CAE Virtual Simulation Encounters Zoom Troubleshooting for Students

1. Difficulty Launching Zoom

If you are a first-time Zoom user your virtual encounter might not start automatically when launching the meeting from CAE LearningSpace, try the following:

- a. Click on download & run Zoom to install Zoom's desktop client.
- b. Once the installation is complete, you will be informed by Zoom with a pop up at the top of your screen.

Disable the pop-up blocker in your browser.

c. Click **Open Zoom** to get started.

🏢 Apps 🔹 System Dashboard 🗈 Enterprise Help Site 🔒	Open Zoom?	iity Hel
zoom	https://zoom.us wants to open this application.	
	Open Zocen Carcel	

2. Disconnected from Your Virtual Encounter - Rejoin a Meeting Still in Progress

If you experience network or computer issues {the meeting application crashes, you get disconnected from the internet, your device suddenly shuts down, etc.} but participants are still in the meeting, you can rejoin the ongoing session from CAE LearningSpace.

Once your technical issues are resolved:

- a. Log into CAE LearningSpace.
- b. Return to the **Case Pre-Selection** page of your current event from your **Dashboard**. You will notice that the **Join** button is still active.

👕 CASE PR	E-SELECTION		
This page re up in a new	freshes automatically. Whe window.	en a meeting becomes available for joining, you will hear a bell. Press the join button to enter	the meeting which opens
ACTIVITY: LEARNER:	EMT Assessment Sally Bauer		
	Time	Case Data Entry	Virtual Meeting
	14:45 - 15:00	EMS George Davis (collapse)	Join
	15:15 - 15:30	EMS 6 Asthma Attack with Rapid Sequence Intubation (RSI).(SOB)	Not Started

c. Click on the active Join button to return to the ongoing Zoom session.

In case you cannot rejoin your meeting upon clicking the **Join** button, it means that the Zoom session has completely ended due to the lack of participants.

d. When your meeting is finished, click on the Leave button.

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Mute	Stop Video	Participants	Chat	Share Screen	Record	Reactions	

3. All Participants Disconnected from Encounter

If every meeting participant is affected by network or computer issues, the Zoom meeting will end due to the lack of participants.

Once your technical issues are resolved:

- a. Log into CAE LearningSpace.
- b. Return to the **Case Pre-Selection** page of your current event from your **Dashboard**.
- c. After returning after a technical issue, most of the time, your pre-selection page will show you that your meeting has ended.

CASE PRE-SELECTION			
This page refreshes automatically. When a meeting becomes available for joining, you will hear a bell. Press the Join button to enter the meeting which opens up in a new tab. Please make sure that your browser does not block popups, your speakers are turned on and your microphone is enabled. The browser will ask you to confirm to open Zoom Meetings. When joining the meeting, join using computer audio.			
ACTIVITY: EMT Assessment LEARNER: Janet Harris			
Time	Case Data Entry	Virtual Meeting	
2:00 pm - 2:15 pm	EMS George Davis (collapse)	Meeting Ended	

d. Returning to your pre-selection page, you may find that the Join button is still active on your page.

CASE PRE-SELECTION		
This page refreshes automatically. Wh up in a new tab. Please make sure tha ask you to confirm to open Zoom Mee	en a meeting becomes available for joining, you will hear a bell. Pro t your browser does not block popups, your speakers are turned o tings. When joining the meeting, join using computer audio.	ess the Join button to enter the meeting which opens n and your microphone is enabled. The browser will
ACTIVITY: EMT Assessment LEARNER: Janet Harris		
Time	Case Data Entry	Virtual Meeting
2:00 pm - 2:15 pm	EMS George Davis (collapse)	Join

e. If you try reconnecting with the **Join** button to a Zoom meeting that has ended, the following message will appear:

CASE PRE-SELECTION			
This page refreshes automatically. When a meeting becomes available for joining, you will hear a bell. Press the Join button to enter the meeting which opens up in a new tab. Please make sure that your browser does not block popups, your speakers are turned on and your microphone is enabled. The browser will ask you to confirm to open Zoom Meetings. When joining the meeting, Join using computer audio.			
Meeting Ended			
ACTIVITY: EMT Assessment LEARNER: Janet Harris			
Time	Case Data Entry	Virtual Meeting	
2:00 pm - 2:15 pm	EMS George Davis (collapse)	Meeting Ended	

f. Wait for the SP to relaunch the meeting. Once the SP starts the virtual encounter again, the **Join** button will appear automatically.