Full Most Asked Doubts

Discord Doubts

1. I am not able to access the doubt forum and other 4.0-related channels

→ First, make sure that **your Discord account is connected**.

→ To verify this, go to:

https://app.codingshuttle.com/classroom/spring-boot-0-to-100-cohort-40-ai--devops_14/dashboard

→ If you can see the card shown below on the dashboard, then your **Discord account is already connected**.

2. If you are already seeing the above card but still not getting access to the doubt forum and other 4.0-related channels

→ Then follow these steps:

1. Go to **Settings**, and under the **Social Media Links** section, check if any other Discord account is connected (it will look like the image shown below).

2. If the connected Discord account is not the one you're currently logged into discord, click **Disconnect** and then connect your correct Discord account.

2. **Important**: You can disconnect and reconnect your Discord account **only once**, so please be careful.

3. After this, if you still do not have access to the doubt forum and other 4.0-related channels

→ Please contact the mentors or batch leaders.

4. How to contact mentors?

→ Type **@mentor** in the general chat and share your problem with them.

5. What if mentors are not available or you are not getting a response from them?

→ In most cases, you will receive a response within **24 hours**.

→ But if you still don't get a reply, then contact: **contact@codingshuttle.com**

Video Player related doubts

1. Lectures are not playing and you are seeing a black screen

→ Then follow these steps:

- Try using a different web browser.

- Clear your browser's cache and restart it.

- Disable any unnecessary browser extensions.

- Attempt to access the video on another device.

2. How to clear site cache and data

→ Follow these steps (Google Chrome):

1. Open **Google Chrome**.

2. Click the **three dots** (⋮) in the top-right corner.

3. Go to **Settings**.

4. In the left sidebar, click **Privacy and security**.

5. Click **Cookies and other site data**.

6. Scroll down and click **See all site data and permissions**.

7. In the search bar, type **codingshuttle**

8. Click the **trash icon** next to the site.

9. Confirm by clicking **Clear**.

3. Video is loading endlessly or buffering too much

→ Try these steps:

- Check your internet speed (recommended: 5 Mbps+).

- Switch to a lower quality.

- Restart your router or switch to a different network.

4. Video quality is blurry

→ Causes: slow internet or auto-adjust settings.

→ Fix: refresh the page or switch networks.

5. Video keeps getting stuck or lagging

→ Try:

- Closing heavy tabs or apps running in background.

- Disabling VPN/proxy if enabled.

- Restarting your device once.

6. I am getting a "Video cannot be played" or "Unsupported format" error

→ Try:

- Updating your browser to the latest version.

- Opening in **Chrome** or **Edge** (Safari sometimes causes issues).

- Disabling any script-blocking extensions.

Live Class/Recording related doubts

1. I am not able to join the live class

→ Try the following steps:

- Refresh the dashboard — the "Join Live Class" button appears **5–10 minutes** before class starts.

- Try opening the live class link in **incognito mode** or another browser.

2. The live class link is not visible on the dashboard

→ Possible reasons:

- You are in the wrong cohort.

- You logged in with a different account.

- The class has not started yet.

    → Refresh the page or log out and log in again.

3. I joined the live class but there is no audio or video

→ Try:

- Checking if your device sound or live sound is muted.

- Refreshing the live class page.

- Ensuring a stable internet connection.

4. The live class is lagging or buffering

→ Fixes:

- Switch to a better network.

- Close unnecessary tabs or apps.

- Use a laptop or pc instead of a phone if possible.

5. I missed the live class — where can I watch the recording?

→ All live class recordings are uploaded inside your **Cohort Dashboard**, under the **Live Class Recording** section.

6. Class recording is not visible on the dashboard

→ Reasons & Solutions:

- The recording takes **4–12 hours** to process and upload.

- Refresh your dashboard after some time.

- If it's missing for more than 24 hours, contact **@mentor** or email **contact@codingshuttle.com**.

7. Can I download the live class recording?

→ **No**, downloading is not allowed.

→ You can watch recordings anytime on the dashboard.

Login and Account Related Doubts

1. Can I log in on multiple devices at the same time?

→ **No**, Coding Shuttle allows only **one active session at a time**.

→ If you log in on a new device, your previous device will be **automatically logged out**.

2. I am unable to log in with my phone number

→ Follow these steps:

- Make sure the correct **country code** (e.g. +91) is selected.

- Enter the **same phone number** that you used while enrolling.

- Choose **SMS** or **WhatsApp** and click **Continue With Phone**.

- Wait at least **30–60 seconds** for the OTP.

- If you still don't receive the OTP, try once more and ensure your network is stable.

3. I am not receiving the OTP (SMS / WhatsApp)

→ Try these steps:

- Check if your phone has **network signal**.

- Make sure your number is not in **DND** (Do Not Disturb) for promotional messages.

- Restart your phone and try again.

- Try switching between **SMS** and **WhatsApp** options.

- If you still don't get OTP after multiple tries, contact **contact@codingshuttle.com**.

3. I am unable to log in with Google

→ Try these:

- Click **Continue With Google** and select the correct Google account.

- If the window closes without logging in, disable ad-blockers or popup blockers.

- Try in **Incognito mode** or a different browser (Chrome recommended).

If the issue still persists, take a screenshot and share it with support.