

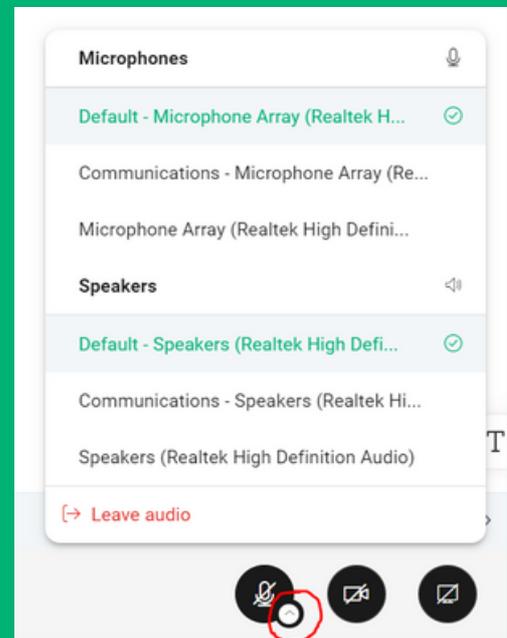
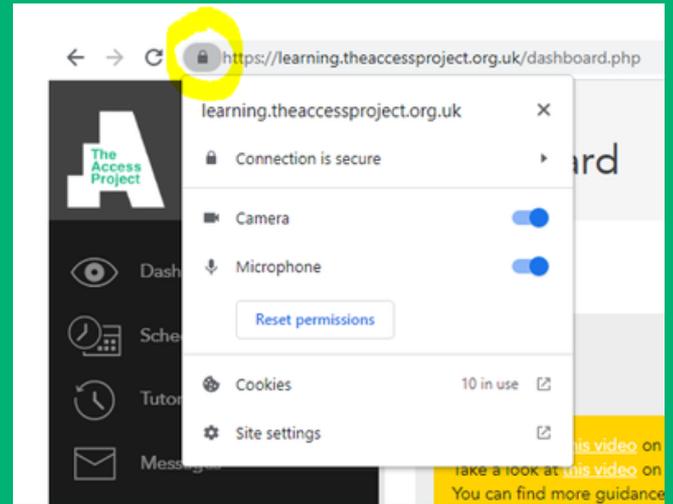
Online tutorial platform troubleshooting

Audio or webcam not working?

Try resetting your device/browser [permissions](#). Click on the padlock symbol in the URL bar (circled in yellow) and change the camera and microphone to 'allow'. Then click 'reset permissions'.

If your microphone is not working, you could try a different [audio source](#). In the classroom, click on the upwards arrow by the microphone (circled in red) to see more options.

Try a [different browser](#), such as Microsoft Edge or FireFox, or try an incognito window.



Check your settings using [this system check](#) page.

If there are any problems, take a screen shot of the results and email them to onlinetuition@theaccessproject.org.uk

Audio or webcam cutting out?

This is likely to be caused by your [internet connection](#). Use the tips below.

WIFI tips

- Close all other programmes and browser tabs.
- Make sure communication programmes such as Zoom and Teams are closed.
- Check that others you are sharing the internet with are not using it for any demanding tasks, such as streaming something on television or gaming.
- Sit as close to the WIFI router as possible.

Enter button
not working?

Log out and back in again, or do a **hard refresh** of your browser by clicking 'ctrl' and the refresh arrow by the URL at the top of your browser window at the same time. 

Please note: A student will only be able to enter the classroom if their tutor is in there. Before the session's scheduled start time the student will see a countdown in place of the 'enter' button counting down to start time.

Browser tips

- Clear **cookies and cache** on your browser.

Hold the ctrl, shift and delete keys at the same time, a clearing browser data window will open.

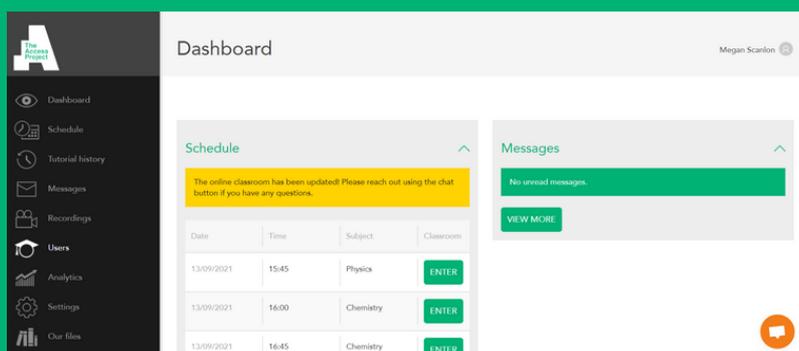
Open the basic tab and clear data (check you are happy with the boxes that are ticked, you may want passwords to remain saved).

Switch to the the advanced tab and clear data.

Close the browser (all tabs and windows).

You can then open the browser again.

- Try a **different browser**, such as Microsoft Edge or Firefox.
- Always **log out** after each session. This refresh and reset when logging back in for your next tutorial will mean the functionality works at its best.



While
on the
tutoring
platform

Contact the platform support team using the **help chat**, found in the bottom right-hand corner of the platform.

At any
other
time

Email us at onlinetuition@theaccessproject.org.uk. Try to include as much information as possible and a screenshot.