

# Troubleshooting Guide

## General Troubleshooting Steps

- Leave Class session and rejoin.
- Log out and back in.
- Close application and restart.
- Clear Class app cache: [Windows instructions](#) | [Mac](#) | [Android](#) | [ChromeOS](#)
- Uninstall and reinstall Class.
- Restart your device.

## Troubleshooting Steps By Issue

### Unable to launch Class

- Ensure the Class application has been downloaded and that you are in the latest version.
- [Check your operating system](#) to see compatibility.
- Uninstall and reinstall the application.

### Learner stuck on "Waiting for Instructor to Start" message

- Close app and rejoin.
- If joining from meeting ID and password, try to use the meeting link and vice versa.

### Learner stuck on "Waiting to be Admitted to the Class" message

- Instructor admits learners from Waiting Room.
- Learner closes app and rejoins.

### Learner stuck on “Waiting for Instructor to Start” message

- Close app and rejoin.
- If joining from meeting ID and password, try to use the meeting link and vice versa.

### Learner does not see launched activities, screen share, or peers’ video

- Instructor confirm learner is verified.
- Instructor relaunches activity.
- Learner toggle from the Activity or Screen Share tab to the classroom and then back to the Activity or Screen Share tab.
- Learner leaves Class and rejoins.

### Learner’s video panel is gray

- Turn video off then back on.
- Make sure you toggle the correct video source.

### Learner can hear others but others can’t hear them

- Make sure you toggle the correct output device as Class will default to your default preferences.
- Ensure you are on the latest version of the Class application.

### User did not receive the notification/pop-up to join a breakout room

It might be hidden on another screen or under another window:

- Windows: Select the Class application in the taskbar to display all Class dialogs including the invitation dialog.
- Mac: Right-click the Class app in the macOS Dock, select “Show all Windows” and the breakout room dialogue box will show up in the foreground.

### Learner not able to screen share

- Ensure instructor has turned on screen sharing permissions (instructions [here](#)).
- If on macOS, enable Class to screen record via the System Preferences. Step-by-step instructions listed [here](#).

---

**Learners could hear but couldn't see anything (blank screen)**

- Leave and rejoin Class.
- Clear Class app cache and rejoin Class.

**Scaling issues - learner are too zoomed in**

- Make sure display is set at 100% display scale.
- Try maximizing/minimizing the application.

## Additional Resources



[Learner Guides](#)



[Class Support Page](#)



[In App Support](#)



[Knowledge Base](#)