

- **I forgot my password, I cannot log into the system.**

To request a new password, send the photo of your ID to bilgislem@yildiz.edu.tr with your a password request.

- **I am having trouble connecting to the internet.**

- o If your connection type is wired, check the cable.
- o If you have wireless connection, make sure that the wireless feature of your device is turned on.
- o Check your modem or contact your internet service provider.
- o If you are connected within the university, please contact the IT Department.

- **When I click on “Connect to Virtual Classroom,” the classroom does not open.**

Make sure your browser is Chrome, Firefox or Safari (for macOS) and the latest version of the is installed.

- **The microphone is not working.**

- o Make sure the microphone is plugged into your device.
- o Check the microphone volume.
- o Check the browser settings:
 - Google Chrome: Settings-> Privacy and Security-> Site Settings-> All Sites -> Permissions -> Microphone-> Allow
 - Mozilla Firefox: Options-> Privacy & Security-> Permissions-> Microphone-> Settings
 - Safari: "Settings-> Safari-> Privacy and Security

- **There is not any sound.**

- o Make sure that the speaker / headset is plugged in and the driver is installed.
- o Make sure the speaker / headphone is on.

- **My camera does not work.**

- o Make sure the camera is plugged in.
- o Make sure the driver is installed.
- o Check the browser settings:
 - Google Chrome: Settings-> Privacy and Security-> Site Settings-> All Sites -> Permissions -> Camera-> Allow
 - Mozilla Firefox: Options-> Privacy & Security-> Permissions-> Camera-> Settings
 - Safari: "Settings-> Safari-> Privacy and Security

- **I cannot upload any file.**

- o Make sure the file extension is .pdf, .ppt, .pptx, .doc, .docx, .xls, .xlsx.
- o The most secure file format for the system is PDF. Try converting your file to PDF and uploading it again.
- o If the size of the file is too large, the installation may be slow.

- **What should I do if I disconnect during the session?**

- o In the virtual classroom session, select: Options >Exit
- Note: If you choose “End Session,” the course is ended. If you have not completed the course, do not use this option.**
- o Refresh your page.
- o Turn off your browser and re-open the Online Campus system.

o Log in again and continue.

- **The camera is freezing.**

o Change the image quality of your camera.

o The recommended setting is "Medium Quality" or "High Quality". If your internet connection is slow, reduce the quality of the image.

- **How can I view the file I uploaded?**

o In order to share a document in the virtual classroom environment, you must click on the approval icon on the right side of the document.

How to disable students participating with camera or microphone?

o Right click on users and select "silence all students"

- **Can I upload the video on my computer directly and view it in class?**

o No, it is not possible to upload videos directly. You can upload your video to sites like YouTube, Vimeo, Instructure Media, Twitch and Dailymotion and add the link to the video to use it in the lesson.

- **I don't want to share my whole screen. What should I do?**

o For the screen sharing, click the "Share Your Screen" button at the bottom of the screen. There are 3 different options. You can share any window on your computer with the "Application Window" selection.