FAQs for Zoom

- **I have joined the Zoom Meeting, but I am unable to hear the instructor?**
  - If you did not select the option to **"Join Audio"** when you were joining the meeting (adding your name, etc.); then you will need to either exit the meeting and join again to do this, or you can try these steps:
    - At the bottom left-hand side of your Zoom meeting, you should see an option that says **"Join Audio"**. If you see this, please click on it. Your audio will not work without this feature being activated.
    - You may also have to hit the arrow next to the audio to see the different options to find "Join Audio". If you already did this and still cannot hear the instructor, please make sure your speaker and microphones are set to "same as system".
    - If this does not fix the problem, make sure your volume on your computer is turned on (loud enough), and that you have speakers on your computer or are using headphone plug in.

- **How do I mute/unmute myself?**
  - On the bottom left-hand side of your meeting, you should see a microphone with a red line through it. The red line means you are "muted". Just click on the microphone where the red line goes away. This will mean you are "un-muted" and are able to speak.
  - You may toggle this button to "mute" yourself again.

- **How do I chat with the instructor?**
  - At the bottom of the meeting, you will have different words/icons for menu items. If you see "Chat" click on this. This will open the chat feature for you to utilize and chat with the instructor and/or other participants.
    - If you do not see "Chat", then click on the "More" button with 3 dots (normally on the right side of the bottom of the screen). This will give you more options where you can find "Chat".

- **Why am I unable to see anything at the bottom of my zoom meeting?**
  - You may have made your screen the full-screen view option. You need to get back to the normal view so that you can see different options at the bottom of your screen. Hit the "Esc" (escape) key on your keyboard; this should bring you back to the normal view.

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FAQs for Learn on Demand/Skillable

- **If you are having any issues/glitches with the website or the labs for the class, here are some self-help options to attempt:**
  - *Turn your VPN off if possible.*
    - If you can, turn your VPN off for the duration of the class. This connection can sometimes cause issues especially in our lab environments. If you turn this off, you can turn it back on after the class is over. Also, make sure to close and re-open the lab to see if this remedied the issue.
  - *Clear the Cache/Cookies on the web browser you are using (you may need to open zoom and our website again)*
    - Google Chrome
      - Click on the Menu in the upper right side of the web browser while you have it open (3 dots). Click on "Clear Browsing Data". You will have multiple items to look at to clear. Uncheck anything you do not want to clear and click "Clear Data". Once finished, close the browser and restart to see if this helps.
    - Microsoft Edge
      - Click on the Menu in the upper right side of the web browser while you have it open (3 dots). Click on "Privacy, search, and services". Go to the section for "Clear Browsing Data". You can choose what to clear and click "Clear now". Once finished, close the browser and restart to see if this helps.
    - Mozilla Firefox
      - Click on the menu button to open the menu panel. Click "History" and select "Clear Recent History". Select the items you want to clear and click "OK". Once finished, close the browser and restart to see if this helps.
  - *Restart the computer.*
    - This is recommended to do during a break or at lunch if possible. A restart can fix a lot of the glitches you are having within the LMS and labs.

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