

Moving For Life's Online Class Tips & Troubleshooting Guide

We recommend doing a **systems check 15 minutes prior to the beginning of classes**. Check that your device, internet connection, and Zoom app are working.

Common Zoom Problems and Fixes

[Joining a Zoom Meeting for the First Time—A Cozy Step-by-Step Guide](#) (6 minute video)

The Basics

Since MOST internet problems can be quickly fixed with these easy steps, try these first:

- 1) **Clear your browser cache** to remove saved versions of visited pages, fix browsing problems, and free up space (which helps your device run faster). **Ctrl+Shift+Del** (Windows) or **Command+Shift+Delete** (Mac). Alternatively, [use your browser's Settings, Privacy, or Advanced options](#) to clear cache/browsing history. This simple action so often solves a myriad of problems!
- 2) **Check your internet connection**. Before starting the class, check your WiFi to make sure that everything is in working order. Take the time to disconnect and reconnect, as well as checking the signal strength prior to a meeting. If you want to get a little “tekkie,” check your results against Zoom's system requirements at [Speedtest.net](#).
- 3) **Exit/Close other apps** (sometimes your camera and audio devices may be engaged by other programs).
- 4) **Check your browser for updates**. Keeping your browser updated is important for online security and ensures that web pages load properly.
 - [How to update an Internet browser](#) (dated 5/3/22)
 - [How to Update Your Browser \[All Web Browsers\]](#) (dated 4/30/22)

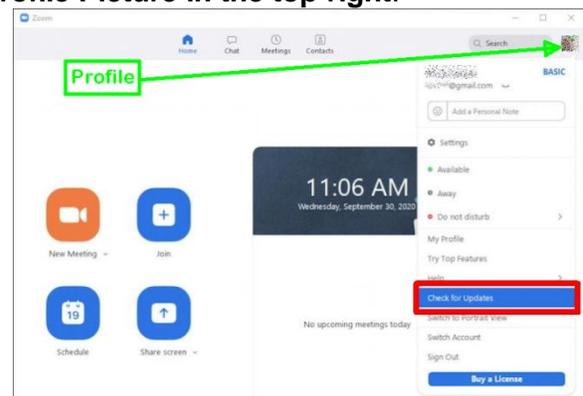
Zoom App Troubleshooting

FIRST, check that all is in order with your Zoom app. Sign in to the Zoom App (a.k.a. “Zoom client”) to **Access Zoom Settings** → **Click your Profile Picture in the top-right**.

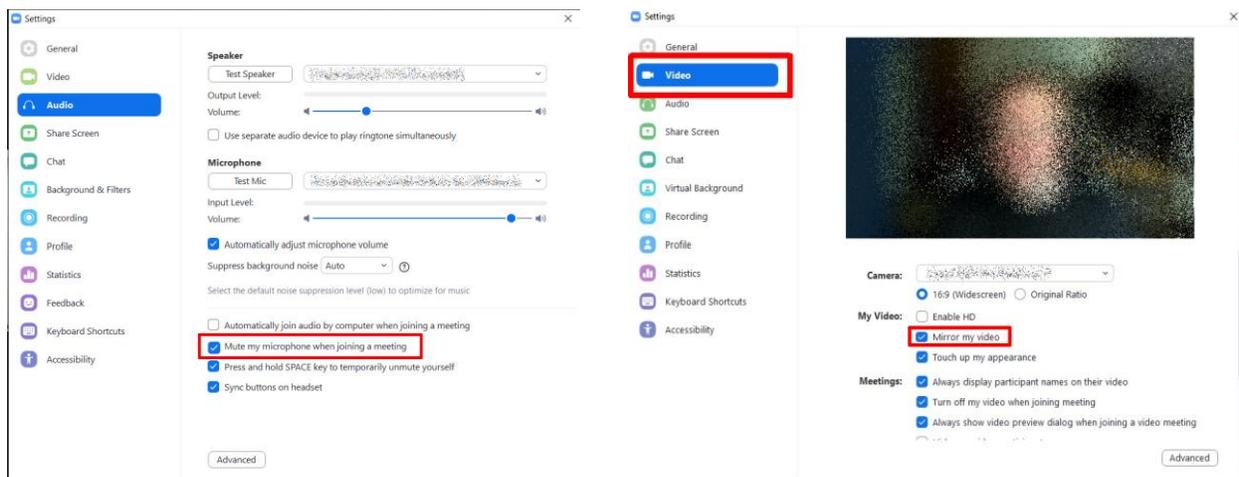
- 1) **Check for Zoom updates**. NOTE: It's important to keep your apps up-to-date for their best performance and security. Zoom usually notifies you about updates, but it's always a good idea to check manually. [Zoom's Update Instructions](#); [HowTo video](#) with step-by-step instructions.

a) An update notification will appear *if a download is available*.

b) Click **Install** and Zoom will automatically restart when the download is complete.



- i) If you encounter further problems, you may need to download the latest Zoom version for a “clean install” from the [Zoom Download Center](#) (easy).
- 2) Use the **Zoom “desktop client”** if possible (*the app that is downloaded/installed on your computer*) because it is usually more stable than Zoom meetings via web browser.
- 3) **Check your Zoom Settings**, particularly your camera and microphone.
 - a) **Test Online** by [clicking this link to join a test call](#) (quick and easy)
 - b) **Test your [Audio](#) and [Video](#) in Settings in the Zoom App** (click links for detailed instructions) [Zoom Audio and Video Basics \(short video\)](#)



- 4) For more troubleshooting help:
 - a) See [Zoom’s “Show Me” Videos](#)
 - b) Type your question in [Zoom’s Support and Learning Center](#) for instant answers.

Clean Up Your Computer

Sometimes, the issue may be with **your computer**. Just because you didn’t make computer and/or device changes doesn’t mean that changes weren’t made! Malware of all kinds can sneak in and cause glitches you can’t imagine. It is a good idea to do regular maintenance on your computer for maximum efficiency:

- Zoom: [Solution 4: PC Settings](#)
- MAC: [Easy tips for cleaning up your Mac](#); [How to Clean Up Your Mac for Better Performance](#)
- Windows: [How to Clean Your Windows Computer: The Ultimate Checklist](#)
 - Author’s Note: I use [Glary Utilities software](#) (free version) – easy to use, all-in-one software with many options – see [video tutorials](#).



Login Problems

- 1) **Alternate Login Option:** If you are unable to access a class when you click a link in your Zoom Confirmation Email, you can login to your Zoom App and enter the Meeting ID and passcode that is listed in the email.

- 2) **Confirmation Email is in a different language from yours.** Zoom support staff told us that this issue is related to *your computer's language settings*. – [See Clean Up Your Computer above](#). MFL's Zoom confirmation email settings are set to "Same As Recipient's Default Language" so that confirmation emails are received in the language based on:
 - What is defined on your [profile page](#) in your Zoom App – see [Change your language on Zoom](#), or
 - Your browser's default language if participating via browser – see [How To Change The language of an Internet Browser](#).

The language used by Zoom's iOS and Android clients is determined based on the default language associated with the operating system.

- Just for the heck of it, here are instructions to [change your language in the Zoom App](#).

Enjoy class!