Get Connected!

Tech advice for getting the most out of your Junior Division virtual classes

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❖ **Do You Have a Shaky or Weak Internet Connection?**

Connect to the internet with an Ethernet Cord

Oftentimes, wi-fi connections may be negatively impacted by stormy weather or heavy use. If you are experiencing a shaky or weak wi-fi connection, consider connecting to the internet with an ethernet cord. This wired connection may provide a more stable connection than wi-fi.

Note: An adaptor compatible with your device may be required if you are using a mobile device or Mac computer.

❖ **Do You Have a Solid Connection in Some Areas of Your Home and a Poor Connection in others? Are multiple members of your family online all at once?**

Use a Wi-Fi Extender

In many cases, multiple members of the household may be using the same wi-fi connection at once, causing your internet connection to be weaker in certain areas of the home. If this is a frequent occurrence, consider purchasing a Wi-Fi extender. These devices help spread the internet connection more evenly across your home. Looking for a place to start? Consider one of these options:

- Lifewire
- Best Buy

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❖ Are the Speakers on Your Device Giving You Trouble?

Connect External Speakers

If you find that the speakers on your device are producing poor sound quality or functioning improperly, try connecting your Zoom audio to external speakers. A wired connection would be best, but a Bluetooth connection may also do the trick.

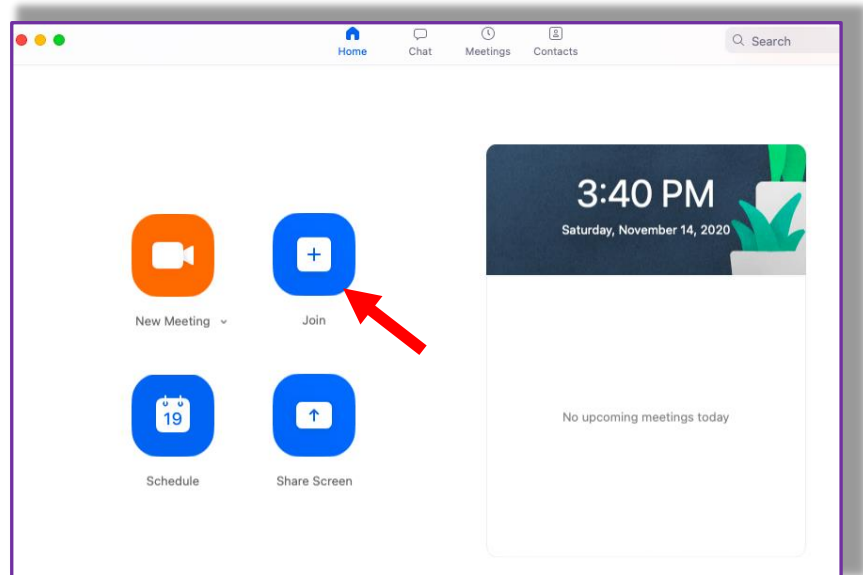### ❖ Do You Have Access to Multiple Devices?

Split Audio and Video Across Two Devices

Some students and instructors have found that using two separate devices for class - one device for sound and another for video – has improved their experience. The idea behind this method is that when one device is focused solely on audio, sound quality will be better; and when one device is focused solely on video, the video quality will be better. If you're considering this method, make sure both devices are muted and that the camera is turned off for the device that you're using for sound.

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❖ **Do You Keep Seeing the "Invalid Meeting ID" Message on Zoom?**

Enter the Meeting ID Manually

Sometimes, Zoom may not immediately recognize the Meeting ID for a class when clicking on the class link from Google Calendar. While the cause of this glitch is unclear, there is a workaround! In your Zoom application, click "Join" and type in the Meeting ID manually. This will take you directly to the class.

❖ **When All Else Fails...**

Close Other Applications

When in doubt, always close all other tabs, applications, and programs outside of Zoom. This will free up your device's processing power to focus solely on Zoom, allowing your class to run more smoothly.

If possible, encourage other members of your household using the same internet connection to avoid activities that require large amounts of internet bandwidth while you take class. Some of these activities include streaming television shows and downloading large files.

When all else fails, log out of both Zoom and Google, restart your computer, and try again. Sometimes a reboot is all that's needed.

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❖ **Having trouble with your *HealthCheck* app?**

Screenshot Your QR Code

Once completing your *HealthCheck* screening in the app, take a screenshot of your QR code with the green notification. This will save Your QR code in the event that the application begins to glitch during Check-In at the building. Show this screenshot to security at the front entrance in order to gain access to the building.