Zoom Troubleshooting

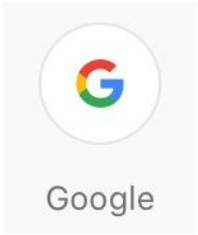
First step for all Zoom related issues:

Try the following:

1. Close out all of your apps (double tap home button or swipe up).

2. Do a hard restart on your iPad by pressing and holding the power button and the home button at the same time until the screen goes black and a white Apple symbol appears

3. Go back into the Zoom app and Sign in with Google
    a. If you need help with this, check out these directions.



4. Go to Schoology and find the Zoom link that you need.

5. Click on the link and join the Zoom meeting.

Check your Network Connection message:

1. Do all of the steps listed above in the first section

2. If you are still getting that message, move closer to your wifi router.

3. If possible, turn off other devices that may be using the internet (phone, streaming music, streaming video..)

4. With your parental/guardian approval, restart your home WiFi router by unplugging the router, let it sit unplugged for 30 seconds. Plug the router back in and let it run through the startup process (lots of blinking lights)

5. Once your router has restarted, sign into zoom and then try to join the Zoom class.

Meeting Password isn't correct:

1. Double check to make sure you are putting it correctly (copy and paste if you can).

2. If that doesn't work, please complete all the steps in the first section of this document.