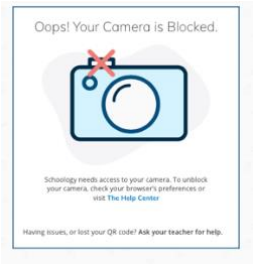
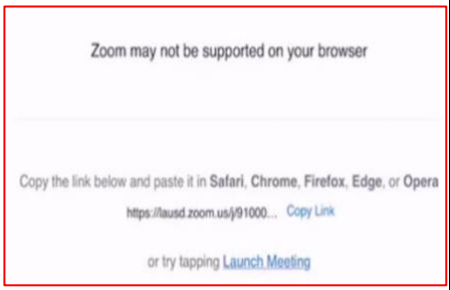
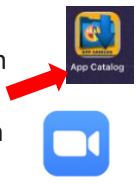
Los Angeles Unified School District
Troubleshooting Tips

Here are a few troubleshooting tips for common technology issues.

#	Known Issues	Solution
1 Student Action	If **students** see this on an iPad… 	**Students** should follow these directions.
2 Student Action	If **students** see this on an iPad… 	**Students** must **not** use the "Schoology app." **Solution:** Students may use the "LAUSD Schoology app" **or** Students should use the Safari browser and type in **lms.lausd.net**, sign in with single sign-on, go to your course, and click on your zoom link.
3 Student Action	If **students** could not see the Zoom app on the iPad… 	Beginning Thursday, August 20, all iPads should have the Zoom Applications downloaded on to them. If students do not see the app, suggest to families to turn the device off, wait a few seconds, and turn it on again. If the app does not automatically install, then students may go to the App catalog, locate the Zoom app, click on it, and it will install on the desktop. 

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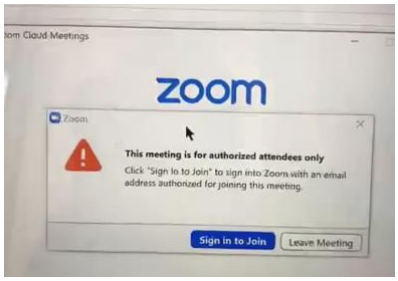
4 Teacher Action	If students are getting this error message… 	Teachers must change the way they are setting up the Zoom link. Zoom links must be created within Schoology using the external tool function. Here is a job aide. Here is a video.
5 Teacher Action	Only for Dual-Rostered Courses (e.g., Photo 1A and Photo 2A) or Combination Classes (e.g., Grades 3 & 4): If teachers want students from multiple courses (two or more) in secondary or combination classes in elementary to attend a single zoom session…	1. Choose **one course** from your dual-rostered courses or **one grade level course** to create the "**External Tool"** Zoom link following the prescribed protocols in the video Creating Zoom Links 2. For the second dual-rostered course or grade level, follow the instructions beginning at the 3:04 minute mark in the video Creating Zoom Links a. Select "Add Materials" b. Select "Add File/Link/External Tool" **c.** Select **"Link"** d. Paste the Zoom Link (e.g., https://lausd.zoom.us/j/95995589368) e. Inside the Title box write "Live Session Zoom Link" (***Note:*** the title of this link should be the same title given to the External Tool link created in step 1)

Please DO NOT change or alter authentication functions in Zoom settings.