

The link my teacher provided isn't working:

- Try logging into the meeting with the meeting ID. Your teacher can text or email it to you.
- Make sure you are running the most current version of Zoom. See below to update:
 - o Click on download from the link at <https://zoom.us/support/download>
- Try joining a test meeting to check your internet
 - o <https://zoom.us/test>
- If this doesn't work, see system requirements below. Although you can log into Schoology, you may not have enough bandwidth to log into Zoom – or you may have too many devices logging in at one time. Zoom is similar to a streaming service.

System requirements for Windows, and macOS

- If you are having trouble logging into zoom – check below if contacting your local internet provider.

- [System requirements](#)
- [Supported operating systems](#)
- [Supported tablet and mobile devices](#)
- [Supported browsers](#)
- [Processor and RAM requirements](#)
- [High-DPI support](#)
- [Bandwidth requirements](#)

My Video/Camera Isn't Working

If your camera is not showing up in the Zoom Settings or it is selected and not showing any video, these tips can help you troubleshoot why it is not working.

Prerequisites

- Zoom desktop client
- Zoom mobile app

If you have not already, test your video to confirm that the correct camera is selected and adjust your video settings. [Learn how to test your video.](#)



Troubleshooting tips for Windows

1. Make sure that all other programs that utilize the camera are not using the camera or are closed.
2. Restart your computer.
3. Uninstall the Zoom client and reinstall the latest version from our [Download Center](#).
4. Visit your device's support and downloads page to update the camera driver:
 - [Logitech](#)
 - [Dell](#)
 - [Lenovo](#)
 - [HP](#)
 - [ASUS](#)
 - [Samsung](#)
 - [Sony \(PC\) \(Webcams\)](#)

Windows 10 has a privacy feature that may block Zoom from using the camera. [Learn more about this feature and how to allow Zoom access to your webcam.](#)