



Troubleshooting Document for Smooth Sailing on Class

I can't see anyone's videos:

- Make sure you are on up to date google chrome web browser
- Check your internet connection
- Turn your video on and off
- Leave the session and rejoin
- Class needs hardware acceleration enabled. [Here is how to change your settings...](#)
- [Here is a video on how to connect your video to Class...](#)

My microphone is not connected:

- [Here is a how to guide on how to connect microphone...](#)
- [Here is a video on how to connect your microphone to Class...](#)

Everything is taking a long time to load:

- Make sure you are on up to date google chrome web browser
- Check your internet connection
- Try an incognito or private browser window to make sure an add-on or extension is not blocking the Class – [Here is a link to google's private browser window](#)
- Close any unnecessary tabs
- Close any unnecessary programmes that might be running on your computer
- Clear your computer's cache – [Here is a link of how to do that](#)
- [Class' really in depth explanation...](#)

The reading board has disappeared:

- Look at the tabs above the videos on your screen. They are grey. Can you see one that says Reading...? If so, click on it and the reading will reappear.
- The tab has gone too? Direct message your session leader with tech support needed now and they will come and relaunch the reading.

The writing board has disappeared:

- Look at the tabs above the videos on your screen. They are grey. Can you see one that says Writing...? If so, click on it and the reading will reappear.
- The tab has gone too? Direct message your session leader with tech support needed now and they will come and relaunch the reading.

I keep getting kicked out of session:

- Check your internet connection
- Try an incognito or private browser window to make sure an add-on or extension is not blocking the Class – [Here is a link to google's private browser window](#)
- Close any unnecessary tabs
- Close any unnecessary programmes that might be running on your computer
- Clear your computer's cache – [Here is a link of how to do that](#)

The writing whiteboard is glitchy:

- Check Internet Connection: Ensure you have a stable internet connection.
- Clear Browser Cache: Sometimes, cached data can cause loading issues. Clear your browser cache and try reloading the page.
- Disable Browser Extensions: Some extensions might interfere with the whiteboard. Try disabling extensions and reloading the page.
- Update Browser: Ensure your browser is up-to-date. The whiteboard works best on the latest browser version.

My Young Pirate cannot write on the whiteboard:

- Make sure they have selected the letter A in their toolbar. They will know it is selected when it has a blue square on it.
- Ask them to click on a blank space on the whiteboard.

There is no space on the Whiteboard for my Young Pirate to write anything:

- Ask them to select the hand button in their toolbar. They will know it is selected when it has a blue square around it.
- Ask them to then click on their board and hold down and they will be able to move around and find lots of blank writing space.

My Young Pirate has deleted their writing by mistake:

Ask them to press ctrl+z and it should come back, if not message the session leader with

Always ask for help by direct messaging the session leader with **Tech support needed now**