Issues with Webcam Detection

Webcam errors or spinning wheel - not loading correctly.

1. Make sure you are using the most updated version of Respondus. Update the browser if needed.

2. If the problem persists after doing step #1 above, please shut down all other applications and restart your computer.

Make sure you have the correct privacy settings for your webcam/camera. You can find these settings in the OP system, camera utilities or anti-virus software. (Allow desktop apps to access your Camera)

3. Open LockDown Browser, log in to Canvas, and navigate to a course. Afterwards, click on the "Help Center" icon in the toolbar.

4. Run the system check and ensure your camera is detected.

5 If necessary, you can change the camera during the webcam check via the "change my webcam" link. Select the internal or external camera. Never select anything labeled "splitter" or "filter." Please refer to <u>this article.</u>

If problems persist, please consider:

- Anti-virus software can interfere with the camera working properly. Temporarily disabling the AV software may help this process. Re-enable your AV software afterwards.
- If a camera driver was recently updated on your computer and your webcam has since stopped working with LockDown Browser, consider "rolling back" to the previous version of that driver. In some cases, updating the driver will help.
- If problems persist, one possible workaround is to use an external USB webcam.

LockDown Browser				_
TEP 1: TERMS OF USE	Webcam Che	LockDown Browser		
TEP 2: WEBCAM CHECK		STEP 1: TERMS OF USE	Webcam Check	LockDown Browser Error: 01-AW5-999 - Unable to connect to Respondus server (AWS) - Unable to obtain exam tilte to determine webcam requirement Solution(b): Go into the course itself and select the exam from the exam lin the problem persists, run a System Check using "Help Center" in LockDow Browser.
TEP 3: ADDITIONAL INSTRUCTIONS		STEP 2: WEBCAM CHECK		
STEP 4: GUIDELINES + TIPS		STEP & GUDEUNES + TIPS	R1 LociDown Brower (2.04.00) X There was an error typing to activity your canera or isotophane. NextReadelihetros: Could next start video searce R	
TEP 5: STUDENT PHOTO		STEP 5: STUDENT PHOTO		
TEP 6: SHOW ID		STEP 6: SHOW ID		
EP 7: ENVIRONMENT CHECK		STEP 7: ENVIRONMENT CHECK		
TEP 8: FACIAL DETECTION CHECK		STEP & FACIAL DETECTION CHECK		
TEP 9: BEGIN EXAM	lite optimised		CLIDEL MORNER	