



Recommended steps when using the Virtual Classroom

RECOMMENDATIONS

If you are encountering issues using the Virtual Classroom we recommend the following steps:

- Ensure your browser is up-to-date and preferably use Google Chrome.
- Clear the cache and cookies in your browser.
- Where possible, connect to the internet via a wired connection rather than wifi.
- Close all unnecessary applications when delivering a session via the Virtual Classroom.
- Close all unnecessary tabs or windows in your browser.
- Be conscious of other devices using the network at the same time. If overloaded this can affect overall coverage - Netflix, Streamed Radio etc.
- Make sure your charger is connected and plugged in.
- If you are presented with a spinning purple loading wheel when trying to join a session, you need to enable third-party cookies. See the information [here](#).