

Zoom Troubleshoot

Below is a breakdown of what will happen if there are any technical issues either before or during Remote Online Assessments (ROAs).

Issue	Solutions – try one or more of these solutions
Cannot connect to Zoom	<ol style="list-style-type: none"> 1. Check your network connection on both your device and router 2. Launch the Zoom meeting in a desktop connection instead of through the app
Camera not working	<ol style="list-style-type: none"> 1. Check that all other apps or windows that use a camera are closed 2. Leave the Zoom meeting and re-enter it 3. If it still does not work, remove the Zoom app from your device and re-install the latest version. The re-join the Zoom meeting
Audio is not working	<ol style="list-style-type: none"> 1. Check that the speaker is turned on your device 2. Check the volume level on the device 3. Ask the host to check you are not muted on Zoom 4. Check the settings on your device, then check the permission settings for Zoom. The microphone should be enabled 5. Try using earphones, sometimes it is easier to hear using these 6. Restart device 7. Remove the Zoom app and re-join the latest version. Then re-enter the Zoom meeting
Audio echo or feedback	<ol style="list-style-type: none"> 1. The computer audio and mobile audio may be both active. Either hang up the audio call or leave audio by clicking on the arrow next to the microphone icon in Zoom and select 2. "Leave Computer Audio" 3. Make sure any telephones/ mobiles and computer devices are not near one another, sometimes they can interfere with each other 4. Leave the Zoom meeting and re-join
Video keeps freezing	<ol style="list-style-type: none"> 1. Click on "stop video" and then "start video"
<p>Important: If the exam is compromised due to technical issues, a Special Consideration must be applied. There are two options:</p> <ol style="list-style-type: none"> 1. Learner restarts their exam or piece 2. Exam is rescheduled free of charge by LAMDA for a later date (or time) <p>The Examiner and Steward will note this on their <i>Feedback Forms</i> to be reviewed by the office.</p>	

ROAs Troubleshoot

Below is a detailed explanation of how we would aim to resolve a technical issue if it occurs either before or during an assessment.

Before the Exam

If the Learner's video and/or microphone is not connecting:

- Wait a few seconds to allow any issue to resolve itself
- If the Learner can be seen but not heard, the LAMDA Steward will ask the Learner (or Chaperone) to give a thumbs up if they can hear the LAMDA Steward. If the Chaperone is not in the room, the Steward will ask the Learner to bring the Chaperone back in to assist. The Learner or Chaperone will then need to check the connection or turn microphone on. If this does not resolve the issue, the Steward will ask the Learner (or Chaperone) to leave the meeting and re-join
- If the Learner's sound works but the video does not, the Learner or Chaperone will need to check that the video is on. The LAMDA Steward (as co-host) will try to activate the Learner's video on their behalf. The Learner or Chaperone will need to 'approve' this request in order for the video to activate. If this does not resolve the issue, the Steward will ask the Learner (or Chaperone) to leave the meeting and re-join
- If both the sound and video do not connect, the Steward and Chaperone should contact the Centre Coordinator. The Steward will provide technical support where possible
- If connection is causing significant delay that will impact the rest of the timetable the Learner may need to be rescheduled or seen later in the day at the discretion of the Examiner

During the Exam

If the Examiner loses connection with the Learner:

- Wait for a few seconds – it may be that there is a temporary lag in the connection. Please wait for the audio and video to synchronise
- The Examiner may ask the Steward to switch on their video and microphone to help resolve these technical issues. While this is happening, the Examiner will temporarily turn off their video and microphone so that there is one clear point of contact for resolving this issue
- The Steward may ask the Learner or Chaperone to:
 - check the WiFi connection in the property
 - ensure no one else in the household is unnecessarily using the internet
 - leave the meeting and re-join
- If the issue persists, the LAMDA Steward will contact the Centre Coordinator to arrange for the examination to be rescheduled for a later time or date

If the Examiner loses connection with the session:

- The Examiner will inform the Steward by email that they are experiencing connection issues that Zoom is not allowing them access to the session
- The Examiner will need to:
 - Check WiFi connection in the property
 - ensure no one else in the household is unnecessarily using the internet
 - leave the meeting and re-join
- The Steward will inform the Learner (and Chaperone) that the Examiner is having connectivity issues and the exam will resume once the issue has been resolved. If this poses any delay to the rest of the session the LAMDA Steward will message all Learners present in the Zoom waiting room that the exams are currently being delayed and the reason. If the delay is more than 5 to 10 minutes, the LAMDA Steward will also inform the Centre Coordinator by email so that they can update other Learners in the session.

If the Examiner loses connection part way through an exam:

- If connection is lost during the exam, the Examiner will ask the Learner to restart from where they were cut off:
 - Performing a piece – the Learner will restart the piece (not applicable for Musical Theatre exams)
 - Knowledge section – the Examiner will confirm which questions were asked and continue from there (unless the Examiner feels it is appropriate to restart the whole Knowledge component)
- If a Learner has trouble with their sound or camera upon returning, the LAMDA Steward will liaise with the Learner or Chaperone to resolve the issue before recommencing the exam
- If connection is lost and upon return the sound works but the camera does not, and only the Knowledge component of the exam is left, the exam can continue. The Learner will be given the option to be assessed for their Knowledge section with only the audio working or to have this component of the exam rescheduled for a later time or date
- If connection is lost completely the exam will be reschedule for a later time or date.

Note: In order to assess Learners accurately, the Conversation element of specific exams can only occur if the camera is in working order. It cannot be assessed by audio or chat function only.

If a connection is constantly disrupted:

- If the connection is so disruptive that it is impossible to assess the Learner, the Examiner will call on the LAMDA Steward to discuss options. The Learner will be temporarily placed back in the waiting room while this is discussed.
- The LAMDA Steward will ask the Chaperone back into the meeting and will either:
 1. find a solution to the technical issue, or
 2. suggest rescheduling the exam for another day, or if possible, for later the same day
 3. If the examination is rescheduled, the LAMDA Steward will update the Centre Coordinator by email