

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

Unable to access your camera.
Permission denied by system



Screen Recording

 Retry



System Requirements

 Verifying



Connection is suitable for session

 Verified

Cancel

Next Step

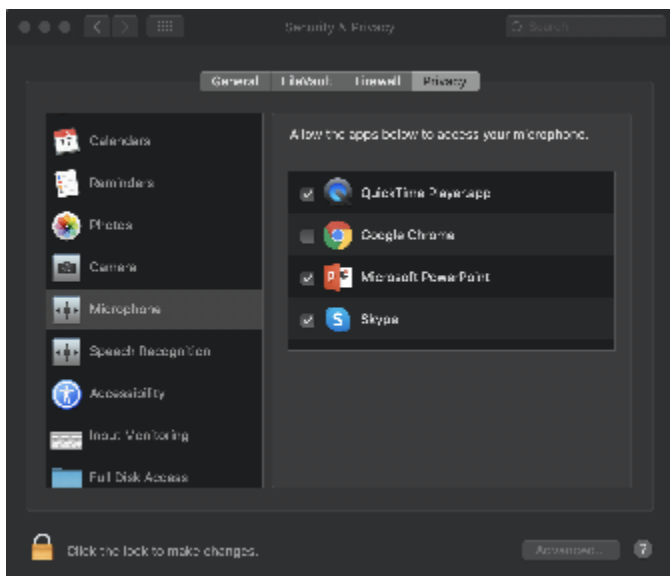
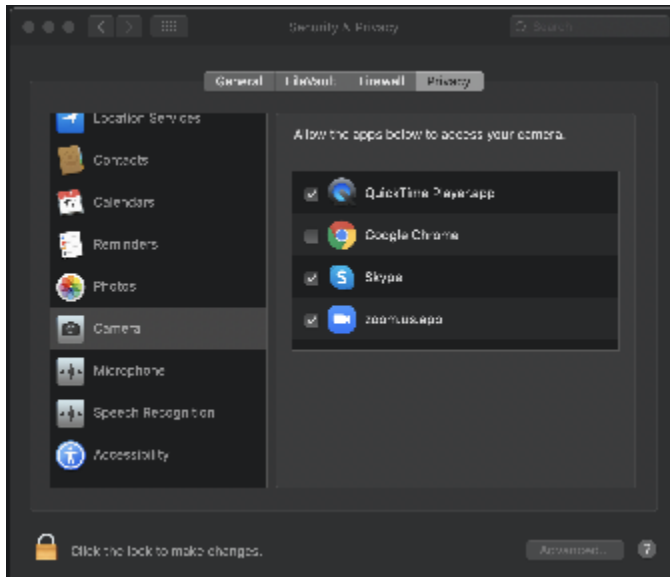
Solution

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](#)
- [Screen Sharing Problems](#)

- [System Requirements](#)
- [Virtual Machine Problems](#)
- [Witwiser Chrome plugin installed, but I can not start the exam](#)
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- [How can I set the recommended settings of the Witwiser Chrome plugin?](#)