

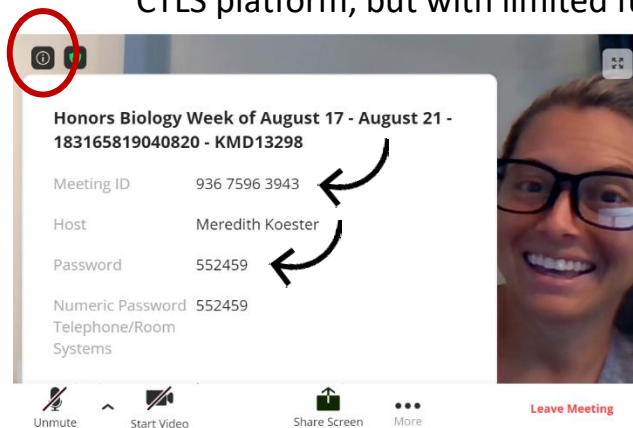
# SOS – I Need Help!!

## CTLS Live Digital Session Troubleshooting Tips

### **Problem #1 – I clicked on the “Open in Zoom app” but nothing happened!**

➤ **Immediate solution: go ahead and click “Join live classroom” and click on “Open in web app”**

- This will allow you to immediately participate in the live digital session within the CTLS platform, but with limited functionality



- If you are participating in a live digital session through the web app, you can click on the “info” button in the top left corner and find the **Zoom meeting ID and password**. You can enter this directly into the Zoom app and enter the live digital session from there.

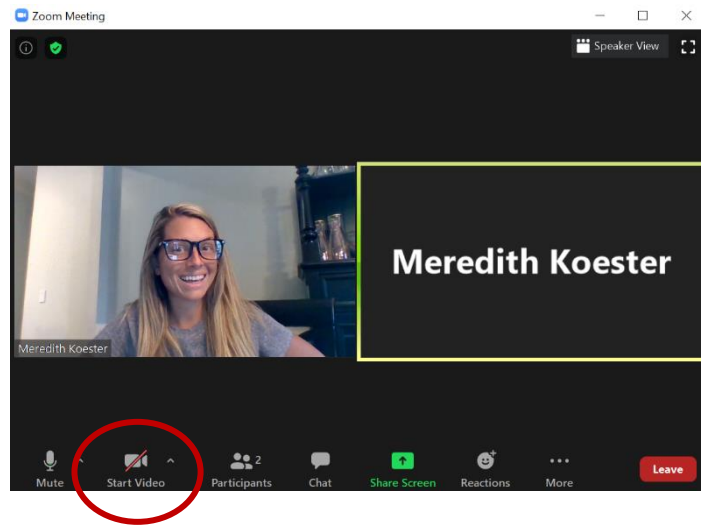
➤ **Troubleshooting tips for the future**

- Adjust your device settings to allow pop-ups from the internet browser you are using (the Zoom app acts as a “pop up” and pulls you out of the CTLS platform)
  - Restart your device after you have adjusted settings
- Make sure you have the Zoom app downloaded on your device 😊

## ***Problem #2 – My video isn't working!***

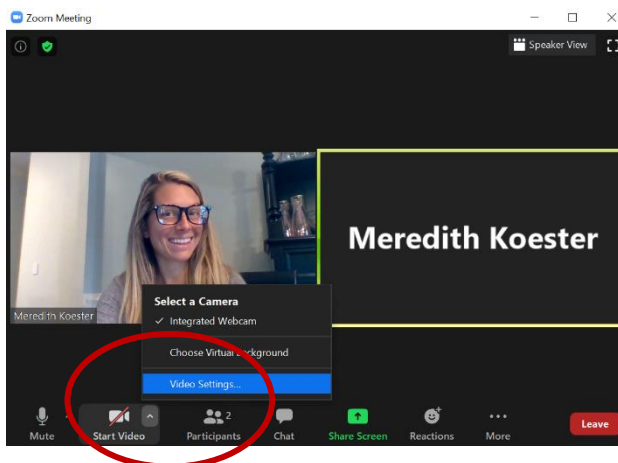
### ➤ **Immediate solution: attend the live digital session without video**

- ***Don't spend the entire session trying to fix this problem.*** Listen to the digital session and then perform troubleshoot to fix the problem for future sessions
- Double check to make sure that you have selected “Start Video” at the bottom of the window during the live digital session



### ➤ **Troubleshooting tips for the future**

- Make sure you have a device with a camera/webcam 😊
  - Access the camera/webcam settings through the control panel on your device and make adjustments if needed (double check that the camera/video settings are ON)
- Make sure you select “Join with Video” when you log in through the Zoom app



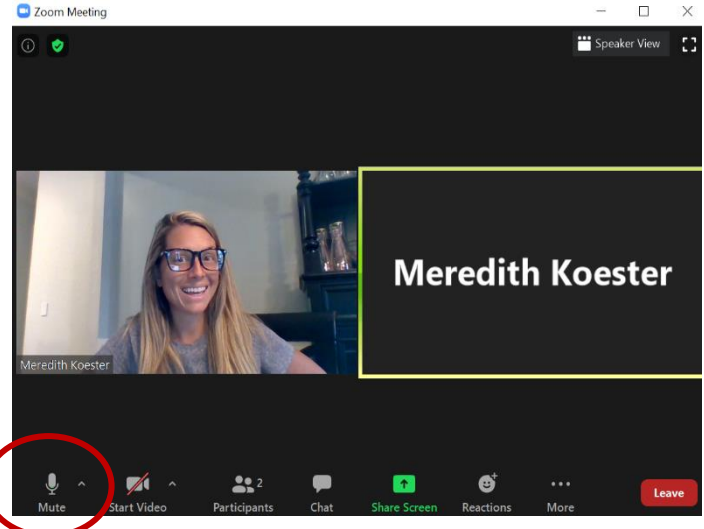
○ Unselect and select “Start Video” in the web app or Zoom app once you have entered the digital session

○ Once you are in the live Zoom session, click on the “carrot” next to Start/Stop Video and double check your Video Settings to ensure that access to your camera is allowed

## Problem #3 – My audio isn't working!

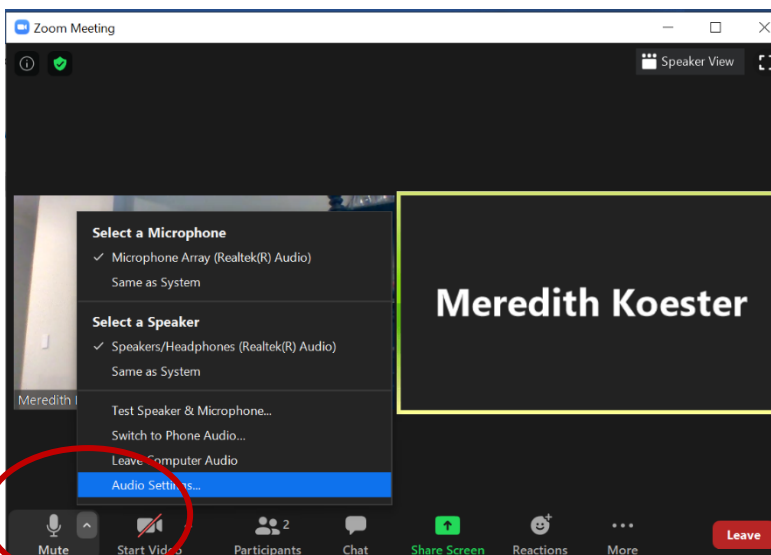
### ➤ Immediate solution: attend the live digital session without audio

- **Don't spend the entire session trying to fix this problem.** You can use the chat feature to try and catch as much of the session as possible. Following the session, troubleshoot to fix the problem for future sessions
- If you are trying to speak and no one can hear YOU, double check to make sure that you are “Unmuted” at the bottom of the window during the live digital session



### ➤ Troubleshooting tips for the future

- Make sure you have a device with a speaker/microphone 😊
  - Access the audio settings through the control panel on your device and make adjustments if needed (double check that the speaker AND microphone settings are ON)
- Make sure you select “Join with Computer Audio” when you log in through the Zoom app



- Unselect and select “Mute/Unmute” in the web app or Zoom app once you have entered the digital session if people are having difficulty hearing YOU
- Once you are in the live Zoom session, click on the “carrot” next to Mute/Unmute and double check your Audio settings to ensure that access to your speakers and mic are allowed and to adjust volume as needed