



Recommendations and Frequently Asked Questions *Students and Families*

District Chromebooks:

Keep the tabs open after login. Leave the Zoom tab open all day for a better experience. If you accidentally close the tab, open Google Chrome and click the [Zoom link on the Student Resources Page](#)

Non-District Devices:

Open your default browser and navigate to the Salem Keizer [Zoom Site](#) (bookmark this site). Click [Sign in](#) button and sign into your Google account. **Keep this window open all day.**

I'm having trouble joining my class in Zoom, what should I do?

District Chromebooks:

1. *Restart the Chromebook.*

Hold the Power Button for 2 seconds and select Power Off when it prompts on the screen

2. *Log back in and wait* for each tab to load completely and for Zoom to install

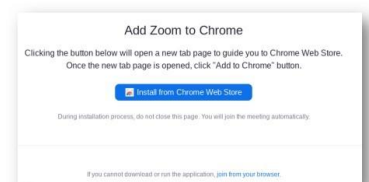
You will see the blue Zoom icon in the Chromebook shelf. This can take as much as 2-3 minutes.

Non-District Devices:

Verify they have logged into Zoom in your web browser. This happens automatically on a district Chromebook

It is asking me to Install Zoom from Chrome Web Store, what do I do?

If you see the screen on the right, let the Chromebook fully load all the tabs and install the Zoom app before joining your Zoom meeting.



Why is the quality of my Zoom meeting so bad?

This could be due to a variety of factors including internet bandwidth, Zoom's capacity and capabilities, etc. Lagging and freezing could indicate a problem with your internet connection. Try to move to an area with a more stable connection to see if this helps.

Helpful District Websites *(Click to access)*

