



## Troubleshooting

### FAQ's

I've have received a number of questions about online classes, technology, Zoom Apps and life in general. Rather than repeat the same advice I thought it might help to set out some of the most common questions and answers for everyone to refer to.

If your question isn't on this list, just contact me as usual

QUESTION	ANSWER
What happens if I arrive after the start of the session?	<p>If you arrive after the start of the session, you will be in the waiting room until the instructor notices you are there and lets you in. If it is more than 2 mins after the meeting has started, you will need to be patient, as the instructor will be taking the session and only coming to the screen to check periodically.</p> <p>We ask that if you are late, you have warmed up appropriately for the session, or that you stay in "low impact" mode until you are properly warmed up. We cannot be responsible for injury if you have not warmed up before class.</p>
What if I lose signal and then try to get back in?	<p>If your signal comes back, you will be back in the waiting room. Think of it as the door banged shut behind you! Once the instructor notices that you are in the waiting room, you will be let back in. I'm sorry but we can't guarantee that the instructor will always see this notification while he/ she is teaching.</p>
My screen keeps freezing, jumping about	<p>This is all about the WiFi – both your own, and that of your instructor. There are many factors effecting the quality of your signal:</p> <ul style="list-style-type: none"><li>• Location – what is the signal generally like in your area?</li><li>• Bandwidth – how much broadband do you have in your package?</li><li>• How many users are on wifi in your home, at the time of the session?</li><li>• How much usage is going on in your road, at the time of your session.</li><li>• Peak times generally ...Monday morning is heavy as EVERYONE logs on it seems, for work, school etc!</li></ul>