

# Students Unable to be Admitted

## Contents

Problem..... 1

Work-around..... 1

## Problem

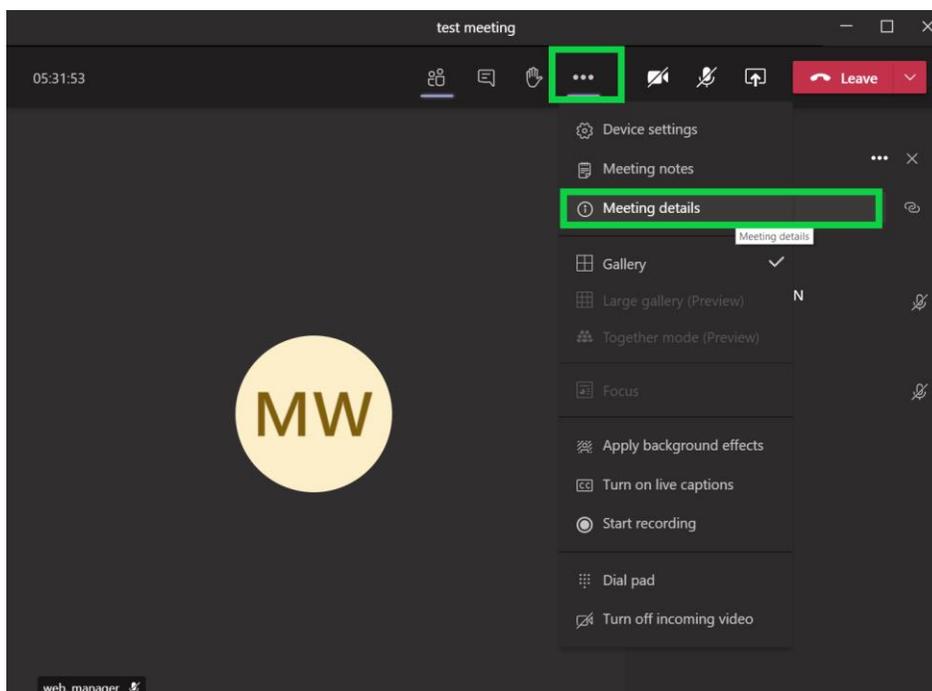
A Teams class has started and students have been able to get in. Class is going great. Then a student has popped into the lobby and is waiting to be admitted. Click on the green checkbox and the student is not able to get in. Tried this multiple times. Each time the student is able to get into the lobby, the teacher admits them, but something goes wrong. Teacher sees it admitting, but never completes. Student continues to wait in the lobby, but is never admitted.

Restarted system, made sure Smoothwall was logged in, was logged into Teams OK because as a support tech, I set up and invited the student to a meeting and they were able to join with me just fine.

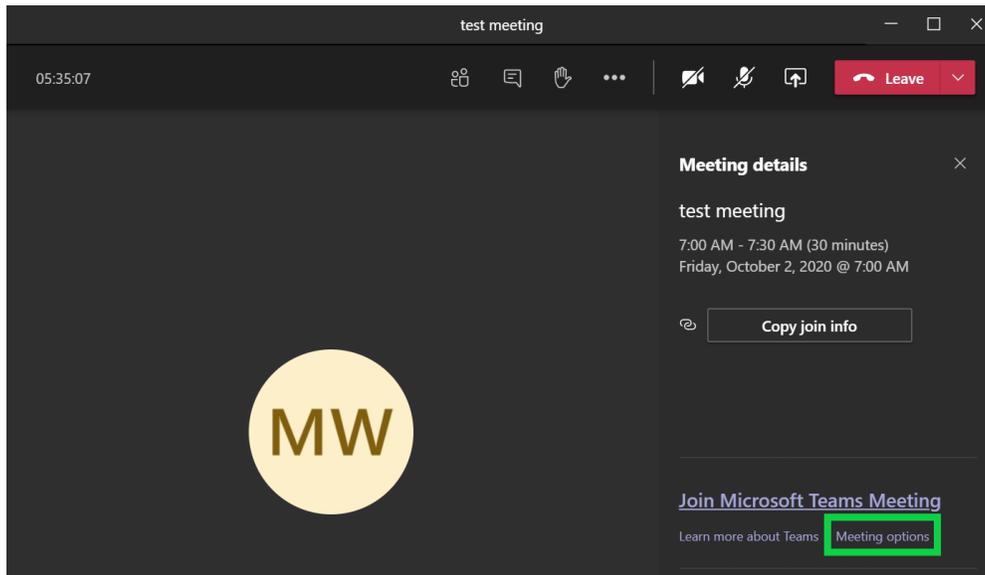
## Work-around

The work-around is essentially turning off the lobby, allow the student into the meeting, and turn the lobby back on.

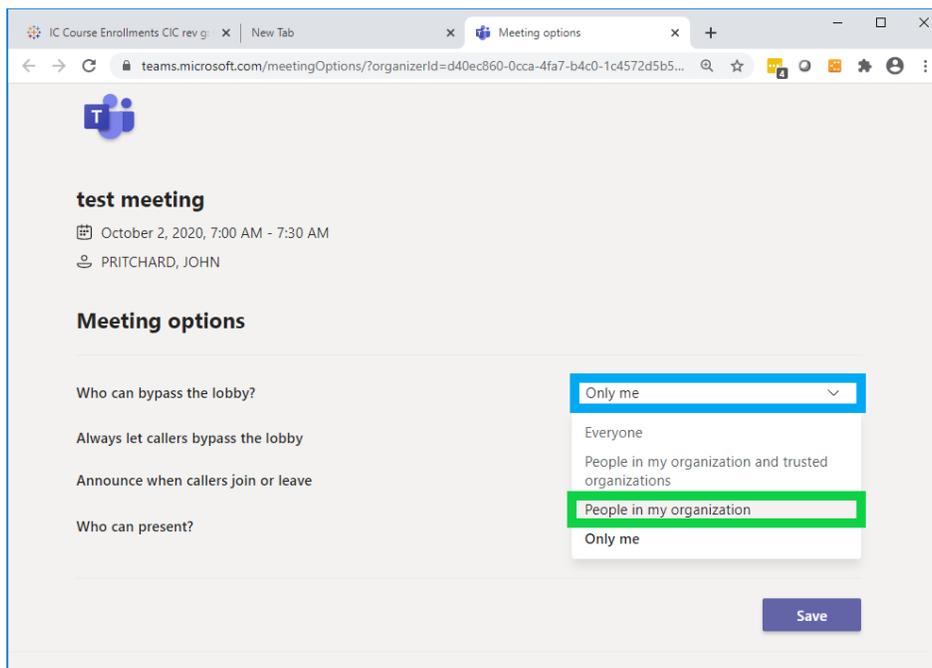
As the teacher, in the meeting window, click on the “More” icon (“...”) in the meeting menu, and then “Meeting details”.



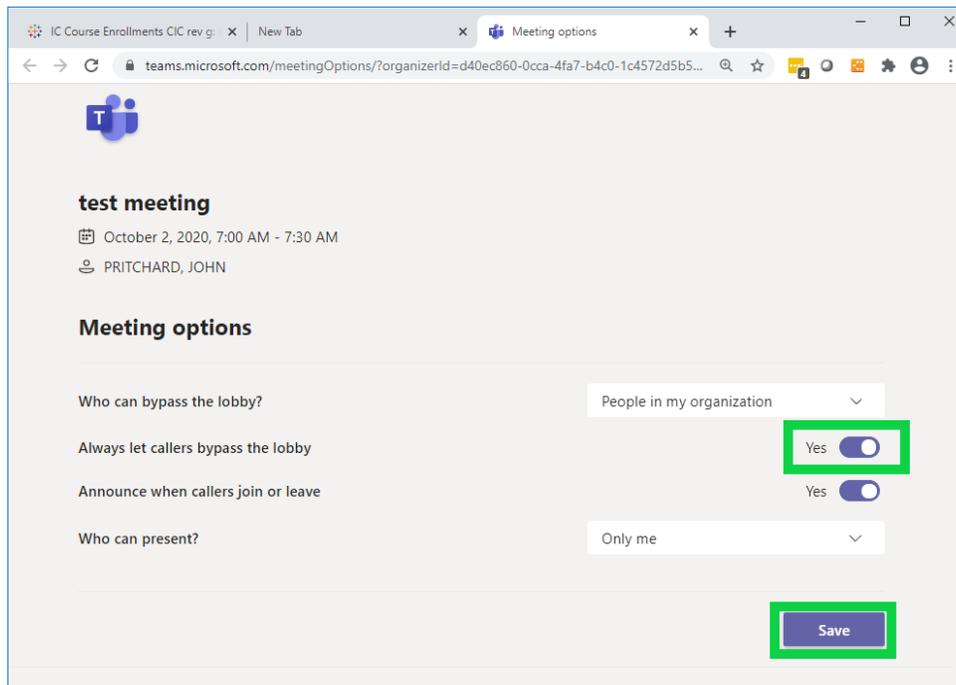
You will be presented with the meeting details on the right side of the screen. Click on the “Meeting options” link.



A **web browser** will be opened and present you with the following screen. Select the dropdown next to “Who can bypass the lobby?” and select “People in my organization”



Also, change the option for “Always let callers bypass the lobby” to “Yes” and then click “Save”



Let the student know they can try again and they should get into the class. Note that since the lobby is off, the teacher will not be prompted to admit.

The teacher should leave the screen up for the meeting options and after the class PLEASE REMEMBER to put the settings back to the original (“Only me” which will force “No” for the bypass option) and “Save” again.

Because this is difficult to replicate, I was not able to experiment with just the first setting and leaving the second setting at “No”.