Frequently Asked Questions: Remote Learning

If you are still having troubles after following these steps, please contact your child's teacher for further troubleshooting. They are your primary resource for all of your GCS classroom related issues. We ask that you are patient for their responses as they will still be teaching their classes. If your child misses a part or all of a school day due to technology issues, the teacher will work with you to determine a way for your child to complete the work (e.g., watching the recording of the day's lessons, completing assignments on Google Classroom, etc.).

Why isn't my computer connecting to the internet?

Check that you are connected to your wireless connection, and restart your computer. If your connection is not showing after a restart, check on your router and restart it. If you are still not connecting to the internet, you can contact your internet provider.

How do I restart my router?

Often your modem and router are all combined in one device and this is what connects to your Cable/DSL/Fiber line from your wall Coax/cable line. To restart these devices unplug them from the power outlet on the wall for 15 seconds and then plug them back in.

Zoom Troubleshooting

Where do I find my classes' Zoom call information?

This will be either on your Google Classroom or your Moodle course. If you do not have access to either of these, check to see if you received an email from your instructor. If you still do not see your zoom link, contact your class instructor.

How do I troubleshoot the call not working?

If you are unable to join the call at all, make sure you have the correct link.
If on a Mac or Windows computer please install the desktop version of Zoom, as this will prevent browser issues from other classes to cause problems and keep everything simple for zoom google account login purposes. Try restarting your computer. If it shows that you are in the waiting room, be patient. The teacher will need to admit you.

Why is my camera not working?

Though hardware failure could be the case, make sure you click Start Video within Zoom. If it still is not connecting your camera, make sure to restart. If you are on a desktop and not a laptop, your computer probably did not come with a webcam so you will need to buy a webcam separately.

Why is my microphone not working?

Though hardware failure could be the case, make sure you click Join Audio within zoom. If it still is not connecting your microphone (or others can't hear you), make sure to select your microphone from the microphone list. Also make sure your microphone works inside the zoom app settings screen. If you are on a desktop and not a laptop, your computer probably did not come with a webcam or microphone so you will need to buy a webcam separately (webcams have a microphone built in).

Why can't I hear anyone?

You will need to turn your computer speakers/volume up. Make sure you Join zoom audio. Check within the zoom app settings if the audio output is working correctly. If issues still exist, restart your computer.

Google Classroom Troubleshooting

How do I contact the class teacher?

Your direct line of contact is through zoom chat while in class, through GCS email for grades 4-12th, or parent email. The teacher's email address is based on firstname.lastname@gcsaz.org (Where first name is the teacher's first name without spaces, and last name is the teacher's last name without spaces).