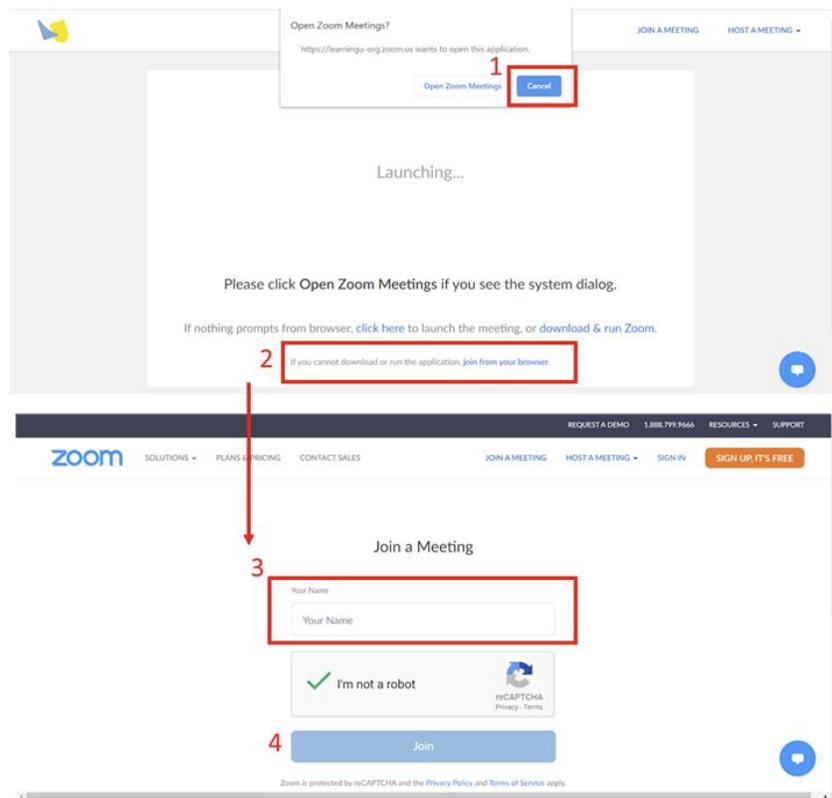


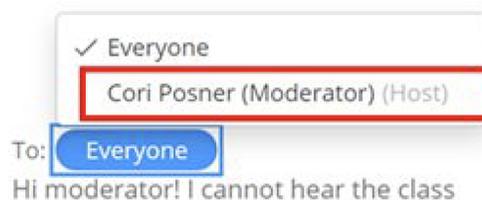
Rainstorm Student Guide

Before showing up for class on August 14 and 15, there are a few things you should know about our setup:

- 1. Access your schedule (with Zoom links) in any of these ways:**
 - a. From the [student webapp](#)
 - b. From the [student registration page](#)
- 2. It is NOT necessary to create a Zoom account.** In fact, we encourage that you do not. If under 18, you will need a parent/guardian to create a Zoom account. This will then link you with the wrong name.
 - a. If for some reason you strongly prefer using your own Zoom account on the desktop client rather than the web browser version like we recommend, please use [this link](#) to make sure your client is updated to the most recent version of Zoom. You do not need to do this if you follow the steps we've outlined out instead.
- 3. Please open Zoom classrooms on an internet browser.** For example, instead of opening the Zoom application on your computer, open the meeting in Google Chrome, FireFox, or Internet Explorer. If a pop-up appears, asking "Open Zoom Meetings?" Click cancel, and proceed to select the option to "join from your browser."



- 4. The moderator in each class should be your go-to person for technical advice.** You can directly message the moderator by clicking on the "CHAT" button at the bottom of your zoom screen.



Problems & Solutions

If all else fails: email studentsupport@learningu.org or call (650) 397-1533

Problem: I'm stuck in the Zoom waiting room!

Solution:

Make sure the name you entered on Zoom is the same **full name (first and last)** as on your account on cloud.learningu.org. To change your name on Zoom, you may have to close the Zoom browser, click on your class link again, and enter your full name.

Did you join more than 5 minutes before your class started? You will not be accepted until this point, because another class is still going on!

Problem: Class video is frozen and/or Zoom says my internet connection is unstable.

Solution:

While we encourage students to keep video on to keep classes interactive, sometimes this can lead to frozen video and audio. In this case, we recommend **turning your video OFF**. This way, you will still be able to watch the class and participate through audio.

Consider using **phone audio**. This will ensure that you can hear class content even if you are unable to load the video. Click the arrow next to the audio button at the bottom of the zoom window, then click **audio options**, then **phone call**. Call one of the numbers listed and follow prompts to enter the conference ID and your participant ID.

Problem: I can't hear anything!

Solution:

1. Make sure the volume on your computer is on!
 2. Make sure there is not another application open playing sound (Spotify, iTunes, Youtube, etc.). Close the other application, close Zoom, and try again.
 3. Make sure the correct speaker is selected (e.g. your headphones instead of your computer speaker).
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Problem: No one can hear me!

Solution:

1. Make sure you have joined the zoom meeting with your computer's audio. If you are using something external (anything besides your computer or phone microphone), then you will have to select the headphone/microphone device you are using.
2. You might be muted. This might have been done by the moderator in your classroom because of background noise interfering with the class.
3. You might have muted yourself. To unmute, click the audio button at the bottom of the screen, which should say "muted"

