Troubleshooting tips for joining ZOOM meeting

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In case you encounter any difficulties when you are joining a Zoom meeting:

1. Please consider clearing all the browser temporary files, history and cache of your default browser. Then restart the browser and sign in Zoom or access the meeting link again.
2. Try to access the meeting link with a private/incognito/inprivate window:
   - Firefox (https://support.mozilla.org/en-US/kb/private-browsing-use-firefox-without-history)
   - Chrome (https://support.google.com/chrome/answer/95464?co=GENIE.Platform%3DDesktop&hl=en)
   - Safari (https://support.apple.com/en-hk/guide/safari/browse-in-private-ibrw1069/mac)
   - Edge (https://support.microsoft.com/en-hk/help/4026200/microsoft-edge-browse-inprivate)
3. Make sure the Zoom desktop client / mobile app is updated. To learn how to update the client and/or app: Zoom Help Center: Upgrade / update to the latest version (https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version).
4. Please make sure the network is stable.
5. Check your computer settings (e.g. firewall, anti-virus software) to see if they block Zoom. Turn them off temporarily if needed.
6. If possible, try to join the meeting with another device.
7. If you are in Mainland China, please make sure you are using the official ZOOM client downloaded from https://zoom.com.cn/download; (https://zoom.com.cn/download;) and then choose "join meeting" and use the "**meeting id and passcode**" to join the meeting.