# Tech Support FAQ Sheet

**Directions:** Reference this sheet to help diagnose and solve classmates’ tech issues. If a problem cannot be solved immediately, use the email template at the bottom of this page to notify the teacher after class.

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| **Common Tech Issues** | **Possible Solutions** |
| Student cannot enter class meeting | Has wrong password. To fix, email student the correct meeting password.Using incorrect meeting link. To fix, email student the correct meeting link. |
| Student loses internet connection | Once student contacts you directly, notify the teacher in a private chat message. |
| Student loses login information/Cannot successfully log in to platform or website | Once student contacts you directly, notify the teacher using the following format:   *“Please send [Student Name] their login information for [insert platform/website].”* |
| Student is “kicked off” the video call | If student cannot successfully re-enter the class meeting, request a screen shot of what the student is experiencing after they are kicked off to help diagnose the problem. |
| Student video is frozen | Prompt the student to participate through the chat function for the remainder of class or until video unfreezes. |

### Email Template for Notifying Teacher of Larger Tech Issues

Dear Insert Teacher Name,

Today, Student Name had a tech issue where quickly describe tech issue here. I tried to solve the issue by describe attempted solution here, but that did not work. Can you help solve this problem?

Thank you,

Tech Support Student Name

**Tech Support Specialist**