner of the browser. So in the example on the right, the account needs to be the bottom school one - not the top one. Likewise on a mobile device - you need to check which account you are logged in on. Private accounts cannot join these Meets for GDPR reasons.



Teacher meetings will have been set up via Google Calendar and can be accessed via the Google Calendar or the launch page of Google Meet

- ❖ **Join a video meeting from a Google Calendar event.**
Log into your child's account and then head to <https://calendar.google.com/>, making sure you are still logged into the lovelace account.
 - ❖ Find the date and time of your child's meeting on the calendar which your child's teacher has already set up- click on this
 - ❖ Click **Join with Google Meet**
 - ❖ In the Window that opens, click **Join Now**
- ❖ **Join a video meeting from Meet**
Log into your child's account and then head to <https://meet.google.com/>, making sure you are still logged into the lovelace account.
 - ❖ Select/ click on your parent/teacher meeting from the list of scheduled events from this launch page. Your child's teacher has already set this up- it should match the time that you expect to be meeting your child's class teacher and will include your child's name.
 - ❖ Click **Join Now**.

If you have more than 1 child and need to access different meetings you must sign out of the 1st child's account.

If you are using any browser you will see this message come up - reminding you to close all browser windows.

There are many different scenarios that can arise on different devices but the list above primarily addresses the issues we have found using Windows devices. If using Apps on mobile devices, then the sign out and login process is often much more straightforward.

If you are continuing to have issues - please email office@lovelace.rbksch.org with **ICT Support required** in Subject. We will then make an appointment to assist you online in accessing the school's Google Workspace for future meetings.

As we develop our online learning platform with Google, we will endeavour to add guides to our website for ease of access. These can be found at our [Google Gateway](#)

