

## **Frequent Technology Issues**

Please consult this document for potential resolution of common problems we have seen over the course of distance education up to this point. If these steps do not solve your issue, please contact IT through the Distance Learning IT Request Form [here](#).

### **Zoom issues**

**Zoom gives an “internal only” error when attempting to connect to a distance learning session:**

1. Sign out from all accounts within the Chrome browser.
2. Sign into Chrome with your cmitacademy email account.
3. Go to [classroom.google.com](https://classroom.google.com) and find the current class (Make sure to look at the distance learning schedule and timing. Not the times in schoolmax) and click on the Zoom link.
4. If Zoom says "this is only for internal use ..." then click on sign in with Google and SELECT CMITACADEMY.ORG Google account profile

**Zoom link does not work, meeting requires password, unable to find meeting link, etc.**

1. Find your class' meeting information in the Google Classroom page for the class and accurately copy the meeting ID into Zoom, or follow the correct link.
2. Double check that you are attempting to join the correct meeting at the correct time for your class according to the virtual learning schedule found [here](#).
3. Contact your teacher or meeting host to receive the proper meeting information if you are still having difficulties.

### **Device Issues (Please note, school IT are unable to perform hardware repairs on student devices)**

- Hardware troubleshooting is limited due to in-school IT policy. Follow basic computer troubleshooting principles including power cycling the device to resolve some common issues.
- Chromebooks have a built-in hardware reset keyboard shortcut that may solve some hardware problems, please follow these steps:
  - Turn off your Chromebook.
  - Press and hold Refresh  + tap Power .
  - When your Chromebook starts up, release Refresh .