









# Webcam Problems / Mac OS

## 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 are any unverified items please press "Retry" for verifying again.

 Video Recording   Retry	 Screen Recording  Retry	 System Requirements  Verifying	 Connection is suitable for session ✓ Verified
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Unable to access your camera.  
Permission denied by system

Cancel

Next Step



## Solution

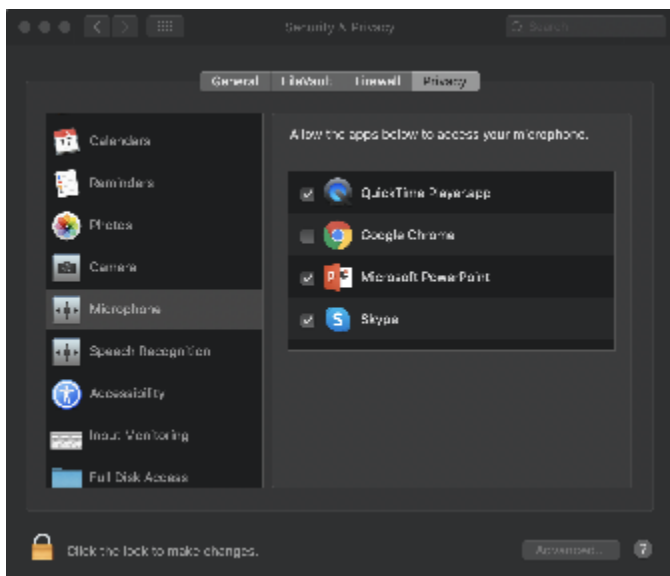
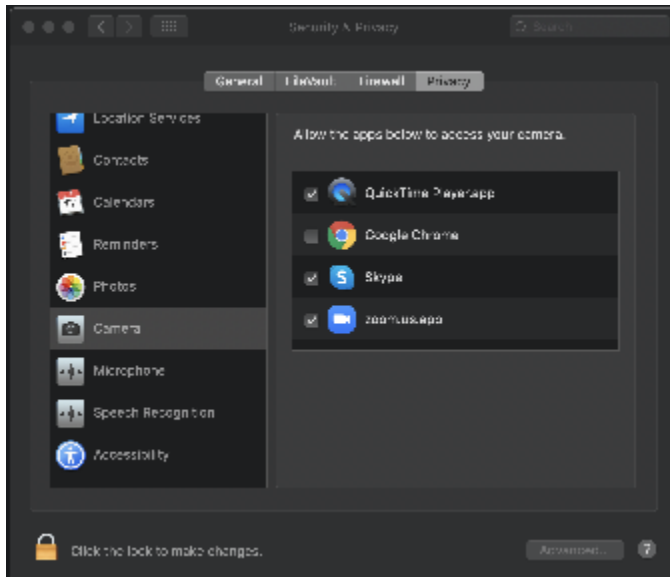
You need to authorize Google Chrome for Camera and Microphone on macOS.



### Full Screen Mode

If full-screen mode is active, the system will automatically redirect to the exam page while performing the following steps. To complete the steps, you will need to cancel the process with the "**Cancel**" button and start over.

- Open System Preferences, 
- Open Security & Privacy is opened. 
- Select the Privacy tab.
- Grant Chrome Chrome **for Camera and Microphone**. After granting permission, Google Chrome needs to be restarted.



## Related articles

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