

Webcam Problems / Windows

Problem

When I move to step 3, the Video Recording step is not completed.

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.

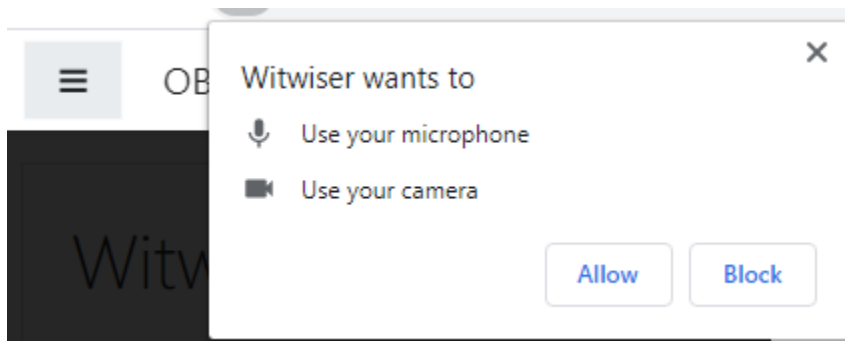
The screenshot shows a 'System Check 3/6' interface with four items in a row:

- Video Recording:** Icon of a camera. Status: 'Unable to access your camera. Permission denied by system'. A 'Retry' button is visible.
- Screen Recording:** Icon of a monitor. Status: 'Retry' button.
- System Requirements:** Icon of an information symbol. Status: 'Verifying'.
- Connection is suitable for session:** Icon of a Wi-Fi signal. Status: 'Verified'.

At the bottom right, there are two buttons: 'Cancel' (red outline) and 'Next Step' (blue).

Solution

When you move to step 3, there will be a pop-up about camera and microphone permission on the upper left corner of the browser. You should click the "Allow" button.



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 Windows.

Please visit the [link](#) for the solution video.

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.

- Go to start 
- Open Settings 
- Open Privacy 
- Open Camera 
- **Allow apps access to your camera**, turn access **On**

Allow apps to access your camera

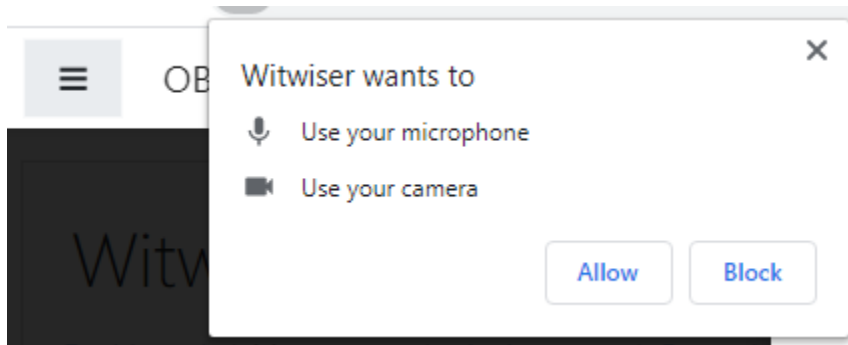
If you allow access, you can choose which apps can access your camera by using the settings on this page. Denying access blocks apps from accessing your camera. It does not block Windows Hello.



Some desktop apps may still be able to access your camera when settings on this page are off. [Find out why](#)

Problem

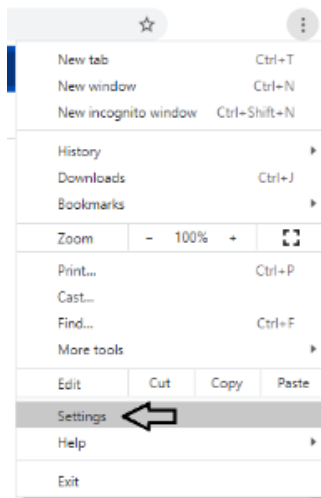
When you move to step 3, I clicked the "Block" button on the camera and microphone pop-up. I click the "Retry" button to retrieve but the permission pop-up does not appear.



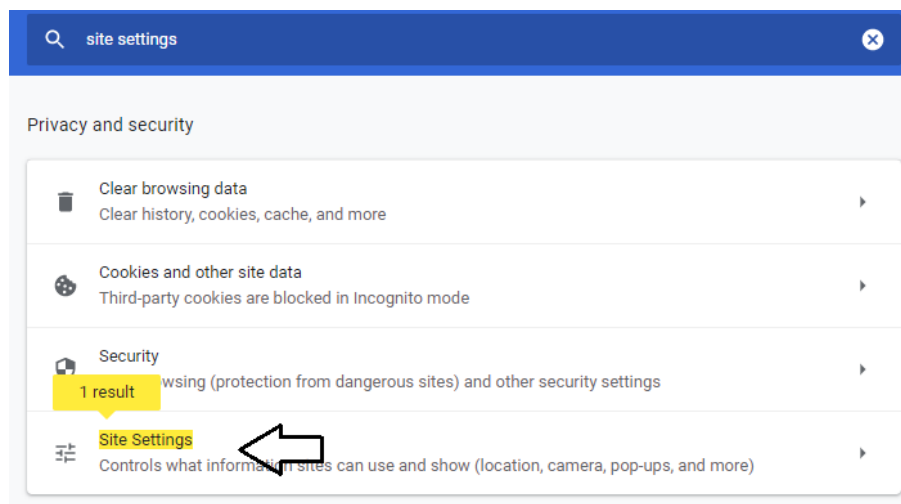
Solution

You should change your choice by following the steps below;

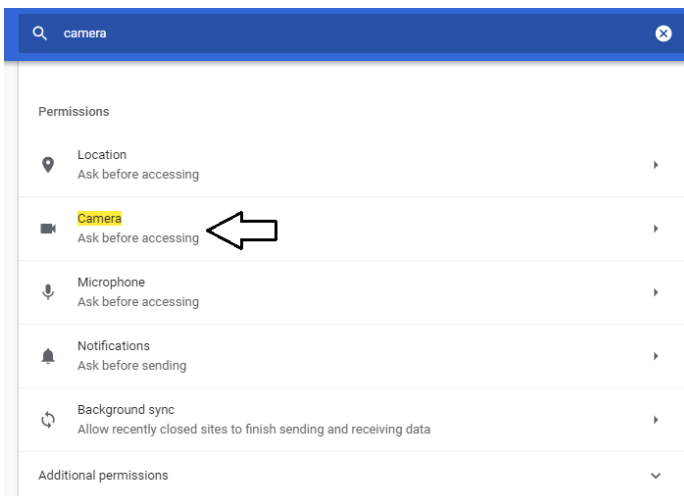
- Go to  button on the upper right corner of the browser.
- Click the "Settings"



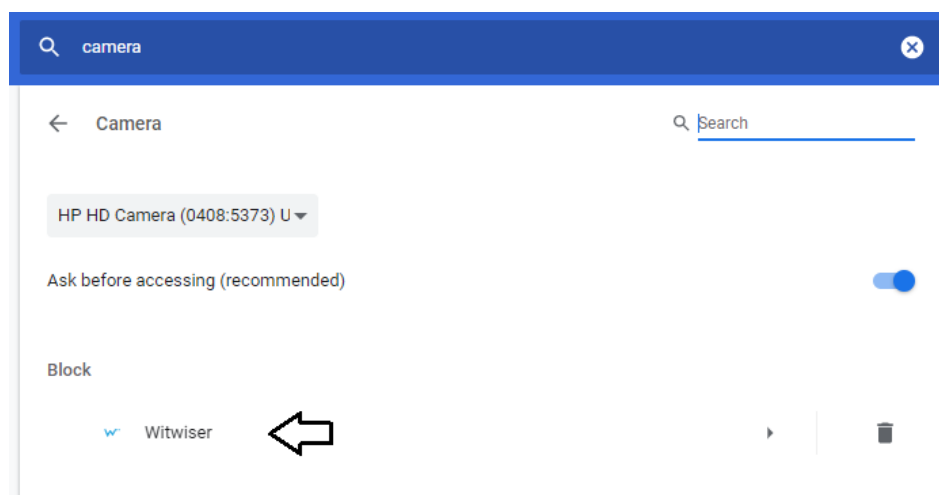
- Open Site Settings



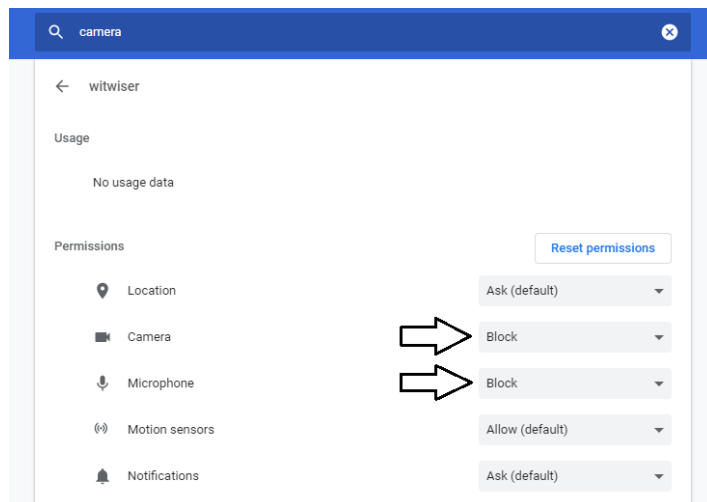
- Open Camera Permissions



- You will see Witwiser on the block list



- Click Witwiser line and change to "Allow" the camera and microphone permissions.



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](#)
- [Webcam Problems / Mac OS](#)
- [How can I set the recommended settings of the Witwiser Chrome plugin?](#)