

**Problem: Unable To launch Zoom**

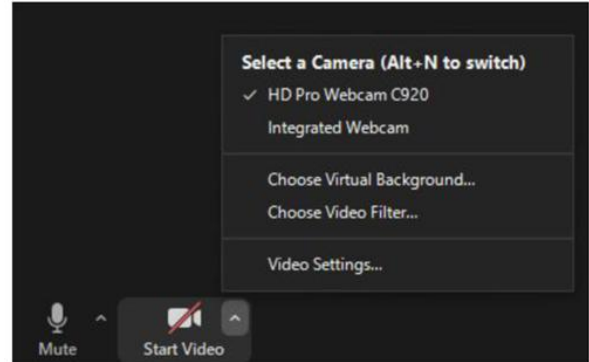
- ⇒ Try copying and pasting Zoom link into the browser search bar.
- ⇒ Try clicking on “join from your browser” instead of “launch meeting”.
- ⇒ Try closing any open windows and clicking on the link again.
- ⇒ Try restarting your computer.
- ⇒ Check internet connection speed.
- ⇒ If you have the Zoom app downloaded, make sure to follow any prompts to update it.

**Problem: Unable to log into Zoom**


- ⇒ Are you able to browse to www.google.com?  
If no, the problem is likely network –related. Contact your IT staff.  
If yes, check your username and password. If you still can’t login, contact your IT staff.
- ⇒ Use a different device (if available) instead.

**Problem: Unable see other participants or they are unable to see you**

- ⇒ Make sure that all other programs that utilize camera are closed.
- ⇒ Make sure that you have given permission to Zoom to use your camera.
- ⇒ Make sure that you have your camera on. In the lower left hand corner of the screen. Click “Start Video” to turn camera on.
- ⇒ Verify correct camera input. Click on the small arrow next to the “Start Video” to select your camera.



**Problem: Unable to hear other participants or they are unable to hear you**

- ⇒ Make sure all other programs that utilize your microphone are closed.
- ⇒ Make sure that you have given permission to Zoom to use your microphone.
- ⇒ Check that your microphone and speakers are plugged in and turned on.
- ⇒ Make sure that your microphone is not muted. In the lower left hand corner of the screen, look at the microphone icon and click on “unmute” to turn your microphone on. 
- ⇒ Verify that the correct microphone and speaker are selected. Click on the small arrow next to the “Start Video” to select your microphone and speaker,

**If any of the troubleshooting techniques listed here do not solve your problem, contact your local IT staff.**