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 this article.

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.