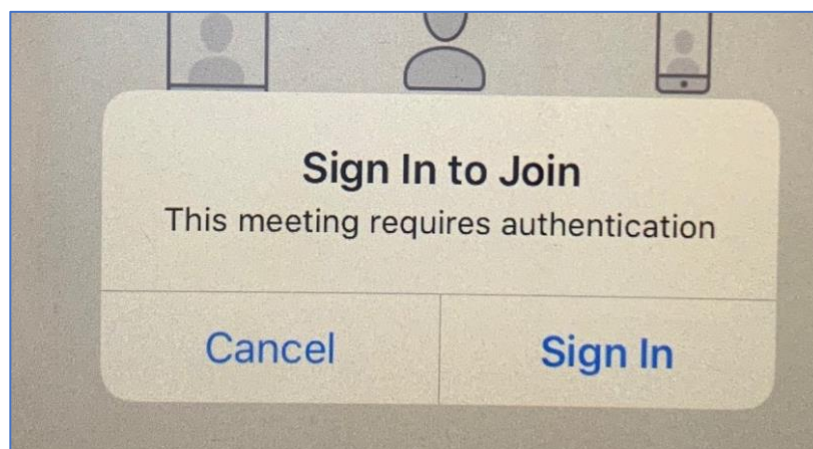
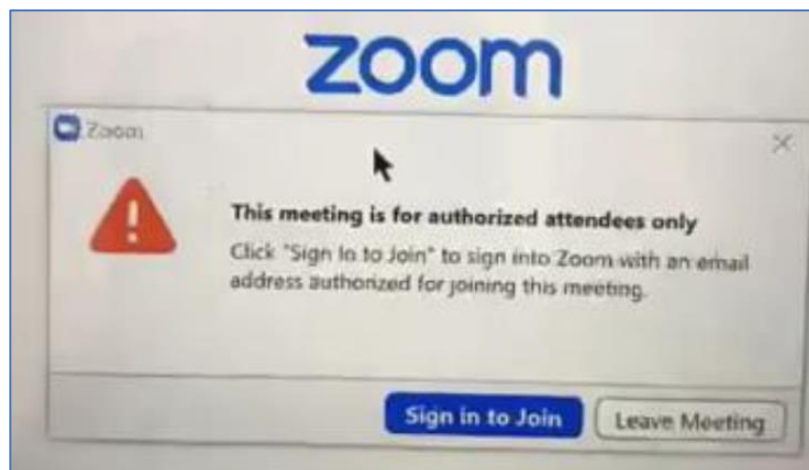
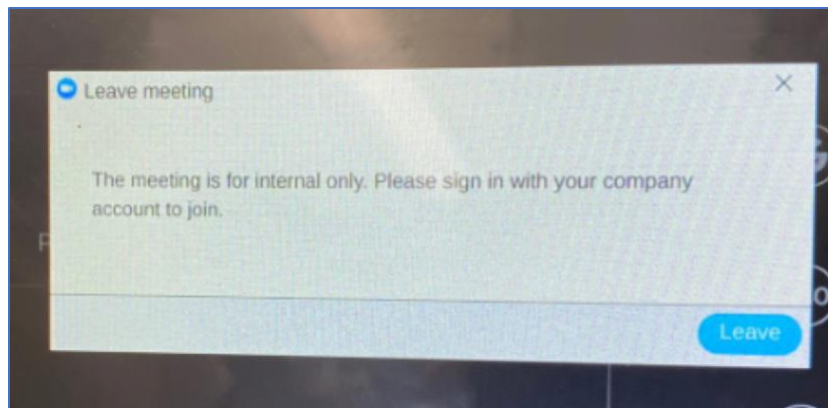


KB: Addressing Students Who Encounter Authentication Issues in Zoom

Problem:

Students may see an error regarding authentication, internal use, or authorized attendee while attempting to join Zoom meeting from inside or outside of Schoology.

Examples:



Expected behavior:

Students should be able to join a Zoom meeting from within Schoology, without seeing the above prompts to sign in or authenticate.

Causes for the error:

There are a few possibilities of the cause of this message to be displayed to a student.

- 1. Issue:** Teachers may not have followed the exact directions in the job aid which all teachers have been instructed to follow.
Corrective action: Inform teachers to ensure that they are following the direction at <http://bit.ly/PLSZoomGSG>.
- 2. Issue:** Teachers may have a class with multiple rosters, or multiple periods in which they want to teach or lecture in “one” Zoom meeting. The teacher copies and pastes the Zoom meeting link from one course to another.

Corrective action: Teachers will need to inform students in the courses or periods that the “copy and paste the Zoom link” that they must sign in and authenticate into the Zoom app before clicking and joining the Zoom meeting link. (Students shall follow the instructions on the next page, or at <http://achieve.lausd.net/ZoomAppLogin>)

**** We are aware of this limitation, and are working closely with Zoom to implement an enhancement to allow teachers the ability to lecture in one Zoom meeting with multiple rosters/periods without the students in the additional courses needing to manually sign in and authenticate.****

Immediate resolution for students encountering the error messages:

Please have the students follow the steps and screenshots below to
The steps will be the same regardless of the platform (Chromebook, iOS, Windows, Mac).

