

# Virtual Parents' Evening Troubleshooting Guide

Check you're using a compatible web browser.

The following web browsers are supported for making video calls:

- **iPhone/iPad:** Safari
- **Android:** Chrome or Firefox
- **Windows:** Chrome, Firefox
- **Mac:** Safari, Chrome, or Firefox

Please ensure you update to the latest version of the browser you are using.

To ensure you are using a compatible browser on a mobile device, please hold down 'click here' within the confirmation email and select 'Copy URL'. Please then paste this into a compatible browser.

Check your camera and/or microphone is working.

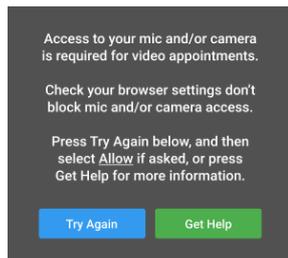
We recommend using a smartphone as all have a microphone and most have a front-facing camera.

If you're using a laptop with a built-in webcam or a computer with a USB webcam, try checking your webcam works by opening the Camera application which should come pre-installed on your computer.

Check your web browser has access to the camera and/or microphone.

When accessing video calls for the first time, your web browser should ask you if you wish to allow access to the camera and microphone.

If your camera and/or microphone is not detected, you'll see a message similar to this:



Please follow the suggestions below and then select **Try Again**.

## Steps to try:

1. Try refreshing the page to see if the web browser prompts you for access to the camera and microphone. If you're prompted for access, choose Allow. Otherwise, continue to step 2.
2. Check if your web browser is blocking access to the camera and microphone and if so, unblock access. The steps depend on which web browser you're using:
  - a. **iPhone/iPad**  
Safari - open *Settings* from the *Home* screen, then choose *Safari*, and scroll to the *Camera & Microphone Access* option.
  - b. **Android**  
Chrome - [click here](#) to view guide  
Firefox - [click here](#) to view guide
  - c. **Windows**  
Chrome - [click here](#) to view guide  
Firefox - [click here](#) to view guide
  - d. **Mac**  
Safari - [click here](#) to view guide  
Chrome - [click here](#) to view guide  
Firefox - [click here](#) to view guide