How to Deal with Technical Issues

If a student is facing technical issues during an event, please do the following:

1. Contact a parent to help you immediately.
> Have your parent help you first; it might be a small issue that can be resolved easily.
> Limit the other devices that may be using the bandwidth.

2. Use a back-up device.
> Try another laptop, tablet, or phone if accessible, and make sure they have a camera.

3. If internet is fluctuating, try to answer as many questions as possible and finish test. **Hit submit even if incomplete.**
> It is easier for judges to catch you up later on a few questions; we want to minimize redoing the whole event. Judges will provide another way of submission for the rest of the questions later.

4. Contact judge by raising hand or chat (if possible) to let them know you are having issues.
> If your zoom is working, please try to contact your judge to let them know what issue you are having and if you need to log out/log back in, etc. Judges will also make note so that we know if your test is incomplete to not grade it yet.

5. After the event, contact the conference call number where a member will assist you as soon as we can.
> Conference call number: **(650) 241-9311**
> Please text the number for your issue. *Only call if urgent.*

For all non-urgent technical issues, please email bayareaeso@gmail.com

Please make sure you are mentioning your team number and event when reporting a technical issue.

Make sure the student is still going to the next event on time. We will catch them up at a later time. We don't want to delay the schedule.