

Zoom Troubleshooting Guide for Chromebooks





Click on the Zoom link sent by your class teacher.



Emily Wares ▸

11:19 AM

Join Zoom Meeting

<https://nsweducation.zoom.us/j/65445129786?pwd=aktGQ2MyVEFSaUdhYUdNK0JrYU95Zz09>

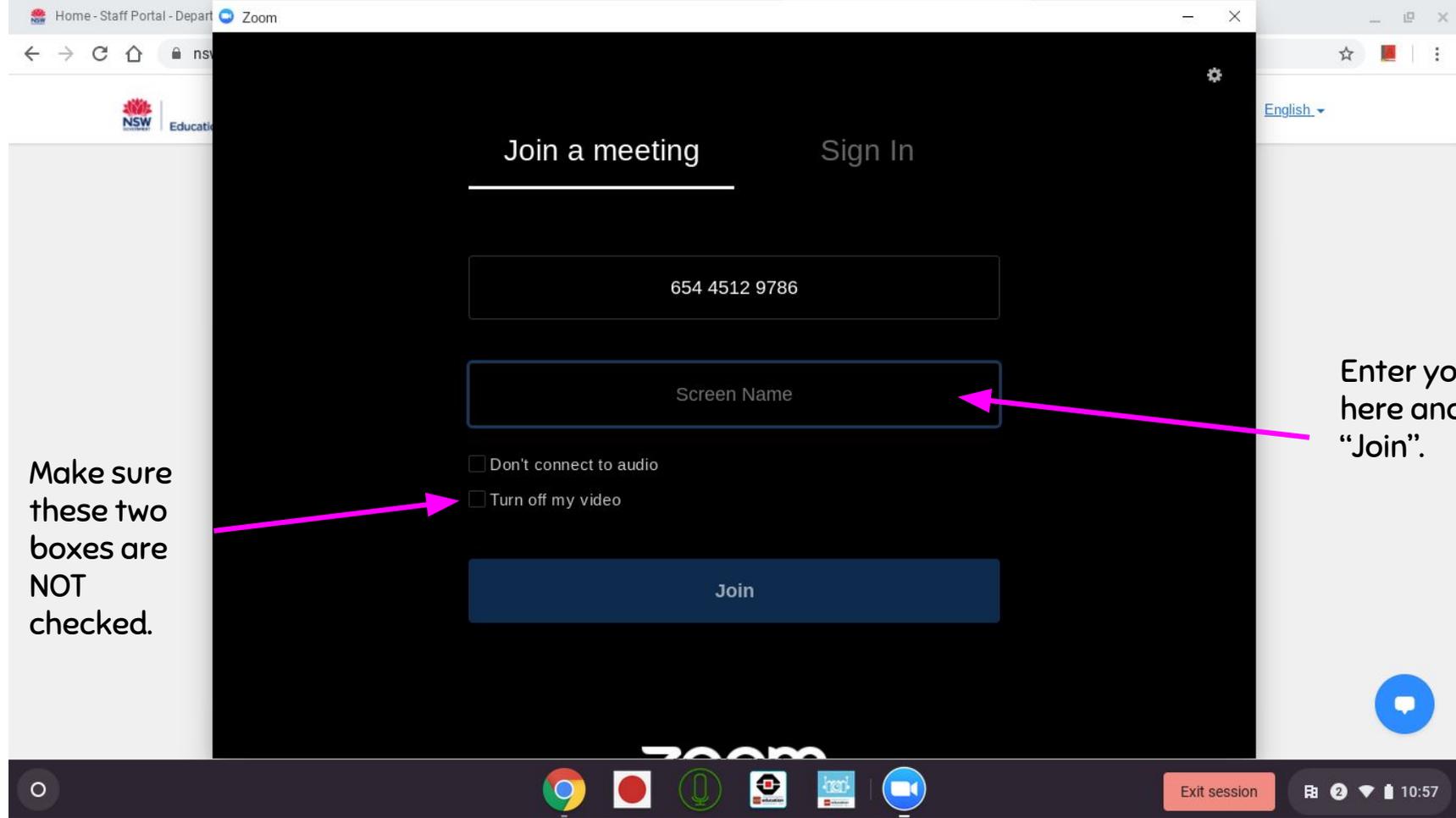
Meeting ID: 654 4512 9786

Password: 1ZcEAI

Zoom will open in as a separate app. You can tell this has happened by looking at the taskbar at the bottom as shown in the picture below:



This is the Zoom icon. This means that the Zoom app has opened and that you are using it.

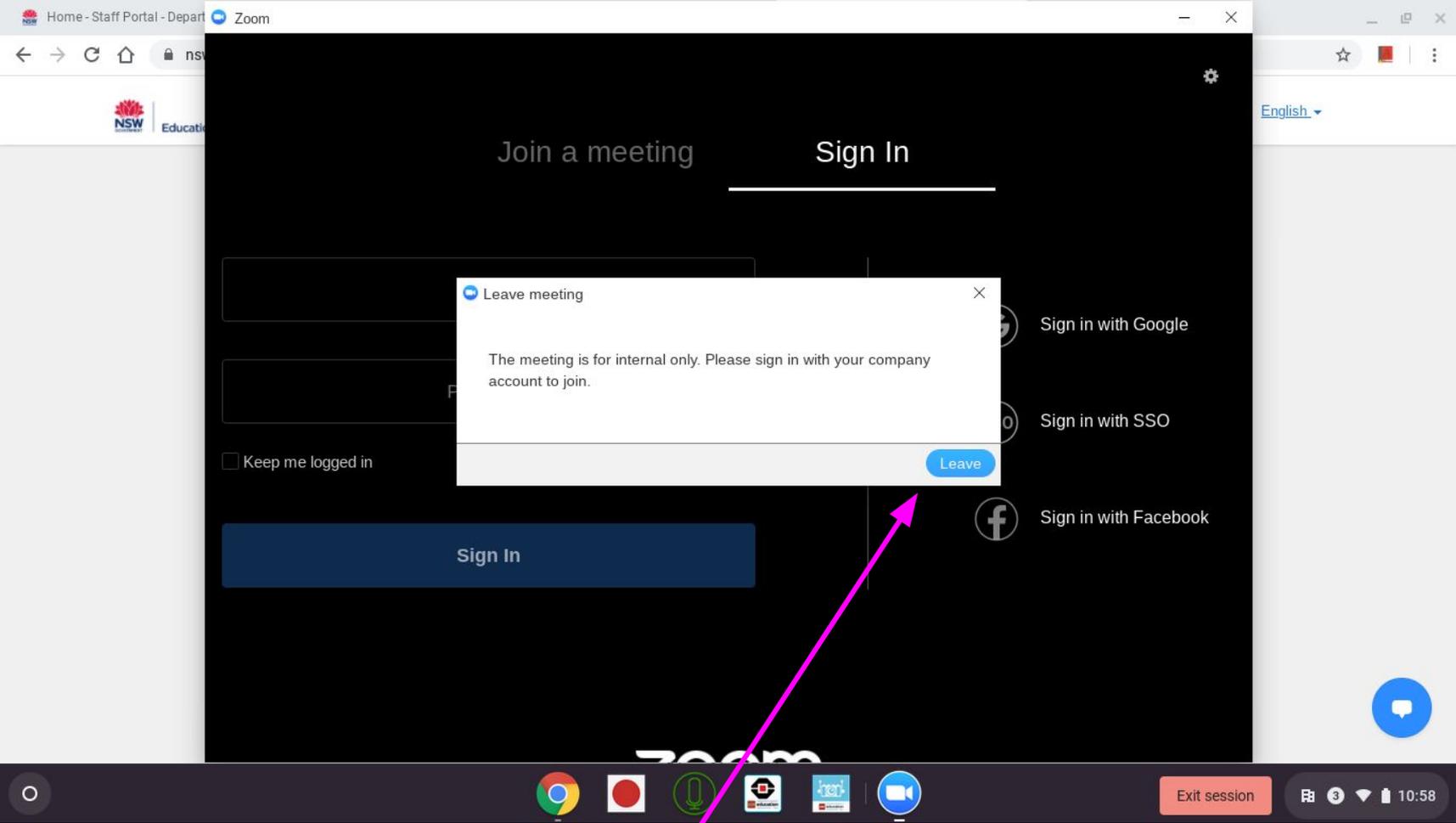


Make sure these two boxes are NOT checked.



Enter your name here and then click "Join".

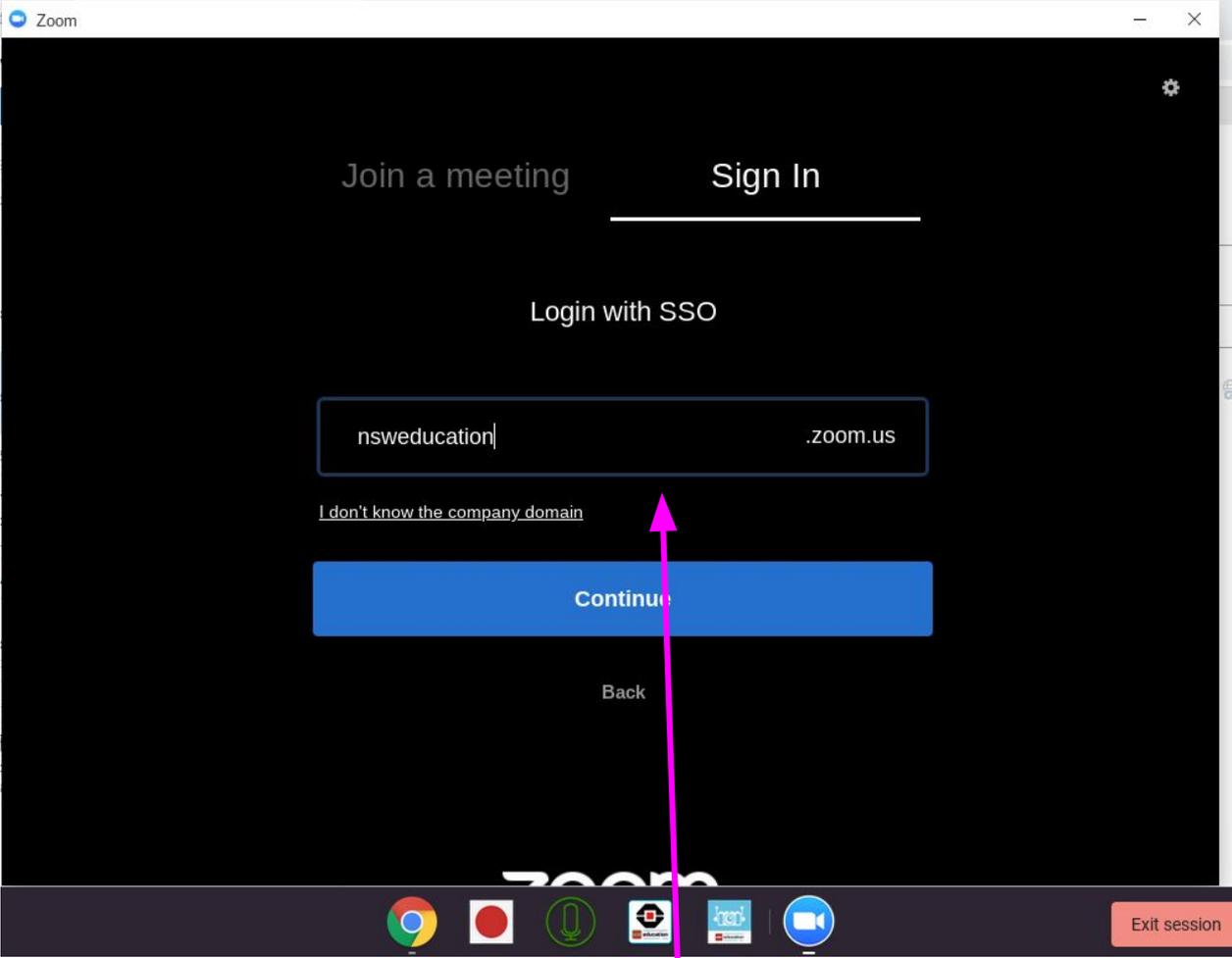
This is the Zoom app. You can see it is open by looking at the taskbar at the bottom. The blue circle with the camera icon in it is the Zoom app.



When this box comes up, click on "Leave"

The image shows a Zoom sign-in interface. On the left, there are input fields for "Email" and "Password", a "Keep me logged in" checkbox, and a "Sign In" button. On the right, there are three social login options: "Sign in with Google", "Sign in with SSO", and "Sign in with Facebook". A pink arrow points to the "Sign in with SSO" option. The background is dark with the Zoom logo at the bottom. The browser's address bar shows "Home - Staff Portal - Depart" and the Zoom logo. The system tray at the bottom includes icons for Chrome, a red circle, a microphone, a calendar, a Zoom icon, and a video camera, along with an "Exit session" button and system status icons (3 notifications, Wi-Fi, battery, 10:58).

Now, click on "Sign in with SSO"



Type "nsweducation" and click Continue

Home - Staff Portal - Depart Zoom

Back to Zoom

NSW DEPARTMENT OF EDUCATION

English

Login with your DoE account

User ID

Example: jane.citizen1

Password

Log in

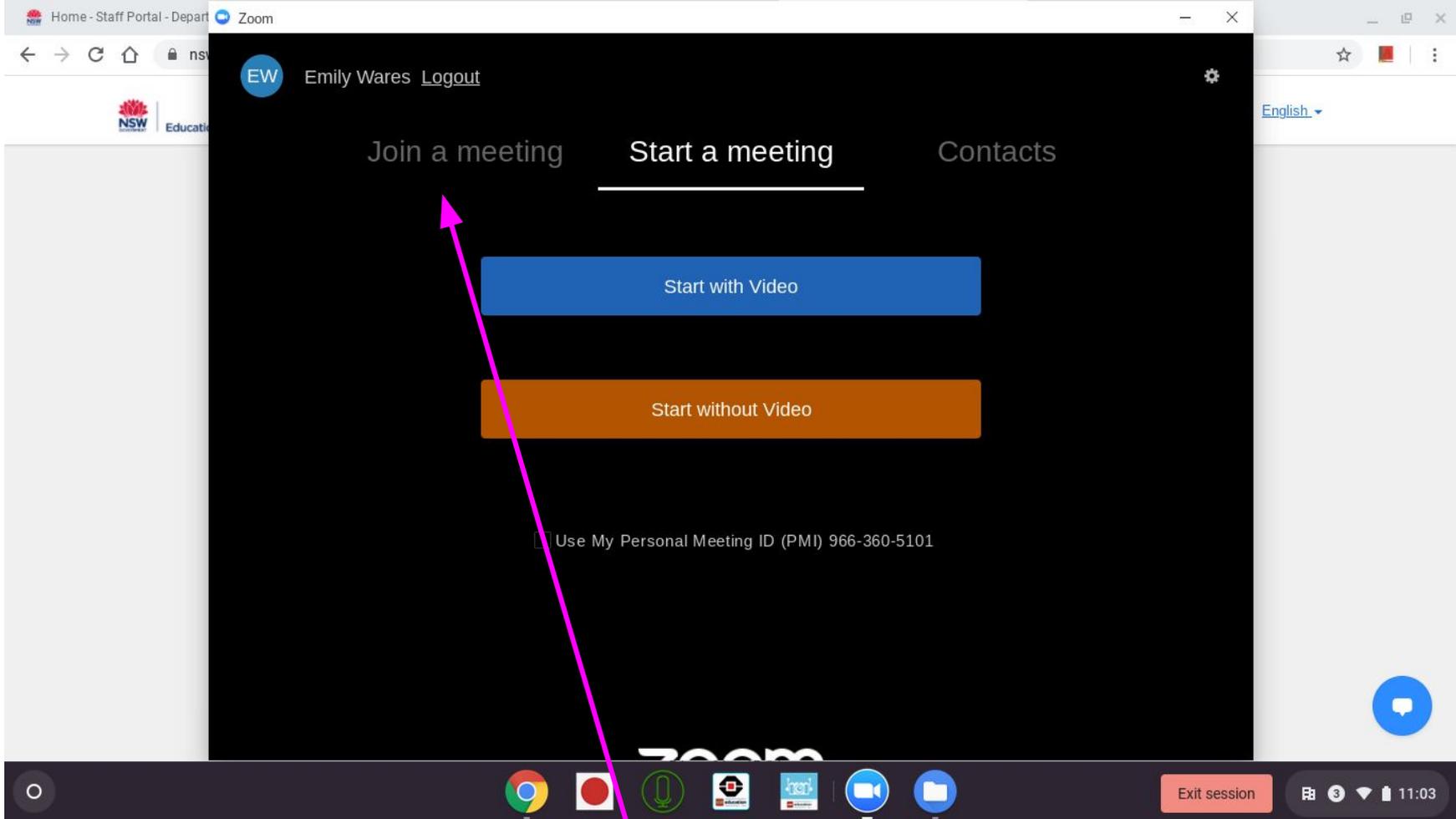
[Forgot your password?](#)

Have trouble logging in?

[Help for DoE staff](#)

Exit session 2 11:02

When this screen appears, enter your school username and password and click “Log in”



You will now have this screen. Click on the “Join a meeting” tab. Please do not start your own meetings– this is against our student Code of Conduct for technology use.

At this point, you should be signed in and
part of your Zoom meeting!

Make sure you allow access to your audio
and video and follow your teacher's
instructions.

