**ILS Video Call Troubleshooting Guide**

Please test your Google Meet link at least 24 hours before your first session. This will ensure that tech support can be provided during our normal 9-5 business hours, when Partnerships Managers are available.

To test your Google Meet link:
1. Click on the link in the Match Confirmation email, or through Google Calendar. A window will open looking like this:
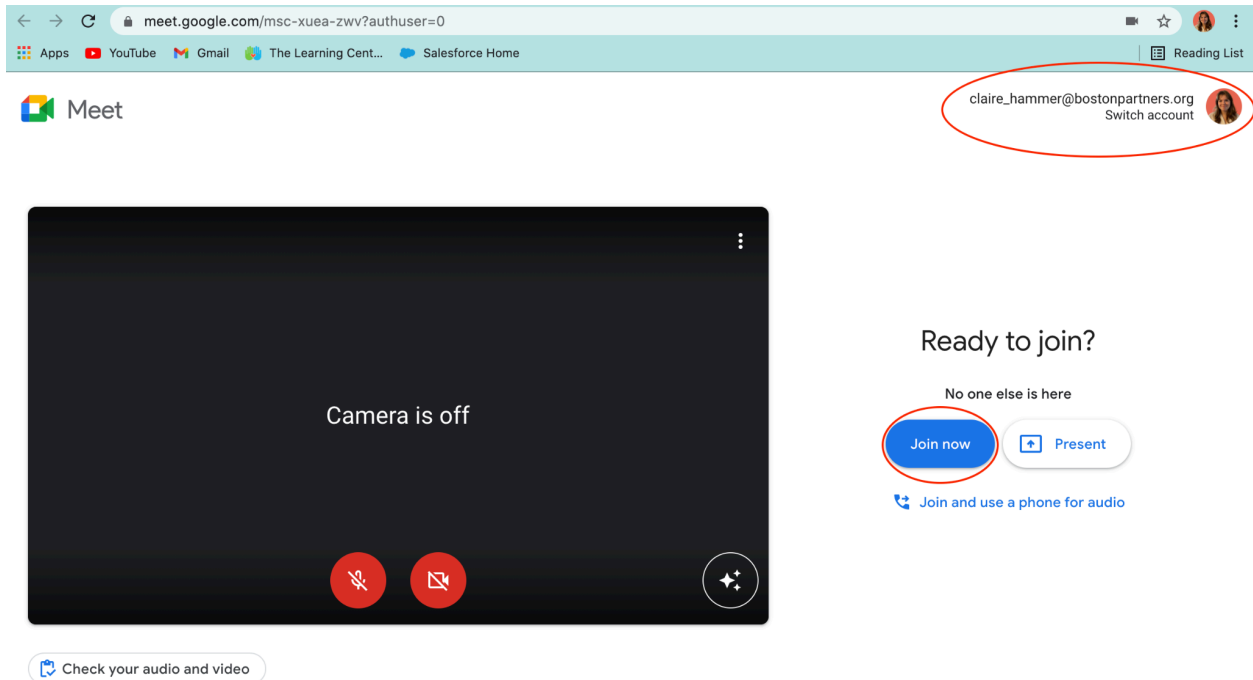
2. Please check that the email address in the top right corner **matches** the email address that originally created the link. Otherwise, you will not be able to join the call.

If a student is not able to log in to the call:
1. The student should first double-check that they are logged in with either their parent/guardian, personal, or BPS email.
2. If the student signs on with their BPS email and gets the Google error message "You can't join this meeting from your school account," the issue is likely that their Chromebook settings need to be changed. **BPS HelpDesk must help with this.**

If you are unable to resolve a Google Meet issue, and your match takes place outside of 9-5 business hours Monday-Friday, you are authorized to switch to Zoom, creating the link yourself and sharing it with the student and their parent/guardian. Instructions for how to do so can be found here:
https://bit.ly/CreateZoomMeetings