ZOOM

Students and Online Learning

University of Missouri

MU Center for Evidence-Based Youth Mental Health
Psychological Services Clinic
Turning Evidence-Based Practice into Everyday Practice

MU Missouri Prevention Science Institute
University of Missouri

Slow Computer
1. Close tabs/programs not in use
2. Close browser and open again
3. Restart computer
4. Delete unnecessary programs

Internet Not Working
1. Click network or wireless icon to ensure you are connected
2. Check LAN settings (control panel > internet option > connections
3. Unplug and restart wireless router

Page won't load
1. Press F5 to refresh
2. Close browser and open again
3. Try a different browser (Firefox; Chrome, Int. Explorer)
4. Check internet is working

Computer Freezes
1. If cursor is frozen, press "Control+Alt+Delete"
2. Then click "Start task manager"
3. Then click "Applications'
4. Then select frozen program and click "end task"

Slow Speed
1. Try turning off all devices pulling from your network signal (tvs, cable, phones, appliances, other computers, etc.)
2. Make time to visit a safe location with a better signal for your class

References
Troubleshooting Zoom Help Center
https://support.zoom.us/hc/en-us/categories/200101697

Trouble Shooting Zoom Problems

Technical issues are an inevitable part of online learning. No matter where you live or how fast your computer is—at some point you are going to experience problems. While you cannot solve every issue—a number one rule is to be calm, be gentle with yourself, and ask for help (from a family member, search Google for answers if possible, or use the chat function to signal your teacher). Here are the top 5 issues people are experiencing with online learning in Zoom (https://suppor.zoom.use/hc/en-us/categories).

1. **Trouble shooting for android and Iphone devices**
   -Start video by tapping the video icon
   -Switch between front and back camera
   -Check if other applications are using the camera
   -Check Zoom has permission to use the camera
   -Uninstall and reinstall the Zoom App

2. **How do I join a meeting**
   -Join by clicking the meeting link or go to "join.zoom.us" and enter the id code
   -Click Join Audio—note, you do not have to use video or have to have a camera to use Zoom

3. **My audio is not working**
   -Upon joining a meeting, click "Join Audio by Computer"
   -If you cannot hear—change the output source by select a different speaker device

4. **My video/camera is not working**
   -If you cannot see your video, click on the camera icon
   -Select the arrow next to the icon to display a list of cameras on your device
   -Keep in mid the scheduler of the meeting can host meetings without cameras

5. **Not receiving email notices from Zoom**
   -In Gmail:
     -Go to Folders and select "More" then select "spam" folder
     -Search for no-reply@zoom.us
   -In Outlook
     -Search for the above in your "Junk Mail" folder

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