

## Video Chat Troubleshooting

### Check your browser

- The best internet browser for video chat is Chrome. Symplicity's video chat works on Chrome, Firefox, Safari, Chromium version of Microsoft Edge.
- On older version of Microsoft Edge, 1 on 1 calls (2 participants) function. If you're on an iPad or an iPhone you should use Safari.
- If you're on an Android device, you should use Chrome.

### Completely close all other applications, especially those that use your camera and microphone Check your permissions

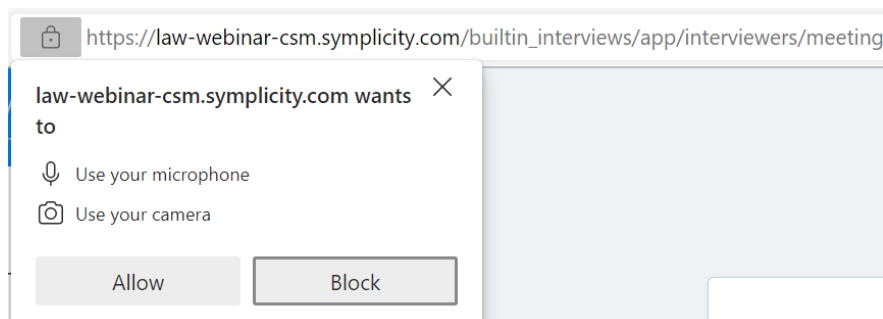
Close and completely quit all other applications or websites, like Zoom, Webex, Teams, or other internet browsers. Closing out applications that use your camera and microphone is important because many computers do not support two applications using your camera at the same time. Additionally, any unnecessary applications running on your computer while using Symplicity can deteriorate the quality of your video chat experience because they may cause unnecessary strain on your computer. After you close and completely quit all other applications, close and reopen your browser in which you have Symplicity open.

### Check your permissions

Both your computer and your browser need to give permission to your browser to use your camera and microphone. If you think you've set up your permissions correctly, but Symplicity isn't recognizing your camera or microphone, refresh your screen and close your browser and reopen it.

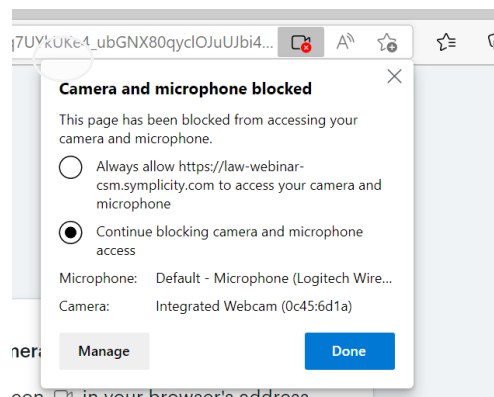
### Browser Permissions

When you first join a virtual interview, your browser will prompt you to give our site permission to utilize your camera and microphone. Click 'Allow' to enable this. We need access to your camera and microphone for the video chat.



## How to Reset Permissions if Pop-Up Doesn't Show

If the pop-up doesn't appear, you clicked Block by mistake, or you exited out of the pop-up prompt, you can reset your permissions by clicking the camera icon in your URL bar. When you do that, you'll see an option to allow access to the camera and microphone. Select that option, and then refresh your entire page and re-join the virtual room.



## Computer Permissions

If your browser is telling you that you do not have a camera or a microphone, or it says that no camera or microphone are detected, your browser may not have permission to access the camera or microphone from your computer. Some computers require you to give each of your browser's permission to access your microphone and camera.

### Checking Computer Permissions for Browsers on Windows 10

- Select Start, then select Settings > Privacy > Camera. In Allow access to the camera on this device, select Change and make sure Camera access for this device is turned on. Click the Apple icon in the top Left Click System Preferences Click Security & Privacy Click Camera and click the checkmark next to the browser you'd like to which you'd like to give permission Click Microphone and click the checkmark next to the browser you'd like to which you'd like to give permission
- Then, allow apps access to your camera. In Camera settings, go to Allow apps to access your camera and make sure it's turned on.
- Once you've allowed camera access to your apps, you can change the settings for each app. In Camera settings, go to Choose which Microsoft apps can access your camera, and turn on apps you want to use with it. For desktop apps, make sure that Allow desktop apps to access your camera is turned on.
- The same process as above can be followed for microphone access.

## Checking Computer Permissions for Browsers on MacOS

- Click the Apple icon in the top Left
- Click System Preferences
- Click Security & Privacy
- Click Camera and click the checkmark next to the browser you'd like to which you'd like to give permission
- Click Microphone and click the checkmark next to the browser you'd like to which you'd like to give permission

## Additional Trouble Shooting Suggestions

- Reload your browser
- Try incognito or private mode (browser extensions, like ad blockers, can block access to the camera and microphone)
- Quit your browser, don't just close, QUIT and reopen
- Try another browser (Chrome, Safari, or Firefox)
- Reboot your computer