A/V Check Troubleshooting

for the Remotely Proctored CLT

If you have difficulty setting the permissions for your camera or microphone, follow the steps below.
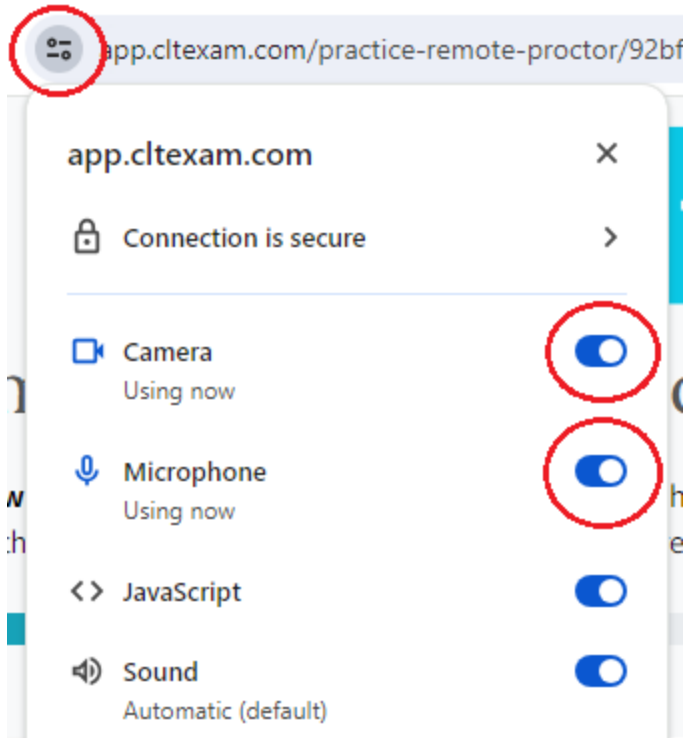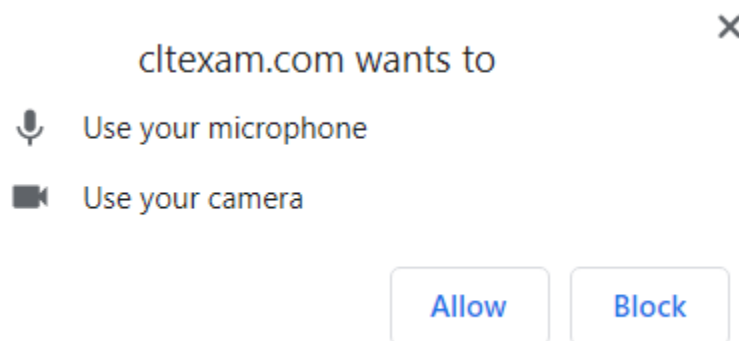
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Step 1: Browser Permissions

Chrome

1. Make sure you're using [the most updated version of Chrome](#).
2. At the left of your URL bar, click the permissions icon. Make sure Camera and Microphone are enabled.
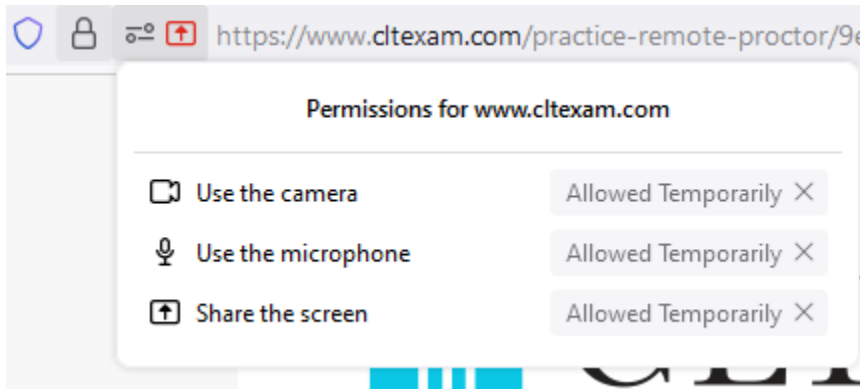

3. If they are switched off, switch them on and refresh the page.
4. If this popup appears, click "Allow."

5. Still having trouble? See **Step 2** for [Macs](#) or [Windows Devices](#).

Firefox

1. Make sure you're using the most updated version of Firefox.
2. At the left of your URL bar, click the permissions icon. Your Camera, Microphone, and Share the Screen permissions should be listed as "Allowed" or "Allowed Temporarily."

3. If they are **not**, click the shield icon, and then click Protection Settings.
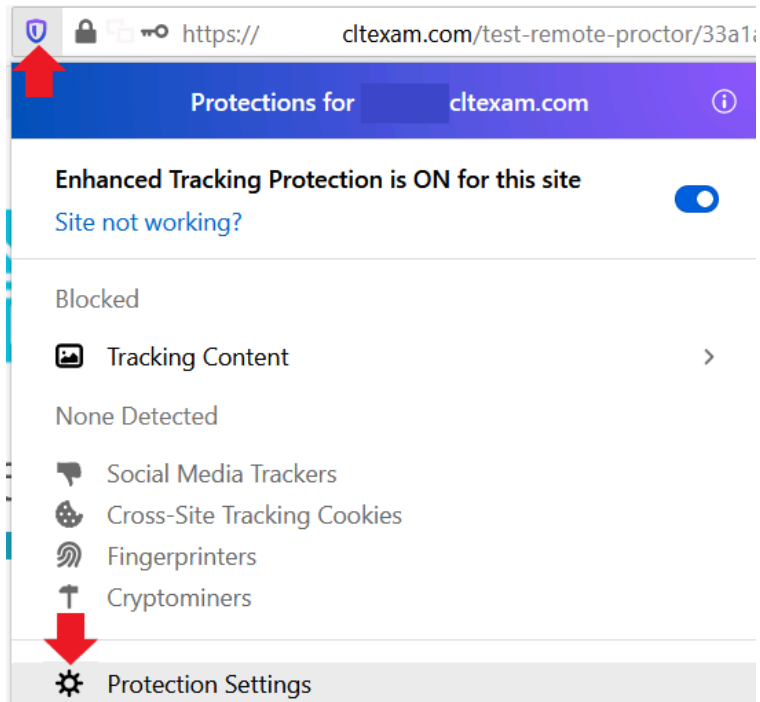
4. Scroll down to Permissions and click Settings to the right of Camera.

5. Make sure cltexam.com is either unlisted in the Website field or that its status is not blocked.
6. Also make sure that the "Block new requests asking to access your camera" option is not checked.

7. Click "Save Changes," then follow the same steps for your Microphone settings.
8. Refresh the test page. When this popup appears, click "Allow."
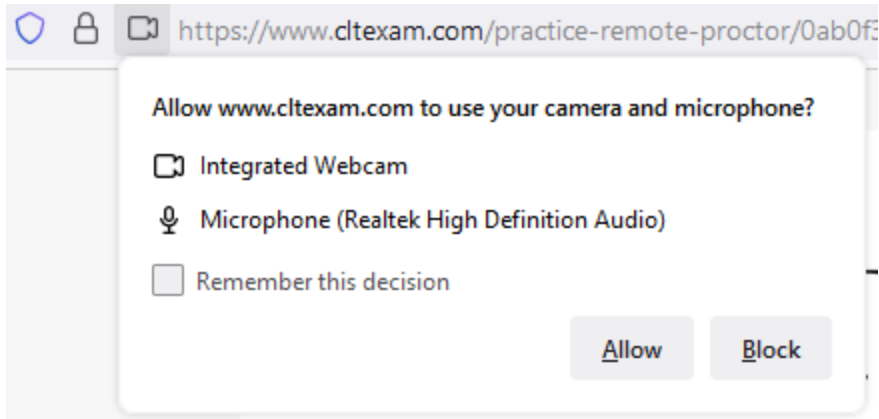
9. Still having trouble? See **Step 2** for [Macs](#) or [Windows Devices](#).

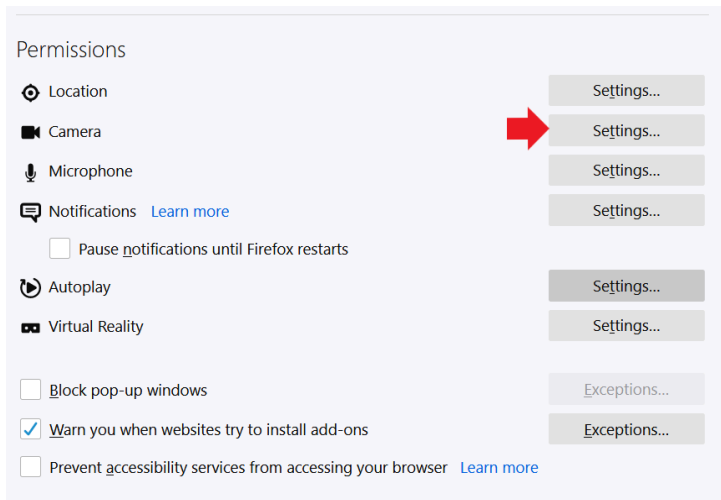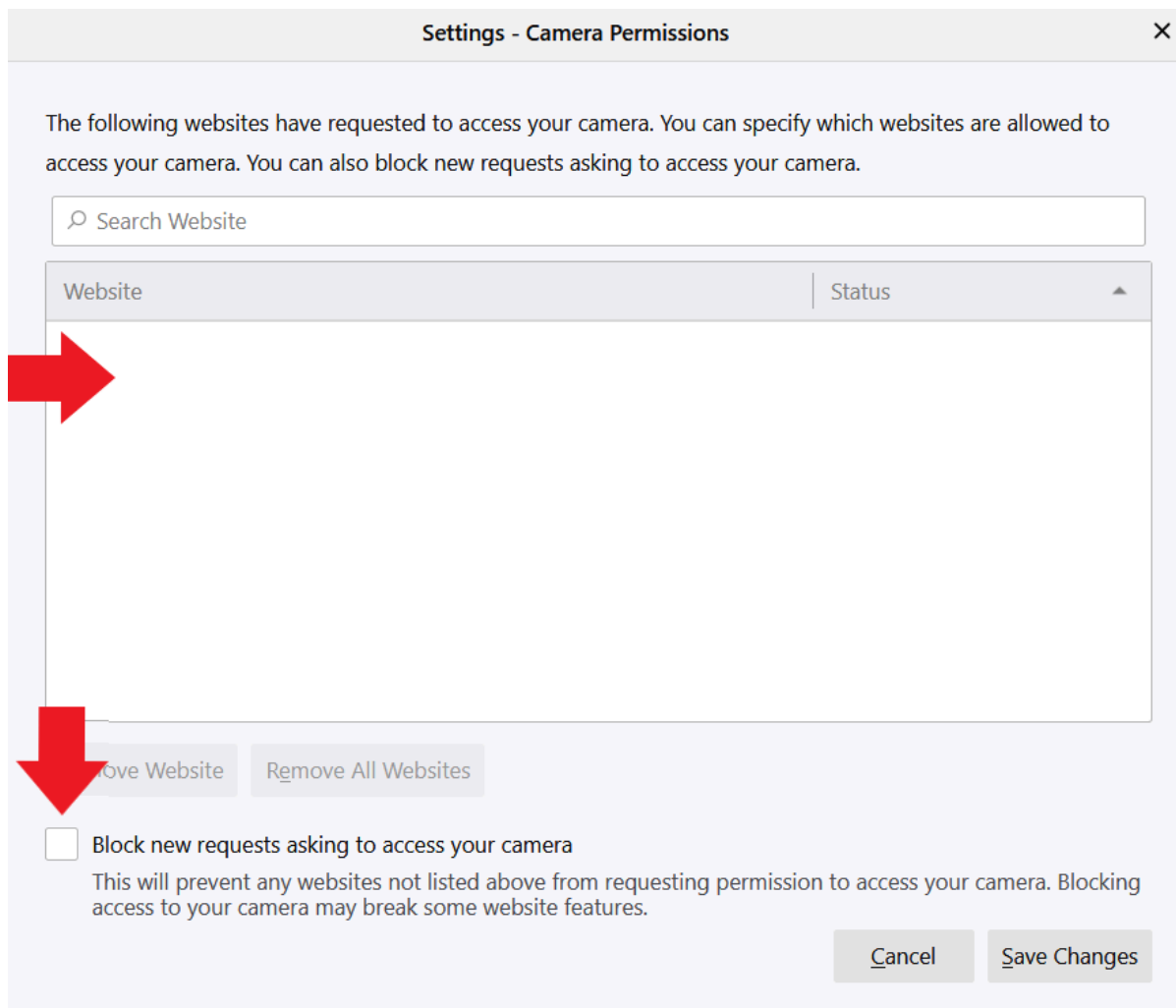# Step 2: Device Permissions

Mac Devices

Allow access to your **camera** in your computer settings using the steps below:
1. Select the "Apple menu" system icon
2. Go to System Settings > Privacy & Security > Camera (for macOS 13/Ventura or later) OR System Preferences > Security and Privacy > Privacy > Camera (for older macOS versions)
3. Click on the lock icon to make changes; enter your device's password when prompted
4. Click on the box next to the relevant app (Chrome/Firefox) to "tick" it, then click on the lock icon once more
5. Close and reopen your browser and navigate back to the test

Allow access to your **microphone** in your computer settings using the steps below:
1. Select the "Apple menu" system icon
2. Go to System Settings > Privacy & Security > Microphone (for macOS 13/Ventura or later) OR System Preferences > Security and Privacy > Privacy >Microphone (for older macOS versions)
3. Click on the lock icon to make changes; enter your device's password when prompted
4. Click on the box next to the relevant app (Chrome/Firefox) to "tick" it, then click on the lock icon once more
5. Close and reopen your browser and navigate back to the test

Still having trouble? **See Step 3.**

Windows Devices

Allow access to your **camera** in your computer settings using the steps below:
1. Click the Windows button to launch the start menu
2. Go to Settings > Privacy > Camera
3. Make sure "Allow apps to access your camera" is switched on
4. Scroll down and make sure "Allow desktop apps to access your camera" is switched on
5. Refresh the test page to try again

Allow access to your **microphone** in your computer settings using the steps below:
1. Click the Windows button to launch the start menu
2. Go to Settings > Privacy > Microphone
3. Make sure "Allow apps to access your microphone" is switched on
4. Scroll down and make sure "Allow desktop apps to access your microphone" is switched on
5. Refresh the test page to try again

Still having trouble? **See Step 3.**

Step 3: More Suggestions

1. Be sure any parental/device controls (e.g. Covenant Eyes) are disabled.
2. Be sure any internet security webcam protections (e.g. Avast, AVG, Kaspersky) are disabled.
3. Restart your computer.
4. Try a different browser (Chrome or Firefox).
5. Try a different device.