Technical Requirements
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What do I need to be able to use the online classroom?

To get the best user experience while in the online classroom, the following is recommended:

• Up to date Chrome (recommended) browser.
• Up to date Firefox (alternative) browser.
• Laptop or desktop computer and webcam.
• Headphones/earbuds with microphone.
• Reasonable broadband connection.
• Wired connection if possible.
• Go to https://www.speedtest.net/ to test your internet speed right now.
• Internet connections, like in coffee shops, are not recommended.

What if I have technical difficulties during a session?

If you are experiencing technical difficulties, we suggest you try the following:

Tip #1: Refresh the page.
Tip #2: Close the browser and re-open it.
Tip #3: Close and re-start your computer.
Tip #4: Contact support by emailing support@tutorocean.com, or calling 1-888-568-8867.

If you are unsuccessful, end the session early by clicking on the icon in the top right corner of the classroom that says “end session now”. You can select “technical difficulties” as the reason to why you are ending the session early, and include a brief description of what happened. Please note: We are not able to provide refunds for technical issues outside of our control, such as slow internet speed, outdated browsers, etc.
Why isn’t my audio/video working in the online classroom?

If your video/audio feature is not working, make sure your webcam and microphone are enabled in your browser.

For Chrome users:
1. Click the camera icon on the upper right side of the browser URL bar.
2. This will show you if the browser has access to your camera and microphone. If it has access, it will be set to “Allow” and if it doesn’t it will be set to “Block”.

For Firefox users:
- Click the “i” icon on the upper left side of the browser URL bar.
- This will show you if the browser has access to your camera and microphone. If it has access, the permissions will be set to “Allow”.

How do I fix a green screen?
Some times you may experience a “green screen” effect when using the online classroom. You may still hear the other person, but you will see a green screen instead of the live video feed. If this happens, see the solution below.

On PCs
1. Open Chrome browser
2. From the 3 dots top right, choose settings from the drop down menu
3. Scroll to the bottom
4. Choose advanced
5. Scroll to the bottom
6. Disable Hardware acceleration. (Check box blank or slider to the left)

On Chromebooks
1. Open Chrome browser
2. Type chrome://flags in the address bar
3. Scroll down until you find “Hardware-accelerated video decode”
4. Select “Disabled” from the drop-down to the right of “Hardware-accelerated video decode”