

FAQs for the start of the 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 on the "My Courses" tab. Some Instructors include the Zoom link information in their syllabus.

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

- Please email your instructor using your official GCC (Genesee Community College) email address.

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. You may be able to use your phone if you do not have a web camera.

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 troubleshoot the issue yourself. Check your video and audio settings in the Zoom toolbar. 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 Help Desk at genesee.teamdynamix.com

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 or on their syllabus. If you do not see that information, please email GCCOnline@genesee.edu. Do I have to log in at specific times?
- Not In Person – Synchronous and Not In Person – Partially Synchronous will have set class times the student must log into 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 Brightspace or remote learning?

- Yes! All students have access to the Success Course for GCC Students 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 Online Learning tab on myGCC.

I need help adjusting 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 or Online Learning at GCCOnline@genesee.edu.