

FAQs for the start of the Fall 2020 semester

Where is the Zoom information for my class?

- Most faculty have included the specific Zoom information for their class in myGCC. Select your class in the "My Courses" area.

I have reviewed the class information in myGCC and there is still no Zoom information?

- Please email your instructor using your GCC email address, and include Media@genesee.edu

Do I need to create a Zoom account to join my class?

- Students do not need to create a Zoom account. They will only need to find the Zoom participant code for their class and use it when signing into class at <https://zoom.us/join>.

Do I need a web camera for my Zoom course?

- Some instructors may require a web camera to verify your attendance in class. Others may require you to use a web camera for completing proctored exams. If you do not have a web camera, you may be able to use your phone.

My course says "not available" in myGCC?

- Have you enrolled in a 12-week, first 7-week, or last 7-week course? If so, your course will open closer to the start of that term.

What do I do if my technology is not working?

- First, you can begin by attempting to trouble shoot the issue yourself. Check your video and audio settings in the Zoom tool bar. Be sure to have the correct speaker and microphone settings selected. Secondly, you may need to do one or more of these tasks:
 - log out and back in
 - clear your browser cache
 - switch web browsers
 - allow pop ups
 - contact the instructor and the [GCC Helpdesk](#)

How do I reach my instructor if they are teaching a remote learning class?

- Your instructor should have their contact information provided within the course space in myGCC. If you do not see that information, please email GCCOnline@genesee.edu

Do I have to log in at specific times?

- Synchronous remote and online courses will have set class times the student must log in to the course. This is how you attend class. The days and times can be found on your schedule or in your course in myGCC.

Is there help for learning about Blackboard or remote learning?

- Yes! All students have access to the Remote Learning and Online Student Success course in myGCC. Please email GCCOnline@genesee.edu if you do not see this listed in your courses in myGCC.
- You will also find helpful information in the Help tab on myGCC.

I need help making an adjustment to my online and/or remote class schedule. What do I do?

- Contact your academic advisor or student success coach for assistance changing your course schedule. If you do not have an advisor or success coach, please contact the Student Success Center at SSC@genesee.edu