

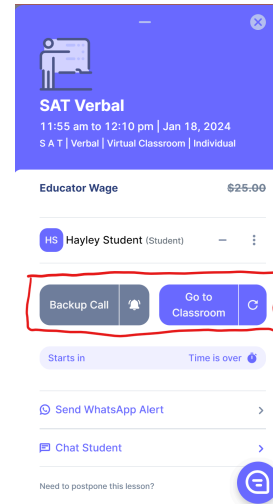
## Procedure for Joining Class

### At the Start of the Lesson Time

At the start of class, you should have **both** the Backup Call and the Classroom open on your computer.

- This is to ensure that you will be present when the student connects to either class option.

Once the student joins one call, you can close out the other one. Both options will remain accessible to you for the entirety of the class time if you have a need to switch between them due to technical issues.



### Student Hasn't Joined?

If the student does not connect to class within the first **5 minutes** of the lesson, there are some additional steps you need to take:

- 1) Send the **WhatsApp Alert** to the student.
  - a) You will send the alert, which will then go through our Support line directly to the student letting them know you are waiting for them, and we will update you if they respond.
- 2) Use the **“Chat Student”** function from the lesson pop-up to message the student directly.
  - a) The icons at the top of the chat page indicate whether a student is currently active on the platform or not. If their icon is green (active), you should message them and check if they are having trouble connecting to class.
- 3) Wait out **the entirety** of the class to see if the student joins, keeping both classrooms open.
  - a) You will be paid the full amount of the lesson regardless of whether the student joins or not, so you should remain by your computer and frequently check if the student has joined.

