
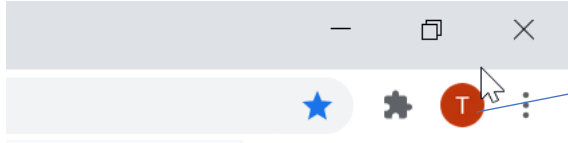
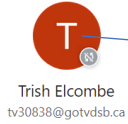


Online Learning Troubleshooting Tips and Tricks for Google Classroom and Google Meet

1. Make sure you are using **Chrome**  as your internet browser...many applications used in Google do not function well, or at all, in other browsers (e.g., Safari, Edge, Firefly, etc.).
2. Your child(ren) **MUST** be logged in using their **gotvdsb** account to be able to enter their class Meet or Classroom.

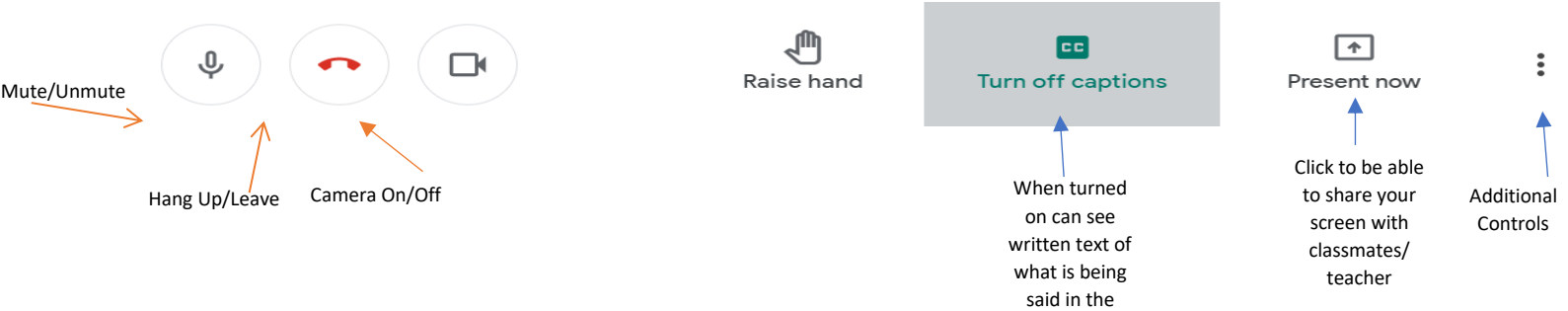


Top right of homescreen (circle may have different initial)

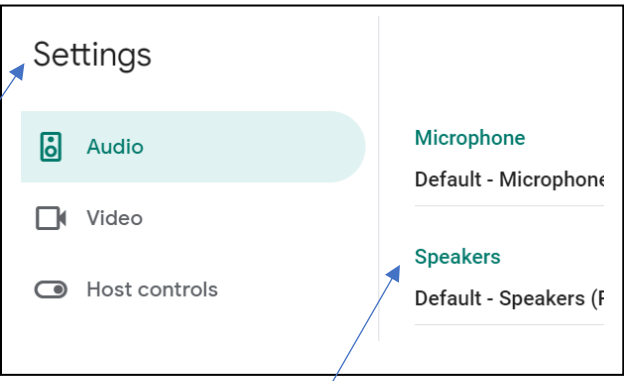
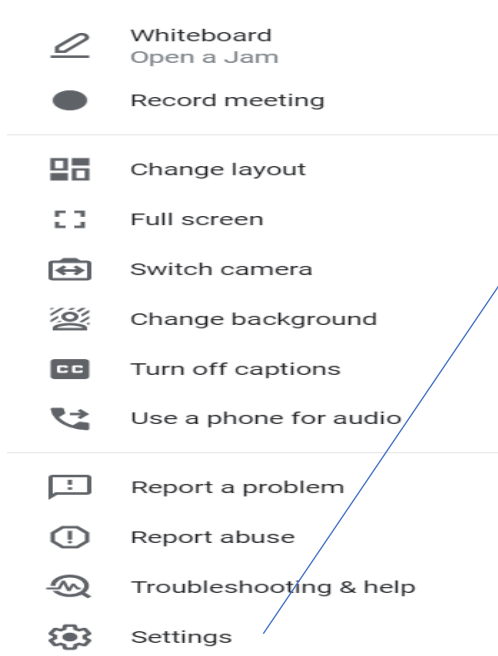


When you click on the circle, you can see what account is being used...if it is not the gotvdsb account, you must log in as a different user with the gotvdsb account for your child.

3. If using an iPad or tablet, you will need to download Google apps separately in order to access the 'edit' features (e.g., Google Docs, Google Slides, etc.).
4. If your child tries to enter a Google Meet before their teacher, they may see a message either that the meeting has not yet started, or they must request to join. If they're not admitted within a minute or two, try refreshing the page then attempting to join through the appropriate link again.
5. In Google Meet, you will see a menu bar similar to this, either at the top or bottom of your screen.

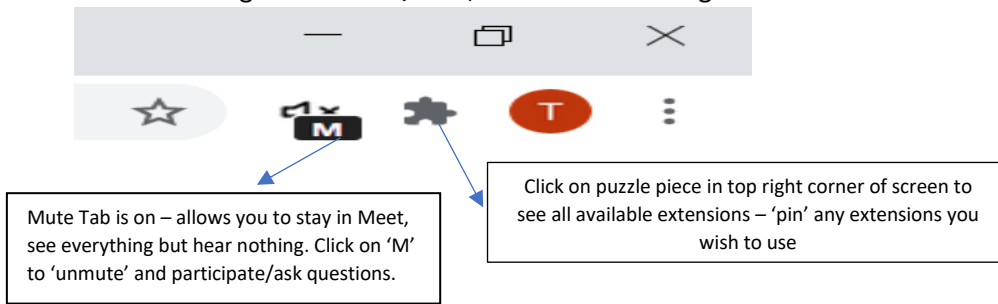


Additional Controls



If your child is having difficulty with their microphone or camera, check here to make sure correct microphone and speakers are being used/correct camera setting being used.

6. Download the Chrome extension 'Mute Tab' (go to Chrome store, search title). This extension will allow you to see what's happening in the Meet, but not hear anything – great to use if students are to be working independently, but still want access to Google Meet chat/links, etc. without having to listen to others chatting in the Meet.



Supporting Your Child During Remote Learning

- For younger students, help them get online and into their meetings throughout the day according to the schedule. Once they are in their class, you do not need to sit with them throughout meeting. If you're able to be within proximity in case they are having difficulty with the technical aspects of the classroom, or to reiterate instructions for independent work time, that is helpful.
- For older students, help them to get to their meetings on time and check in from time to time during the school day to make sure they are on task and on track with their work.
- If your child is having technical difficulties, please let the teacher know through the chat in Google Meet, put a comment in the Google Classroom, or send an email directly to the teacher. They may be able to assist. If not, then please check the [FAQs](https://www.tvdsb.ca/en/our-board/technology-and-software-support.aspx#) at <https://www.tvdsb.ca/en/our-board/technology-and-software-support.aspx#> or contact the Board's HelpDesk by calling 519-452-2005 or submitting an Online Service Request Form found on the webpage above.
- 'Synchronous' Learning time means that there is a Google Meet open for the class with a staff member supervising. During these times, educators may be conducting whole group lessons, small group instruction or individual conferences and assessment. Your child may be asked to participate in some independent work during these times. It is best if they are able hang up from the Meet and get away from their screen (if possible) during this time, and return to the open Meet either at a designated time, or when they have questions or need assistance from the educator. Kindergarten Students have 180 minutes of synchronous learning time, while Grades 1-8 have 225 minutes of synchronous learning time each day.
- 'Asynchronous' Learning time is assigned by the educator and is to be completed independently. Access to a Google Meet or direct interaction with an educator is not expected during this time. Should your child need assistance from the educator, please email them through their gotvdsb account or write a comment in the stream of their Google Classroom. When the educator is available, they will be able to respond to the concern or question, with the understanding that it will not be as immediate as during synchronous learning times as these times in the day are meant for responding to emails, engaging in meetings with other educators, making contact with families or individual students and/or evaluating and providing feedback for student work.
- Overall, families should not need to work alongside their child throughout the day. It is an important skill for all students to learn to problem-solve or ask their teacher for help, and not rely on a family member to do that for them. Of course, if your child is struggling, please contact the teacher directly to discuss support options. If your child needs a longer break from time to time, please just contact your child's teacher to let them know.
- It is okay to let your child have a 'break' from their learning during the day, and do some of their work at other times. We highly recommend that students have opportunities each day to get outside and to have movement or 'brain' breaks throughout the day. As much as possible, and where appropriate, we recommend that students 'turn off' their screens.
- Thank you for your support during this remote learning period. If you have further questions, please don't hesitate to contact the school.