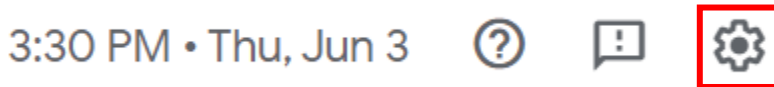




Google Meet Camera Troubleshooting Guide

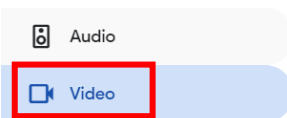
Symptoms that can be resolved by using this guide: Camera issues within Google Meet.

1. Close Google Meet and Google Chrome.
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.

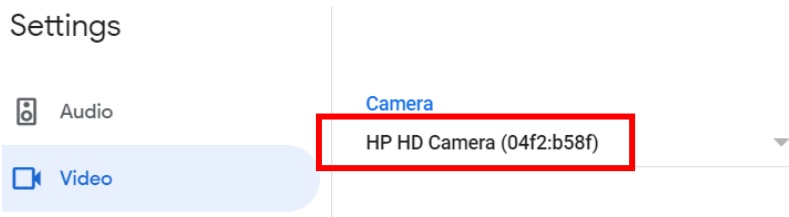


5. From the pop-up window that appears, select **Video** from the menu on the left.

Settings



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.
8. Close Google Chrome.
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