TROUBLESHOOTING TIPS FOR ZOOM LOG-INS
AUGUST 20, 2020

We have come to understand that some students and families were having challenges with logging into Zoom classes/courses. If the concerns persist today, below are a few troubleshooting tips to help you.

Troubleshooting Tip 1

If your students are getting a message ***"This meeting is for Authorized attendees only"*** or ***"sign into your company"*** error please review the following:

Delete the meetings you created and start again
following the instructions found in this video Creating Zoom Links

Troubleshooting Tip 2

If you have a Combination Class at the Elementary or Dual Rostered Class at the Secondary level and your students need to attend the same Zoom session, follow the steps below:

1. Choose **one grade level/course** from your class/dual-rostered courses to create the "**External Tool" Zoom link** following the prescribed protocols in the video Creating Zoom Links
2. For the **second** grade level/dual-rostered course, 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)