Issues when using Windows computers

Please make sure the latest Windows updates have been installed. We do not recommend using Microsoft Edge as this browser is not fully supported on our platform. Instead please use Chrome or Firefox.

1) Connection issues are some of the most frequent technical issues that both tutors and parents/students can experience. To resolve most connection issues, please check this useful article. (How can I improve my Internet Connection?)
2) Clearing your browser settings or restarting your computer can also help resolve most common issues.
3) If you have sound or camera issues, have a look at the article "My microphone and camera are not recognised by the browser."
4) If you still have issues with your microphone, follow these steps:

Open Control Centre from the Start menu. In the search field in the upper right corner type "Sound" and you'll see in the results a green category called "Sound".

From the tabs on top, select "Recording". You will see a list of all available microphones (or it could be only one). Identify the microphone you are using by its name from the list and make sure that there is a green tick next to it. Also, the green bars to the right should be moving when you speak into the microphone. If it has no green tick, you need to right click on it and then select "Set as default Device".

Next, you need to select the microphone you want to use and right click on it, then select "Properties".

From the tabs on top select "Levels" and make sure that the arrow is moved all the way to 100 as shown in the picture below.
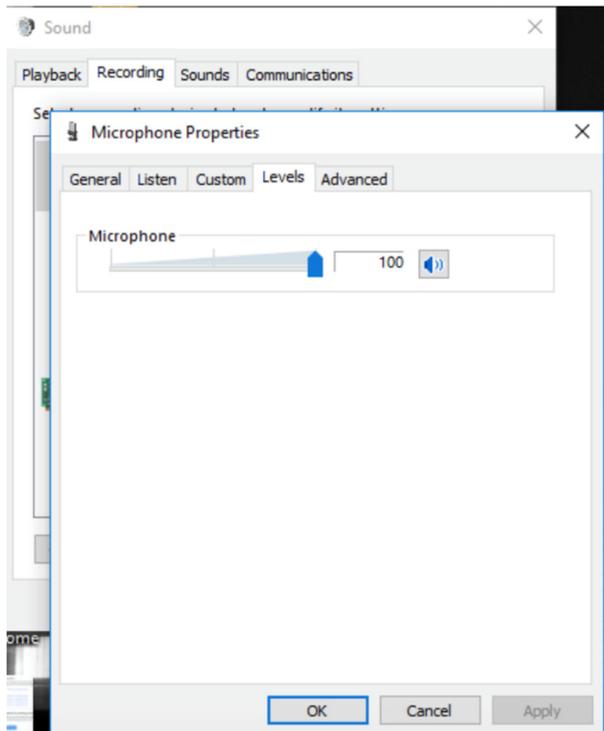
While we're still in the microphone properties, go to the "Advanced" tab and make sure that "Allow applications to take exclusive control of this device" is ticked off. Finally, click "OK" to save your settings and exit.