

## Are You Experiencing a Problem During Class?

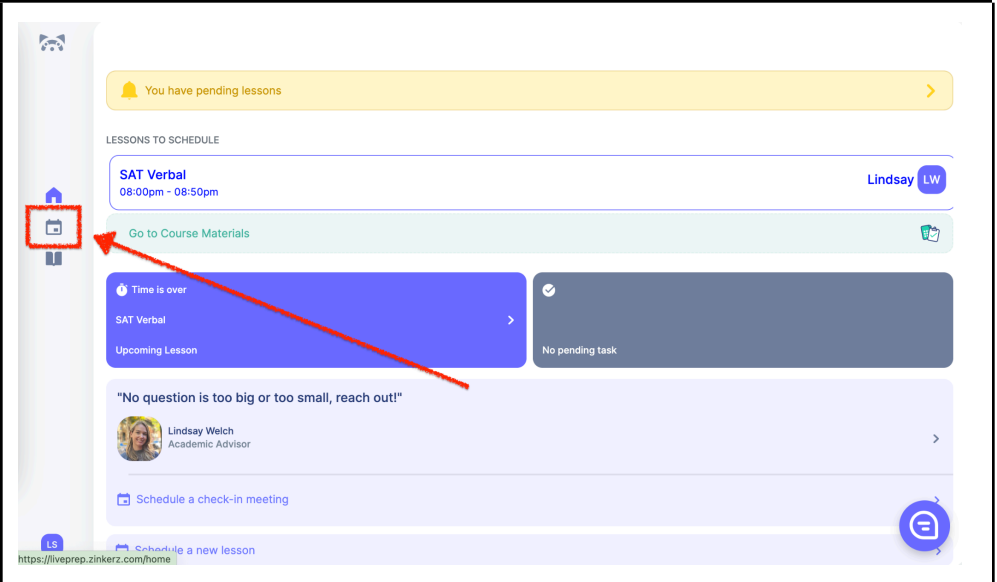
**Issue:**

I am clicking the “Go to Classroom” button to join my lesson, but nothing is happening.

**Step 1:**

Try joining your lesson from your LivePrep calendar, rather than from the homepage of your LivePrep account.

On your LivePrep calendar, click on the current lesson, then “Check In” and “Go to Classroom.”



# Student - Class Procedures

**Calendar** TODAY < > July 15th - July 21st

You have pending lessons

July 2024 < >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

SDAY 17 THURSDAY 18 FRIDAY 19

SAT Verbal  
Lindsay Welch

Educator  
Select

**SAT Verbal**  
12:00 pm to 12:50 pm | Jul 19, 2024  
SAT | Verbal | Virtual Classroom | Individual

Lindsay Welch (Educator)

**Check-In**

Starts in Time's Up

Chat Educator

Reschedule

Repeat Lesson

**Calendar** TODAY < > July 15th - July 21st

You have pending lessons

July 2024 < >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
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SDAY 17 THURSDAY 18 FRIDAY 19

SAT Verbal  
Lindsay Welch

Educator  
Select

**SAT Verbal**  
12:00 pm to 12:50 pm | Jul 19, 2024  
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Lindsay Welch (Educator)

Backup Call

**Go To Classroom**

Starts in Time's Up

Chat Educator

Reschedule

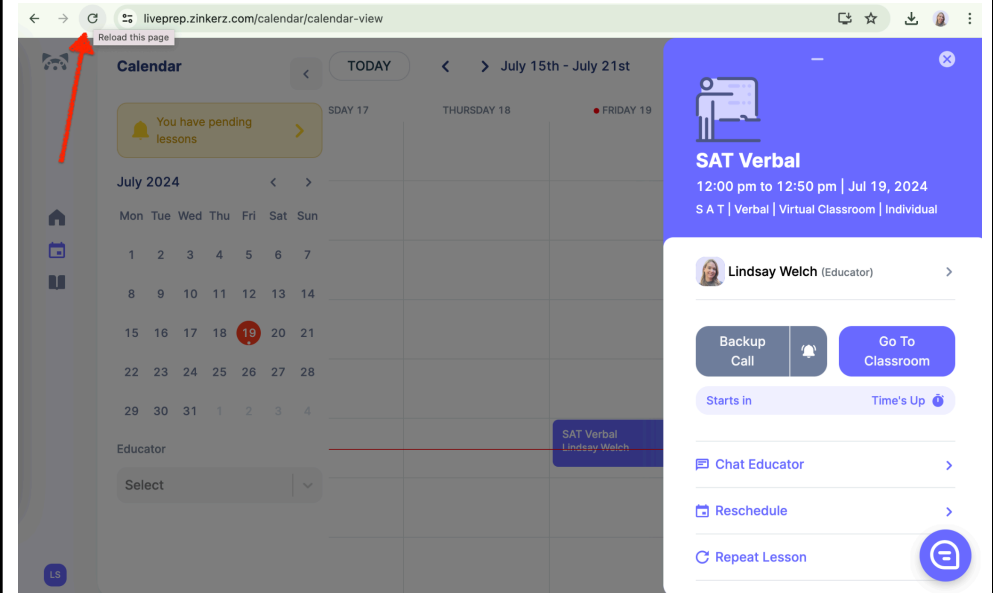
Repeat Lesson

## Student - Class Procedures

### Step 2:

Try refreshing the calendar page, then clicking on "Go to Classroom" again.

To refresh, click on the arrow next to the web address bar in your browser. (Where you would type in LivePrep.zinkerz.com to go to the LivePrep site.)



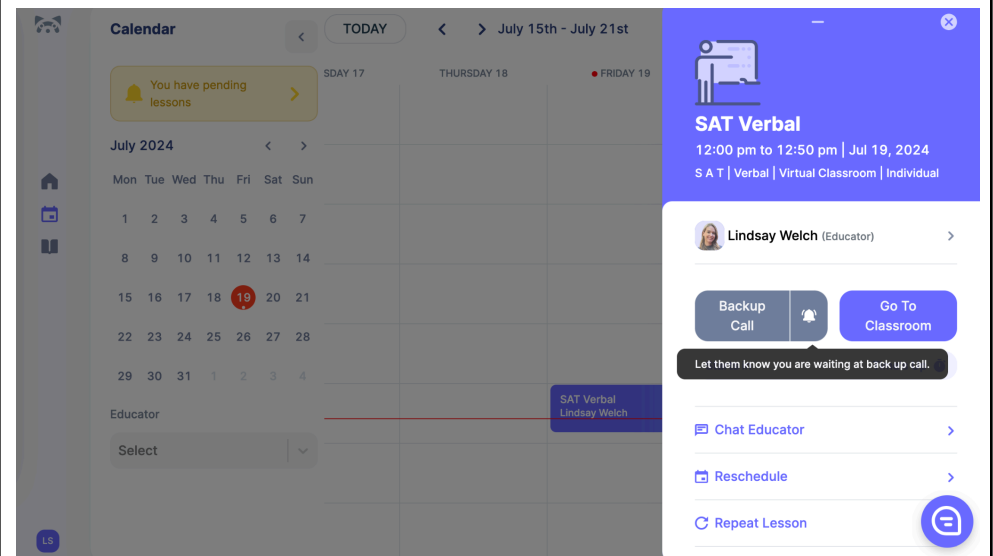
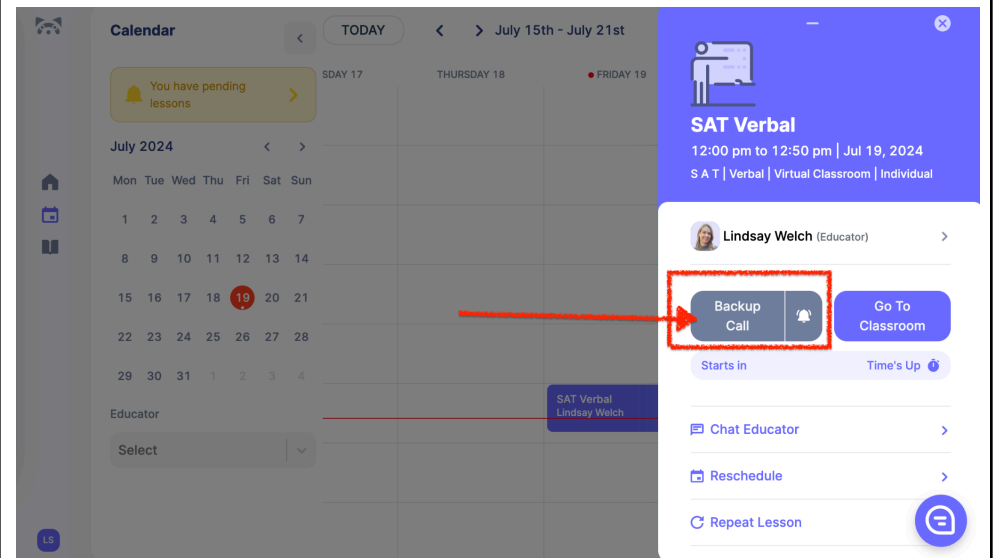
The screenshot shows a web browser displaying the LivePrep calendar page. The address bar shows the URL `liveprep.zinkerz.com/calendar/calendar-view`. A red arrow points to the refresh icon (a circular arrow) in the browser's address bar. The calendar interface includes a navigation bar with "Calendar" and "TODAY" buttons, a notification for pending lessons, a calendar grid for July 2024, and a sidebar with navigation icons. A lesson card for "SAT Verbal" is visible on the right, showing the time 12:00 pm to 12:50 pm on July 19, 2024, and the educator Lindsay Welch. Below the lesson card are buttons for "Backup Call", "Go To Classroom", "Starts in", "Time's Up", "Chat Educator", "Reschedule", and "Repeat Lesson".

## Student - Class Procedures

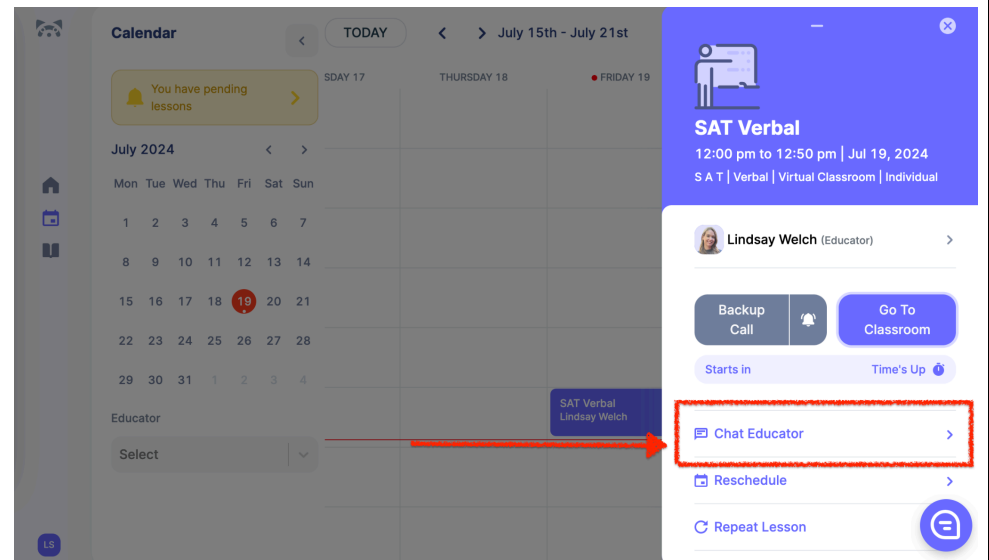
### Step 3:

Join the backup Google Meet to connect with your educator there. You should also:

1. Press the bell icon on the “Backup Call” button to let your educator know you are waiting in the Backup Call.
2. Message your educator using the “Chat Educator” button (under the “Go to Classroom” button) to let them know you are in the Backup Call.



Student - Class Procedures



**Step 4:**  
Went through all these steps and still need help?

**Message Zinkerz Support at +1678551550 on WhatsApp, or email us at [zoe@zinkerz.com](mailto:zoe@zinkerz.com).**

**Issue:**

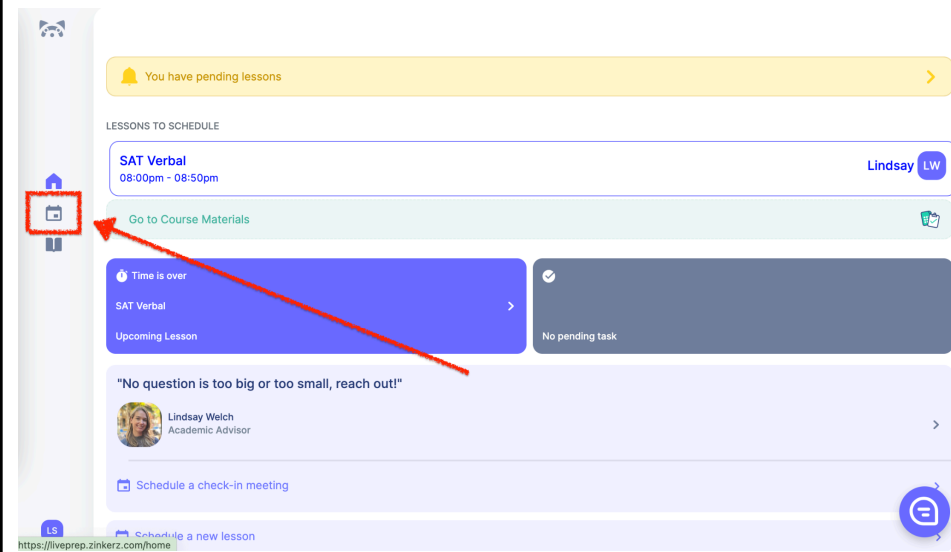
**I am in the virtual classroom but my educator does not appear to be there.**

**Step 1:**

Close the tab where you have the virtual classroom open.

**Step 2:**

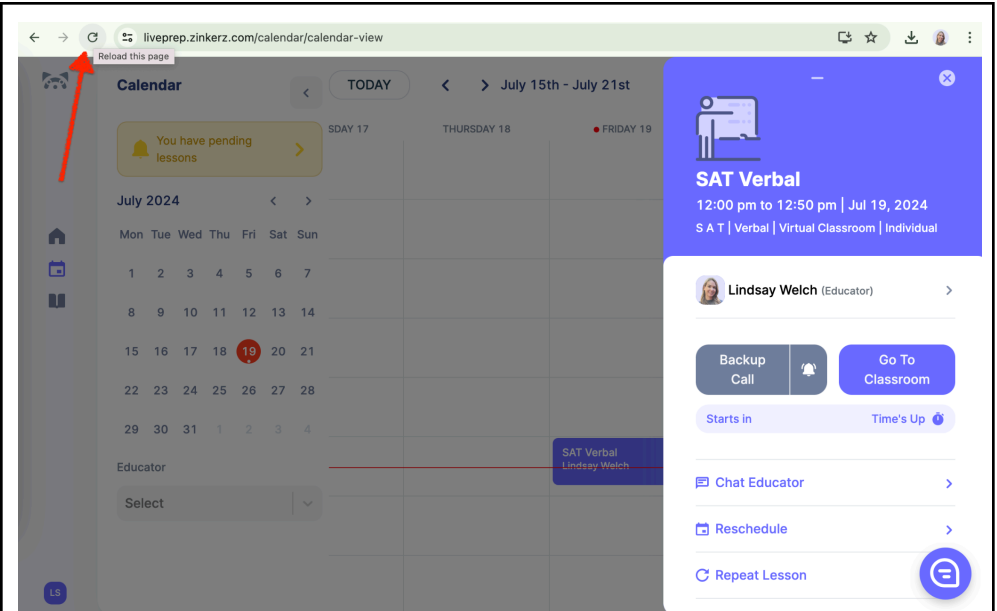
Go to the calendar page of your LivePrep account.



## Student - Class Procedures

Refresh the tab where you have your LivePrep calendar open.

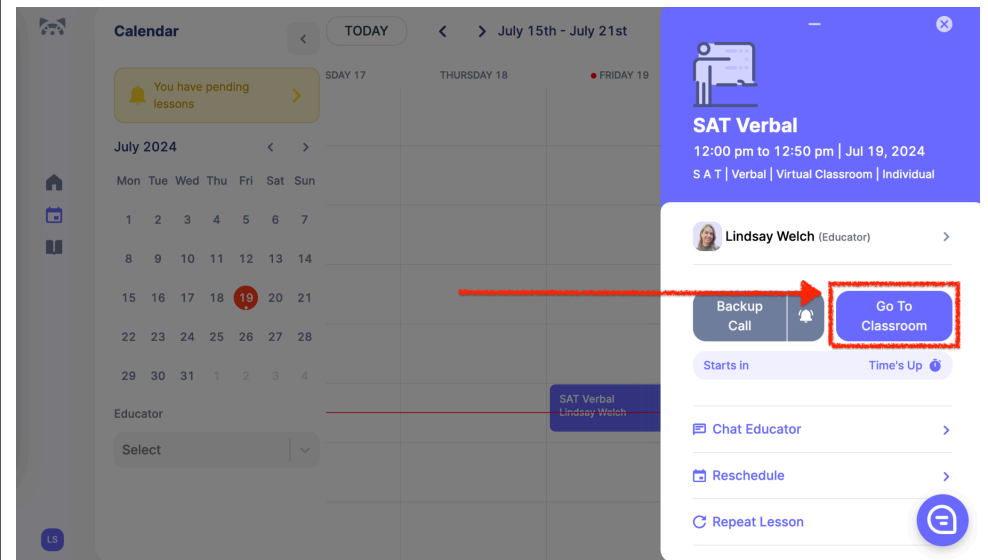
To refresh, click on the arrow next to the web address bar in your browser. (Where you would type in LivePrep.zinkerz.com to go to the LivePrep site.)



### Step 3:

Click on the lesson you are currently trying to join, and click on “Go to Classroom” again.

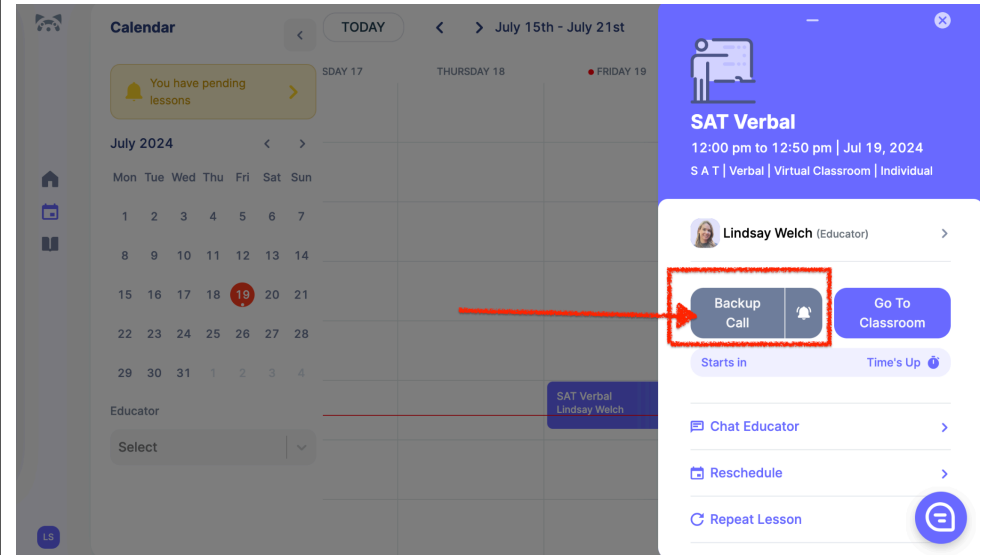
## Student - Class Procedures



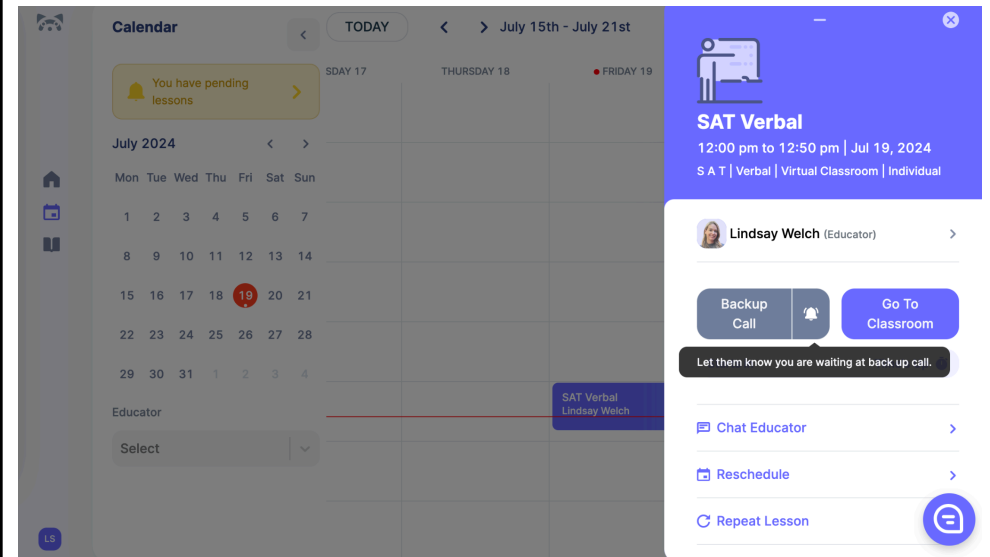
### Step 4: Still not seeing your educator?

Join the backup Google Meet. You should also:

1. Press the bell icon on the "Backup Call" button to let your educator know you are waiting in the Backup Call.
2. Message your educator using the "Chat Educator" button (under the "Go to Classroom" button) to let them know you are in the Backup Call.



## Student - Class Procedures



**Step 5:**  
Went through all these steps and still need help?

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**Issue:**

**I am in the virtual classroom and my educator cannot see and/or hear me.**

<p><b>Step 1:</b> Follow the steps in <a href="#">this document</a> to problem-solve camera and microphone issues.</p>	
<p><b>Step 2:</b> Went through all these steps and still need help?</p> <p><b>Message Zinkerz Support at +1678551550 on WhatsApp, or email us at <a href="mailto:zoe@zinkerz.com">zoe@zinkerz.com</a>.</b></p>	

**Issue:**

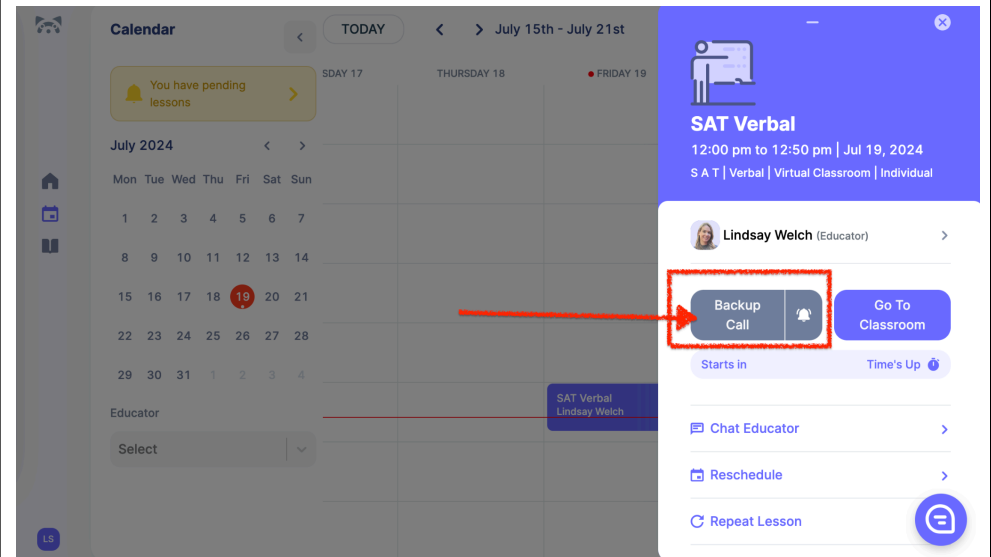
**I am in the virtual classroom and I see my educator there, but I cannot hear them.**

**Step 1:**  
Check your computer volume is turned up.

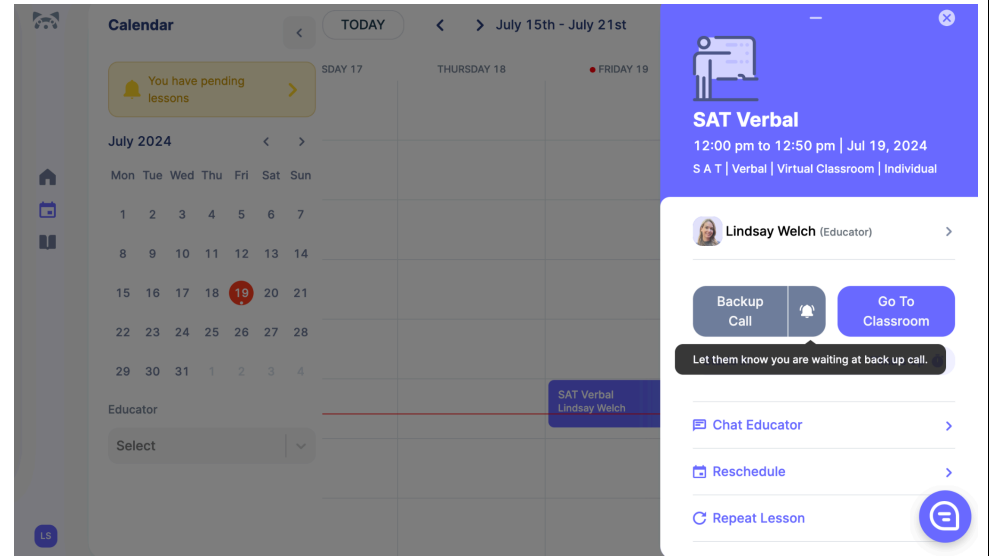
**Step 2:**  
If you are using headphones or earphones and you are in a location where this is not necessary, try removing them and disconnecting them from your computer or tablet. You may then be able to hear your educator from your device's speaker.

**Step 3:**  
Join the backup Google Meet to connect with your educator there. You should also:

3. Press the bell icon on the "Backup Call" button to let your educator know you are waiting in the Backup Call.
4. Message your educator using the "Chat Educator" button to let them know you are in the Backup Call.



Student - Class Procedures



**Step 4:**  
Went through all these steps and still need help?

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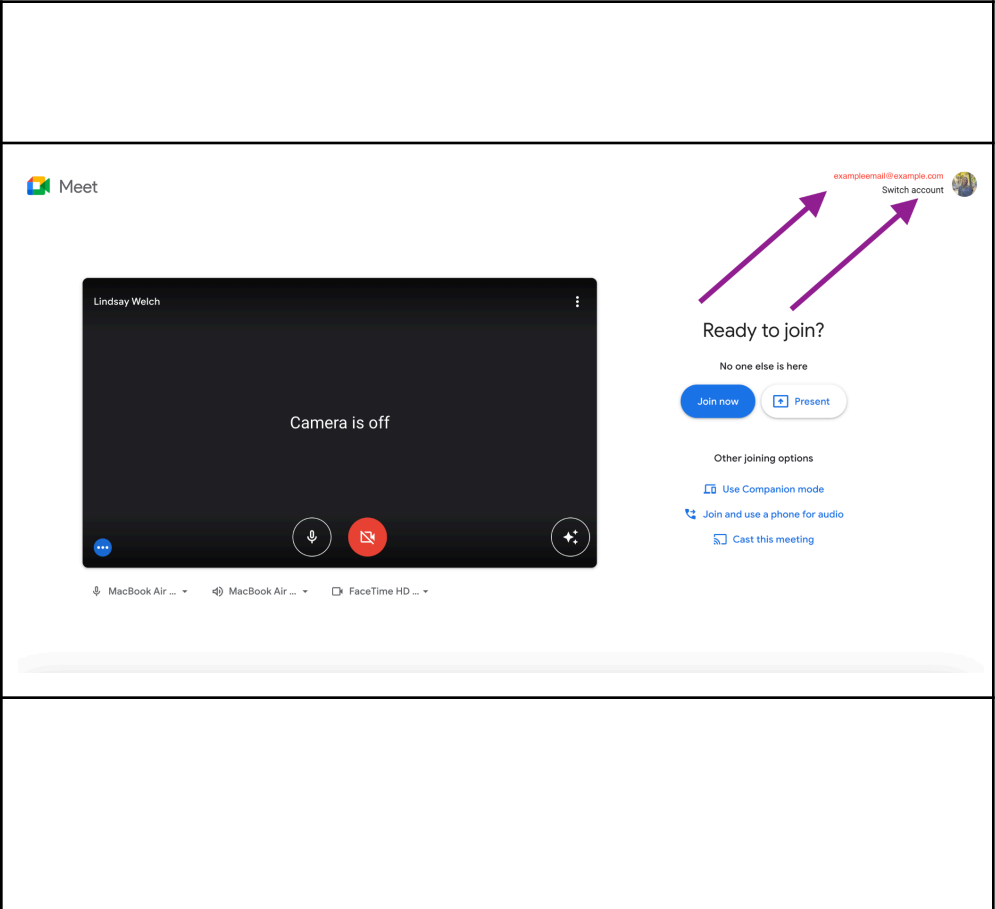
**Issue:**

**I cannot join the backup Google Meet.**

**Step 1:**  
Make sure you are in Google Chrome. If you are trying to join from Safari, or a different browser, you may encounter problems.

**Step 2:**  
Make sure you are logged into Google Chrome with a personal email, not a school email:  
  
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.

**Step 3:**  
Went through all these steps and still need help?  
  
**Message Zinkerz Support at +1678551550 on WhatsApp, or email us at [zoe@zinkerz.com](mailto:zoe@zinkerz.com).**



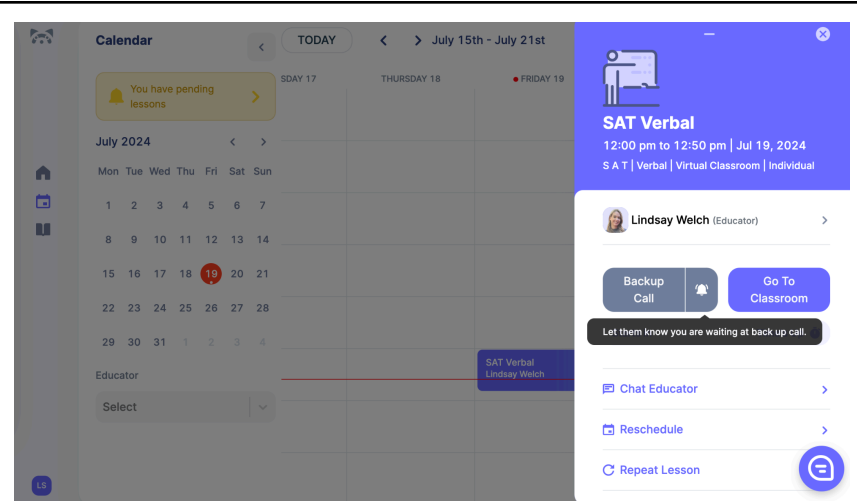
Student - Class Procedures

**Issue:**

**I am waiting in the backup Google Meet for my educator and they have not let me in.**

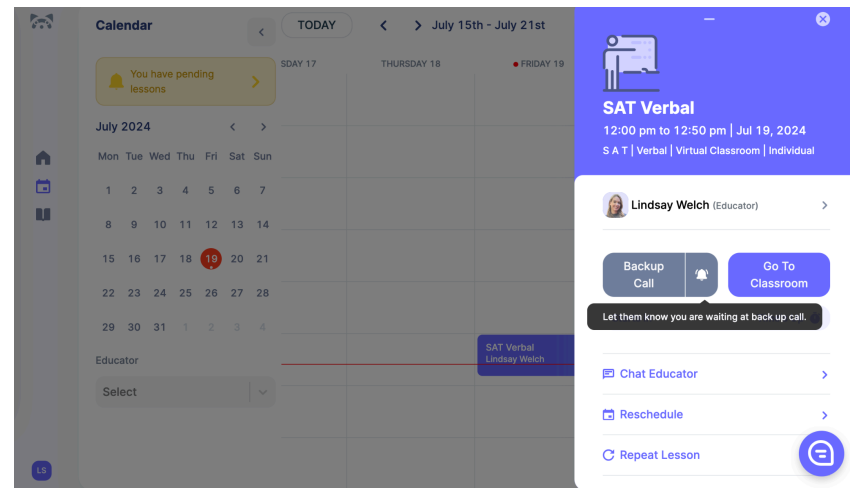
**Step 1:**

Press the bell icon on the “Backup Call” button to let your educator know you are waiting in the Backup Call.



**Step 2:**

Message your educator using the “Chat Educator” button to let them know you are in the Backup Call.



**Step 3:**

Went through all these steps and still need help?

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WhatsApp, or email us at [zoe@zinkerz.com](mailto:zoe@zinkerz.com).**

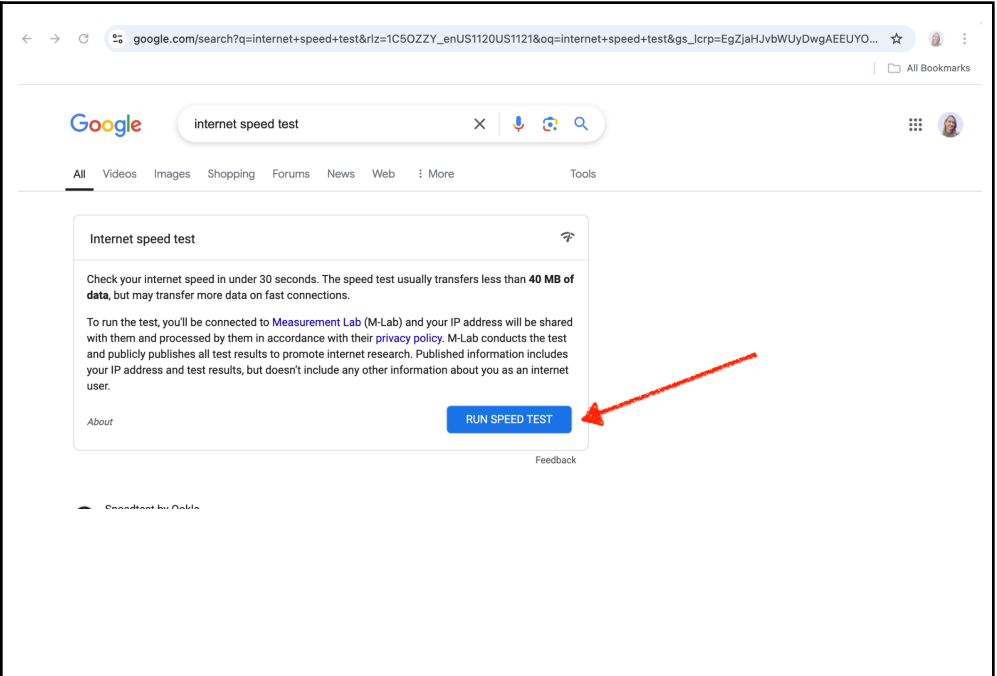
**Issue:**

**I am having trouble logging into my LivePrep account.**

**Step 1:**

First, check if your Internet connection is stable. You can do this by simply Googling “Internet Speed Test;” this test is built into Google, and you can run by simply clicking on “Run Speed Test.”

If your Internet connection is on the slow side, try moving to a different location and wait a moment to verify if your LivePrep calendar will populate with your classes.



**Step 2:**

If your Internet connection is stable and you still are having trouble logging in, check:

1. What type of device are you using?
  - You should always log into classes from a **computer** or **tablet** (not a smartphone).
2. What browser are you using?
  - If you are using a computer, you should be in **Google Chrome**.

- If you are using an iPad, you should be in **Safari**.

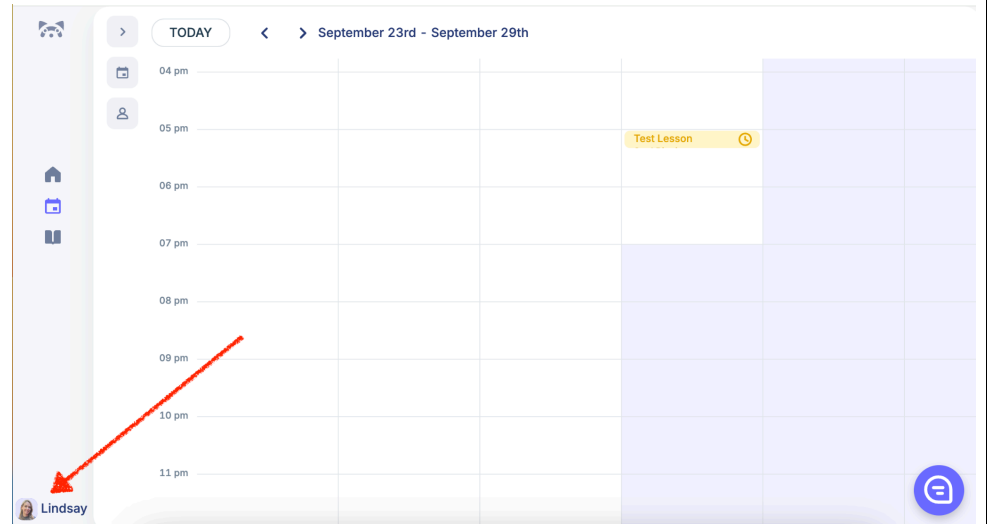
**Step 3:**

Make sure you are trying to log in with the correct email address. (This is usually the email address we have sent your study plans to.)

To check the email address you are logged in with: Click on your initials in the lower left-hand corner of the LivePrep page to see which email address you are logged in with.

If you are not logged in with the email address that is connected to your LivePrep account, click on “Logout.”

Then, log in with the email address that is connected to your LivePrep account.



## Student - Class Procedures

### Step 4:

Getting a message you have the wrong password? Simply click on the “Forgot Password” button.

From there, click on “Send Email.”

Finally, check your email for a message from Zinkerz with a link to reset your password. Once you have reset it, refresh and try logging into your LivePrep account with your new password.

The image displays two screenshots of the Zinkerz web application interface. The top screenshot shows the login page with the URL `liveprep.zinkerz.com/profile/info` in the browser address bar. The page features the Zinkerz logo, a "Welcome Back!" heading, and the instruction "Log in with your existing account". Below this, there is a login form with a "Lindsay Student" user selection, a "Password" field, a checked "Remember me" checkbox, and a "Forgot password?" link. A red arrow points to the "Forgot password?" link. A blue "Continue" button is at the bottom of the form. The bottom screenshot shows the "Reset Password" page, which prompts the user to "Enter your email address and select Send Email." The email address `lindsaystudent@yahoo.com` is entered in the field, and a blue "Send Email" button is visible at the bottom. Both screenshots include a background image of a smiling woman with curly hair pointing to the side.

**Step 5:**

Went through all these steps and still need help?

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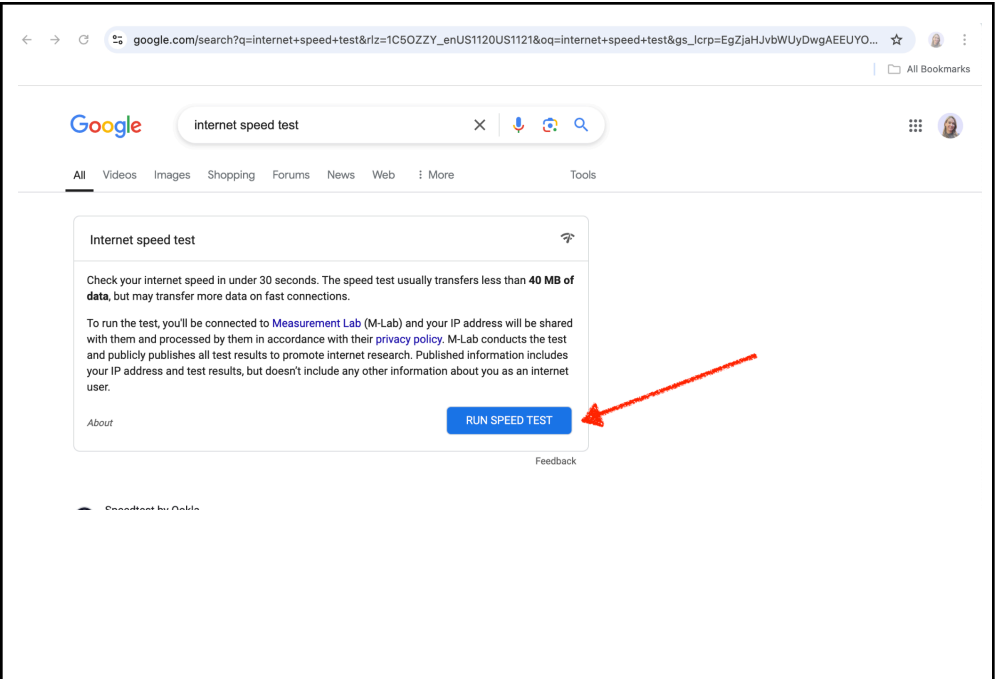
**Issue:**

**I logged into my LivePrep account to join my lesson, but none of my classes are appearing on my LivePrep calendar.**

**Step 1:**

First, check if your Internet connection is stable. You can do this by simply Googling “Internet Speed Test;” this test is built into Google, and you can run by simply clicking on “Run Speed Test.”

If your Internet connection is on the slow side, try moving to a different location and wait a moment to verify if your LivePrep calendar will populate with your classes.



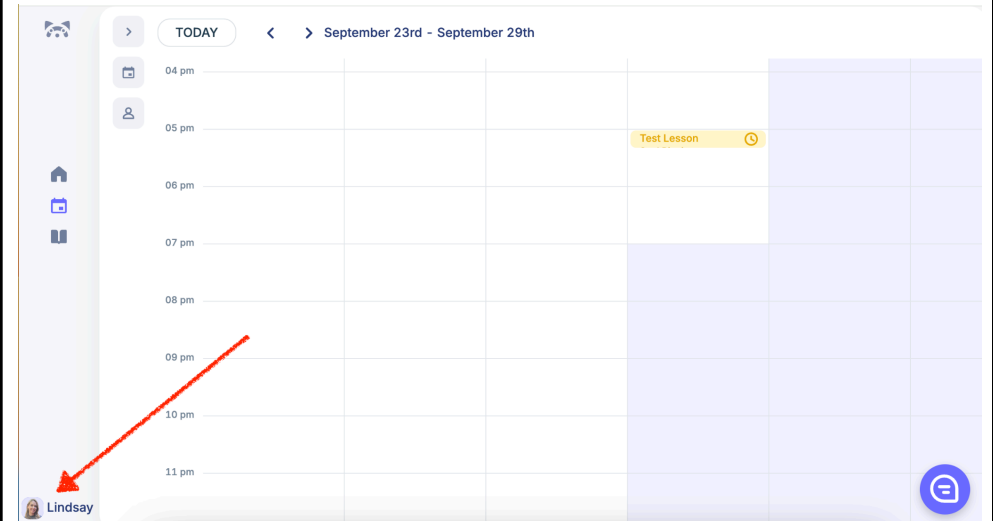
## Student - Class Procedures

### Step 2:

If your Internet connection is stable and your classes still do not appear, click on your initials in the lower left-hand corner of the LivePrep page to see which email address you are logged in with.

If you are not logged in with the email address that is connected to your LivePrep account, click on “Logout.”

Then, log in with the email address that is connected to your LivePrep account.



### Step 3:

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