

ISSUE: Student unable to join meeting

Before attempting to connect to any Zoom meeting, you should first [clear the browser cache](#). Unfortunately, this is currently required before connecting to each and every Zoom class.

ALTERNATIVE METHOD:

Visit www.zoom.us in the Chrome browser and click on the "JOIN A MEETING" link.

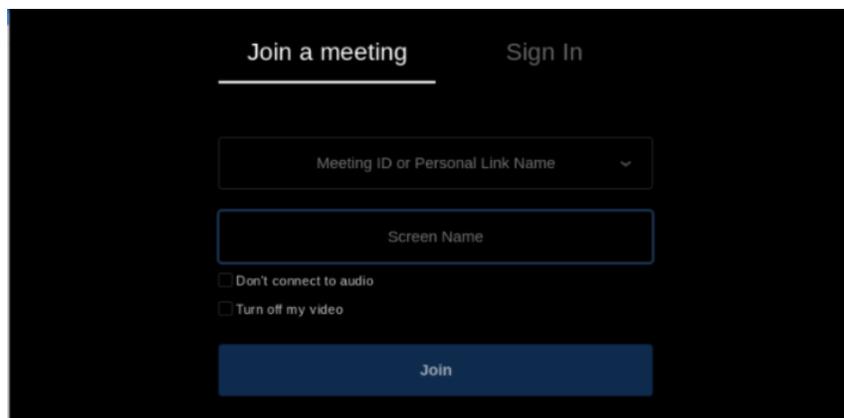
You will be prompted for the Zoom Meeting ID and then password. You need to get this information from your teacher.

ISSUE: Students account is locked.

If you created a Zoom account using your hvrsd.org email address, HVRSD disabled it consistent with our responsibilities under the Zoom privacy agreement. Students are to be participating in classroom Zoom meetings as anonymous participants so your information is not collected. You can continue to join Zoom meetings as an anonymous participant but should not be joining as a Zoom subscriber.

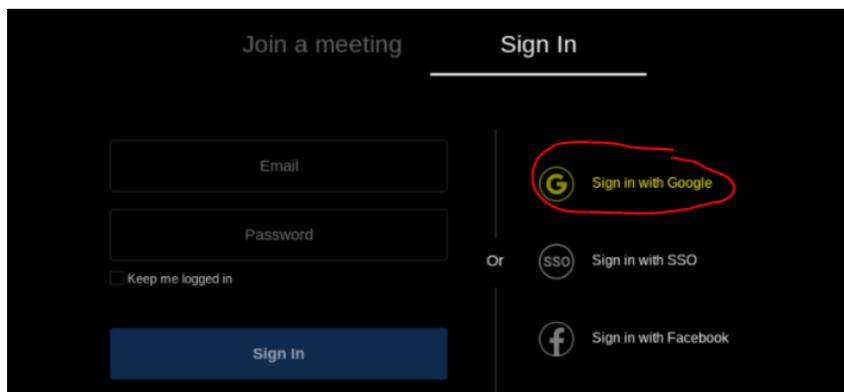
(<https://zoom.us/docs/en-us/schools-privacy-statement.html>)

You should click "Join a meeting", enter the meeting ID and screen name.



The screenshot shows the Zoom 'Join a meeting' interface. At the top, there are two tabs: 'Join a meeting' (which is selected and underlined) and 'Sign In'. Below the tabs, there is a dropdown menu labeled 'Meeting ID or Personal Link Name'. Underneath that is a text input field for 'Screen Name'. There are two checkboxes: 'Don't connect to audio' and 'Turn off my video'. At the bottom, there is a large blue button labeled 'Join'.

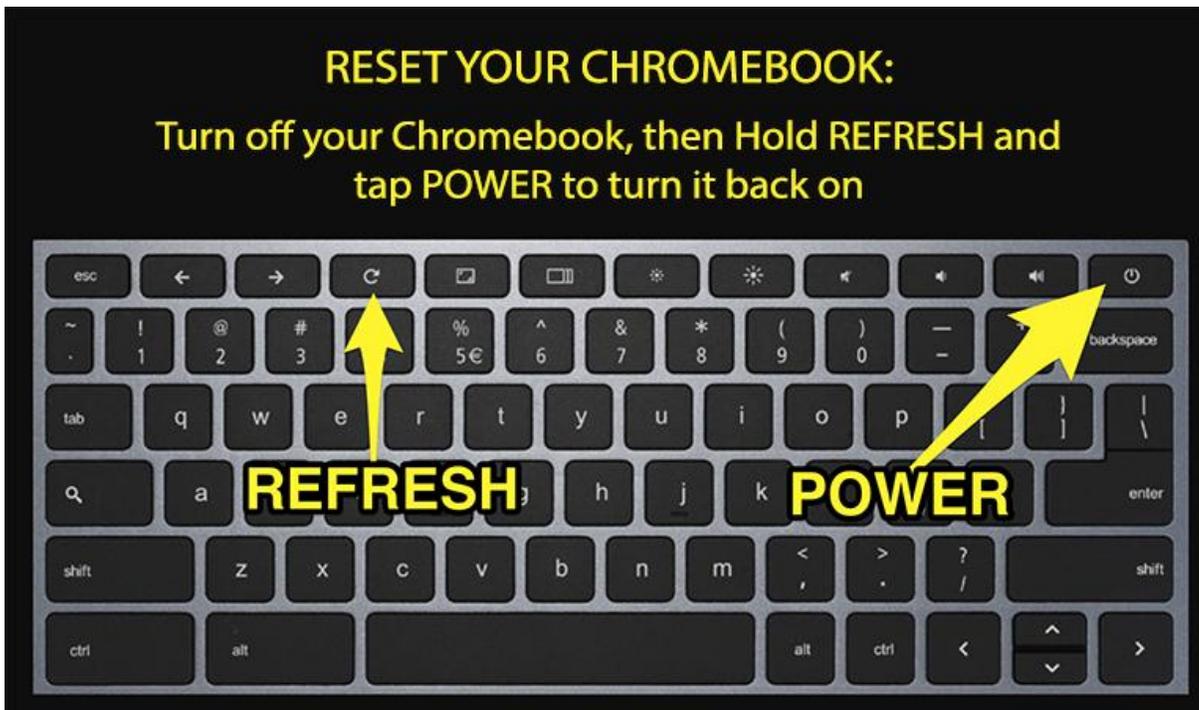
If the Zoom application forces you to "Sign In", you should select "Sign in with Google".



The screenshot shows the Zoom 'Sign In' interface. At the top, there are two tabs: 'Join a meeting' and 'Sign In' (which is selected and underlined). On the left side, there are two text input fields for 'Email' and 'Password'. Below these is a checkbox for 'Keep me logged in' and a large blue button labeled 'Sign In'. On the right side, there is a vertical line with the word 'Or' next to it. Below the line are three sign-in options: 'Sign in with Google' (with a red circle around the Google icon), 'Sign in with SSO' (with an SSO icon), and 'Sign in with Facebook' (with a Facebook icon).

MULTI-USE FIXER:

This fixes a lot of problems:



CLEARING YOUR CACHE:

Many **OnCourse issues** can be solved by clearing your cache. **Why do we need to clear our cache?** This site does a good job explaining: <https://www.replicon.com/customer-zone2/kb-1001296>

Clearing the Cache without using the Extension

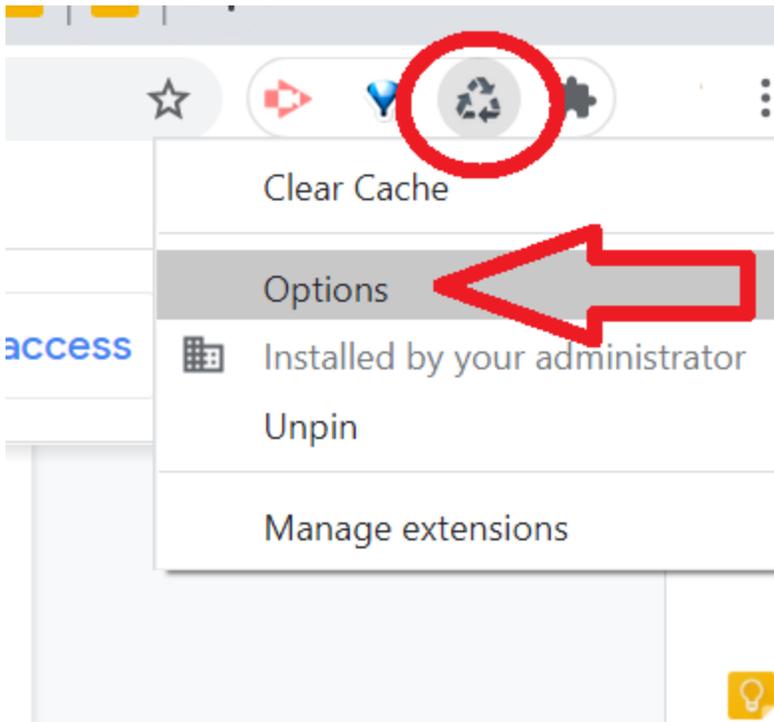
<http://www.technipages.com/google-chrome-clear-cache>

Using the “Clear Cache” Google Extension

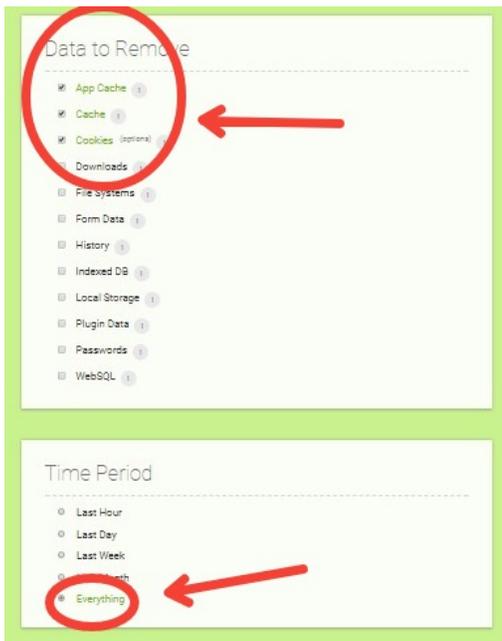
All HVRSD Chrome logins have an extension called Clear Cache that can be used to easily clear your Internet cache and cookies. Once it is set up, you just need to click the button any time you want to clear the cache. To set it up properly, right-click on it and choose Options (right-clicking on a Chromebook).



This is the icon for the “Clear Cache” Extension. This can be found in the upper right hand of the Chromebook. If you don't see it, click on the puzzle piece to see all of your Chrome extensions, Including the “Clear Cache”.



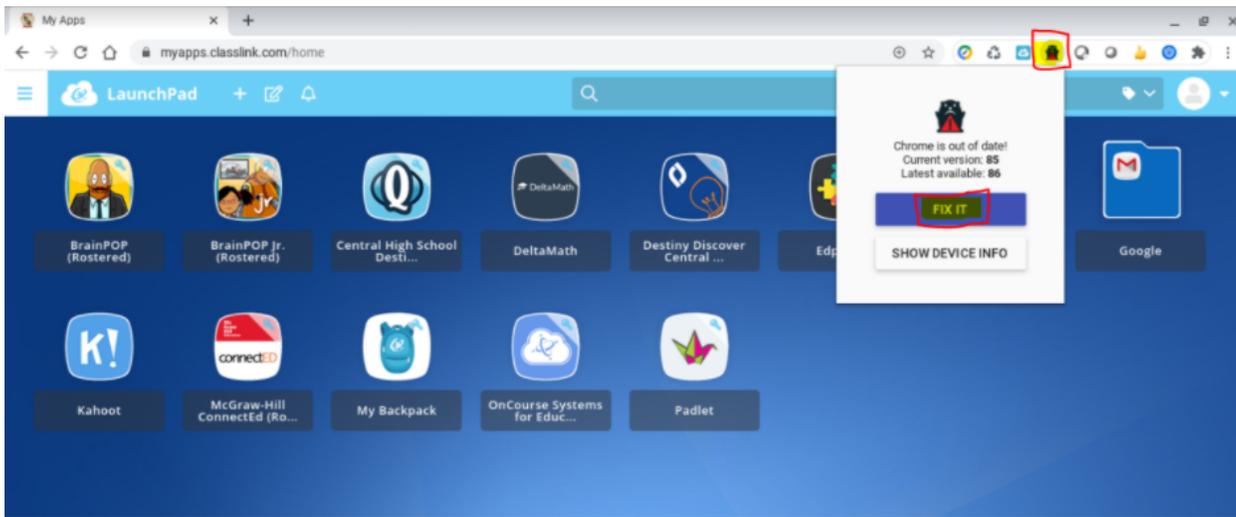
I recommend checking **App Cache, Cache & Cookies**. You can do more if you would like. You should also change the one at the bottom to **Everything**. (See image)



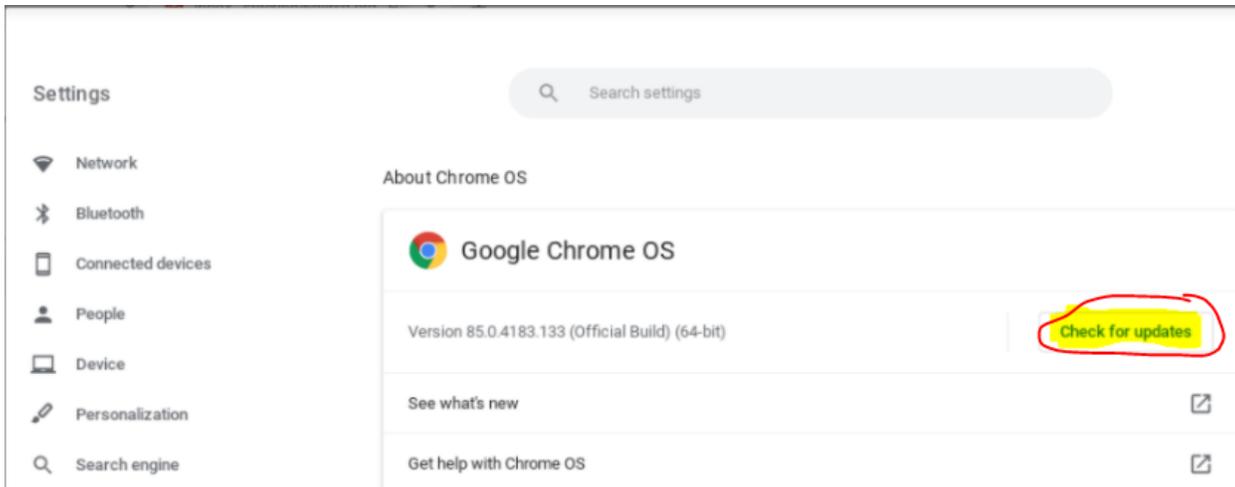
Once you have the settings the way you want them, all you need to do is **left-click on the Clear Cache button** on your browser and it will take care of the rest.

ONE MORE THING TO TRY:

Most chromebook issues are resolved by regularly performing operating system updates. Please take a moment to ensure your chromebook is up to date. Chromebook operating system updates can be performed by clicking on the Gopher extension and clicking "FIX IT"



Then "Check for updates"



Please report technology issues to helpdesk@hvrtd.org or contact (609) 737-4002 x2501. When reporting issues, please include the Zoom meeting ID, student's email address, and estimated time of the issue. If possible, include a screenshot of the issue. Unfortunately, Zoom support will not entertain any support tickets without all this information.