

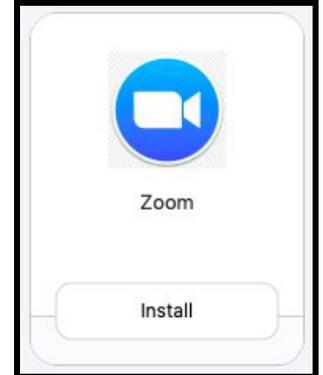
Zoom Troubleshooting for Students

McKinney Independent School District

Troubleshooting Tips

Q: How do I install Zoom?

A: Install Zoom from self-service (not the app store or a browser). When logging in to a meeting make sure that your name is correct and does not say "MISDSTUDENT" which may be the default.



Q: How do I update Zoom?

A: This should have automatically been done on your device. If you believe you still need an update go to self-service (not the app store or a browser) and find/run the Zoom update option.

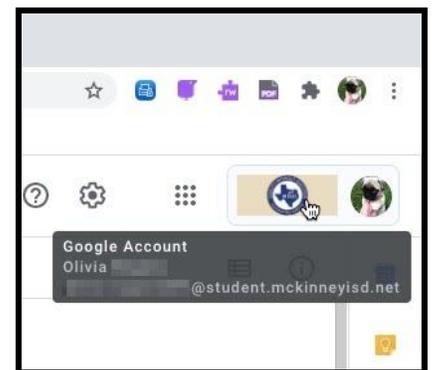


Q: What should I do if I can't find class meeting info?

A: Check Canvas and/or email your teacher.

Q: Why won't my teacher let me in the meeting?

A: Check the name you're using to log in. It must be the name they see on their roster. Log in to your Zoom application using "Log in with Google" and use your school email address. If you do not know your school email address go to your Google Drive and hover your mouse over the icon in the top right corner. Example →



Q: What should I do if my video and/or camera won't work?

- A:
1. Quit Zoom.
 2. Go to self-service (not the app store or a browser) and find/run the "Reset Microphone and Camera Settings" script (see icon to the right).
 3. Open the meeting again.
 4. Make sure to click "Allow" this time when prompted about your microphone and/or camera settings.



Q: What should I do if I lose my internet connection?

- A: Re-join the meeting once you have a connection again. If your home internet isn't working try using your phone as a hotspot. Email the teacher so they know why you left the meeting.

Q: What do I do if I cannot get Zoom to work at all?

- A: Email each of your teachers, plan to join meetings from an alternate device such as a phone, and email studenthelp@mckinneyisd.net with your name, contact information, campus, and a description of the issue.