

Troubleshooting Ideas

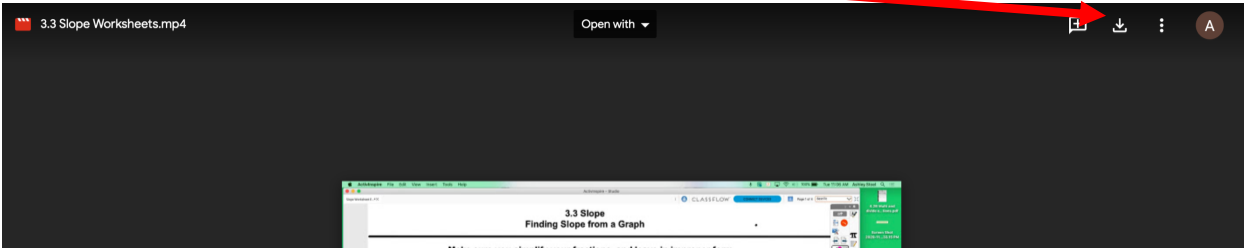
Basic Troubleshooting for any issue

1. Close the app and try to reopen
2. Shut Down the computer, turn back on and try the app again
3. If it is an internet-based issue, try to use a different browser
 - a. Safari, FireFox, or Chrome
4. Contact teacher



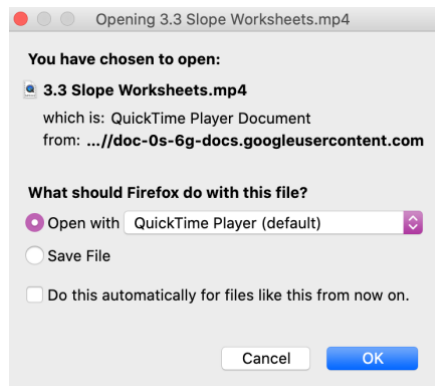
If a video on Google Classroom is freezing/glitchy, you can try to download the video.

1. Click the Download button



2. There maybe be a pop-up
Since you trust the source, it is okay to click “Download Anyways”

3. There will be another pop up, the video should open with QuickTime player



4. If the video doesn't automatically pop-up for you to watch, you can find it in your downloads. Go to Finder→Go→Downloads

