



Troubleshooting Tips



BookNook webpage not loading as expected

- Test your Bandwidth, review [Minimum System Requirements, and URL Whitelisting](#).
- Verify that the student has entered the correct username as provided by your student's school. If you are using Clever or Classlink, sign out and sign back in.
- Clear the cache and cookies on your browser.
- If using iPads, always use app.booknooklearning.com on the web browser. DO NOT use the BookNook App on the App Store or Android Store.



Tutor cannot HEAR student

- Check that the camera is turned on.
- Ask student to unplug and plug back in headset.
- Check privacy settings for audio permissions.
- Select the correct headset on audio settings.
- Microphone volume is too low, off, or muted.
- Set expectations around the volume in the room.



Tutor cannot SEE student

- Check that the camera is turned on.
- Check web browser privacy settings for video permissions.
- Select the correct camera on video settings.
- Check that camera is not covered or blocked.
- Check the internet connection. A stable internet connection is essential for clear video.

Need More Help? Contact BookNook at help.booknook.com

