

Virtual Classroom: Student troubleshooting

Introduction

As a student, you may run into issues when viewing or interacting with a virtual classroom on DC Connect. This document provides troubleshooting steps that may resolve most virtual classroom issues.

Content

This document covers the following topics:

- General connectivity issues
- If you are able to move past the ‘Enter the meeting’ button but are stuck on a blank screen
- If you encounter an ‘Internal Server Error’ message when you try to enter a virtual classroom
- If you are unable to see the facilitator screen
- If you are kicked out of a virtual classroom

For a searchable database of Bongo’s Virtual Classroom resources, please visit:

<https://bongolearn.zendesk.com/hc/en-us/categories/360000374534-Virtual-Classroom>

General connectivity issues

For most connectivity issues, please try the following steps:

- Ensure you are using an up-to-date and supported browser. Supported browsers are:
 - Google Chrome
 - Mozilla Firefox
 - Microsoft Edge (Chromium)
- Refresh the browser
- Leave and rejoin the virtual classroom
- Quit and restart the browser
- Try a different up-to-date and recommended browser
- Close all tabs and windows outside the one you are using to participate in your virtual classroom
- Try rejoining the meeting using an incognito or private browser window
- Disconnect from my VPNs or wireless hotspots
- Disable your webcam
 - Within the virtual classroom, click the three dots at the top right of the virtual classroom window and select ‘Settings’
 - In the Settings window, select ‘Data Savings’
 - Toggle the switches for ‘Enable Cameras’ off
 - Click ‘Save’
- Try a different device. Device compatibility can be found here:
<https://bongolearn.zendesk.com/hc/en-us/articles/360010654753-Device-Compatibility>
- Call in to join the virtual classroom
 - Phone numbers are listed in the lobby when you enter the virtual classroom from DC Connect

If you are able to move past the ‘Enter the meeting’ button but are stuck on a blank screen

This can happen if you are using a browser that is out of date or not supported. For this issue, please try the following steps:

- Ensure you are using an up-to-date and supported browser. Supported browsers are:
 - Google Chrome
 - Mozilla Firefox
 - Microsoft Edge (Chromium)
- Quit and restart the browser

If you encounter an 'Internal Server Error' message

This message can appear after you click 'Enter the meeting' from DC Connect. For this issue, please try the following steps:

- Ensure you are using an up-to-date and supported browser. Supported browsers are:
 - Google Chrome
 - Mozilla Firefox
 - Microsoft Edge (Chromium)
- Refresh the browser
- Wait for a few minutes before attempting to enter the virtual classroom again

If you are unable to see the facilitator's screen

This can happen if you have a poor bandwidth connection. For this issue, please try the following steps:

- Within the virtual classroom, click the three dots at the top right of the virtual classroom window and select 'Settings'
- In the Settings window, select 'Data Savings'
 - Toggle the switches for both 'Enable Desktop Sharing' and 'Enable Cameras' off and on
- Click 'Save'
- Facilitator screen should be visible, if not proceed with the steps under 'General Connectivity Issues'
- Use can also use this document to determine if you have enough bandwidth to support using virtual classroom: <https://bongolearn.zendesk.com/hc/en-us/articles/360034469833-Virtual-Classroom-Bandwidth-Requirements>

If you are kicked out of a virtual classroom

This is likely due to the browser being used not being responsive for a period of time. For this issue, please try the following steps:

- Refresh the browser page
- Close and reopen the chat window
- Try rejoining the meeting using an incognito or private browser window