

WHAT SHOULD I DO IF I CAN'T CONNECT TO ORCHESTRA CLASS ONLINE?

We are expecting there to be a lot of bumps as we try to connect together in the coming days and weeks. Read on to see some ideas for what to try if you have issues connecting.

TROUBLESHOOT YOUR TECHNOLOGY ISSUES:

- Be sure you are logged into the SSO Portal
- Be sure you have selected the correct meeting link for your class; Some Itslearning pages have multiple class meeting links and you need to be in the correct one for your instrument and class.
- Be sure you have followed the directions to correctly use Microsoft Teams
You can find tips about this under our Technology Tab under Resources.
- **When in doubt- Try restarting your computer using the START MENU and RESTART- don't just push the power button**

“What if I am waiting in the lobby of my Orchestra class and the directors never start the meeting?”

-If you are waiting in the lobby for more than 5 minutes after class starts...

-Be sure you have used the correct meeting link! If you are waiting in the wrong lobby, we won't ever find you!

-If you are waiting in the lobby for more than 10 minutes after class starts...

It may be that the teachers are having connection issues!

Please try the troubleshooting steps at the top of the page 1st!!

Then submit this link to let us know you tried to connect to class and missed us: Could Not Connect to Orchestra Class

IF YOU STILL CANT CONNECT.....

TAKE CHARGE OF YOUR OWN LEARNING:

If you are unable to connect, please look on Itslearning for our Weekly Agenda and Assignments.

Check to see what you should be practicing or preparing for that week and spend your class time working on those items even if you could not connect to our meeting.

Any due dates will still apply if you cannot connect to class.

Example: If there is an assignment on Itslearning to make a recording on Flipgrid by Friday, and you cannot connect Friday to our class, you still need to submit the assignment.

Keep it up! We know this is challenging!