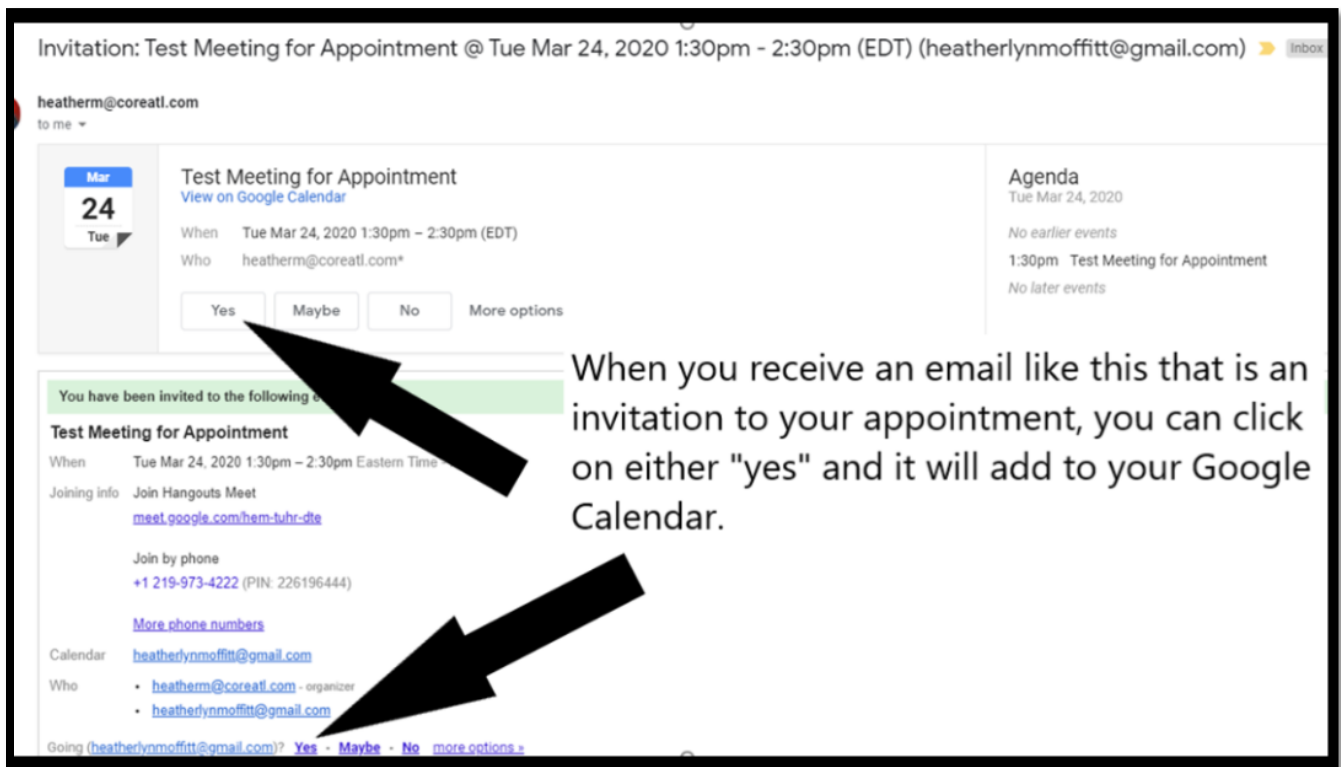
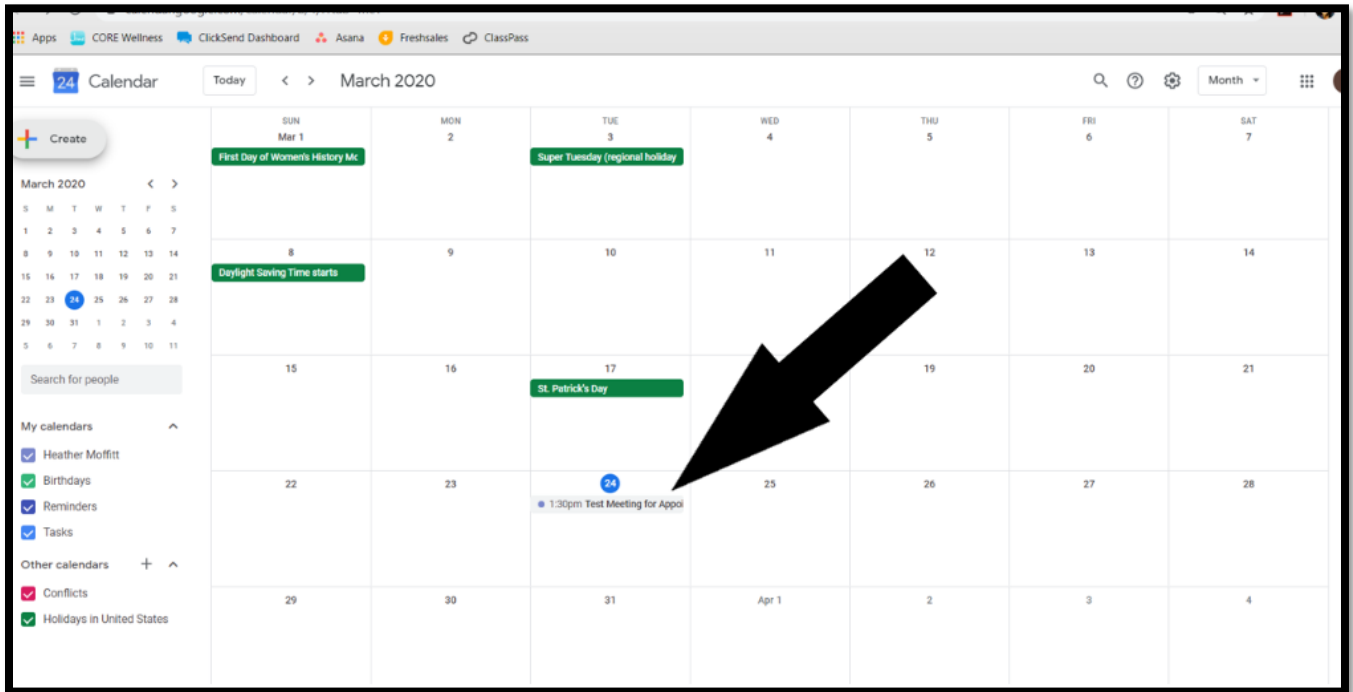


## Google Hangouts How To - FOR PRIVATE AND DUET APPOINTMENTS

1. When we book your appointment, you will receive an invitation email that looks like the one in the screenshot below.
2. Open the email and click "yes" at the top of the email to confirm that you will attend the meeting. If you don't have a Google Calendar, save this email because you can click on the "Join Hangouts Meet" link within it to attend your appointment.
3. Make sure that you have the Google Chrome browser on your computer/ipad/tablet/phone because it is required to be able to access your Google Hangout appointment. You do not need a Gmail account to access a Google Hangout.

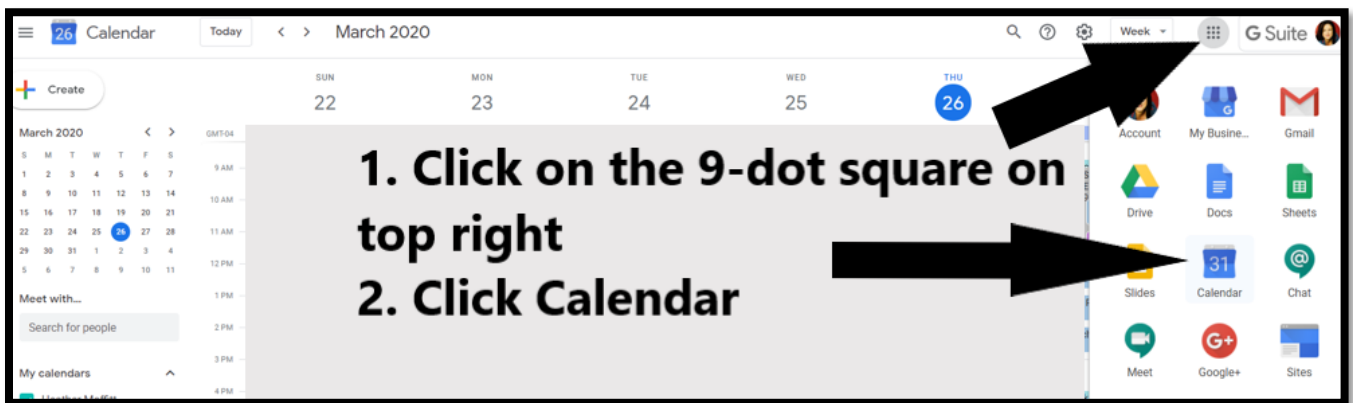


4. If you have Google Calendar, it will now add to your Google Calendar and will appear like the screenshot below. I titled my example "Test Meeting for Appointment"

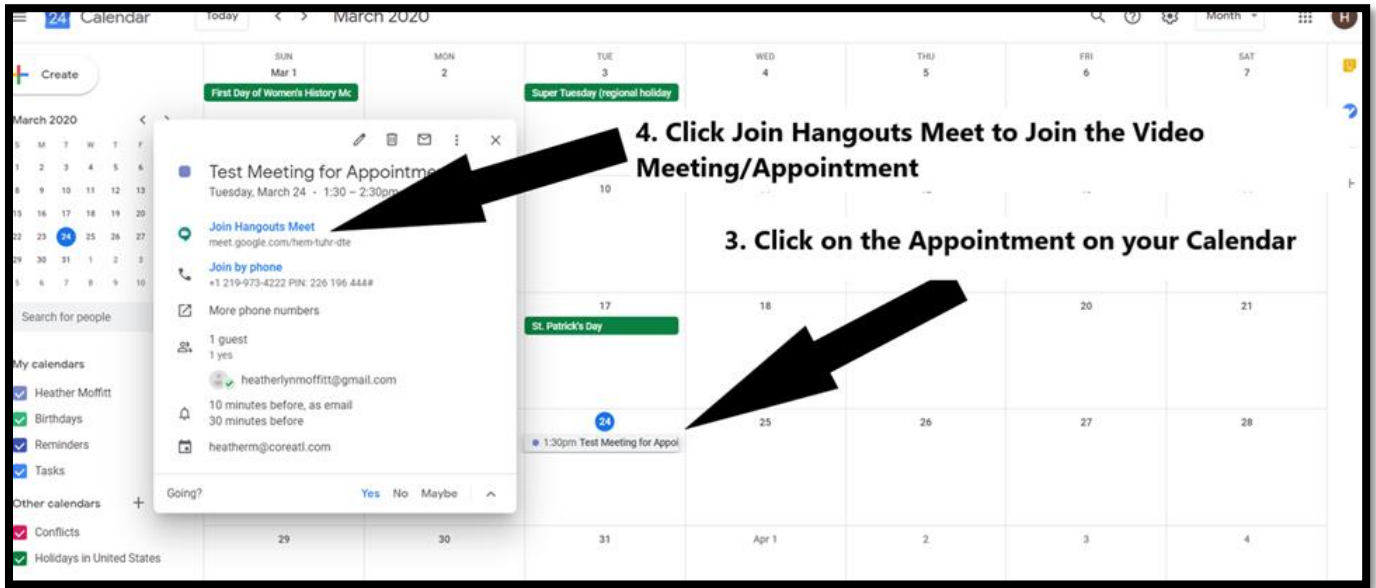


On the day of your appointment, log in to your Gmail (or go to the email with the invite)

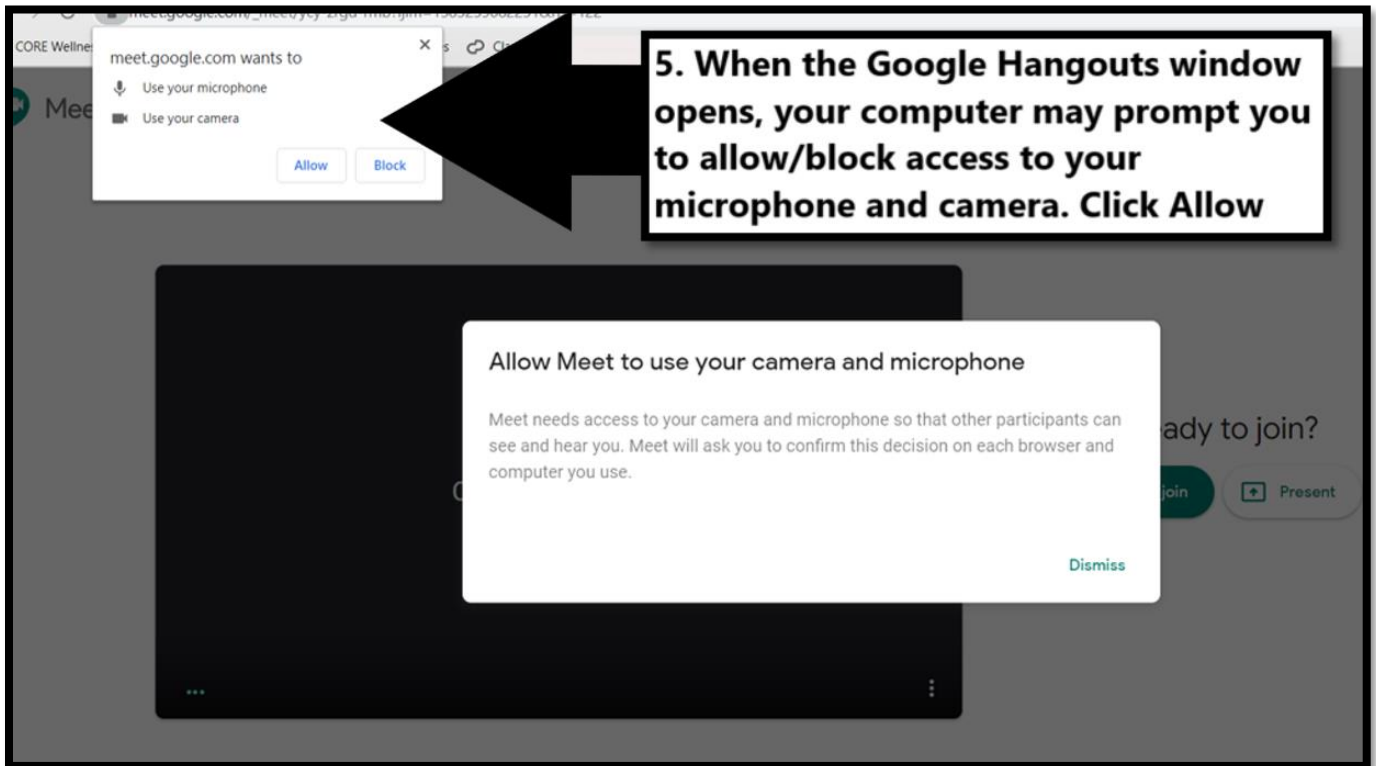
1. Click on the 9-dot square on the top right
2. Click on Calendar



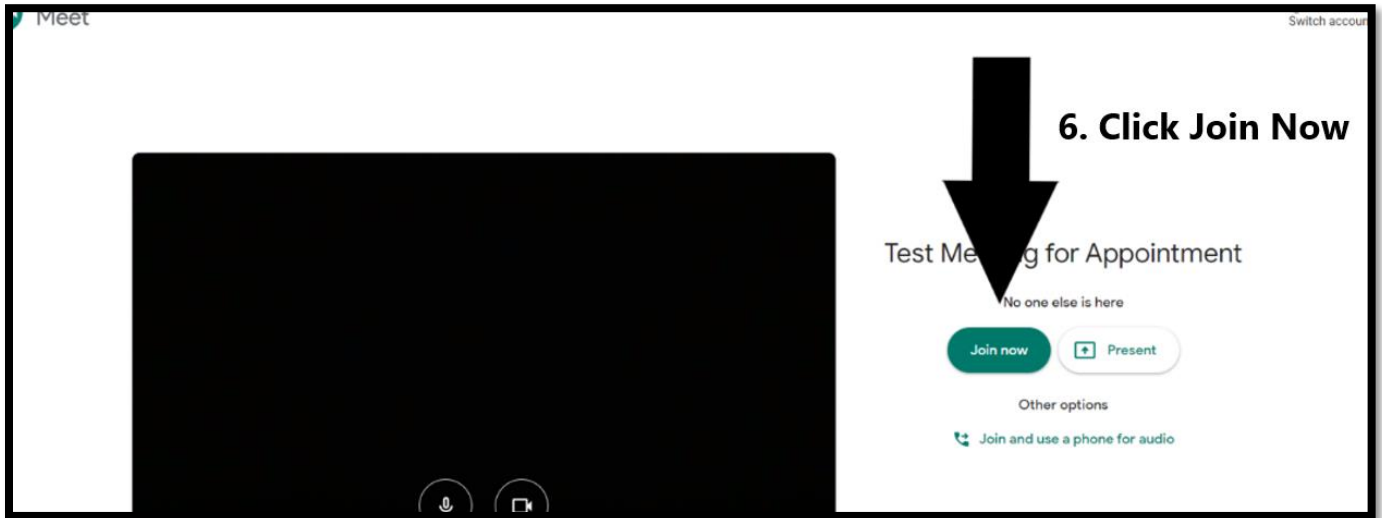
3. Click on the Appointment on the Calendar
4. Click "Join Hangouts Meet"



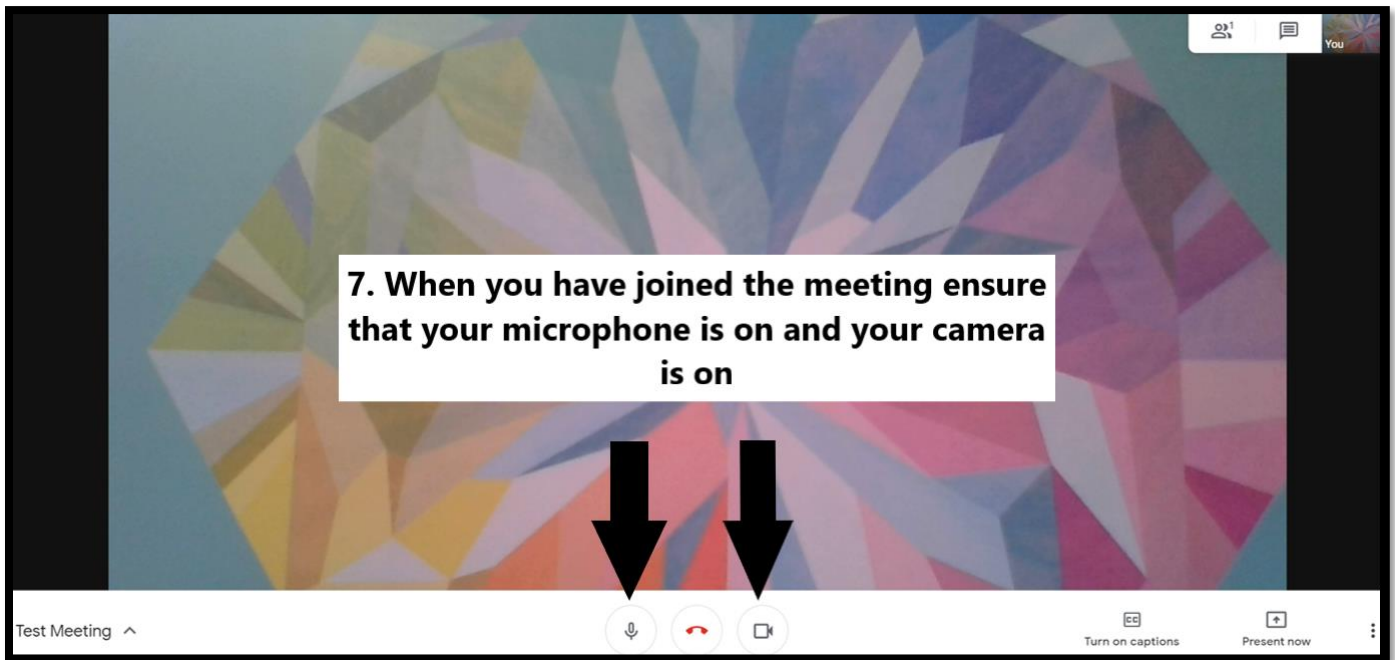
5. Allow access to your microphone and camera for the meeting



6. Click Join



7. Make sure your Camera and Microphone are on and your computer/phone have given the app permission to access both



## TROUBLESHOOTING

### PEOPLE CAN'T SEE ME IN THE MEETING

If people can't see you in a Hangouts Meet video meeting, make sure that your camera is turned on and your computer and browser are able to access the camera.

- Enable camera access on macOS Mojave and later

[On computers using macOS Mojave version 10.14 or later, you must allow camera access for your Chrome Browser or Firefox® web browser. Otherwise, Meet won't include video from your device]

1. Go to System Preferences > Security & Privacy.
2. Select Privacy > Camera.
3. Check the box for the application used for Meet (Google Chrome or Firefox).

- Allow Google Chrome to access your camera

[On computers using the Google Chrome browser, you must allow the browser to access your camera]

1. Enter `chrome://settings/content/camera` in the Chrome address bar.
2. Disable the setting Ask before accessing.
3. Next to Block, delete `https://meet.google.com:443` if present.
4. Refresh the Hangouts Meet page and grant camera access when prompted.

### PEOPLE CAN'T HEAR ME IN THE MEETING

If people can't hear you in a Hangouts Meet video meeting, make sure that your microphone is turned on. For example, A chime sounds when the first 5 people join the meeting. Additional participants do not chime when joining and are automatically muted.

- If using an Apple® Mac® computer, you might need to:
  1. Restart your browser or computer.
  2. Adjust your computer's microphone volume control.
  3. On computers using macOS® Mojave® version 10.14 or later
- Unmute yourself - In your device system settings, make sure your microphone is turned on.


#### [Unmute your Mac device](#)

1. Go to System Preferences > click Sound > Input.
2. Make sure that the microphone is on.
3. To raise the volume, move the volume slider and click OK.

#### [Unmute your Windows device](#)

1. Open the Sound settings > click Recording.
2. Double-click your microphone device.
3. Select Levels.
4. Make sure that the microphone is on.
5. To raise the volume, move the volume slider and click OK.

#### Unmute yourself in Meet

1. Other people can mute you to reduce background noise, but they can't unmute you. So even if you didn't turn off your microphone, check to make sure it's on.
2. To turn on your microphone, at the bottom of the screen, click Mute on .