



How to use Class

This guide will help you prepare for your virtual session and quickly fix common technical issues.

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Before Your Session Begins

Class **only** works on:

- Desktop or Laptop computers using the Operating System Windows 11 or macOS 12 (Monterey) or later

CLASS does NOT support smartphones or tablets

- For best performance/compatibility, **Google Chrome** is advised to be used as the default web browser.

Close Unnecessary Applications

Before joining Class:

- Close unused browser tabs
- Clear Cache & Cookies (only if your device is running slow or becoming unresponsive)
- Try joining in **Incognito Mode**, as this often resolves issues caused by extensions or cached data.
- Close background programmes (e.g. Spotify, large downloads or other programmes)

This is especially important if your device has limited memory or processing power.

Update & Restart Your Device

To avoid technical problems during the session:

- Ensure your operating system is fully up to date.
- Install any pending updates before your session.
- Fully restart your device before joining (especially if you usually keep it in sleep or hibernate mode).

A fresh restart helps prevent performance issues and forced updates mid-session.

Getting The Best Performance From Your Device

If using a laptop or Chromebook:

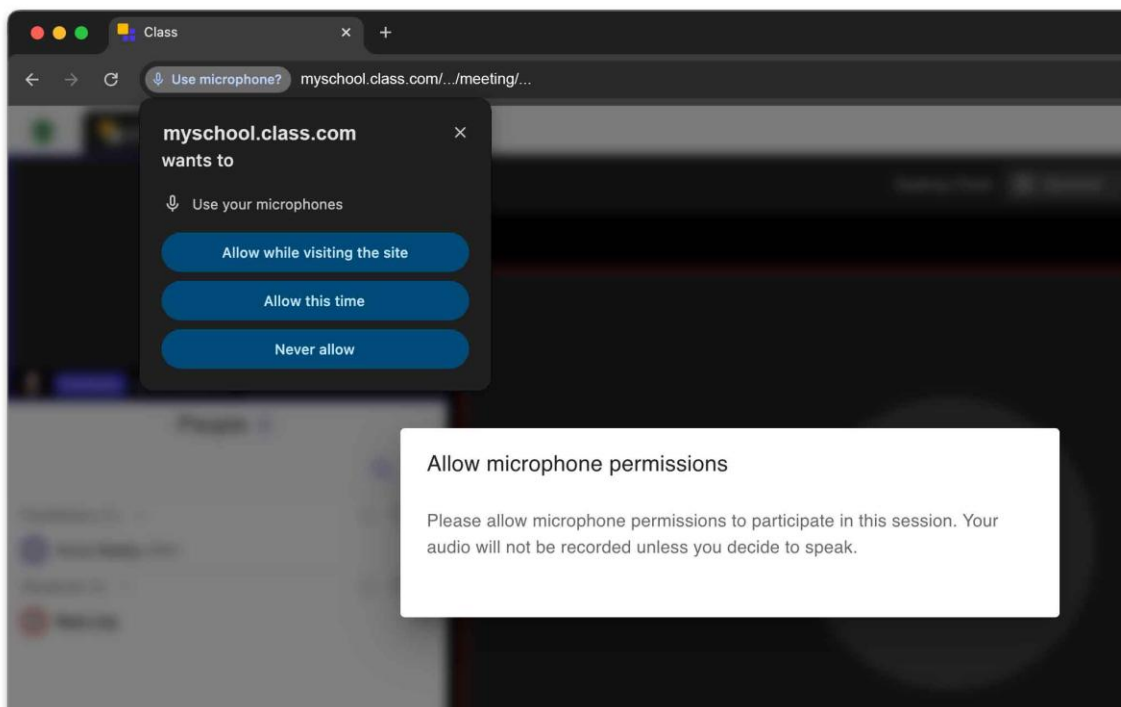
- Keep your charger plugged in
- Disable battery saver mode, as this can reduce performance



Give Your Browser Permission to Use the Camera and Microphone

The first time you join a virtual session on a new device or browser, Class automatically checks your audio and video setup.

- Once you allow access, your browser remembers these settings for future sessions.



- If you didn't allow access the first time or need to update your settings, you can manage permissions in your browser at any time.
- Follow this link to update your permissions – [How to Update Permissions on Google Chrome](#)

Audio or Video not working

You can change your microphone, speaker, and camera during a session.

- Select the **caret (^)** next to the **Microphone** or **Start Video** icon, then select the new microphone or camera from the list. This can be found on the bottom left of screen (See Figure 2 & 3)

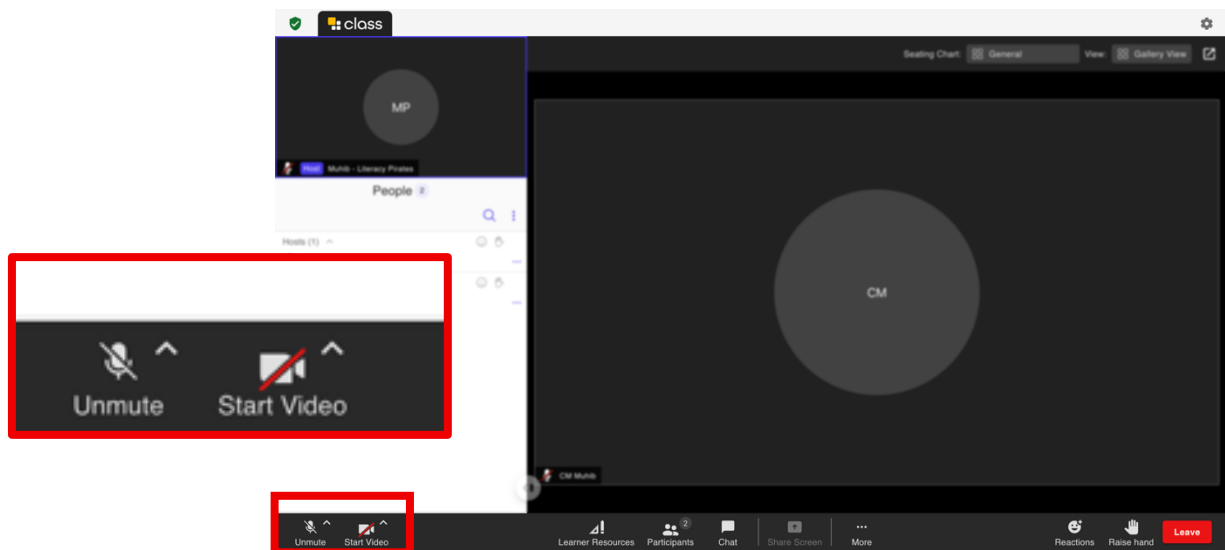


Figure 2: Location of where to toggle Microphone & Camera

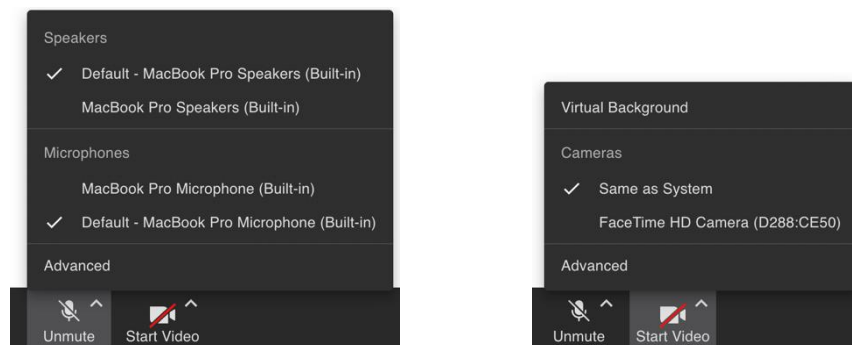


Figure 3:
Select Microphone or Camera

Check Your Audio and Video Settings

You can test to see if you are having issues with your microphone & Camera.

- Select the Cog symbol at the top right of the screen (See Figure 4)

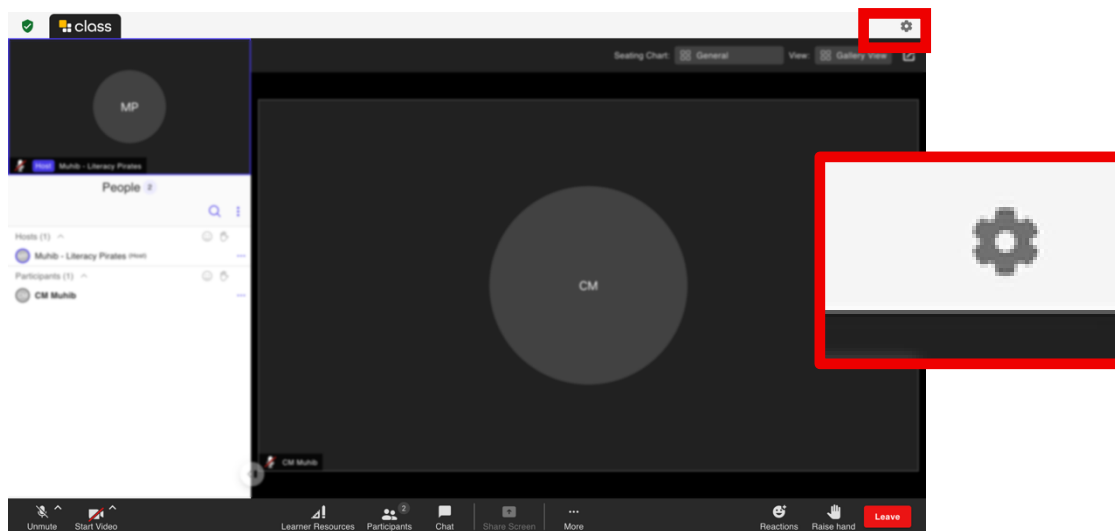


Figure 4: Location of Sound & Video Settings

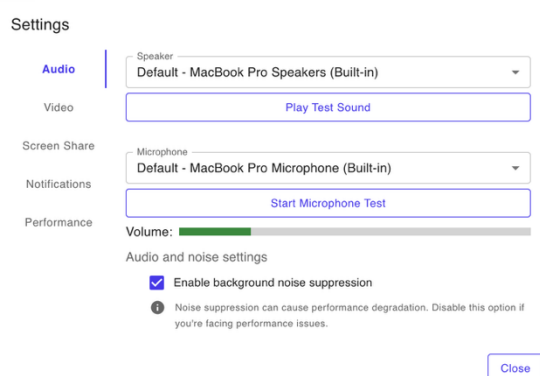


Figure 5: Sound Settings

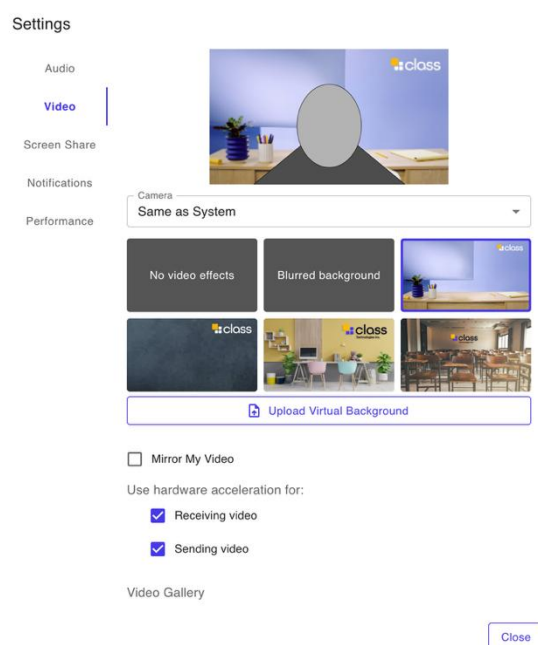


Figure 6: Video Settings

Checking Your Microphone (See Figure 5)

1. Click **“Start Microphone Test.”**
2. Speak into your microphone.
3. A horizontal bar should move when sound is detected.
 - If the bar does **not** move, your microphone may not be connected or selected.
 - Click the **caret (^)** next to the ‘Microphone’ option and choose the correct device from the list.
 - If you are using headphones with a built-in microphone, make sure they are securely plugged into your computer.

Checking Your Audio (Speakers/Headphones) (See Figure 5)

1. Click **“Play Test Sound.”**
2. Listen for the test sound.
 - If the sound is very quiet, increase the volume on your computer.
 - If you cannot hear anything, click the **caret (▼)** next to the ‘Speaker’ option and select the correct speakers or headphones.
 - Click **“Play Test Sound”** again to confirm the audio is working.

Checking Your Camera (See Figure 6)

1. Click **“Video”**
2. Preview your video at the top of the panel
 - Choose a background and see how it looks in the preview window.
 - Optionally, select **Mirror My Video**.
 - **Note:** When you mirror your video, you see your video the way you see yourself in the mirror. By default, this is off. **Mirror My Video** does not change how the everyone sees you. It only changes how you see yourself.

If your microphone or camera is not working in Class, there could be several possible reasons. These may include:

- Your browser does not have permission to access your microphone or camera
- An issue with your browser and may require updating (this will require a restart of the browser)
- The wrong microphone or camera is selected in your settings
- A problem with your device or operating system
- The Internet connection to your device is weak and may require getting closer to the router

If you are unsure what is causing the issue, please email us at volunteering@literacypirates.org or call us on **07547 660108** and we will be happy to help.

Raising a Tech Ticket on Class

If you experience the same technical issue across multiple sessions, the problem may be related to Class rather than your device.

To report the issue:

- Click the menu icon in the upper-left corner of the screen (see below Figure 7).
- Select **“Report a problem”** (see below Figure 8).
- Provide a detailed description of the issue you are experiencing. It is highly recommended that you take screenshots and attach them to your report (see Figure 9 below).
- When you have finished, click **“Submit.”**

A member of the Class support team will contact you directly to help resolve the issue.

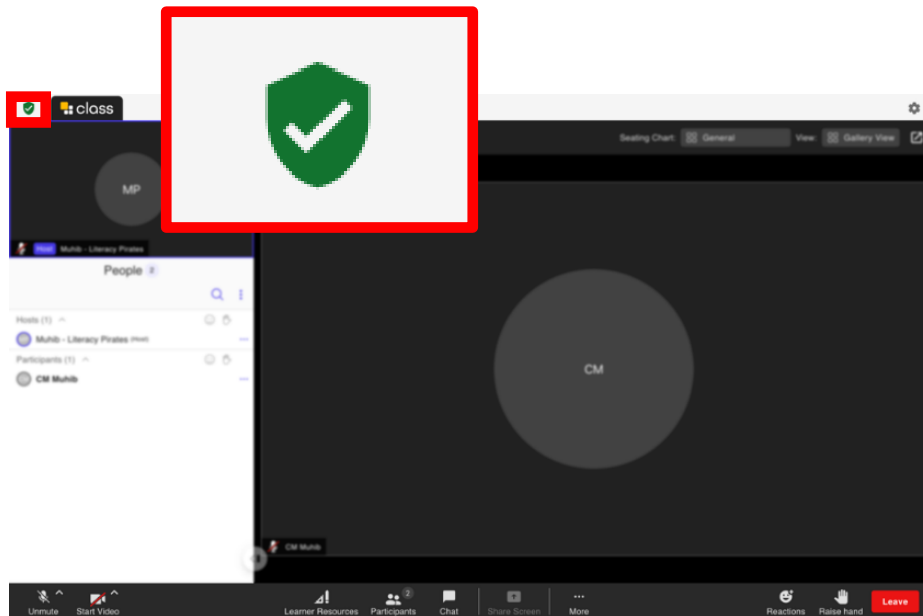


Figure 7: How to raise Tech Issue/Ticket

Meeting Details

Copy All

Copy Link

Meeting ID 870607132801
Host Multi - Literacy Pirates
Password 4P9Ndy27n
Invite Link <https://litteracypirates.classroom/Join/870607132801-4P9Ndy27n>
Meeting Name Volunteer Training Literacy Pirates
Name Multi - Literacy Pirates
Zoom ID 167762462
GUID 67845523-AD55-2307-8706-174670289657
Version Web SDK 5.18.0
WebRTC

Report a Problem

Figure 8: Reporting an issue

Report a Problem

*Briefly explain what happened

Time of occurrence

Attachments

How can we follow up with you?

*Name

*Email

By sending this report you agree to Class's access of the data necessary to respond to this problem, subject to Class's [Privacy Policy](#).

Figure 9: Submit the issue

CLASS FAQ Support

Still having issues with CLASS - Introducing CLASS FAQ-BOT

CLASS FAQ-bot can provide you with immediate answers to your technical issues with step-by-step guides to follow along. (It is only to be used for technical assistance)

To use this feature, follow this [link](#)

class Login

Chat live with Class

Which app are you using? *

☒ Class for Zoom

☐ Class for Teams

Are you an instructor or learner? *

☒ Learner

☐ Instructor

☐ Admin

☐ Instructional Designer

Start chat

Built by [Class.com](#)

To start inputting your tech issues questions

1. for “Which app are you using?” select “Class for Zoom”
2. for “Are you an instructor or learner?” Select “Learner”

class Login

Your answers: I am using the browser to work with Class for Teams. I am an Learner.

New Chat

How may I help you?

Built by [Class.com](#)

3. State your technical issue in the description box and click on up-facing arrow or press ENTER on your keyboard

