

ConexED Troubleshooting Reference Sheet

Refresh

- Refreshing the browser resolves many platform problems.

Identify the number of people impacted by the problem.

- Ask another instructor if they are experiencing the issue.
- Ask another student if they are experiencing the issue.
- If less than half are affected, then the cause is not likely the platform and may be the internet provider.

Check the internet speed

- Use speedcheck.org:
 - Download 10 Mbps minimum
 - Upload 20 Mbps minimum
 - Latency less than 40 ms
 - Stability greater than 80% for both Upload and Download
- If you do not meet the minimum requirements, please move to a wired connection or closer to the internet access point.

Use Screen Share & Take Screen Captures

- This will allow your instructor to see what you see.
- When the user is editing audio/video settings, you will not be able to hear them.

Verify Permission Settings & Browser Extensions

- Check to make sure the browser is allowing audio/video connections
- Check to see what browser extensions are enabled - you may need to turn off some browser extensions such as Ad Block Plus
- Check for any browser updates that may be pending.
- Check Parental Control Software and Virus Protection to ensure they allow the website.
- Try another email account - Google family accounts of school accounts may block the site.

Restart the device and verify all updates are installed

- Check for Operating System updates in your computer settings.
- Check for Browser updates in your browser settings.
- Restart the computer.

Try alternate browsers, devices, and hardware

- Download and install an alternate browser - Google, Firefox, and edge are supported browsers.
- Try another set of headphones.
- Try another computer.

Check current family resources

- "Welcome to Mathnasium@home" video
- "VCP Guidance for Families" document

