

## Device Best Practices: Improving the Learning Experience in Google Meet and Zoom

Staff and students can have better learning experiences while using conferencing tools. The tips below can help prevent the following issues from happening during your class meetings:

- Sound issues
  - Video issues
  - Getting kicked out of Zoom and Meet session
  - Not being able to join Zoom and Meet session
  - Not being able to use functions in Zoom and Meet session
- 

### ★ DAILY

The following are **DAILY** practices to maintain and support the functionality of your device. *\*Please engage in the following practices **daily** and teach your students to do the same.*

**Tip 1:** [Clear Browser Cache and Cookies](#)

**Tip 2:** [Reset Chrome Browser](#)

**Tip 3:** [Remove Chrome Extension](#) Third-party vendor extensions should be removed from your device.

**SPECIAL NOTE FOR GOOGLE MEET ONLY:** The following are examples of features embedded in Google Meet and **SHOULD NOT** be added as a third party extension for use (see [page 11 in the Digital Learning Information and Guidelines](#) for a comprehensive list).

- Breakout Rooms
- Attendance
- Background Blur
- Host Controls
- Polling
- Q & A
- Meeting transcripts

As other features such as **Mute-all** and **Co-host** are available through **GOOGLE** you will be notified and they will be made available to you. **IMPORTANT:** Adding third party extensions to use any features can cause issues with Meet and device functions. **PLEASE DO NOT ADD ANY THIRD PARTY EXTENSIONS!**

**Tip 4:** Reset your WIFI Modem/Router

Sometimes you may need to reset your WIFI Modem/Router. To do this, simply unplug the power from your device and plug it back in. It will take a few minutes for the modem/router to power back up. Be patient!

### ★ NIGHTLY

The following are **NIGHTLY** practices to maintain and support the functionality of your device: *\*Please engage in the following practices **nightly** and teach your students to do the same.*

**Tip 5:** Logout of Chrome Browser

## Device Best Practices: Improving the Learning Experience in Google Meet and Zoom

**MAC/WINDOW Devices** [Stepper](#)

**Chromebook Devices** click on time bottom right-hand corner and click on “EXIT”

**Tip 6:** Close/Exit the Chrome Browser

**MAC Devices** click on the “CHROME” and select “EXIT”

**Windows/Chromebook Devices** click the x in the right-hand corner.

**Tip 7:** Shutdown the Device

Devices need to be shut down nightly in order to function properly. When you are finished using your device, do not just close the lid or let the device go to sleep. Click on “shutdown” to turn your device off.

### ★ WEEKLY/MONTHLY

The following are **WEEKLY/MONTHLY** practices to maintain and support the functionality of your device. *\*Please engage in the following practices weekly/monthly and teach your students to do the same.*

**Tip 8:** Check to see the operating system is up to date on your device.

**Chromebooks and MAC** [Chrome OS and Browser](#)

**MAC ONLY** [MAC OS is up to date](#)