



Online Classroom Technical Support Guide

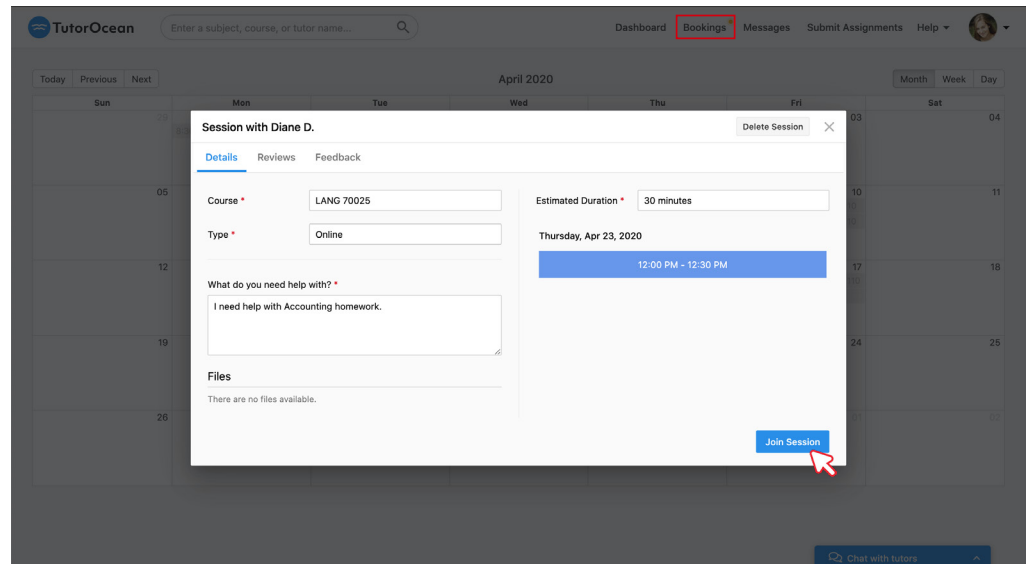
Online Classroom Technical Support Guide

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How Do I Use The Online Classroom?

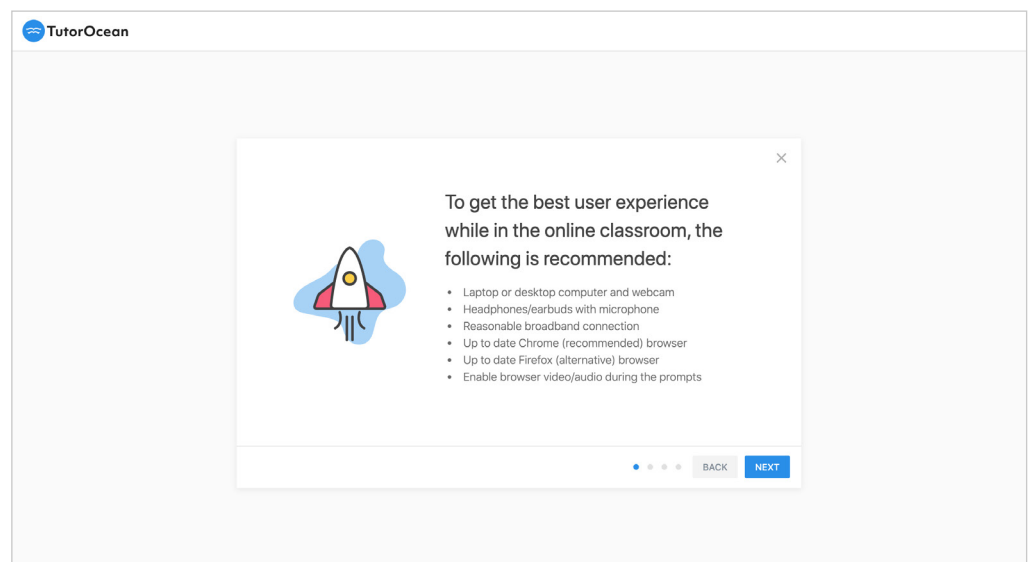
How do I join my session?

Go to your **'Bookings'** tab, click on the session you wish to enter, and click on the **'Join Session'** button.



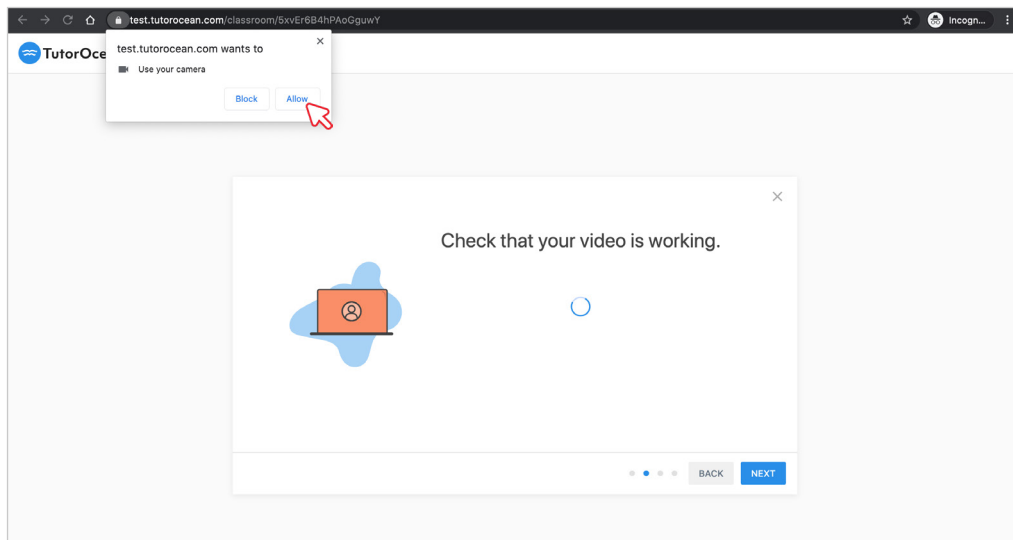
What system requirements do I need to use the classroom?

- Allowing the browser to access your video and audio.
- Laptop or desktop computer and webcam.
- Up to date Chrome (recommended) browser.
- Up to date Firefox (alternative) browser.
- Internal or external (headphones) microphone.
- Internal or external (webcam) camera.
- Reasonable broadband connection.
- Internet connections, like in coffee shops, are not recommended.

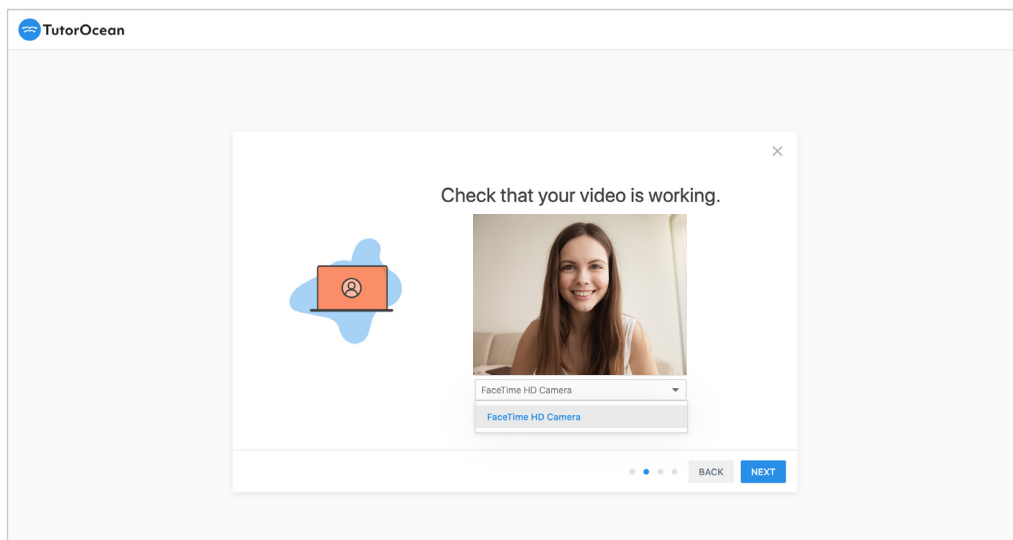


How do I make sure my video works in my session?

Ensure that you choose **“Allow”** when your browser asks to access your video.

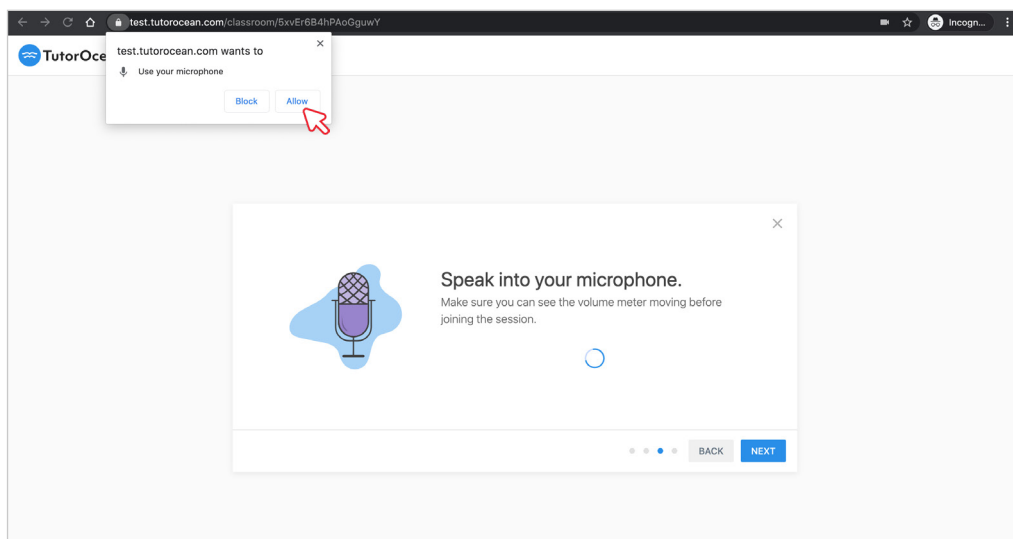


After choosing **“Allow”**, your picture will appear on this card. If you do not see yourself, try choosing a different video input.

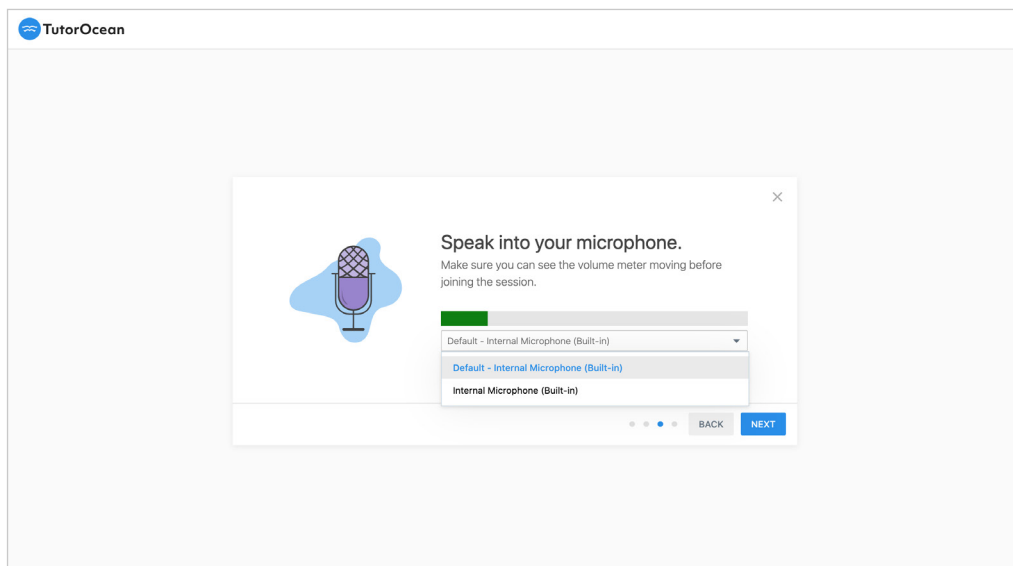


How do I make sure my audio works in my session?

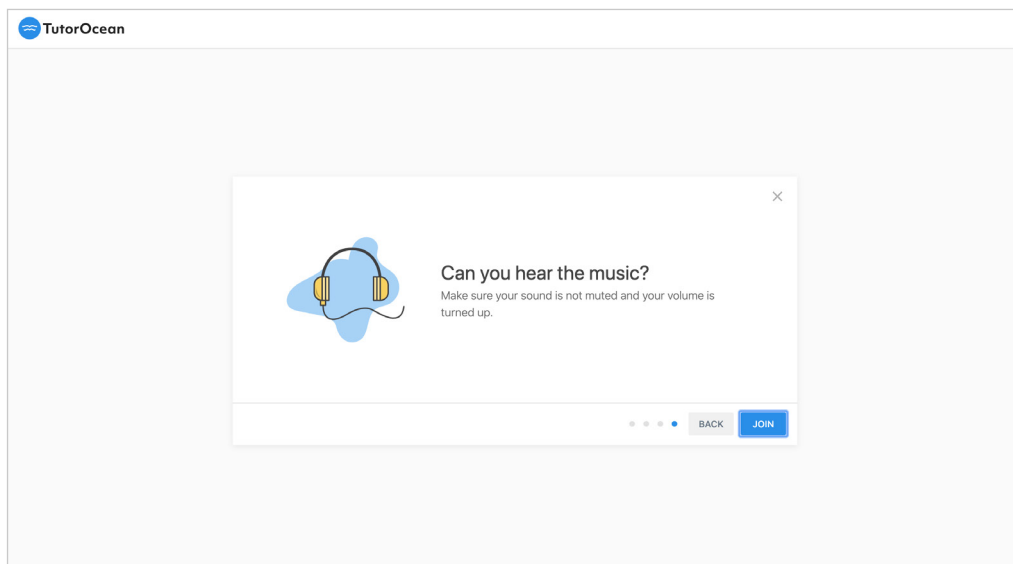
Ensure that you choose **“Allow”** when your browser asks to access your audio.



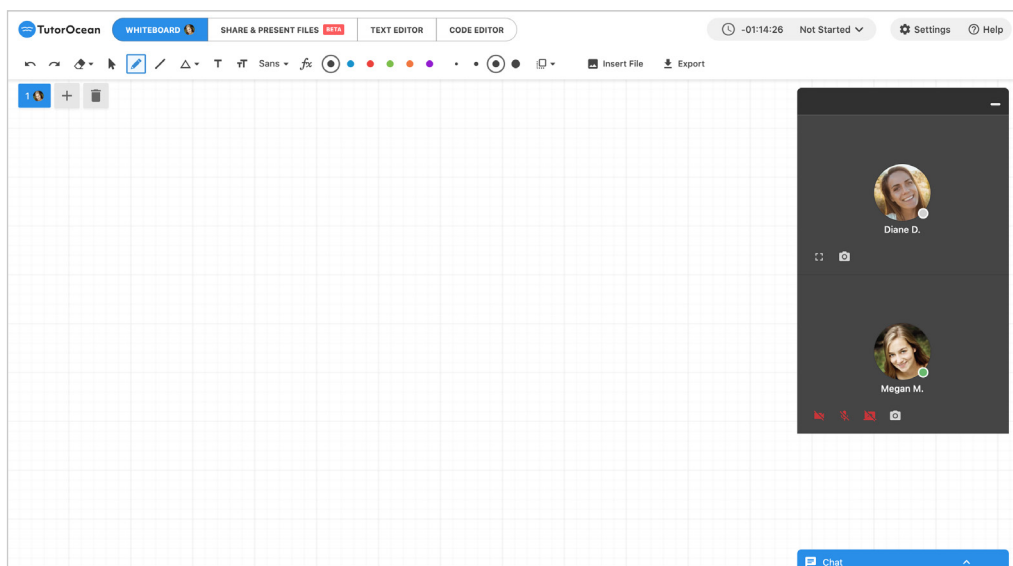
After choosing “**Allow**”, your voice will move the volume bar (shown in green). If your voice is not detected, try choosing a different audio input.



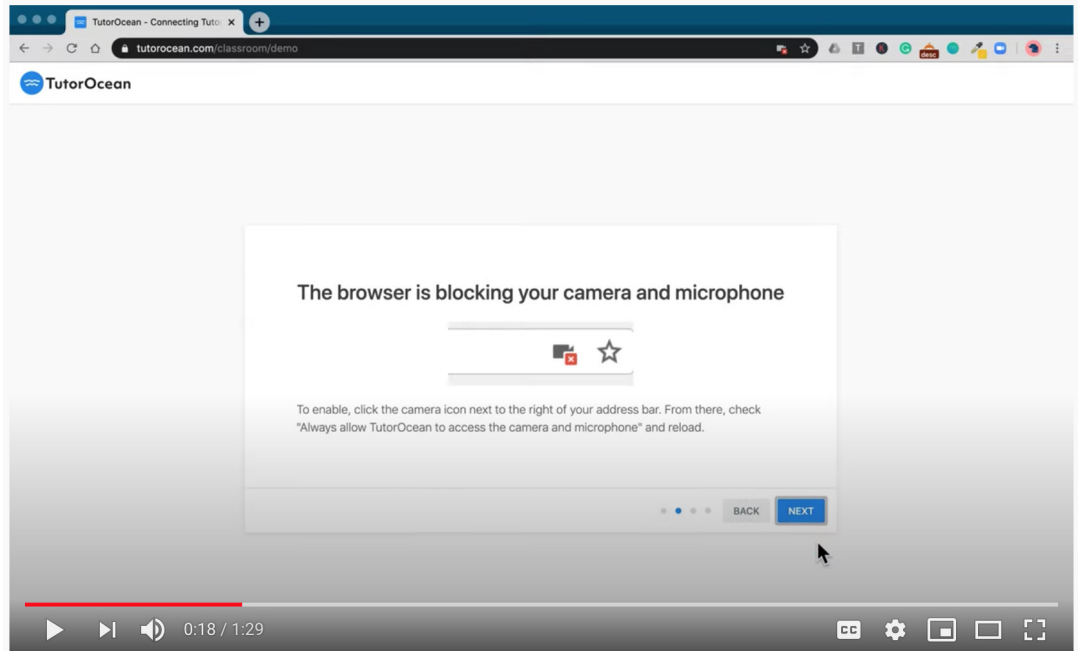
To test your audio output, make sure that you turn your computer volume up and can hear the music coming through the computer.



You're all set!

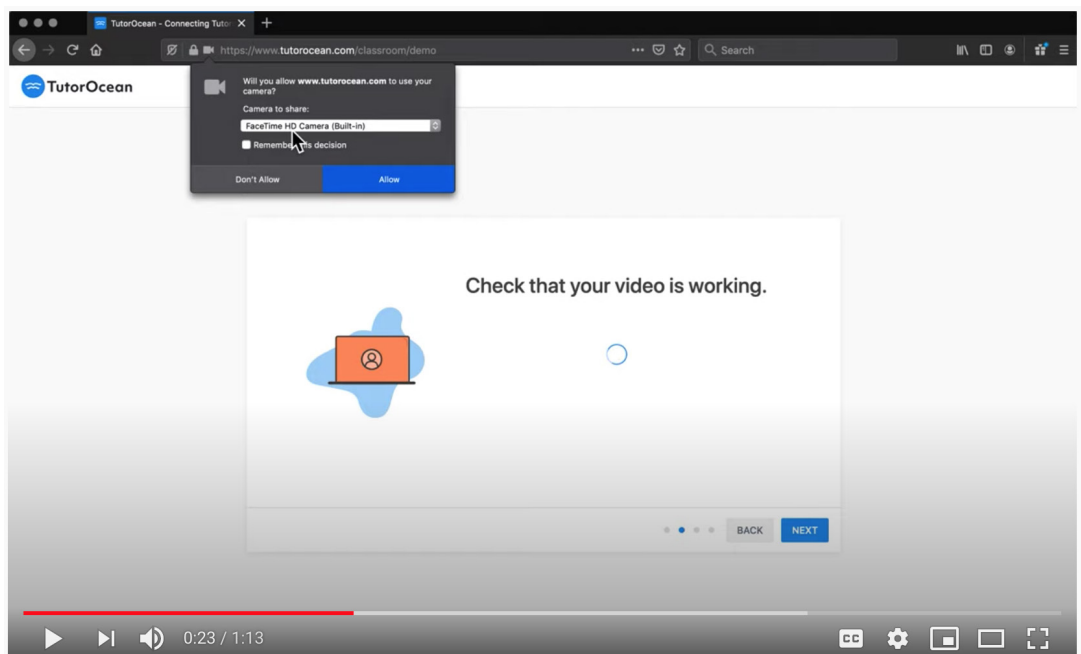


Video Tutorial: [Setting Up Your Online Classroom in Google Chrome](#)



Enabling Audio & Video Functions in Google Chrome | TutorOcean Online Classroom

Video Tutorial: [Setting Up Your Online Classroom in Firefox](#)



Enabling Audio & Video Functions in Firefox | TutorOcean Online Classroom

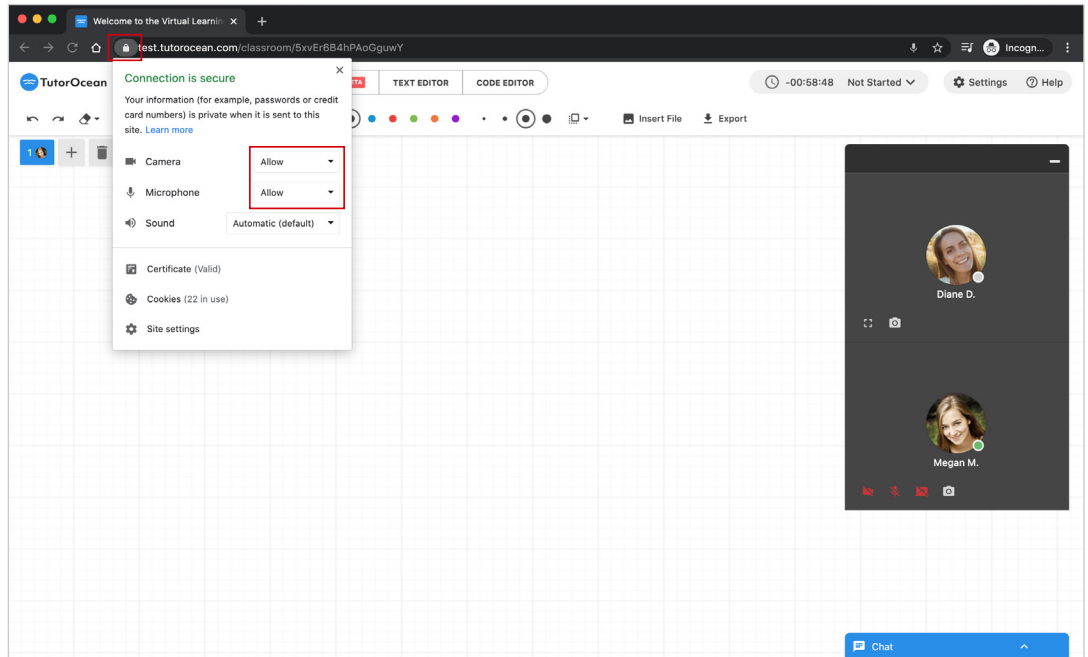
Why Isn't My Audio Or Video Working?

In order for your microphone and camera to work in the online classroom, you need to allow browser access.

Enabling audio and video in Google Chrome

For Google Chrome users:

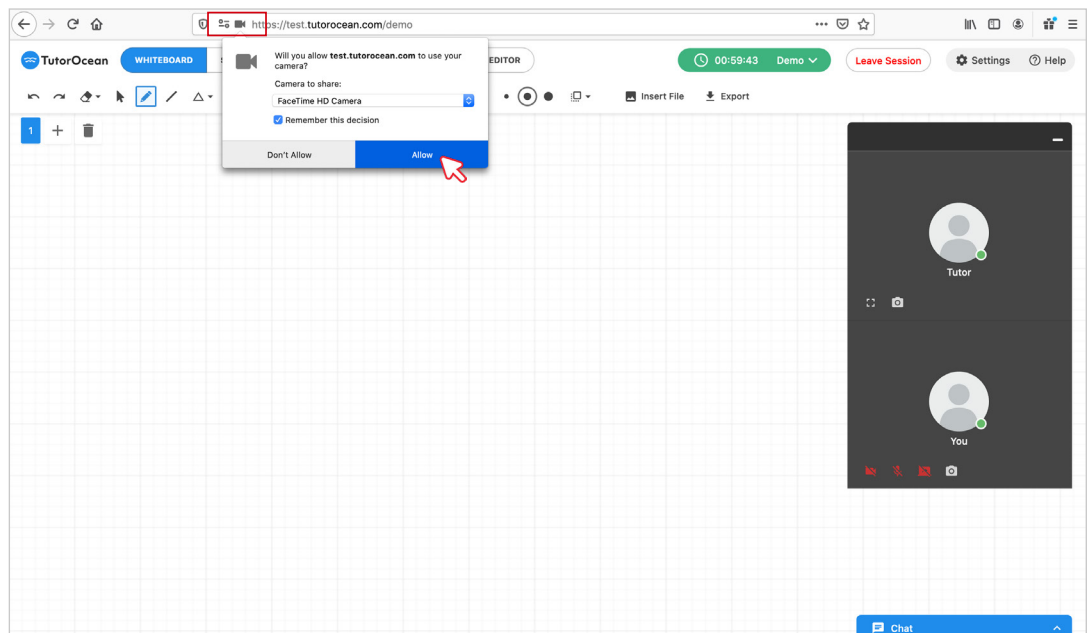
Click the camera icon on the upper right side of the browser URL bar. This will show you if the browser has access to your camera and microphone. If it has access, it will be set to **“Allow”** and if it doesn't it will be set to **“Block”**.



Enabling audio and video in Firefox

For Firefox users:

Click the **“i”** icon on the upper left side of the browser URL bar. This will show you if the browser has access to your camera and microphone. If it has access, the permissions will be set to **“Allow”**. Make sure to select **“Remember this decision”** before hitting **“Allow”**.



What Can I Do If I'm Still Experiencing Technical Difficulties?

If you are experiencing technical difficulties, we suggest you try the following:

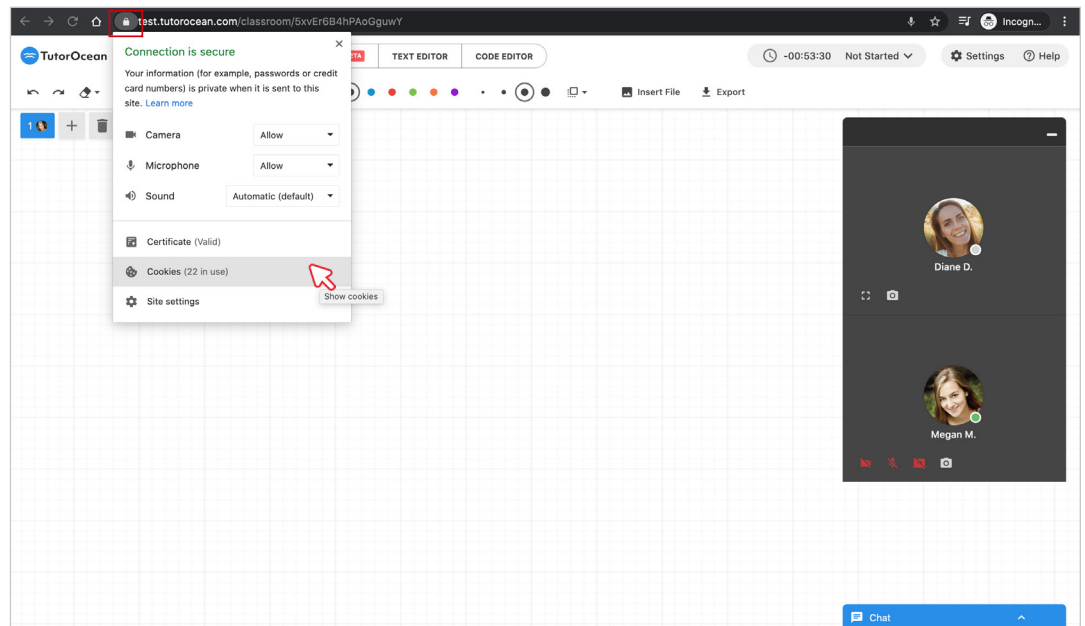
Tip #1: Refresh the page.

Tip #2: Close the browser and re-open it.

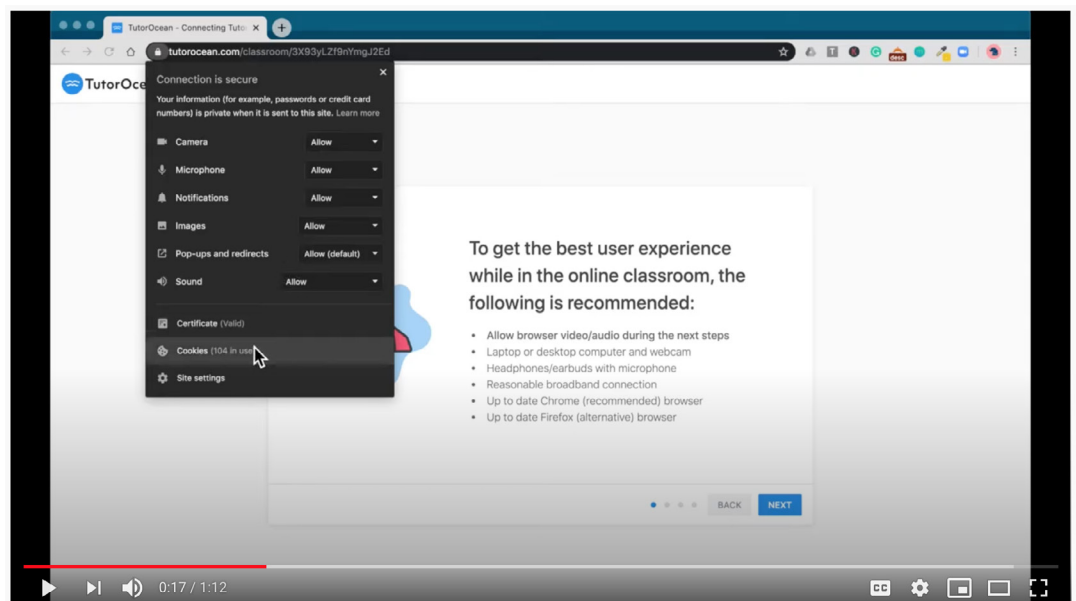
Tip #3: Close and re-start your computer.

Tip #4: Clear your cookies and caches.

Clearing cookies and caches in Google Chrome

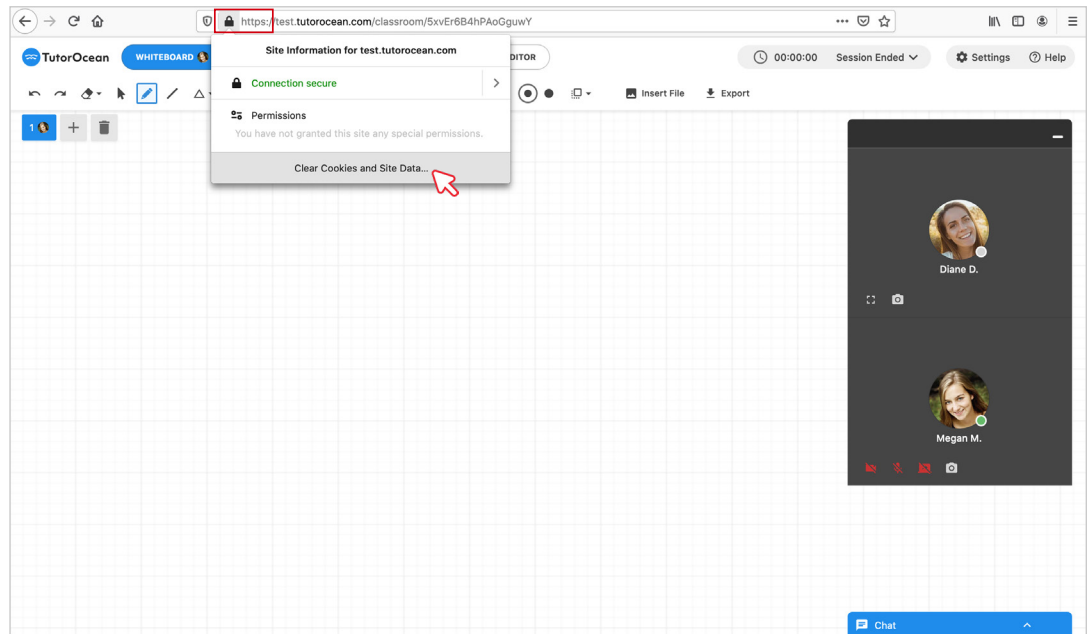


Video Tutorial: [Clearing Cookies and Caches in Google Chrome](#)

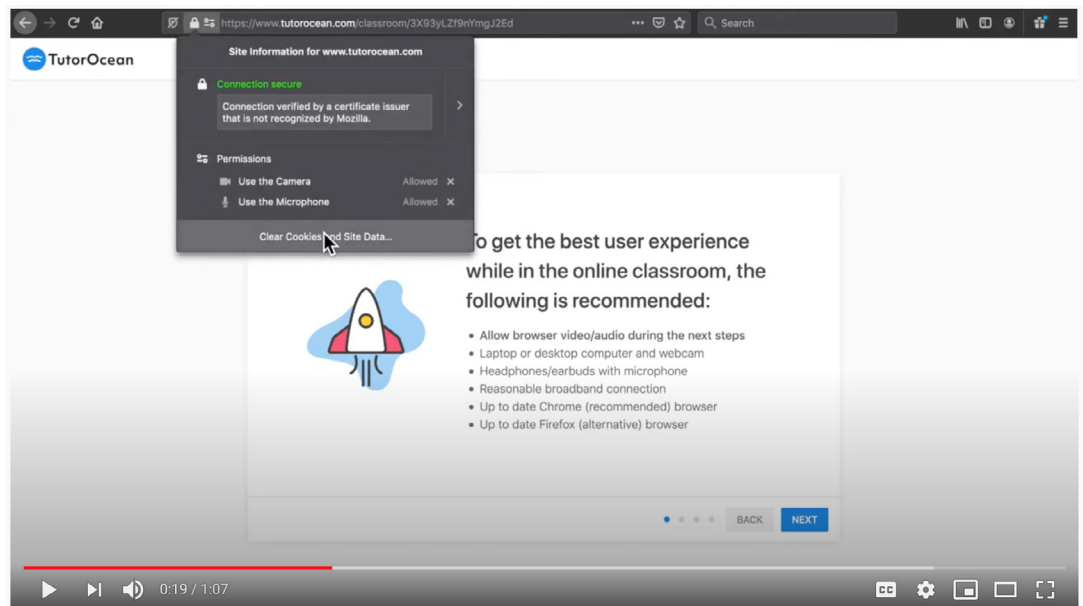


Clearing cookies and caches in Google Chrome | TutorOcean Online Classroom

Clearing cookies and caches in Firefox



Video Tutorial: [Clearing Cookies and Caches in Firefox](#)



Clearing cookies and caches in Firefox | TutorOcean Online Classroom

If you are unsuccessful, end the session early by clicking on one of the icons in the top right corner of the classroom. You can select **“technical difficulties”** as the reason for why you are ending the session early, and include a brief description of what happened.

Please note: We are not able to provide refunds for technical issues outside of our control, such as slow internet speed, outdated browsers, etc.

Live Webinar

TutorOcean's Customer Success Team wants you to join in their daily live webinars! These support sessions will be held every Monday through Friday from 2:00pm to 2:30pm EST. In these sessions, the team will go over the following key features of the platform and will use this time to answer any questions:

- Sign in/sign up
- Setting up a tutor profile
- Searching for a tutor
- Messaging tutors/students
- Booking a session
- Joining an online session
- Online session checks/preparation (system requirements, allowing browser, preparation cards, etc)
- Key features of the online classroom

The sessions will run for approximately 20 minutes with an additional 10 minutes for questions and answers. In order to attend a live webinar, visit the following link: <https://zoom.us/j/680544720?pwd=VjVSMW13Q2JxSHR>. The meeting ID is 680 544 720 and password is 675130. See you there!