



April 8, 2020

Step by Step Solutions for Common Tech Issues

- ☐ Check camera and microphone permissions are enabled, and microphone is unmuted.
- ☐ Refresh your browser and make sure the software is compatible with that browser.
- ☐ Have your student refresh their browser.
- ☐ Log out and back into the room.
- ☐ Have your student try logging out and back into the room.
- ☐ Close the browser and reopen it.
- ☐ Have your student try closing the browser and reopening it.
- ☐ Clear the cache and cookies on your browser.
 - Here are the steps to clear the Cache for Chrome, Firefox, and Safari
 - For Chrome and Firefox
 - Hit Ctrl-Shift-Delete to get to the dialog
 - Select Cache and change time range to all time
 - hit clear
 - For Safari
 - Go to the Safari Menu in the top left and hit preferences.
 - Click advanced, then “Show Develop menu in menu bar”
 - At the top, you will find Develop
 - Scroll over that and hit Empty Caches
- ☐ Have your participant try clearing the cache and cookies from their browser.
- ☐ Switch to a different browser.
- ☐ Have your student try a different browser. (If available)
- ☐ Restart your computer.
- ☐ Have your student try restarting their computer.
- ☐ Try a different computer. (If available)
- ☐ Contact Tech Support for the software you are using.