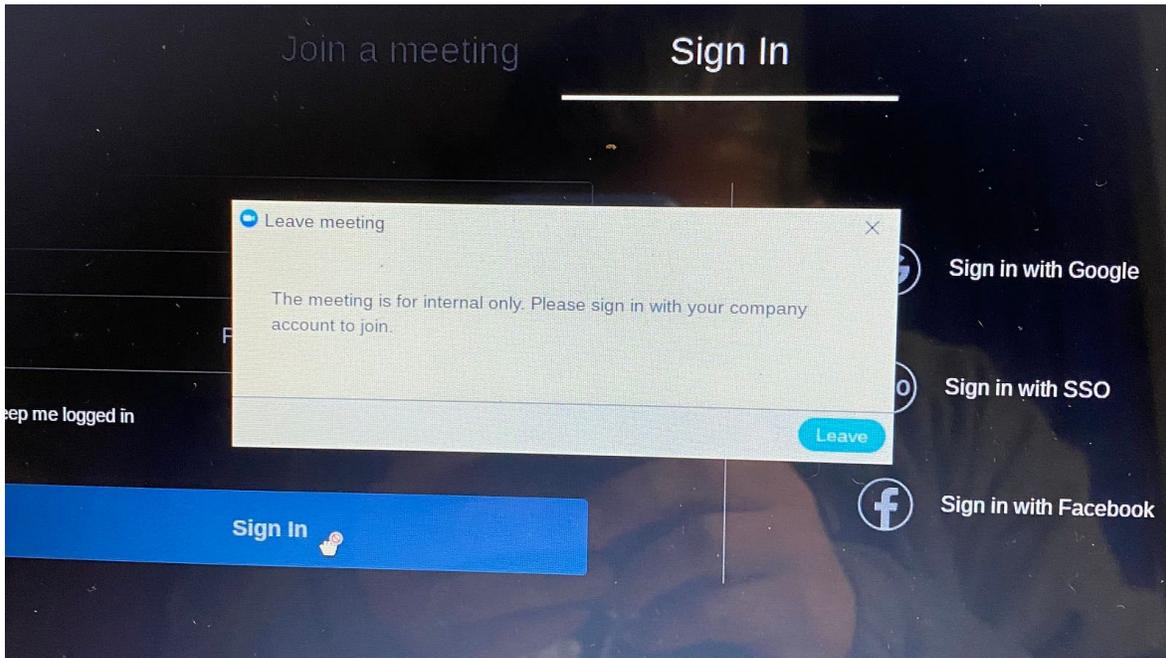


Possible Errors and Solutions

Error #1: Internal Only Message

How to fix the "Internal Only" error.



1. If you get this error message, click the X in the top-right corner of the white box. This will close the error window.
2. In the Zoom window that is still open, click the Sign in with Google link in the right column.
3. In the window that pops up
 1. It should show your school Google account. If it does, click on it and click Sign In (or OK, or whatever the blue button says).
 2. If it gives you a box to type in your email address, type in your whole ABSS Gmail address, including the @students.abss.k12.nc.us. You must type this exactly correct.
 3. Enter your ABSS Gmail password.
 4. Click Sign In (or OK, or whatever the blue button says).
 5. IF IT SAYS YOUR PASSWORD IS INCORRECT, carefully check your email address. Make sure every single letter is correct.
4. If it asks you to create your Zoom account using your Google login, say yes. If it doesn't ask this, that's ok.
5. You should get a message saying that you're now logged in to Zoom.

6. Leave Zoom open and click back on your teacher's webpage.
7. Click on the link for the Zoom meeting again. It should take you back to Zoom and let you into the meeting.

Video for walk through assistance for this error message:

<https://www.youtube.com/watch?v=ztszbFFSHXA&feature=youtu.be>

Error #2: Zscaler

If a student is having trouble accessing Clever or other sites protected by the ABSS firewall, they may see a message that looks similar to this picture:

Sign In

To keep you safe from internet threats, please sign in to your company's security service.

User Name

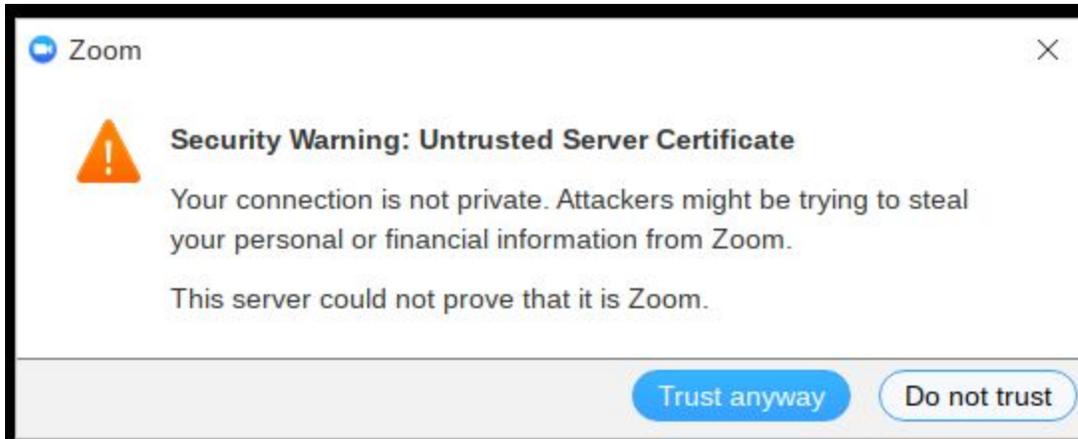
Sign In

[Need help? Contact your IT support.](#)

This is another “Sign In” message to get through the filter. Your student will need to type the full Gmail address in this login: username@students.abss.k12.nc.us and then use their assigned password (the same one they use to login to the chromebook).

Error #3: Security Warning Message

Some students have been getting a screen that looks like this when they are at home



This is a result of their home internet security settings. Most who get that message on a Windows device will get a "Trust Anyway" message to say they need to trust that site.