

ZOOM TROUBLESHOOTING

- If your student is having a problem with the link, they can also join the meeting by opening the Zoom app on their computer and typing in the Meeting ID and Passcode in manually.
 - The Meeting ID and Passcode for each Zoom meeting should be right under the conference login link, but if you can't find it, send tdorr@tennesseeccce.org an e-mail.
- If your student is being told that they are not eligible/authorized to join the Zoom meeting, follow the following steps:
 - Try launching the meeting from a different internet browser (Safari, Chrome, Internet Explorer, etc) or from incognito mode within the browser
 - Try launching the meeting from a different device (the Zooms will work on tablets or mobile phones as well)
 - Visit <https://zoom.us/join> and join with the meeting ID/passcode – the web version of the Zoom should work as well.
- If none of these steps work, your school or Network may have some restrictions on it – your students can circumvent this by joining the meeting from a different internet network or joining from a mobile hotspot.
- If nothing is working for a student, they are welcome to share a device with a teammate, and we will still be able to recognize them and have them participate in the conference normally.
- For troubleshooting help on the day of a conference, send a text to:
 - (615) 829-3452
 - Or an e-mail to: tdorr@tennesseeccce.org