



# Help! My Zoom Call or Google Meet Dropped!

Sometimes, when you are learning from home, you will find you might get bumped from a call. Unfortunately, we can't all be in the same classroom right now. But, here are some steps you can take to address the situation from home!

Try **rejoining**! Go back to your original Google Classroom or Seesaw Link.

Try **refreshing**! Click on the icon on your browser that looks like a circle with an arrow.

Try **restarting**! Shut down your computer. Count to three, and then reboot your machine.

Try **relocating**! See if you can adjust your location so maybe you're closer to your wireless router. Maybe try a machine plugged into the wall for better connection.

If the problems persist, you can request assistance using the following Service Desk Portal:

<https://lhric.service-now.com/student>