Camera Issue Resolution Guide

If you are experiencing issues with your camera during the proctored test, please follow the steps below to ensure it is properly set up and functioning.

Step 1: Check Camera Connection and Functionality

- **External Cameras**: If you're using an external webcam, make sure it's securely connected to your device (typically via USB).
- **Built-in Cameras**: For laptops or devices with built-in cameras, ensure the camera is enabled in your device's settings.
- **Test the Camera**: Open your device's camera app or go to *Settings* > *Camera* to confirm it's working correctly.

Step 2: Close Other Applications Using the Camera

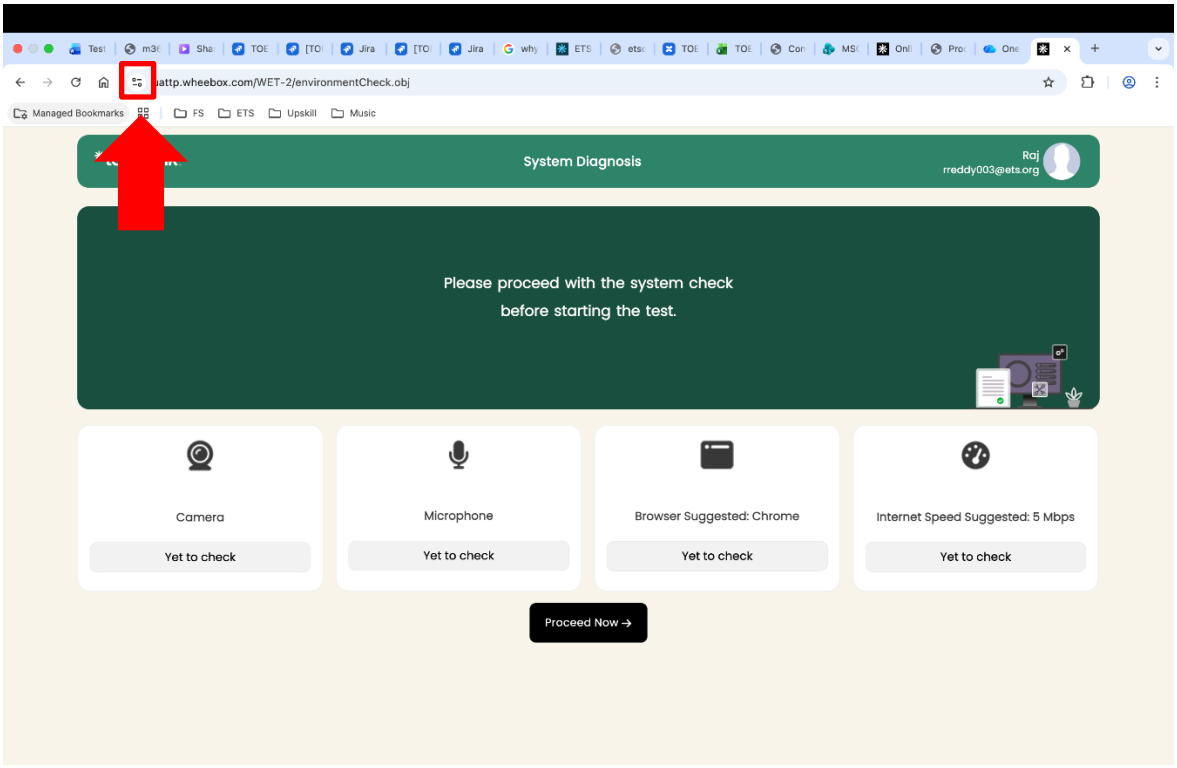
Some applications, like video conferencing tools, may interfere with the camera's functionality during the test. To prevent conflicts:

- Close any other applications that may be using the camera, such as Zoom, Teams, or Skype.
- Ensure there are no background processes (e.g., browser tabs) that could also access the camera.

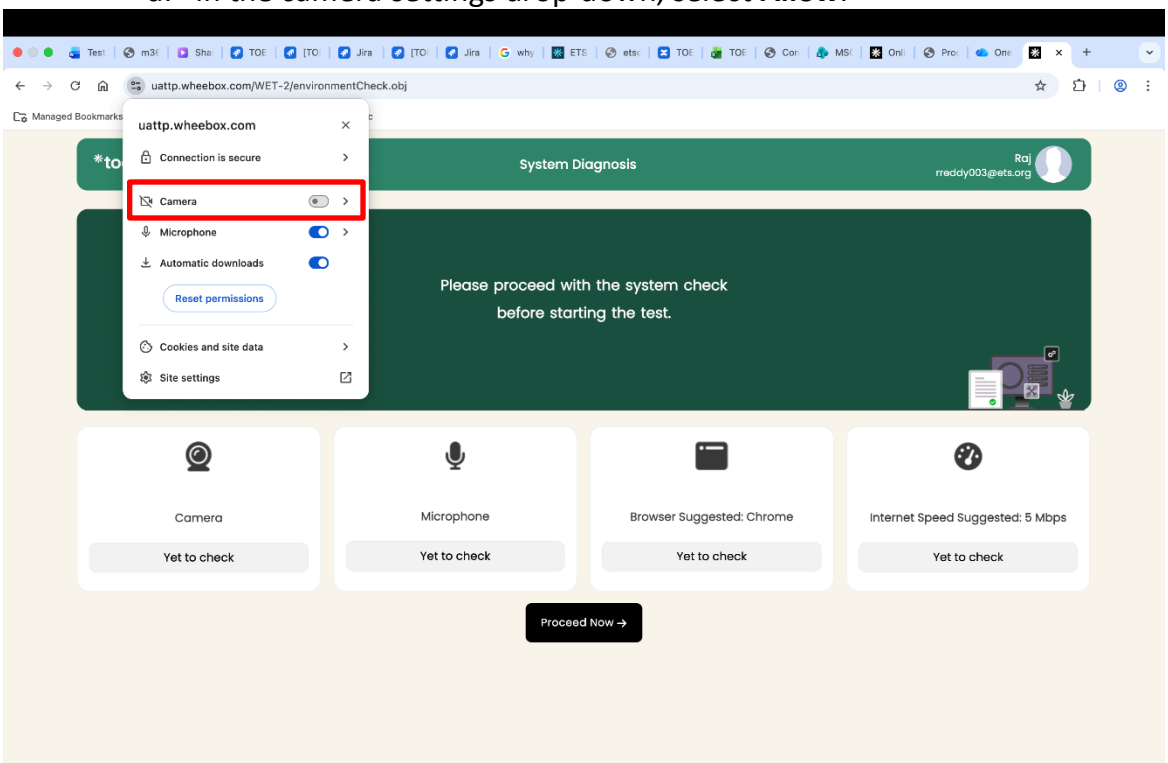
Step 3: Enable Camera Permissions in the Browser

For the camera to work during the test, your browser must have permission to access it. Follow these steps:

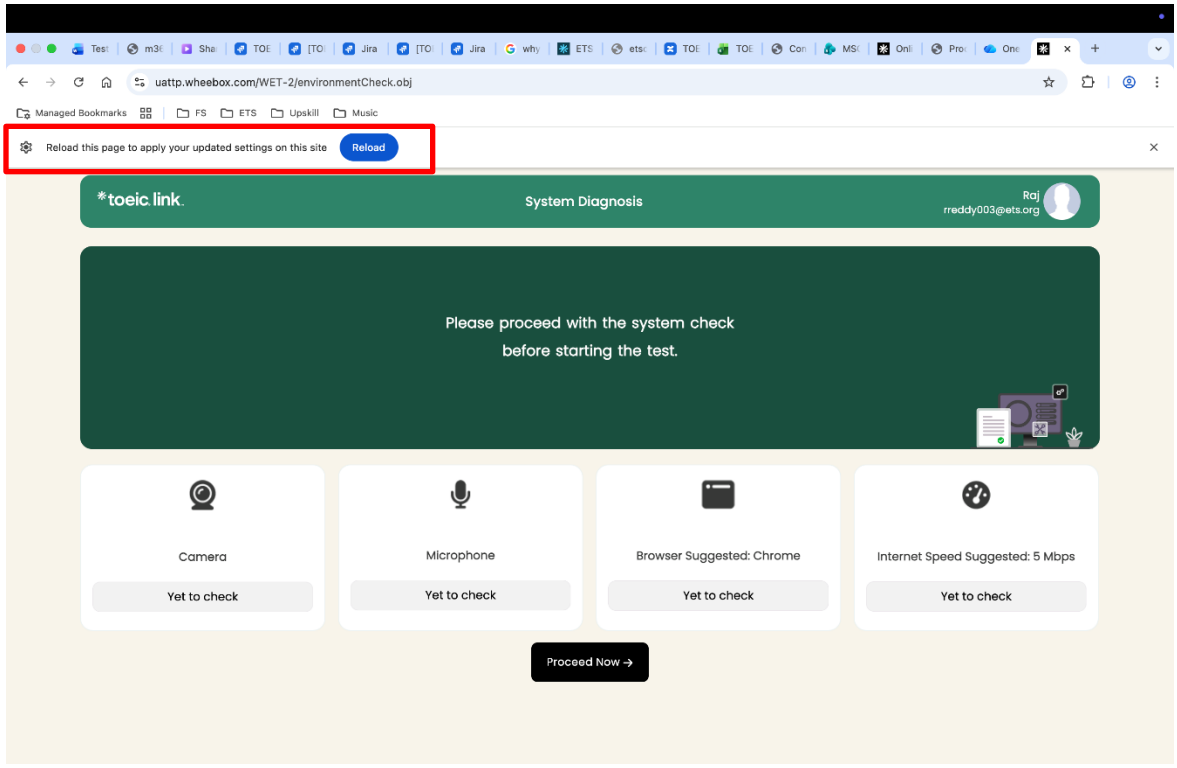
1. **Check Browser Permissions**:
    a. Open the test page and look for two bars icon (setting icon) in the address bar (top left of the browser).
    b. Click the icon, then locate the **Camera** setting.



2. **Allow Camera Access**:
    a. In the camera settings drop-down, select **Allow**.



    b. The browser may prompt you to **Reload** the page after making this change. Click **Reload** to apply the new permissions.



3. **Return to the Test**: After the page reloads, click **Continue** on the test setup screen to confirm camera access.

Step 4: Update Your Browser

Using the latest version of your browser can improve compatibility with the camera. Here's how to update each major browser:

- **Google Chrome**: Go to *Settings > Help > About Google Chrome*. Chrome will automatically check for and install updates.
- **Safari:** Go to *System Settings > General > Software Update* and install any available macOS updates
- **Microsoft Edge**: Navigate to *Settings > About Microsoft Edge*. Edge will update automatically if needed.

Step 5: Restart Your Device

If you're still experiencing issues, restarting your device can sometimes resolve temporary system glitches. Save any open work, then restart your computer to try again.

Following these steps should resolve most camera-related issues. ***If you still encounter problems, please contact the test provider listed in the email invitation you received for this test.***