



If you are experiencing issues during Zoom meetings (the screen is going black, students can not see their teacher), please try the following steps to “reset” your device and enhance the connection to Zoom. You can follow the steps listed or open the links to see visual guides for each process.

#1 Try Updating your Chrome Browser	
<ul style="list-style-type: none"><li>• Click on the time in the bottom right corner of the chromebook.</li><li>• Select “settings’ (the gear icon)</li><li>• On the left of the screen click on “About Chrome” (it may say “About Chrome OS”)</li><li>• Under “Google Chrome OS”, you will see which version of the Chrome operating system your Chromebook is using.</li><li>• If an update is available it will start to download automatically</li><li>• After your download is done, select restart to finish the update.</li></ul>	<a href="#">CLICK HERE</a> to move through a visual set of instructions
#2 Try Removing Any Other Users from your Device	
<ul style="list-style-type: none"><li>• Sign out of Chrome</li><li>• Click a profile on your device</li><li>• Select remove user</li><li>• Repeat this for any users who may be on your device</li></ul>	<a href="#">CLICK HERE</a> to view steps in a slideshow
#3 Clear Your Cache	
<ul style="list-style-type: none"><li>• On your computer, open <b>Chrome</b>.</li><li>• At the top right, click More .</li><li>• Click More tools. <b>Clear</b> browsing data.</li><li>• At the top, choose a time range. To <b>delete</b> everything, select All time.</li><li>• Next to "Cookies and other site data" and "Cached images and files," check the boxes.</li><li>• Click <b>Clear</b> data.</li></ul>	<a href="#">CLICK HERE</a> to watch a video on how to clear your cache and cookies
#4 Restart	
<ul style="list-style-type: none"><li>• If you have not already done so, restart the device and try to login to Schoology again. Do this by clicking on the time and selecting “restart” (the power button) or press and hold the power button on the keyboard. Once you restart, if schoology does not pop up as a tab in your browser (Chrome) go to <a href="http://burlesonisd.schoology.com">burlesonisd.schoology.com</a> to log in.</li></ul>	

Please note: When you go to a Zoom meeting by clicking on the “join” button in Schoology, you should see one of the following prompts.

Prompt 1: ***Please wait for the host to start the meeting.***

This means the teacher is not in the Zoom meeting at that time. If it is after the start time, wait or email the teacher to ensure you have not missed the meeting. Sometimes, if the meeting is over and you try to get into the meeting you will see this prompt, but it could be the teacher is not there because the meeting has concluded.

Prompt 2: ***Please wait, the meeting host will let you in soon.***

This means the teacher is in the Zoom meeting and you are now in the waiting room. Teachers will have to let students into Zoom meetings as an additional security measure. Teachers are asked to check the waiting room periodically to ensure they let students in who may have lost the Zoom connection and have returned to the meeting.