Google Meet Camera Troubleshooting Guide

Symptoms that can be resolved by using this guide: Camera issues within Google Meet.

2. Close Microsoft Teams if you have it open. **Only one application can access your device camera at a time. If Microsoft Teams is open your camera will not function.**
3. Open Google Chrome and log into Google Meet with your BCPS credentials.
4. While logged into Google Meet, click on the gear icon in the upper right-hand corner of the screen.

5. From the pop-up window that appears, select **Video** from the menu on the left.

6. Using the drop-down arrow under camera, select the **camera** you want to use.

7. After making your selection, close the **Settings** window with the X in the upper right-hand corner.
9. Re-open Google Chrome and sign back into Google Meet.
10. If this does not resolve your problem, refer to **Resetting Google Chrome** documentation.

If the issue is not resolved, please refer to the “Resetting Google Chrome” document or fill out a service request for the BCPS Help Desk. Both can be found at [https://www.bcps.org/tech_support](https://www.bcps.org/tech_support)