

1. **Clear the cache and cookies on your computer.** This suggestion just came from our operations manager and should be the first step you try. If you've been having issues with Zoom, try this before our Zoom classes tomorrow! A quick Google search should give you all the information you need to do this on your specific computer.

2. **Make sure you are using the latest version of Zoom.** Go to the app and check for an update. It might also be a good idea to check your computer for updates as well!

3. **Uninstall and reinstall the Zoom app.**

If you are still having issues, try these tips for logging in for class:

1. **Try the Zoom App AND the web browser version of Zoom.** Some computers seem to prefer one method over the other.

2. **Skip the links and just enter the Meeting ID.** Go to zoom.us/join and enter the correct Meeting ID.

3. **Remember to make the Online School your first stop!** The direct links are back-ups to be used when OLS or Blackboard Connect are not working. Students should enter class through the Class Connect links on their schedules as much as possible. When they log in, they will be redirected to my Zoom room. Some students who have not had luck with the direct links have been able to access our classes through Blackboard Connect.

If you have tried all of the above options and are still having issues, your next step will be to reach out to Zoom tech support. If you have a school-issued laptop, you can also try reaching out to K12 tech support.