Google Hangouts Instructions for Students

Using Google’s video chat (Google Hangout) and document sharing functions (Google Docs), students can remotely discuss their writing one-on-one with an experienced writing consultant.

**Requirements**

- A computer with a webcam, microphone, and internet access.
- A Hangouts-compatible browser (i.e. latest version of Internet Explorer, Chrome, or Firefox).
- A Google Gmail account: [www.gmail.com](http://www.gmail.com).
- The Google Hangouts plugin installed on computer: [https://tools.google.com/dlpage/hangoutplugin](https://tools.google.com/dlpage/hangoutplugin)

**Instructions**

Upon scheduling your Hangouts appointment (see bottom of pg. 2 for details), you will receive your tutor’s Gmail address. **At least 30 minutes before the start of the appointment**, follow the steps below:

1. First, open your browser and log on to Google’s homepage.

2. Click the 3X3 grid in the top-right corner of the page; then click Drive to open Google Drive.

3. Once Google Drive is open, click NEW in the top-left corner; then, click File upload and, when prompted, select the paper you plan to share with your tutor.

4. After the upload, your paper will appear in your Drive; double-click it to preview, and then click **Open with Google Docs** in the top-center of the page.

5. Once your paper is open in Google Docs, click Share in the top-right corner of the page.

6. Enter your tutor’s Gmail address and set the icon under Get sharable link to the pencil so your tutor will be able to edit your document (versus only being able to view or comment on it).

7. Click Done to share the document. Leave the Docs tab with your paper open; do not close out.
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8. Open a new tab for Hangouts; the app can be found by clicking the 3X3 grid in the top-right corner of the Google homepage.

9. At the time of your appointment, you will receive a video call from your tutor in the top-left corner of the Hangouts page; click Answer to begin the appointment.

10. On the Google Docs page, check the top right corner of the screen for an icon with either your tutor’s first initial or profile pic: this means they are looking at your document and that you can edit together.

As you complete the steps above, keep your Gmail inbox open in a separate tab; your tutor may email you if there are any problems.

Troubleshooting

1. No sound and/or video.
   - Check your computer’s microphone and camera settings.
   - Check that the 🎤 and 📹 icons in the call window are turned on.
   - Check that no other program is using the microphone or camera.

2. Can’t make or receive calls.
   - Check that you have the Hangouts plugin installed on your device.
   - Check that you are connected to the internet.
   - Check that the Gmail address you sent to your tutor is correct.

3. Audio and/or visual lag.
   - Check your internet connection; restart router if necessary.
   - Use an Ethernet cable if your wireless connection is shaky.
   - Close all other programs while using Hangouts.

For more help: [https://support.google.com/hangouts/answer/1355579?hl=en&ref_topic=6386432](https://support.google.com/hangouts/answer/1355579?hl=en&ref_topic=6386432)

Tips

- Make sure the room you are in is quiet during your appointment; background noise can make it difficult for your tutor to hear you.
- Check that your microphone volume is not too high and that you are not speaking too close to the mic; otherwise, the audio on your tutor’s end may sound distorted.
- Should audio/visual issues be too problematic, try using the Chat feature on Docs, located in the upper-right corner of the page and denoted by this icon: 📜

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To Schedule an Appointment

Phone (630) 844-5520    text (630) 447-9187    Live chat: [www.aurora.edu/asc](http://www.aurora.edu/asc)