Customer Troubleshooting Resource
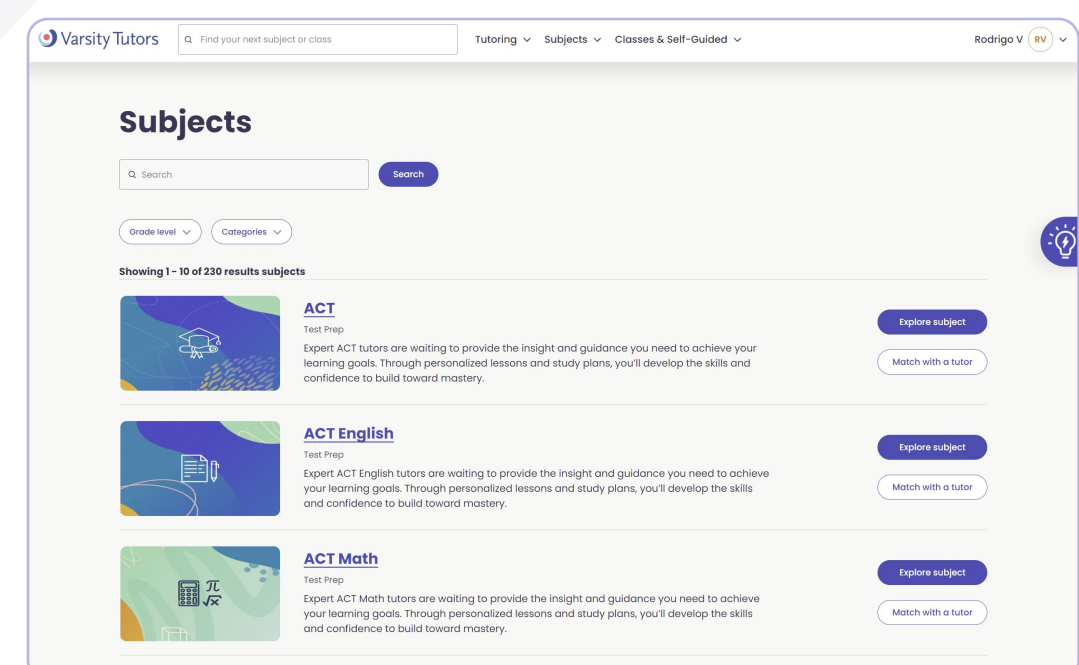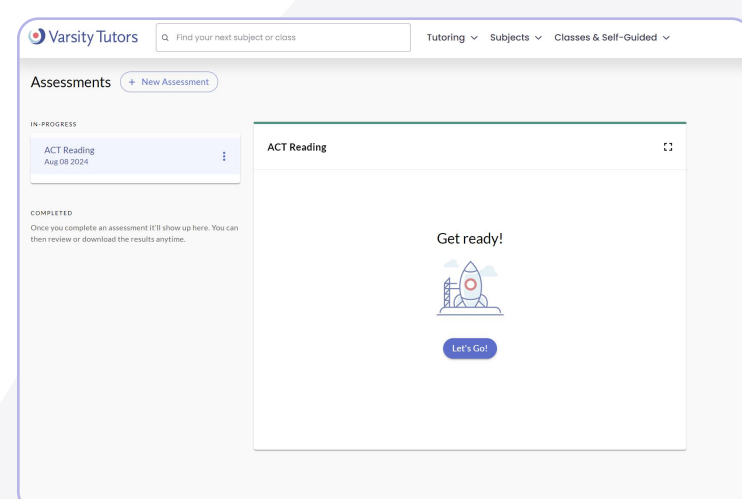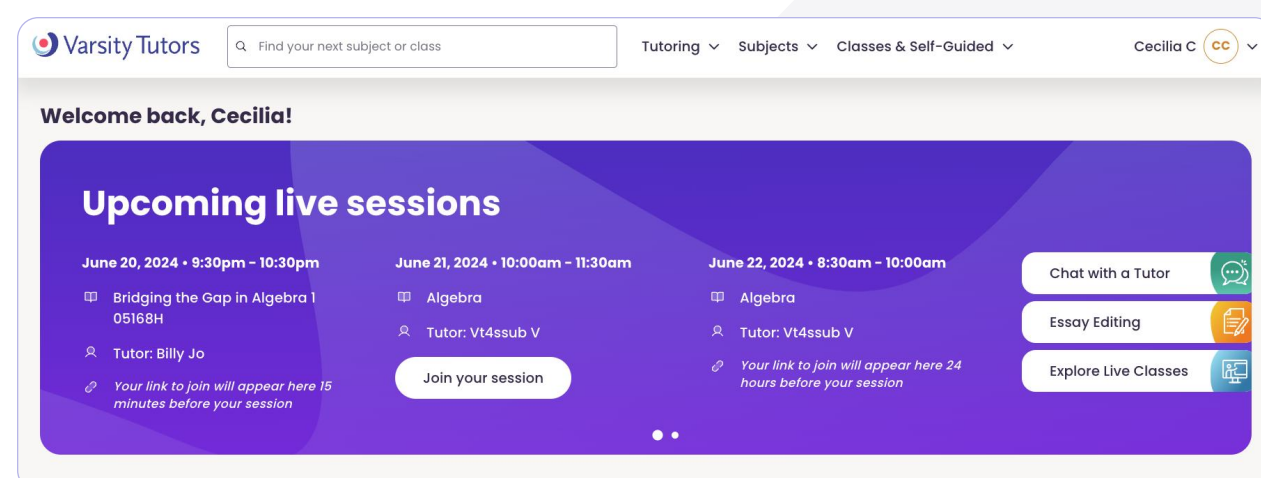
GENERAL LOGIN TROUBLESHOOTING

- 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 **schools@varsitytutors.com** 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
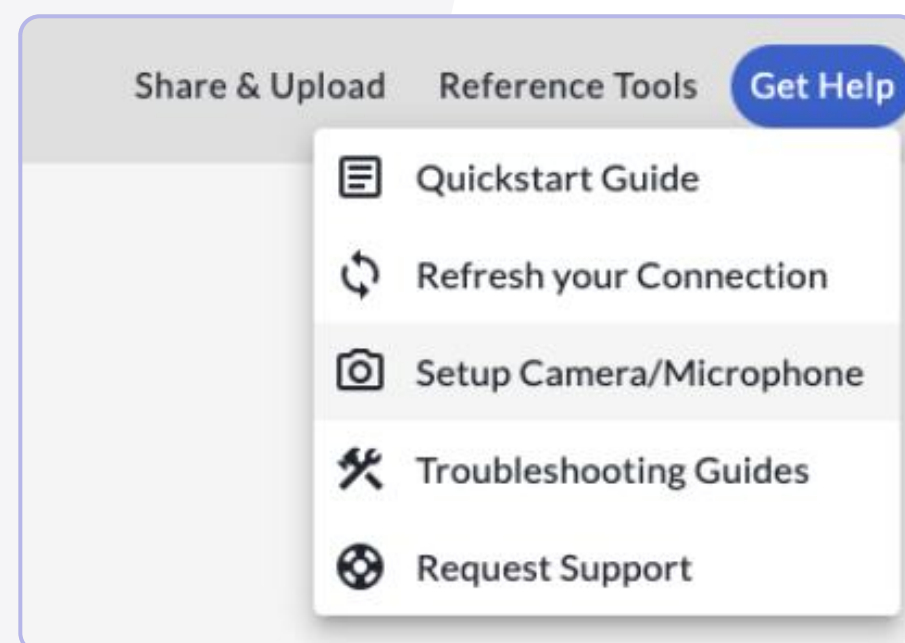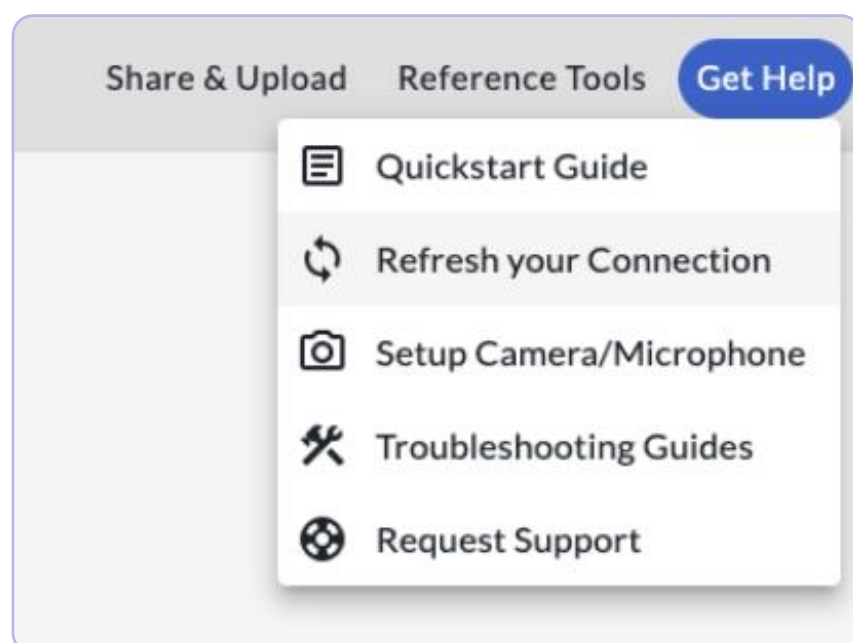
Varsity Tutors for Schools

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.

  - 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**