

CAE Virtual Simulation Encounters

Zoom Troubleshooting for Students

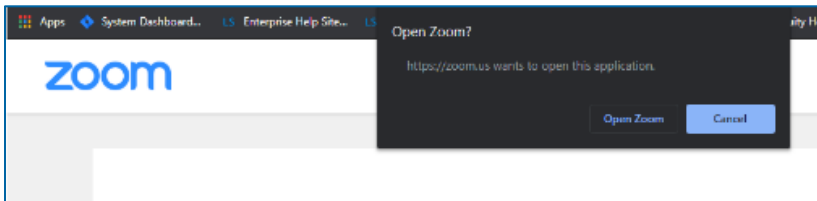
1. Difficulty Launching Zoom

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:

- Click on **download & run Zoom** to install Zoom's desktop client.
- 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.

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



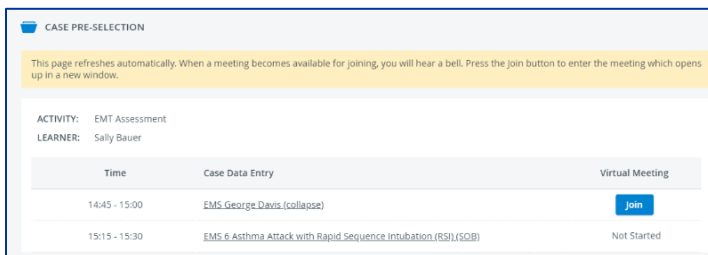
2. Disconnected from Your Virtual Encounter – Rejoin a Meeting Still in Progress

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:

- Log into CAE LearningSpace.
- Return to the **Case Pre-Selection** page of your current event from your **Dashboard**.

You will notice that the **Join** button is still active.



- 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.

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

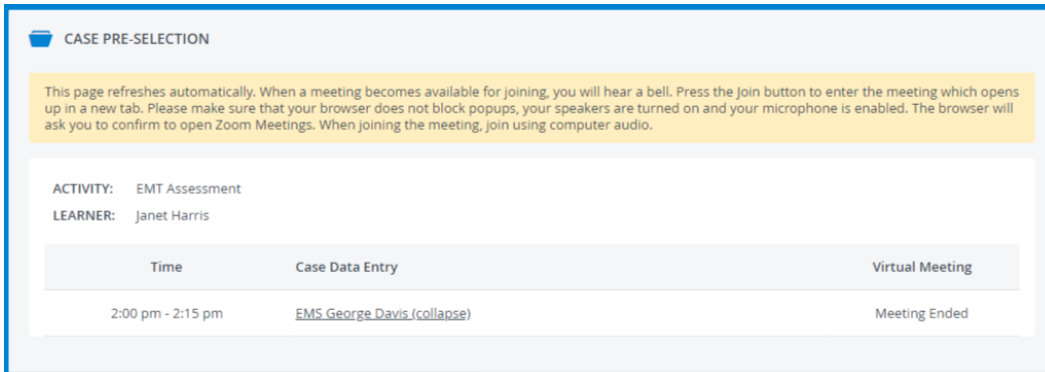


3. All Participants Disconnected from Encounter

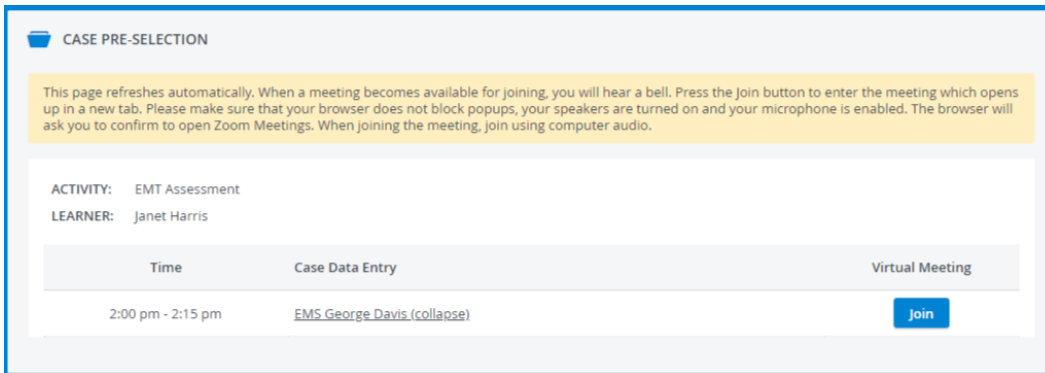
If every meeting participant is affected by network or computer issues, the Zoom meeting will end due to the lack of participants.

Once your technical issues are resolved:

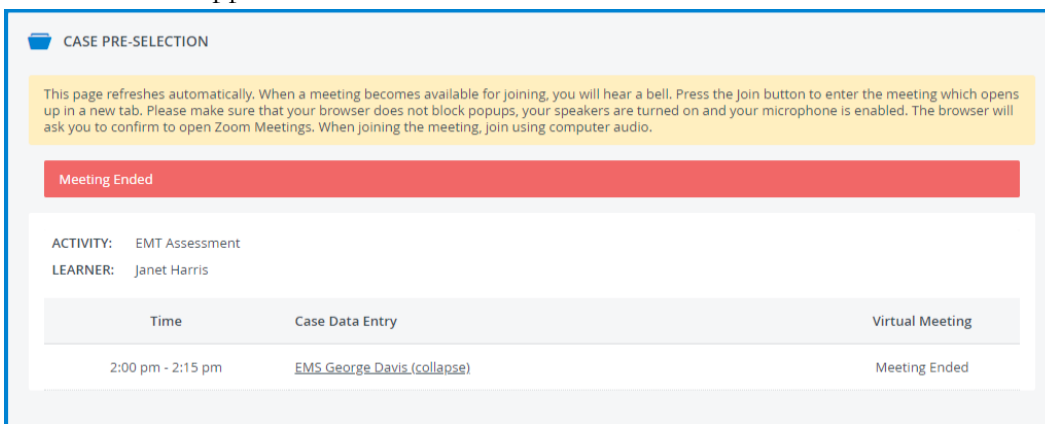
- a. Log into CAE LearningSpace.
- b. Return to the **Case Pre-Selection** page of your current event from your **Dashboard**.
- c. After returning after a technical issue, most of the time, your pre-selection page will show you that your meeting has ended.



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



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



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