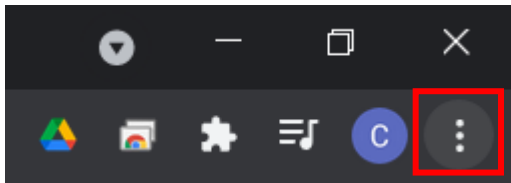


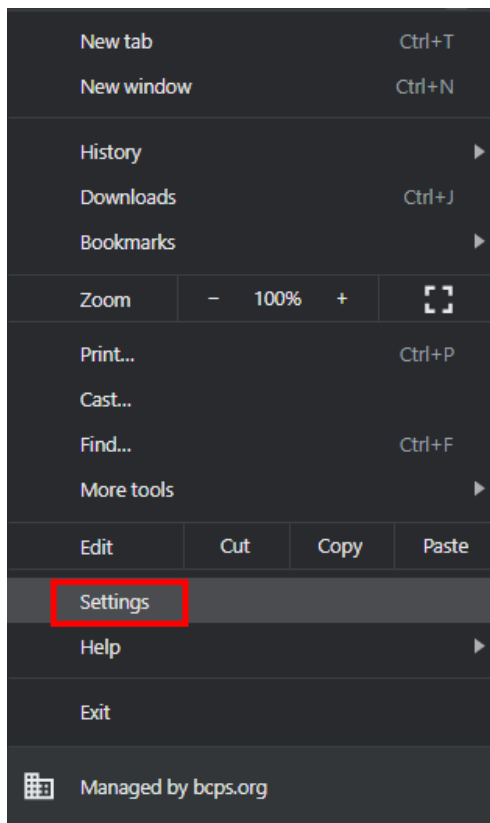
## RESETTING GOOGLE CHROME

Symptoms that can be resolved by using this guide: Occasionally, the microphone and camera are unintentionally disabled in the browser. This typically happens if a website (Google Meet) requests to use it and the user clicks **No** or **Don't Allow**.

1. Open Google Chrome.
2. Click the icon that looks like three vertical dots and is in the upper right-hand corner.

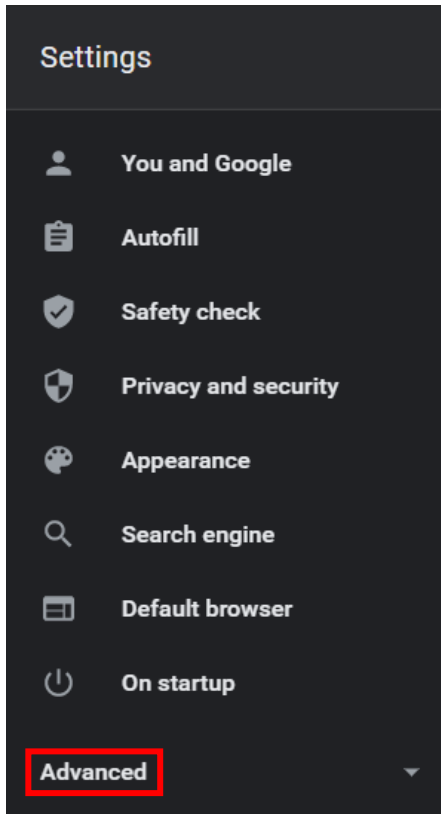


3. From the menu that appears, select **Settings**.

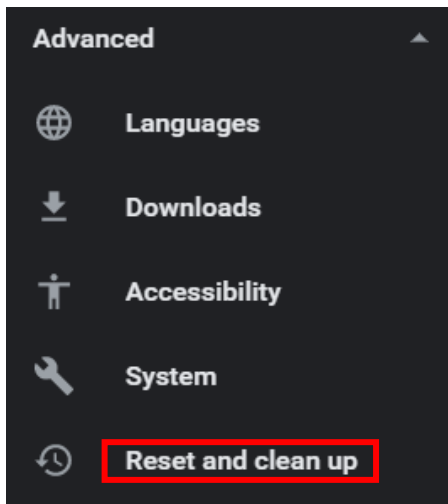




4. Select **Advanced**.

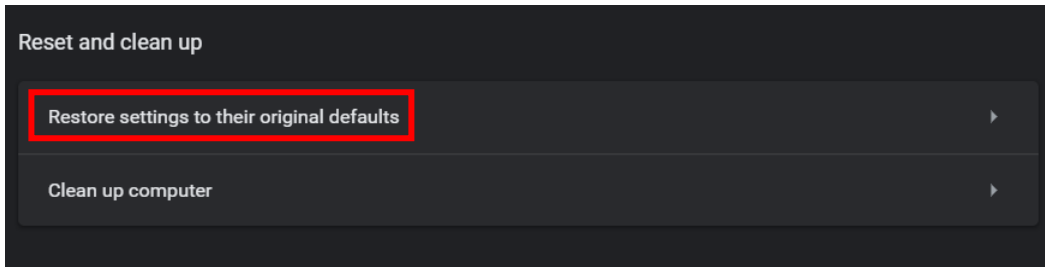


5. Select **Reset and clean up**.

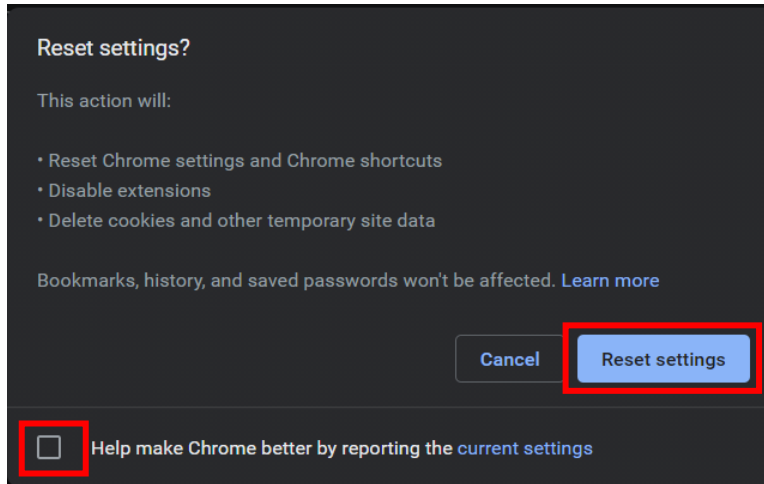




6. Select **Restore settings to their original defaults**.



7. Uncheck the box at the bottom and select “Reset settings”.



8. This can take a minute or two to complete.

9. When the reset is complete it will take you back to the Reset and clean up screen.

10. Exit completely out of Google Chrome.

11. Re-Open Google Chrome and attempt to join your Google Meet session.

**Be sure to click “allow” when the browser asks to use your microphone and camera.**

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)