Google Related FAQ

Q1. About the services provided by G Suite

Students can use the core services that the faculty utilizes. However, there are several restrictions on the services. Students cannot use "Google Groups for Business", "Google website", or "additional services". **Only "Gmail, Calendar, Drive, and Document" services are supported.** For other services, please refer to the Google manual.

Q2. I cannot access the services / I cannot sign in

Please check the account that you are currently signed in by visiting the Google My Account page.

If you are not signed in with your Tohoku University DC mail account, please sign out and sign in again with your DC mail account.

Q3. I need a technical support

Technical support is provided for Gmail, Calendar, Drive, and Document services only. For other services, please refer to the Google manual.

This FAQ is also available in Japanese in the link below:

https://www.dc.tohoku.ac.jp/guide/faq/faq_google.html

Online Lectures Q&A

1. For taking online lectures

Q. What kind of computer and equipment do I need for taking online lectures?

You can take online lectures using your computer, smartphone, or tablet PC. Earphones (headphones) are also required for watching video materials. Some courses also require camera and/or microphone, so please prepare them if necessary. (You can use the built-in camera and microphone of your laptop).

- If you are purchasing a new computer:

  The university has advised newly enrolling students to prepare a computer. When you are purchasing a new computer, please purchase a device with the specs specified or higher.

- If you already have a computer:

  The specs required for taking online lectures are as follows.

  CPU: 2.2 GHz Intel second generation i3/i5/i7, AMD or above
  Memory: At least 2GB
  Memory area: At least 256GB HDD
  Can connect to the Internet

2. About Google Classroom

Q. What is Google Classroom?

Like ISTU, Google Classroom is a learning support platform that has functions such as teaching materials upload, assignment submission, and posts, comments, and feedback from students. You can use the service with the Tohoku University Google account (Tohoku University e-mail for faculty staff and DC Mail for students).

Q. How can I use Google Classroom?

Please read the Manual for Taking Online Classes in the link below.

https://drive.google.com/file/d/1oEC8f7KptLOjy-UED1tW2W0c1YiuLgeG/view

Q. Mathematical formulas on word, etc. are not correctly displayed

When you open a file such as Word in Chrome, special characters such as mathematical formulas may not be displayed correctly. If you open the file in World or Google Docs after downloading the file, the special characters will be displayed correctly.

3. About Google Meet

Q. What is Google Meet?

Google Meet is a video call service provided by Google. Remote lectures can be conducted using this service. The courses can begin immediately by using G Suit Meet provided by Tohoku University.

Q. What should I be aware of when using Meet?

Unless necessary, please join the lecture with the microphone and camera "off" (mute). If you don't, all participants in the lecture will be able to see where you are and what you are doing.

Q. The window appears black when I share screen.

If you start screen share on Meet after you start the Microsoft PowerPoint (Keynote) slideshow, other viewers will not be able to see the slides properly. To avoid this from happening, please start sharing screen before starting the presentation. Or, in the case of PowerPoint, select "View" → "Browse" instead of the slide show mode.

Q. I cannot operate Meet when sharing screen during presentation.

On windows, click "Windows + Tab" and on Mac, click "Command + Tab" to switch between applications.

Q. Participants are suddenly disconnected in the middle.

Especially when a large number of people participate in the lecture, there are cases where some users are disconnected during some action. There are also

cases where the Meet screen black outs. Please do not panic and re-join the lecture.

4. About Google Chrome

Q. What is Google Chrome?

Google Chrome is a web browser provided by Google. **As Tohoku University DC mail, Classroom, Meet, etc. are also provided by Google, it is convenient to use the services on Chrome.**

Q. I cannot sign into Classroom

You need to sign in to Chrome by Tohoku University DC mail account. Please check the top right corner of Chrome to see whether you are signed in using Tohoku University DC Mail account.

Q. I can no longer sign in to the Chrome web store

You cannot log into the web store when you are signed in to Chrome with Tohoku University DC mail account. Log out once, install the required extensions, and then log in again.

5. About Zoom

Q. What is Zoom?

Zoom is a video call service that enables real-time messaging and content sharing. You need to install the application and create an account to use Zoom. Zoom may be used on some lectures, so please follow the instructions from the instructor of the course.

This Q&A is also available in Japanese in the link below:

https://olg.cds.tohoku.ac.jp//forstudents/QandA