

What to do if there are apparent problems with a TA zoom link (help or teaching tutorial)

- Double check that you have clicked on the right link. It seems obvious but even I have made this mistake so it doesn't hurt to rule this one out at the start!
- You may not see the Zoom meeting because you are in the waiting room. This means that the TA may be busy (for Help tutorials/CT only one person goes into the Zoom room at a time).
 - For information on waiting rooms:
 - <https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room>
 - TAs were instructed to periodically tell students via the chat if they are busy in help tutorial with a student.
- If you see a message that the meeting hasn't started (i.e. you are not in a waiting room) and the tutorial has commenced for that time/day.
 - Just in case you might want to double check when things are scheduled (easy mistake to make with Help tutorials/CT because the scheduling varies week to week).
 - Email the course instructor and the two administrative Teaching Assistants letting us know the problem and we will check into the situation
 - tam@ucalgary.ca
 - sean.mccreary@ucalgary.ca
 - rachel.ralph@ucalgary.ca