

Online Tutoring Session Troubleshooting Tips

Audio issues

- When students move the mouse down, a toolbar pops up with an audio icon. Students should click on the icon to make sure that their tutors are not muted.
- Students can check the Settings options by clicking on the student's name initials in the top right corner of the screen. Then, click on "Settings" and then on "Device." There, students can make sure that their audio options have been correctly turned on or have been activated on the correct device (e.g., audio from the computer or from the webcam)
- Students also may use the chat option on the pop-up toolbar to chat with their tutors.
- Students may also call in with their phone to the number listed at the bottom of the email confirmation that they received. Then, when prompted, they punch in the Conference ID #. They will then hear the tutor over their computer speakers.

Video issues

- The pop-up toolbar has a video option. Students should make sure that video is turned on.
- Students can check the Settings options by clicking on the student's name initials in the top right corner of the screen. Then, click on "Settings" and then on "Device." There, students can make sure that the video is turned on or that they are using the correct device (e.g., camera from the computer or from the webcam).

Poor internet connection or quality

- Students should turn off their video camera. Tutors should turn off their video as well. This saves a lot of bandwidth.
- If students are using Microsoft Teams on a smartphone instead of a computer, they should use their computer next time.
- The TLC recommends that students download the Teams app to their desktop/laptop computer instead of accessing it through their Office 365 web app. Things run better when accessing directly from the downloaded desktop app.

When all else fails

Contact IT Helpdesk:

Phone: 919-866-7000 (Monday - Thursday, 7 a.m. - 6 p.m., Friday, 7 a.m. - 5 p.m.)

Email: helpdesk@waketech.edu