

We have put together a list of answers to the most asked questions. Please refer to this list whenever you need support.

- **If you need assistance:**
  - **Call the school landline**  
**Academic Support Hotlines, between 10:30am and 13:30pm:**
    - **Al Mawakeb Al Barsha:** 0504278272
    - **Al Mawakeb Al Garhoud:** 0502030596
    - **Al Mawakeb Al Khawaneej:** 0507238758
    - **ISAS:** 0565501152
  - **Technical support, between 10:30am and 14:00pm:**
    - **WhatsApp Only** 0524604091 (All Schools)
  - **Alternatively, you can email us at:**
    - **Al Mawakeb Al Barsha:** HelpMe@amb.sch.ae
    - **Al Mawakeb Al Garhoud:** HelpMe@amg.sch.ae
    - **Al Mawakeb Al Khawaneej:** HelpMe@amk.sch.ae
    - **ISAS:** HelpMe@isas.sch.ae
- **Broken or choppy audio on BigBlueButton**





A user may have very good experience with wireless internet, but if others hear their audio as broken or choppy, that user can either move closer to the wireless base station, try a different wireless network, or (best) connect directly to a wired connection.
- **I keep getting “Waiting for moderator” while trying to connect for the BigBlueButton Live Session with my teacher**







Kindly check the schedule under “Timetable” on the school portal to ensure you are following the latest timetable. Once sure about the session, please inform the teacher on the chat or call the academic hotline of your respective school for guidance.
- **I have “restricted” under the BigBlueButton Live Session with my teacher**

“Restricted” is when your teacher has set the session for a certain group / class. Choose the link with your class/group and click it to join the live session.
- **My microphone is not working during the Live Session**

The teacher may have muted you. Alternatively, you can check if you have connected to the session with the microphone access. Check your connection type at the bottom of the page and click the speaker sign to connect with microphone.
- **I cannot connect to a BigBlueButton session or I am facing audio issues**
  - Check if you have a good internet connection speed. Go to <http://speedtest.net/>. If your upload speed is 1 MBPS or less and your download speed is 5 MBPS or less, your audio will be poor.
  - Check if you have allowed the Microphone access in Chrome or Firefox. You can check that under “Privacy and Security” in your browser setting.
  - Check the audio controls at the bottom center of your screen. You can click the mute/unmute button (Microphone Icon) to mute or unmute yourself at any time or join / unjoin audio (Headset Icon).
- **What if we could not log in?**
  - If you are a student, then maybe your username and/or password are wrong.  
In the unfortunate case that you can't login, please send us an email and we will support you.

- If you are a parent, you won't have access to the courses. The access is from the student's portal.
- **What will happen if the internet glitches or disconnect during the lesson or assignment or quiz?**  
We are all in this together and you can be assured we will not spare any effort to make these circumstances more bearable and as productive as possible for all of our children, our staff, our parents and our city. In case of disruption, please email your child's Head of Section and they will guide you accordingly.
- **What if a student has a question after the Q&A session ends?**  
There is a discussion board for each course for students to communicate with their teacher and their classmates.
- **If you see the "400 or 500 or 502 Connection Error" or "Database Connection Error" messages on screen**  
This means the server is getting a lot of simultaneous requests... It did not crash... Just refresh your browser page one or more times until you log in. Once logged in, the session should operate normally.
- **What if there is a network overload?**  
We did take this into consideration and took measures to ensure smooth academic delivery. Go to <http://speedtest.net/> or <https://fast.com/> to check the internet speed at home. If you have a low or no network connection, you can restart your router and try to reconnect again. If your problem is not resolved, contact your internet service provider. Remember to inform the school that you have a connectivity issue at home.  
We take this opportunity to thank all the people behind the scenes who worked tirelessly to make this alternative solution available to our students, and we thank our parents for the trust, loyalty and support.
- **How can I help my child to use LearnOnline?**  
Your child is familiar with the platform. Students are already using it for their ICT Courses and other resources.  
To support you during this exceptional time, we have put together a short tutorial for students on how to use their LearnOnline. They can view it once they login to their school portal.  
The teachers will be also providing the students with the needed guidance to ensure proper academic delivery.
- **What kind of application will the student use?**  
We will be using the same platform "LearnOnline" for our Distance Learning.  
Our students are enrolled on the platform and have access from their school portal. There will be no need to download any new application/program for the Distance Learning.
- **Will the teacher record the lessons for students can view it later?**  
It may not happen during the first week but may become a regular practice afterwards.
- **How can I familiarize myself with the LearnOnline's interface?**  
These are the most frequently used icons on our learning platform.

	Assignment	Collect work (any digital content such as word-processed documents, spreadsheets, images, or audio and video clips) and provides grades and feedback
	Chat	Enables participants to have text-based real-time discussions
	BigBlueButton	Enables participants to have a live session while sharing a presentation
	Checklist	Items with checkboxes for different educational purposes (Objectives, learning outcomes).

	Discussion Board	To discuss different topics with the participants
	Quiz	Quizzes comprising questions of various types
	File	File or resource to the course content
	Folder	Displays a number of related files inside a folder
	Page	A page that includes text and media
	URL	Provides a direct web link