

Student Unable to Log into Google Meet or Zoom:

If the moderator ejects a participant, that participant will be unable to:

- Rejoin the existing meeting (even if they are in-domain or on the calendar invite).
 - Knock to request rejoining the existing meeting.
 - Moderator can still add that participant to the meeting by manually inviting them. They can use the add person button in the people panel
1. Have the student restart the device and log back in right before class starts. NOT CLOSE THE LID, hold the power button down until it shuts off.
 2. Make sure they have a strong connection to the home router or Alcatel WiFi device. Use this map to determine strength from where the student is using the hot spot: <https://maps.t-mobile.com/>
 - a. They also need to have a good speed connection to the cell site tower by performing a speed test on <https://fast.com/>.
 3. Have the user (parent) make sure the Chrome version is updated to the latest version. They can google this and get the version: <https://support.google.com/chromebook/answer/177889?hl=en>
 4. Reset Google Chrome to default settings, clear the browser history (Advanced > All Time) <https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>
 5. Make sure the student/parent only has the required "tabs" open.