

# **Customer Troubleshooting Resource**

### **GENERAL LOGIN TROUBLESHOOTING**

- Exit the Varsity Tutors App and reopen
- Clear Cache and Cookies and try again
- Try restarting your device and checking for updates
- If unsuccessful email **<u>schools@varsitytutors.com</u>** for support

### UNABLE TO ACCESS SESSION LINK

- Refresh your Window or Browser
- Logout of Varsity Tutors and Log back in
- Clear your Cache/ Cookies and log back in
- If you are still unable to access your Session Link here are some ideas for how to utilize your Varsity Tutors time :
  - Take a self assessment in your tutoring subject area

• Explore classes that area of interest and connected to your tutoring subject

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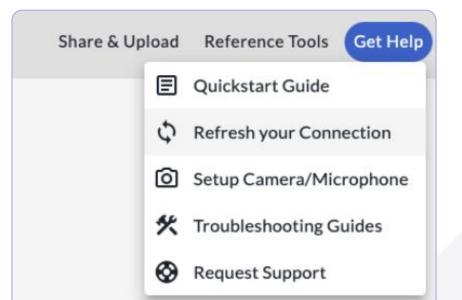


## **Getting Started**

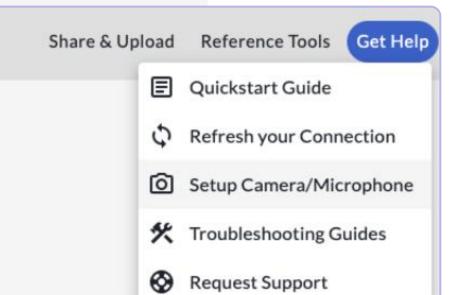
### **TUTOR AND SESSION TROUBLESHOOTING**

#### • Tutor Not Present

- If your scheduled tutor is not present at the start of your session a substitute will be assigned. Please wait for your assigned substitute to join the session which can take up to 10 minutes. *Please do not exit session as this could impact substitute assignments*
- If no substitute joins your session after the allotted time, submit a request for a substitute through this link.
- Technical Troubleshooting (Mic/ Camera)
  - Find the "Get Help" icon on the right hand side of the screen and navigate to "Refresh your Connection"



 Find the "Get Help" icon on the right hand side of the screen then select "Setup Camera/ Microphone" and navigate through the prompts.





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- Navigate through the Camera and Microphone setup process through your device.
  - MAC Users Guide to troubleshooting Audio/ Visual
  - Windows Users Guide to troubleshooting Audio/ Visual

### FOR ALL OTHER INQUIRIES AND TROUBLESHOOTING

Please contact Varsity Tutors by email at schools@varsitytutors.com



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