

# Zoom Fix for Digital Academy Computers

Many LCSB Digital Academy students have reported numerous issues using Zoom on district-owned computers. Below are the steps to resolve these issues:

Open Chrome browser and visit <https://www.leonschools.net/DAFix>

Click **Download**

At the bottom left of the screen click "**Keep**", Then click "**DAFix.bat**"

On pop-up "Windows protected your PC windows" Choose "**More info**" and "**Run anyway**" (Wait for User Account Control window to pop up)

When prompted sign in using the following credentials: (Click on Username field to select)

Username: **.\lcsb**

Password: **W1nd0w\$10** (Click and hold the eyeball icon next to the password to see it and confirm you typed it correctly.)

Click Yes ("**NOW PLEASE WAIT**" This process may take a few minutes to complete. A pop-up window stating that the computer will restart in 15 seconds will display once this process has completed.)

After the last step, your computer should restart. After restart when prompted click "OK" and the computer will log on and sign in automatically as the user **DASStudent**. (This process will create a new DASStudent profile and will take a few minutes to complete.) Once the Window Desktop appears go to the next step to install the latest version of Zoom.

To install Zoom: Open Chrome browser and go to <https://www.leonschools.net/zoomupdate>

From the webpage Click on the Zoom Icon 

When the download has completed Click on "**ZoomInstaller.exe**" located at the bottom of the screen. When "User Account Control" window pops up Click "**Yes**". When completed the Zoom join meeting window will open. Close this window. Now you are ready to proceed to ClassLink, Canvas etc.

NOTE: Going forward, if your computer ever goes to sleep and Windows prompts for a password when you wake it up, the password is **Hello123**; **also they will use the Zoom client not the web.**

For technical support, call the LCSB Parent Helpdesk at **850.487.7260**.