

# Commonly encountered problems when using Google Meet

Updated on 20 April 2020

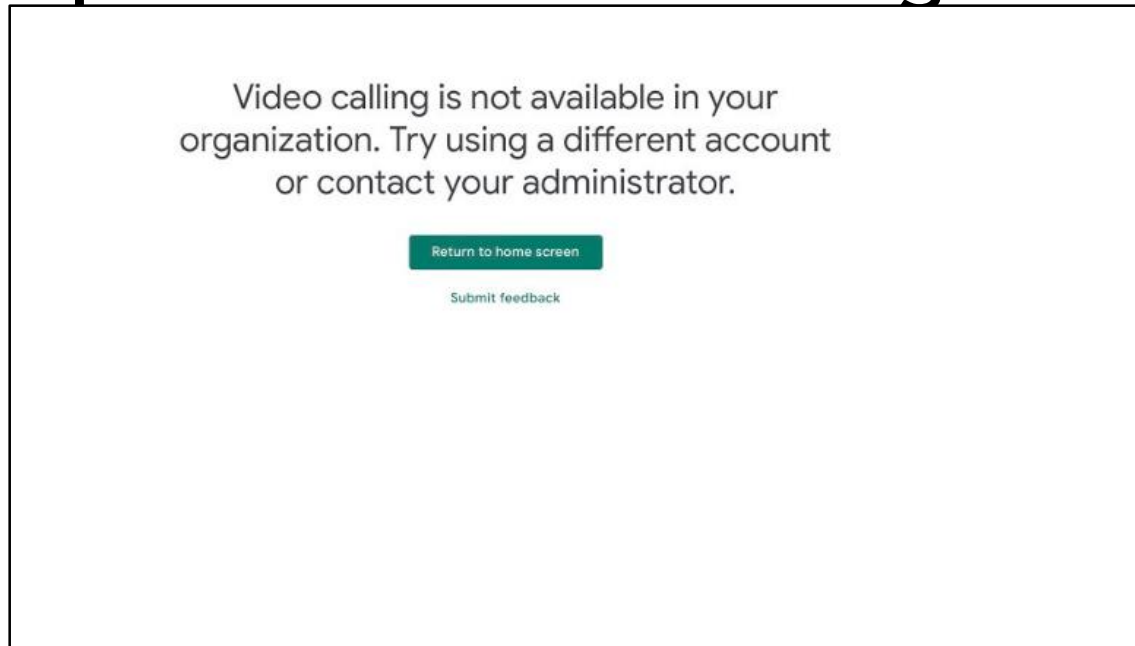
# 1) Do I have to log in to MConline to access google meet?

- ▶ No. Please do not log in to Mconline.
- ▶ You need to log out of MConline if you have logged in previously.

## 2) Why do teachers post the Google Meet link in SLS and not via MConline or padlet?

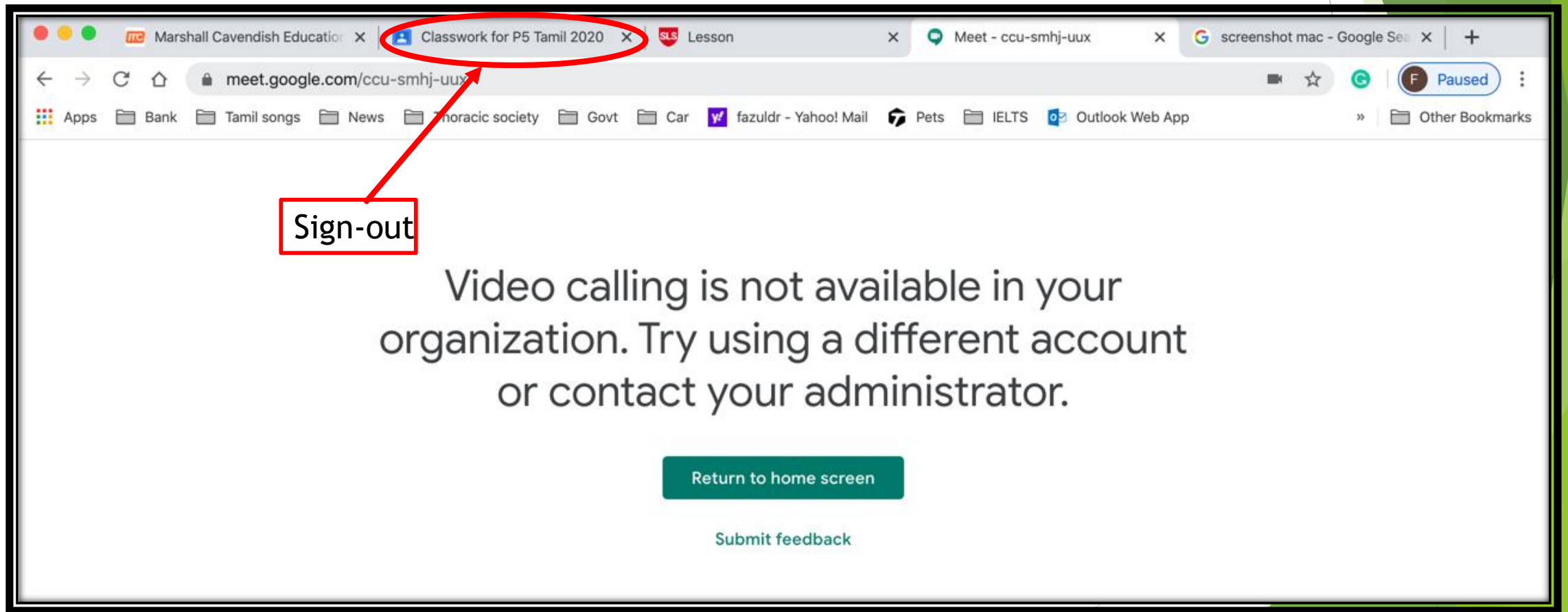
- ▶ This is to tighten our security measures and SLS is a secure platform for students to use for learning.
- ▶ All learning resources and instruction for students will be disseminated via SLS.
- ▶ Padlets are mainly use for students to seek help if needed. It is not compulsory for students to access Padlets if they have no questions to ask the teachers.

### 3) Why do I see this when I follow all the steps in the students' guide?



- ▶ If you see this screen, means you have not log out of your MConline gmail account.
- ▶ Please log out of your Mconline gmail account and refresh the page again.

IF YOU SEE THE FOLLOWING ERROR MESSAGE LOG-OUT OF  
(SMPS.EDU.SG) DRIVE OR EMAIL OR GOOGLE CLASSROOM



The screenshot shows a browser window with several tabs. The active tab is titled "Classwork for P5 Tamil 2020" and is circled in red. The address bar shows the URL "meet.google.com/ccu-smhj-uux". Below the address bar, there are several bookmarks including "Apps", "Bank", "Tamil songs", "News", "Thoracic society", "Govt", "Car", "fazuldr - Yahoo! Mail", "Pets", "IELTS", and "Outlook Web App". The main content area of the browser displays an error message: "Video calling is not available in your organization. Try using a different account or contact your administrator." Below the error message, there are two buttons: "Return to home screen" and "Submit feedback". A red box labeled "Sign-out" with an arrow points to the "Classwork for P5 Tamil 2020" tab.

Sign-out

Video calling is not available in your organization. Try using a different account or contact your administrator.

Return to home screen

Submit feedback

# TO SIGN OUT OF (SMPS.EDU.SG) DRIVE OR EMAIL OR GOOGLE CLASSROOM

The image shows a Gmail interface with a red-bordered box at the top containing the text: "TO SIGN OUT OF (SMPS.EDU.SG) DRIVE OR EMAIL OR GOOGLE CLASSROOM". The Gmail interface includes a search bar, a list of emails, and a user profile dropdown menu. A red circle with the number "1" is placed over the "G Suite" account name in the top right corner. A red arrow points from this circle down to a "Sign out" button in the user profile dropdown menu, which is also circled in red with the number "2".

**1**

Gmail Search mail

This account is managed by smps.edu.sg. [Learn more](#)

**2**

Manage your Google Account

Add another account

Sign out

Privacy Policy • Terms of Service

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ZHUANG SIQIAO - Sta. ZHUANG SIQIAO - Staff added a private comment on "Google Class Experience" - Hi Smi

ANGELINE TAN (Class. 2 ANGELINE TAN commented on: "Assignment given on Google Classroom" - Hi Smitha,AN

MDM GEETHA (Classro. New assignment: "Comprehension Worksheet 8" - Hi Smitha,MDM GEETHA posted a new

MDM GEETHA (Classro. Due tomorrow: "P6 Compo 15 April 2020" - Hi Smitha,Your work P6 Compo 15 April 2020

MDM GEETHA (Classro. New assignment: "Book Review 16 April 2020" - Hi Smitha,MDM GEETHA posted a new a

ALAGHIMANAVALAN SA... Invitation: P5 HBL Tamil-Mdm Devi @ Mon Apr 20, 2020 9am - 10am (SGT) (smitha\_nazar

MDM GEETHA (Classro. New assignment: "P6 Compo 15 April 2020" - Hi Smitha,MDM GEETHA posted a new assi

MDM GEETHA (Classro. Class invitation: "P6 Tamil HBL" - Hi Smitha,MDM GEETHA (mdm\_geetha@smmps.edu.sg) i

Pear Deck Team Remote Teaching? Essential Resources to Connect with Students - To support our comm

meet-recordings-nor. iqu-empa-mvp (2020-04-01 at 21:55 GMT-7) - The recording has been uploaded.iqu-emp

iqu-empa-mvp (...)

# OPEN GOOGLE WEBPAGE AND TOTALLY SIGN OUT OF SMPS.EDU.SG

The image shows a screenshot of the Google homepage. In the top right corner, there are links for 'Gmail' and 'Images', followed by a grid icon and a blue circle with a white 'S' representing the user's account. A red circle labeled '1' highlights this account menu icon. Below the main search area, a user account menu is open, showing the text 'This account is managed by smps.edu.sg. Learn more', a profile picture of a blue circle with a white 'S', and the email address '@smps.edu.sg'. The menu includes a 'Manage your Google Account' button, an 'Add another account' option, and a 'Sign out' button. A red arrow points from the account menu icon to the 'Sign out' button, which is highlighted by a red circle labeled '2'. At the bottom of the page, there are buttons for 'Google Search' and 'I'm Feeling Lucky', a message 'Stay home. Save lives. Help stop coronavirus', and a language selection area with 'Google offered in: 中文(简体) Melayu தமிழ்'.