

# VIRTUAL LEARNING TECH PROTOCOLS

SOMETIMES TECHNOLOGY DOESN'T COOPERATE, BUT DON'T WORRY! WE HAVE A PLAN TO ENSURE YOU STILL ENGAGE IN LEARNING!



## IF CLEVER & ZOOM ARE WORKING NORMALLY

- Log in to Clever and select your teacher's page
  - Click on link to get to Zoom and Google Classroom from your teacher's page
- Don't Forget...*
- Make sure your name in Zoom is listed as Last Name, First Name *before* entering the waiting room

## IF YOU ARE STUCK IN THE ZOOM WAITING ROOM

- Stay in the waiting room
- Email the teacher from your CUSD student account confirming you are waiting
- Wait 3 minutes, then use one other contact option to contact teacher (Remind, Google Classroom private message) or try texting a peer you know in the class to let your teacher know

## IF ZOOM IS NOT WORKING

- Your classes are not canceled
  - Click on Google Classroom from your teacher's Clever page
  - Follow the instructions listed in your Google Classroom for updates, videos, and assignments for the day
- Important...*
- Don't assume Zoom is down for the entire day. Check to see if Zoom is back up/working each period. If it is, classes will resume as normal.

## IF CLEVER IS NOT WORKING

- Open the Google Chrome web browser and type docs.cusdstudent.com into the address bar
- Click on the Google Waffle icon in the top right-hand corner of your screen
- Select the green and yellow Google Classroom icon
- Select your teachers' Google Classroom
- Access your Zoom link and all instructional resources from your Google Classroom

## IF YOU ARE HAVING TROUBLE ACCESSING TECHNOLOGY OR ARE UNABLE TO GET INTO ZOOM

- Communicate with your teacher *immediately* to make them aware of the situation
  - Check your teacher's Google Classroom for information about what you might have missed during class
  - Work on independent assignments
- Need Tech Help?*
- If you need specific tech help, go to the following link and fill out your info - someone will contact you with assistance within one business day --> <https://tinyurl.com/RECtechhelp>

## IF YOU GET KICKED OUT OF ZOOM DURING CLASS

- When you freeze or get kicked out during class time, please continue to try and re-establish a connection to your classes and don't give up
- Communicate with your teacher *immediately* to make them aware of the situation

## IF YOUR TEACHER GETS KICKED OUT OF ZOOM DURING CLASS

- Stay on mute and wait - the connection is refreshing and your teacher will be back shortly
- If your teacher is kicked off for a third time within the class period, please leave the Zoom meeting and go to their Google Classroom for updates, videos, and assignments for the day

Technology issues are bound to happen! Don't stress out - just be sure to communicate with your teachers right away. Remember...we're all in this together!!