

Webcam / Audio Problems

Problem

My webcam is broken/missing, can I have the exam?

Solution

Unfortunately, You must have a working webcam to start the online exam.

Problem

When I move to step 3, the Video Recording step is not completed. Webcam sharing gets error without being asked.

System Check 3/6

We are checking your system and environment. For some of the recording items we need your action, the system will guide you! For the starting session, all items must be verified. If there any unverified item please press "Retry" for verifying again.



Video Recording

  Retry



Screen Recording

 Retry



System Requirements

 Verifying



Connection is suitable for session

 Verified

Unable to access your camera.
Permission denied by system

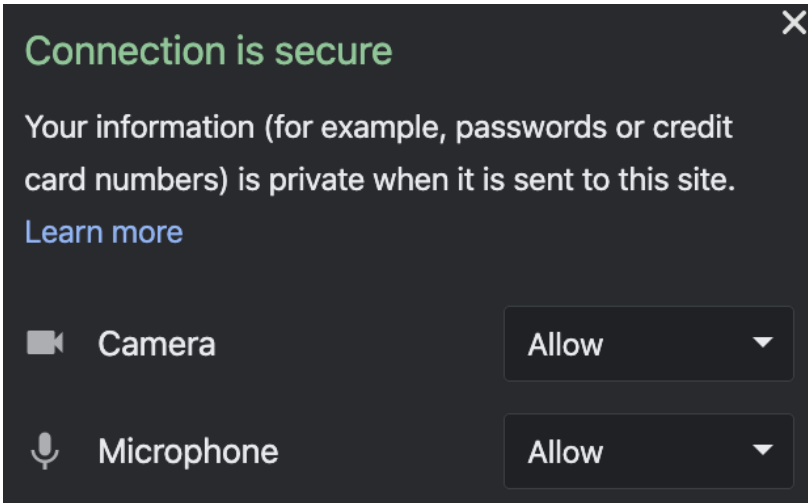
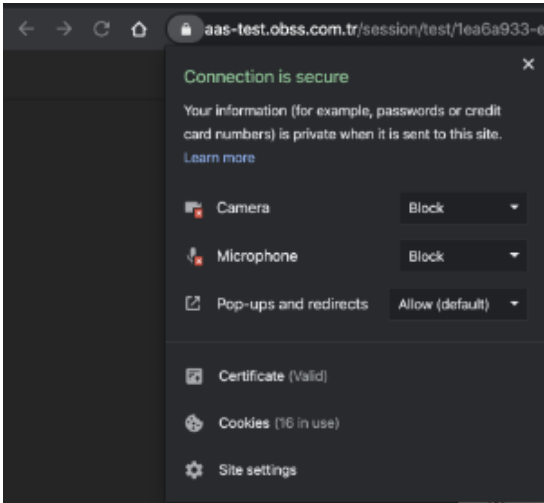
Cancel

Next Step

Solution

Click  icon that is located at the address bar.

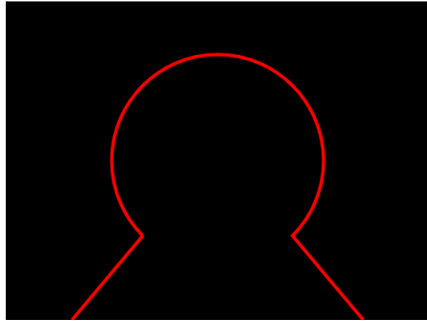
After completing the steps listed below, click  Retry button.



Problem

I can not see myself at the camera frame on the photo identification step. / I see myself on the left side and take a photo but it can not be shown in the photo frame on the right side and it is not verified. / The camera and photo frame are seen fully black.

Face Identification 4/6



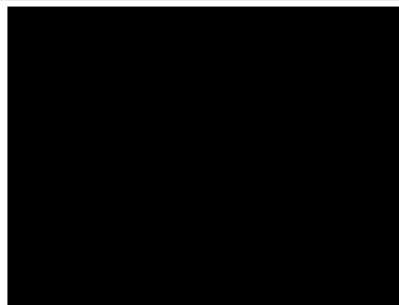
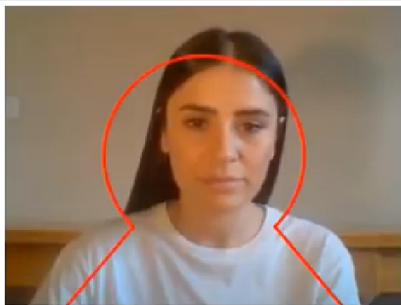
Take a photo when you are ready! We need your photo for identification.

 Take Photo

Cancel

Next Step

Face Identification 4/6



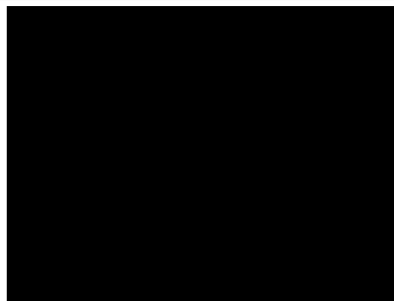
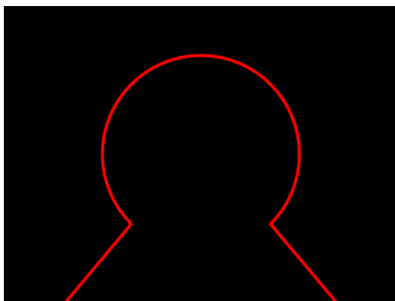
✖ Take Photo

We are having trouble seeing you! Please adjust the camera so your face is centered and clearly visible.

Cancel

Next Step

Face Identification 4/6



✖ Take Photo

We are having trouble seeing you! Please adjust the camera so your face is centered and clearly visible.

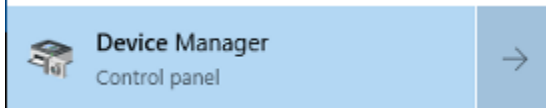
Cancel

Next Step

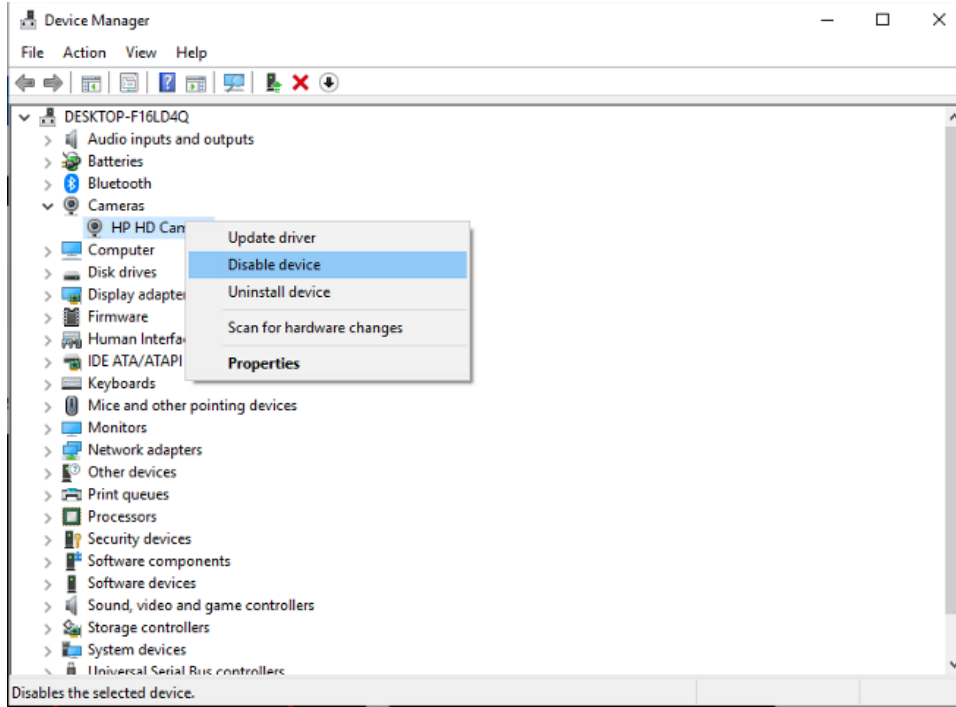
Solution

1. If there are any virtual camera applications on your computer, all should be deleted.
2. If you use an external camera, the computer's camera should be disabled on the Device Manager screen.

- Go to the Device Manager screen



- Right-click for the unused cameras and choose the "Disable device"



 Do you still have a problem? If you are a Mac OS user, Please visit [Webcam Problems / Mac OS](#). If you are a Windows user, Please visit [Webcam Problems / Windows](#)

Video

Please click the [link](#) for watching the solution video.

Related articles

- [Webcam Problems / Windows](#)
- [Webcam / Audio Problems](#)
- [Microphone Problems](#)
- [How to install Witwiser Chrome?](#)
- [Screen Sharing Problem / Mac OS](#)
- [Screen Sharing Problems](#)
- [System Requirements](#)
- [Virtual Machine Problems](#)
- [Witwiser Chrome plugin installed, but I can not start the exam](#)

- [Webcam Problems / Mac OS](#)
- [How can I set the recommended settings of the Witwiser Chrome plugin?](#)