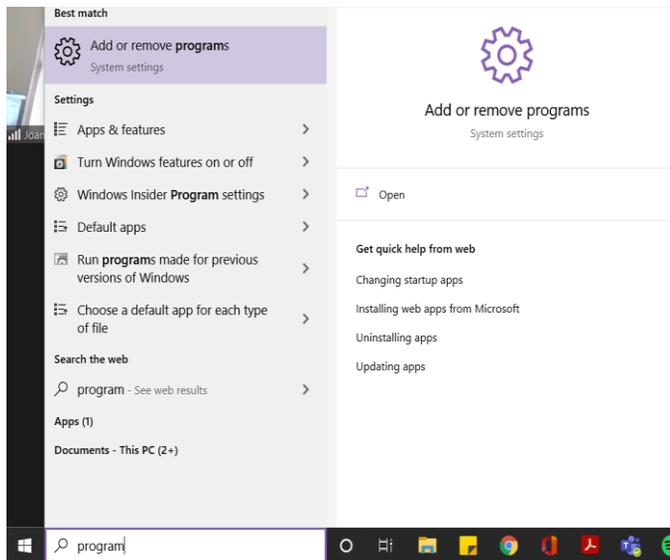


For privacy reasons we are encouraging all students to blur their background and have provided guidelines on how to blur the background.

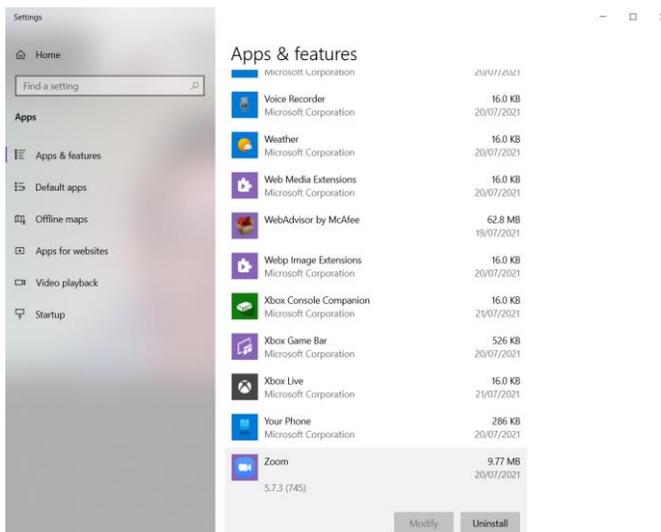
Today It has come to our attention, that on some devices this is proving to be problematic. We have now devised the following troubleshooting guide should you require it.

We thank you for your cooperation. Should you continue to have problems with the background, your child can enter the Zoom session with their audio only. For further information, please contact your child's teacher.

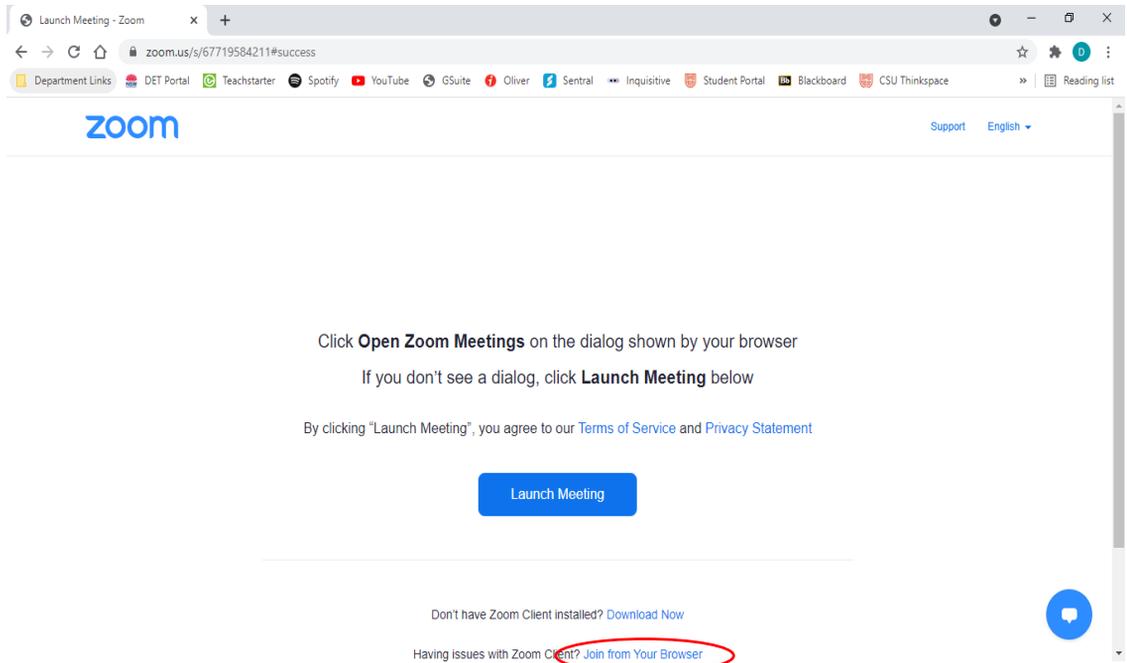
- 1 Uninstall Zoom from your device. Type 'program' into your search bar on your computer and click on 'add or remove program'.



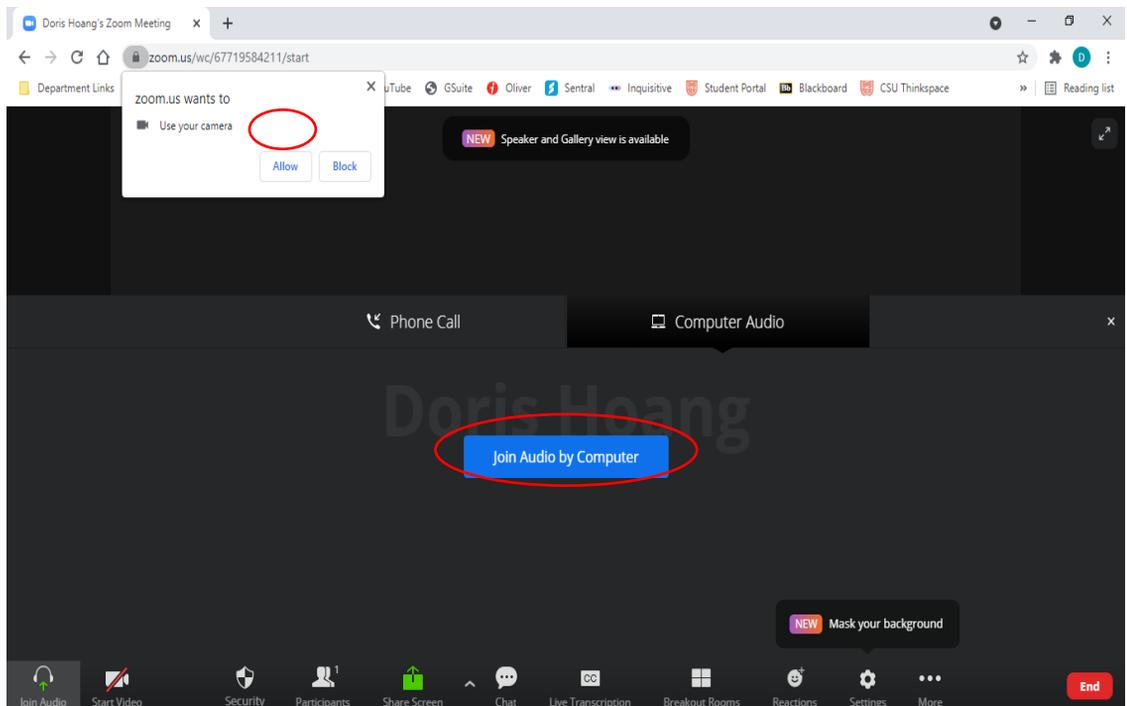
Find 'Zoom' and click on 'uninstall'.



- 2** For K-2, go to <https://zoom.us>. Register and login with your personal email address.
For 3-6, go to <https://nsweducation.zoom.us/join>
Click on sign in and enter your student portal details.
Once you've signed in, 'click on join a meeting'.
Enter your meeting ID and passcode given to you by your classroom teacher.
At the bottom of the screen, click on 'Join from Your Browser'.



- 3** You will then have to give Zoom access to your camera and microphone. Click 'Join Audio by Computer'



- 4** One the bottom toolbar, click on settings. Then click on 'background' and choose a background. When you are done, you need to click on the little 'x'.

