

# Steps to Resolve Zoom Issues

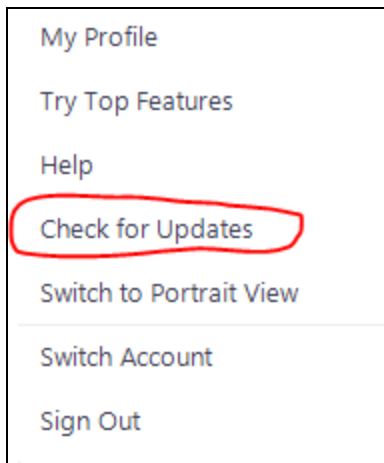
## A. Restart your computer

## B. Update Zoom

1. Click to the circle (Cortana) to the right of the Windows button on your taskbar



2. In the search bar, type in '**Zoom**'
3. Open the Zoom Client App (If you have not connected your Zoom Account, then first complete the [Steps to Connect to Zoom](#) first)
4. Click on your profile picture at the top right corner of Zoom Client. (If you have not changed it, it will appear as your initials.)
5. Scroll down and click on '**Check for Updates**'.



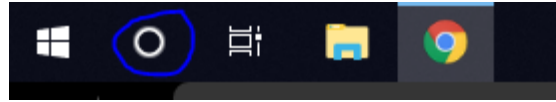
6. If there is an update available, a new window will open that says '**Update Available!**'
7. Click on **Update**
8. Be patient while Zoom installs the update
9. Zoom will then update itself, and your update is finished.
10. However, Leander ISD will be updating the Zoom security features weekly.
11. You should go back through steps 1-5 to make sure you're up to date.

## B. If you get a message that states **Auto Update Disabled**, then install from Software Center



1. Click to the circle
2. Search for Zoom **Software Center**
3. Search for **Zoom**
4. Click on **Zoom Client for Meetings**
5. Click on **Install** - this will remove the old one and install the new one

C. If those steps did not fix the issue, then **delete “bad” Zoom applications**



1. Click to the circle
2. **Search** for Zoom
3. You should only have one application called “Zoom”
4. Delete the other “Zoom.987asdfiuad9f86as.9asd9f87dsfg7” applications

D. If those steps did not fix the issue, then **Reset Chrome back to Factory Settings**

1. Click on the **3 dots**
2. Click on **Settings**
3. Scroll to the bottom
4. Click on **Advanced**
5. Scroll to the bottom again
6. Click on **Restore settings to their original defaults**
7. Click on **Reset Settings**

E. If those steps did not fix the issue, then **Delete Chrome Cache for All Time**

1. Click on the **3 dots**
2. Click on **More Tools**
3. Click on **Clear browsing data...**
4. Time range: **All time**
5. Click on **Clear data**
6. Wait patiently

F. If those steps did not fix the issue, then **Sign out of Zoom application and Sign In again**

1. Open **Zoom** application
2. Click on your Profile picture
3. Click on **Sign out**
4. Click on **Sign In with Google**
5. Click on your **Leander ISD Google account**
6. Click on **Open Zoom meeting**
7. Click on **Join**
8. Enter the **Meeting ID**
9. Click on **Join**
10. Enter the **Passcode**
11. Click on **Ok**

G. If those steps did not fix the issue, then **Uninstall and Reinstall Zoom from Software Center**

1. Open **Software Center** from your Desktop
2. Search for **Zoom**
3. Click on **Zoom for Client**
4. Click on **Install**
5. Wait for Zoom to fully install
6. Try it again

H. **Sign into the Meeting through the Zoom Application**

1. Search for and open **Zoom application**
2. **Sign in** by clicking on the **Google option**
3. Select your **district Google account**
4. Click on **Join**
5. Enter the **Meeting ID**
6. Click on **Join**
7. Enter the **Passcode**

I. If those steps did not fix the issue, then **have the teacher reset the Meeting passcode.**

J. If those steps did not fix the issue, then **have the teacher create a new Meeting ID.**