

Quick-reference checklist to help troubleshoot common tech issues ensuring a smooth BookNook Virtual Classroom experience.



BookNook web page not LOADING as expected

- Check with your site's IT team to confirm devices, network, and browser meet [BookNook Technology Requirements](#).
- Make sure your browser is up to date. [View BookNook internet requirements](#).
- Use a single device and limit open BookNook tabs to one at a time. Avoid refreshing or reloading the page.
- 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](#).
- Disable Ad Blockers: If the student is not seeing the tutor's invite pop up, ensure all ad-blocking extensions are turned off or disabled.
- If using iPads, always use app.booknooklearning.com on the web browser. DO NOT use the BookNook App on the App Store or Play Store.



Tutor cannot HEAR student

- Check that the microphone is turned on.
- Ask student to unplug and plug back in headset.
- Check web browser privacy settings for [audio permissions](#).
 - **Reading Classroom** - If audio permissions were denied when entering, you will see a popup indicating that you will need to change permissions.
 - **Math Classroom** - If audio permissions were denied when entering, you will see a red exclamation mark next to the settings icon in the Math Classroom indicating that you will need to change permissions.
- Select the correct headset on audio settings.
- Check the volume settings: microphone volume may be 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](#).
 - **Reading Classroom** - If video permissions were denied when entering, you will see a popup indicating that you will need to change permissions.
 - **Math Classroom** - If video permissions were denied when entering, you will see a red exclamation mark next to the settings icon in the Math Classroom indicating that you will need to change 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