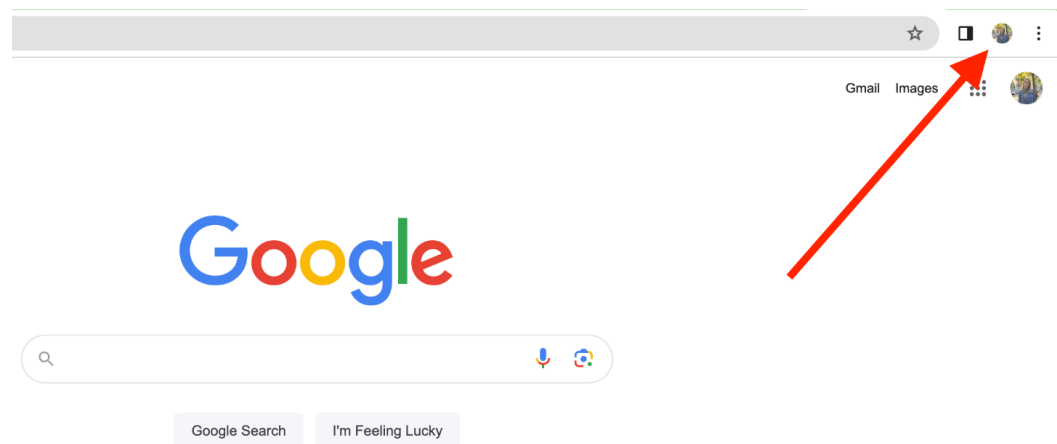


## Section 1: The Basics

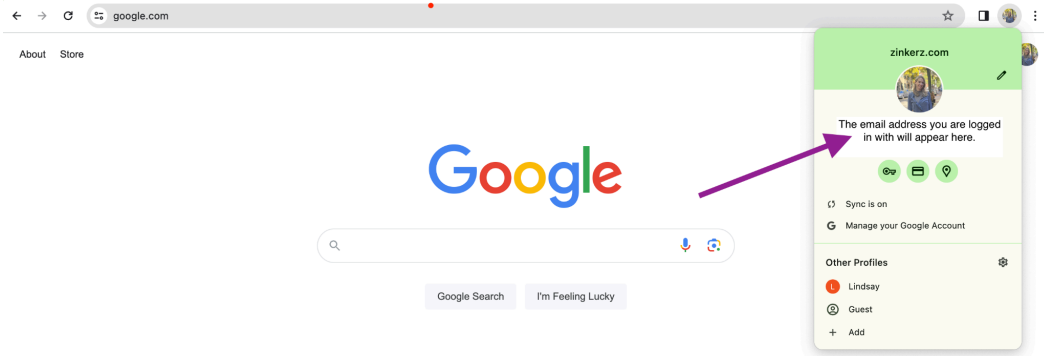
1. First, make sure you have a stable Internet connection when joining lessons.
2. Next, Log into <https://liveprep.zinkerz.com> on a **computer or tablet (No smartphones)** when you are joining classes.
3. Use **Google Chrome** as your browser – Safari, Firefox, or another web browser will not work efficiently – when you are logging into the LivePrep site for class. [You can download Google Chrome for free here.](#)

## Section 2: Log into Google Chrome with a Personal Email Address

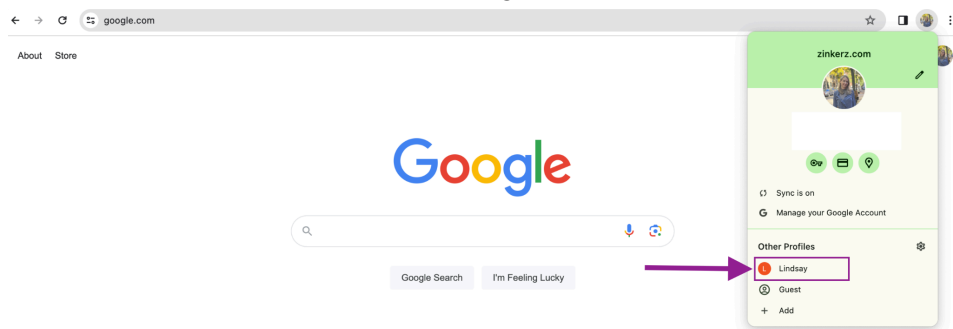
1. **Verify you are logged into Google Chrome with a personal email address, rather than a school email address.** (Many schools have student email accounts set up in a way that causes problems using your computer's camera and microphone.) To verify this, follow these steps:
  - a. In the upper right-hand corner of your Chrome window, click on your picture or your initials.



- b. The email address you are logged into Google Chrome with will appear under your picture/initials.

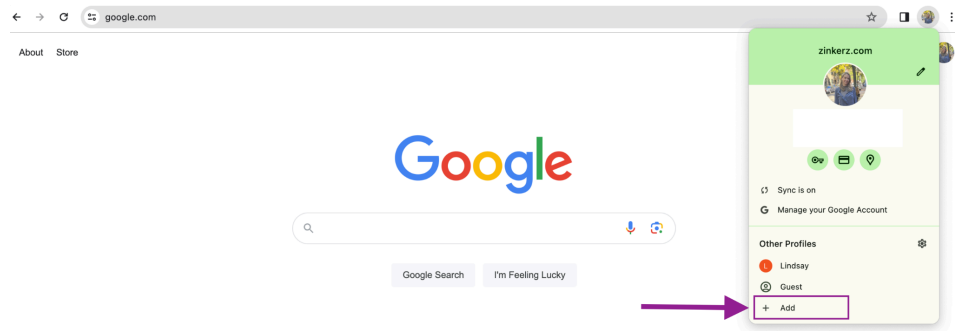


- c. **If you are logged into Chrome with your personal email address** and still experiencing camera/microphone issues, skip to Section 3 of this guide.
- d. **If you are logged into Chrome with a school email address**, please go through these steps in the following order:
  - i. **IF** a personal email address is listed under “Other Profiles,” **THEN** click on that email address to open a new Google Chrome window.



1. **In that new Google Chrome window**, you will be logged into the browser with your personal email address.
2. Log into liveprep.zinkerz.com with the email address you used to set up your LivePrep account. **It is important you are logged into the LivePrep site with the correct email address. If you are logged into the LivePrep site with the wrong email address, you will not be able to see your classes on your LivePrep calendar.**

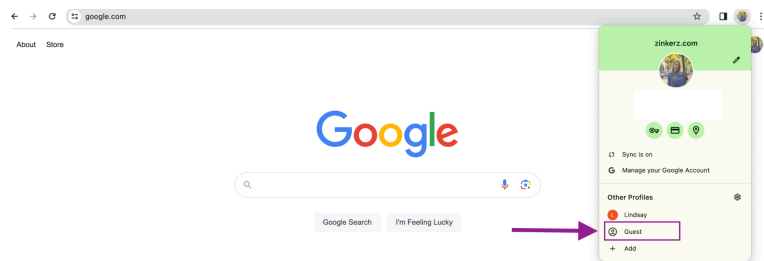
- ii. **IF** you have a personal email address but have never used it to log into Google Chrome, **THEN** click on “Add.” Fill in your login information to open a new Google Chrome window.



1. **In that new Google Chrome window,** you will be logged into the browser with your personal email address.
2. Log into liveprep.zinkerz.com with the email address you used to set up your LivePrep account. **It is important you are logged into the LivePrep site with the correct email address. If you are logged into the LivePrep site with the wrong email address, you will not be able to see your classes on your LivePrep calendar.**

- iii. IF you do not have a personal email address AND need to join a lesson immediately, THEN there are two things you can try to quickly troubleshoot:

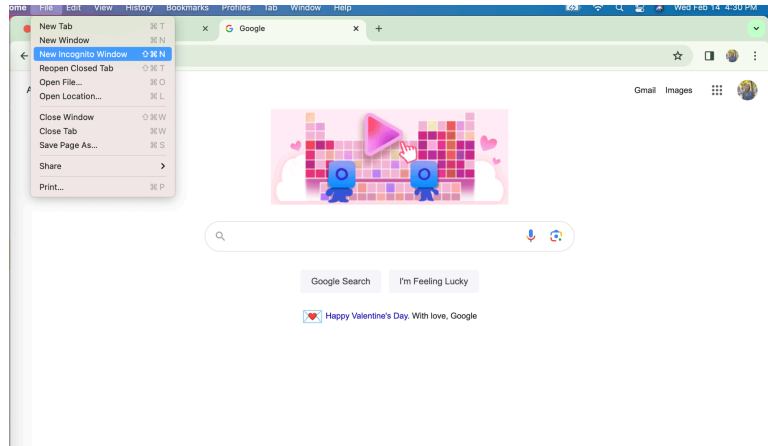
1. **Option 1:** Click on “Guest” to open up a Guest profile in Google Chrome.



- a. **In the Guest window,** log into liveprep.zinkerz.com with the email address you used to set up your LivePrep account. **It is important you are logged into the**

**LivePrep site with the correct email address. If you are logged into the LivePrep site with the wrong email address, you will not be able to see your classes on your LivePrep calendar.**

2. **Option 2:** In Google Chrome, go to File > New Incognito Window.

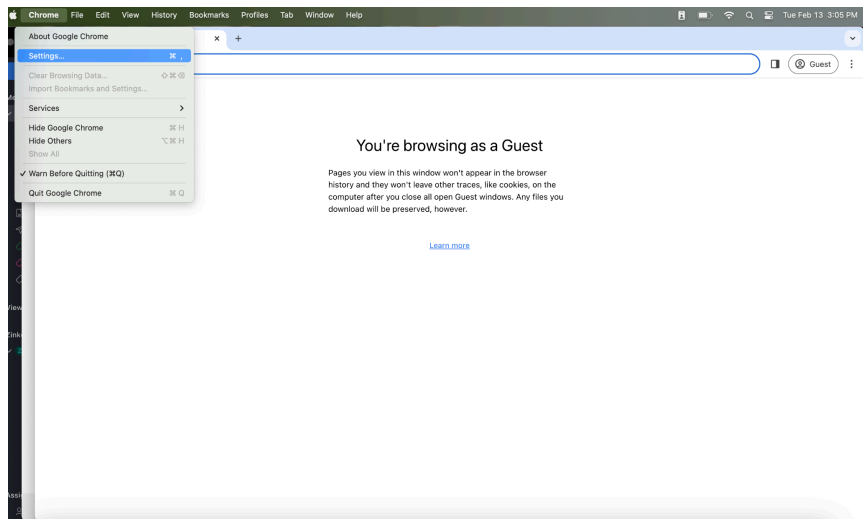


- a. **In the Incognito window**, log into [liveprep.zinkerz.com](https://liveprep.zinkerz.com) with the email address you used to set up your LivePrep account. **It is important you are logged into the LivePrep site with the correct email address. If you are logged into the LivePrep site with the wrong email address, you will not be able to see your classes on your LivePrep calendar.**

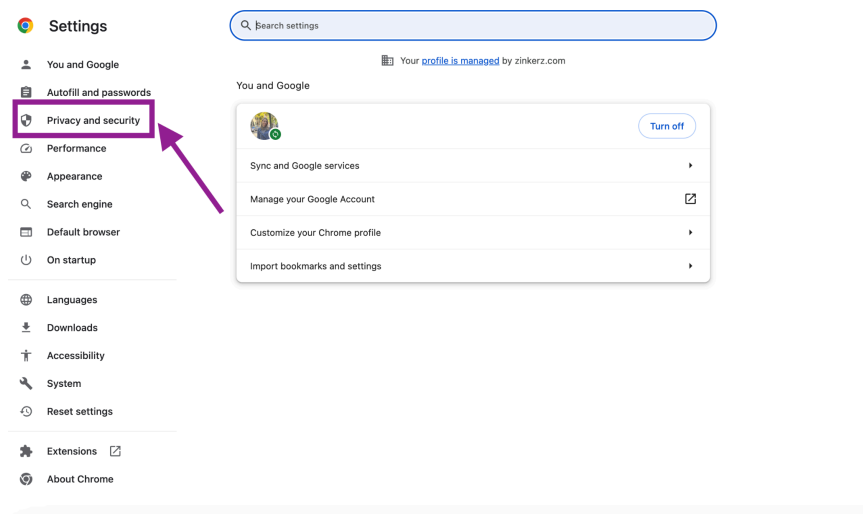
## Section 3: More Tips for Troubleshooting Virtual Classroom Camera/Microphone Issues

1. First, **make sure you click on “Allow” when you join lessons and are asked to allow the virtual classroom to access your camera and microphone.**
  - a. IF you do not see these requests appear upon entering the classroom, THEN You can ask your educator to re-send these requests.
  - b. IF you clicked on “Allow, but you are **still having trouble using your camera/microphone in the virtual classroom**, THEN make sure the LivePrep site has permission to use your camera and microphone. First, **check your Google Chrome settings:**

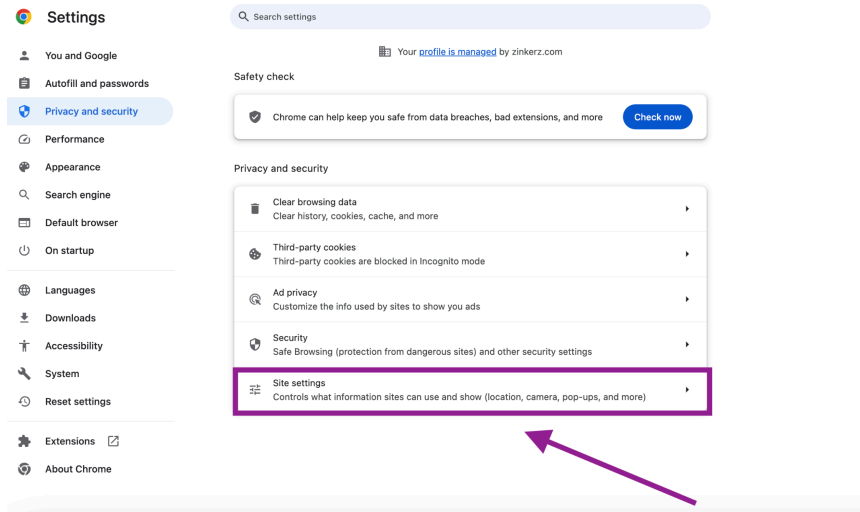
## 1. Go to Chrome > Settings.



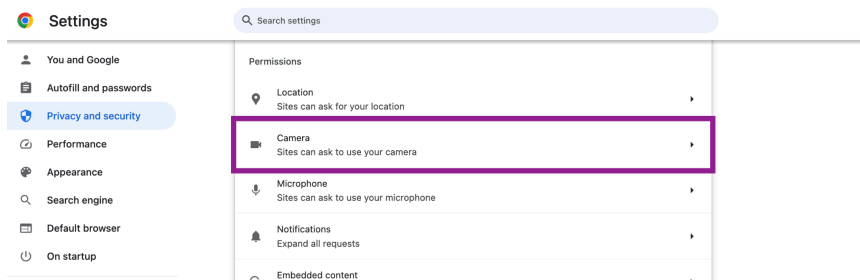
## 2. On the left, click on "Privacy and Security."



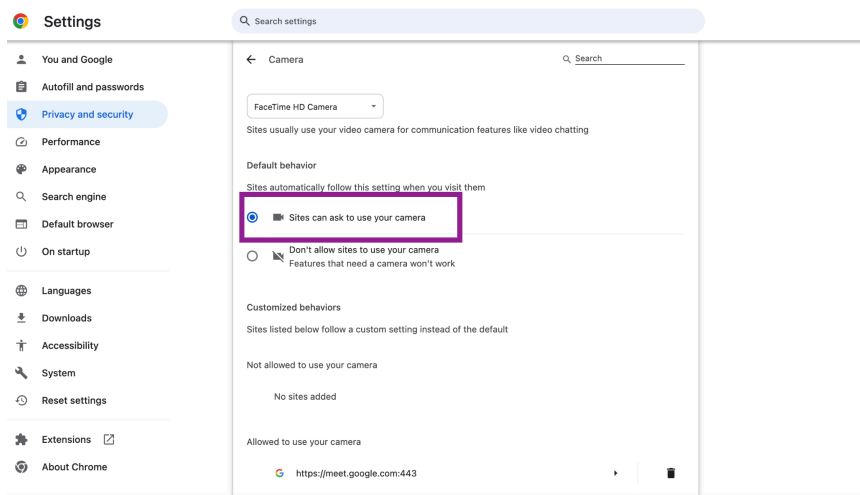
### 3. Click on “Site Settings.”



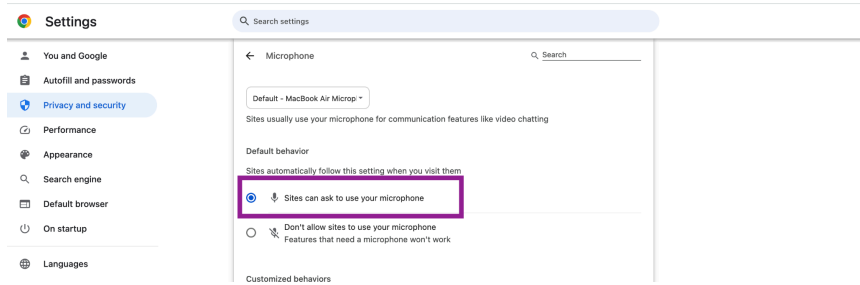
### 4. Scroll down. Under “Permissions” click on “Camera.”



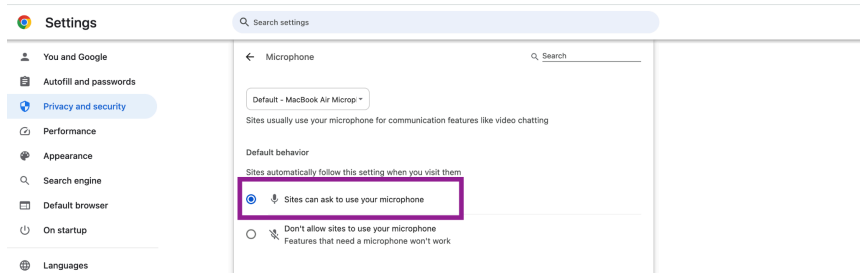
### 5. Under “Default Behavior” verify “Sites can ask to use your camera” is selected.



### 6. Go back to the previous screen and under “Permissions,” click on “Microphone.”



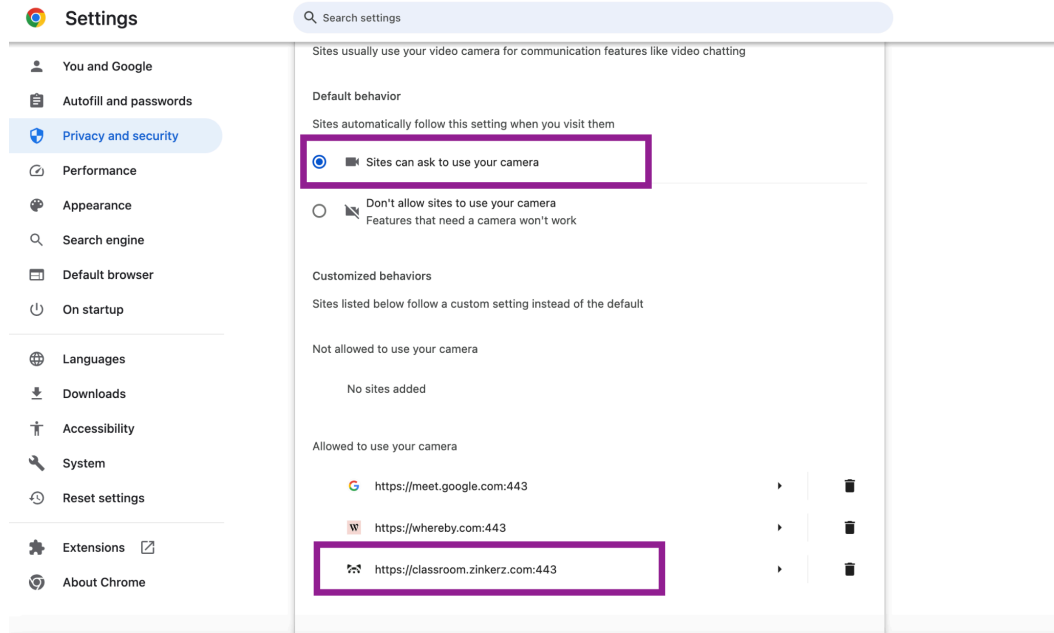
7. Under “Default Behavior” verify “Sites can ask to use your microphone” is selected.



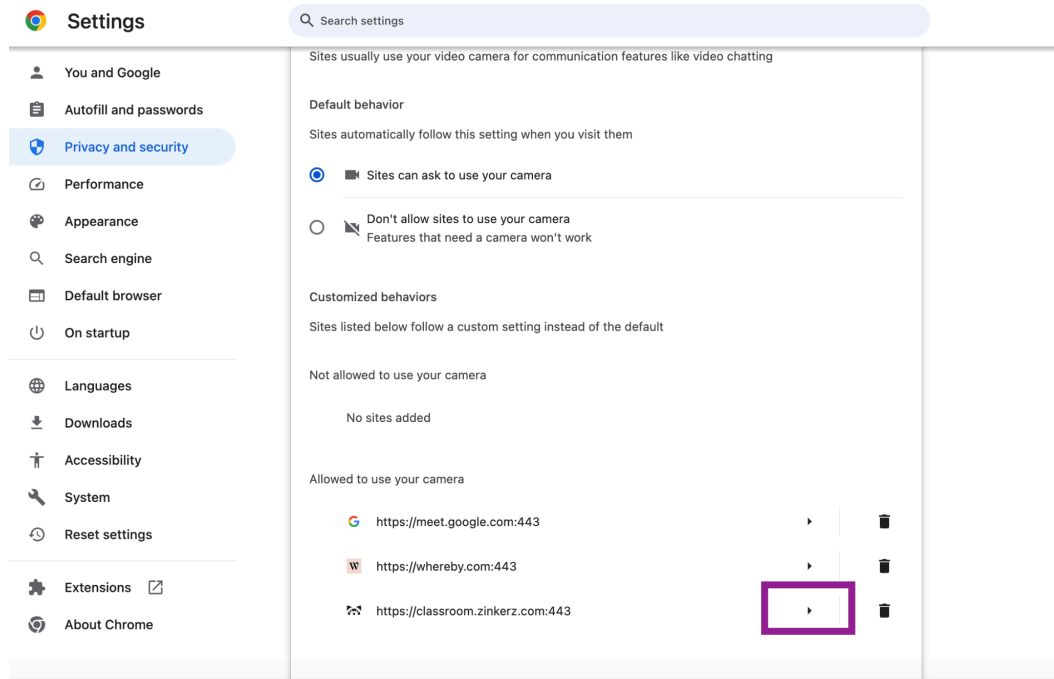
8. Quit Google Chrome, then relaunch it. Verify you log into the browser window with your personal email address.
9. Log into the LivePrep site and try re-joining your lesson. Make sure to click on “Allow” when the virtual classroom asks to use your camera and microphone.

2. Go back to your Google Chrome Settings, then back to “Privacy and Security” and “Site Settings.”

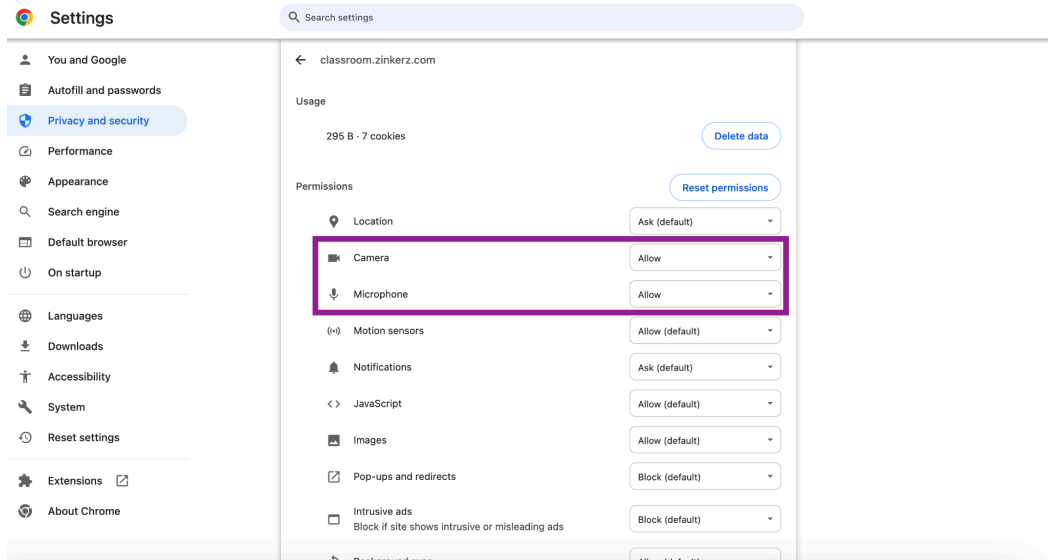
- b. Click on Camera. Then, under “Customized Behaviors,” scroll down and verify <https://classroom.zinkerz.com> is listed under “Allow to use your camera.”



- c. Next to <https://classroom.zinkerz.com> under “Allow to use your camera,” click on the small arrow to the right.



- d. In the next window, make sure “Allow” is selected next to “Camera” and “Microphone.”

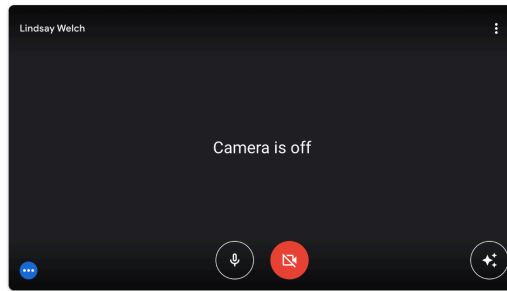


- e. Once all these settings are adjusted, quit Google Chrome, then relaunch it, making sure you are still logged into the browser window with a *personal email address, rather than a school email address*.
- f. Log into your LivePrep account with the correct email address and try joining your lesson again.

## Section 4: Tips for Troubleshooting Backup Google Meet Camera/Microphone Issues

### Before trying any of the tips below...

1. Verify you have completed all of the steps in Section 1 and Section 2.
2. IF you are certain you completed the steps in Section 1, and you are also logged into Google Chrome with a personal email address, not a school one, THEN try the steps below:
  - a. If your camera and/or microphone are not working in the backup Google Meet, you may still be logged into Google Meet itself with your school email address. Here is how to check:
    - i. From the backup call, check in the upper left-hand corner to see what email address is listed. If it is a school email address, this is likely the source of the issue. To log into Google Meet with a personal email address, click on “Switch Account.” Then, try joining the backup Google Meet again.



A user profile and a "Ready to join?" panel. The user profile shows the email "example@mail@example.com" and a "Switch account" link. Two purple arrows point from the profile area towards the "Ready to join?" panel. The panel has the heading "Ready to join?" and the text "No one else is here". It contains two buttons: "Join now" and "Present". Below this, under "Other joining options", there are three links: "Use Companion mode", "Join and use a phone for audio", and "Cast this meeting".