troubleshooting tips

Help! I've lost my email with the link to join the workshop/webinar

Don't panic! It is easily found on the [Education Centre](#)

Log in, go to My Profile, Bookings and use the link button to take you to your session.

How do I join a training session or webinar from a mobile device ?

With very little effort, it's much like joining from a computer.

Simply click the link on your email or open the app.   .

Top tip – watch in landscape ✓

Troubleshooting Speaker Issues

If you cannot hear follow students, follow these steps to troubleshoot the issue:

Ensure your speaker is turned on. If you see the speaker icon in the top-left corner is turned off, tap it to turn on your speaker.

Increase the volume on your mobile device using the volume buttons or notification panel. Even if the speaker is turned on, your device's volume might be set to mute or vibrate only.

Try using earphones.

Restart your mobile device.

Troubleshooting Microphone Issues

If you are experiencing issues using your microphone, follow these steps to troubleshoot the issue:

Ensure the microphone is not on mute. If you see the muted **Audio** icon in the meeting controls, tap it to unmute yourself.

If you are still muted, the educator may have muted you upon entering the meeting. Ask to be unmuted by sending a chat message to them.

Ensure you have connected your mobile device's audio.

Try using earphones with a microphone.

Need to get into a workshop as quickly as possible ?

Restart the download.

Check the browser-specific instructions / try opening the link in a different browser.

If all else fails, try the old standby, shutdown & reboot your computer, then try again.

Have more time to troubleshoot ?

Check your firewall settings.

Check your internet connection – is it up and running ok?

Ensure your audio and video drivers are up to date.