# Common Troubles with Accelevents – **Mac User Guide**

If you're having a hard time logging in or using the Accelevents Studio, here are some general tips to make it work:

- Use the recommended browser (Chrome)
- Make sure that your browser is up to date

## Common Issue #1: Grant your browser access to your Camera settings in your MacBook

1. To grant your browser access to your microphone and camera, locate the Apple icon in the top left-hand corner of your MacBook.
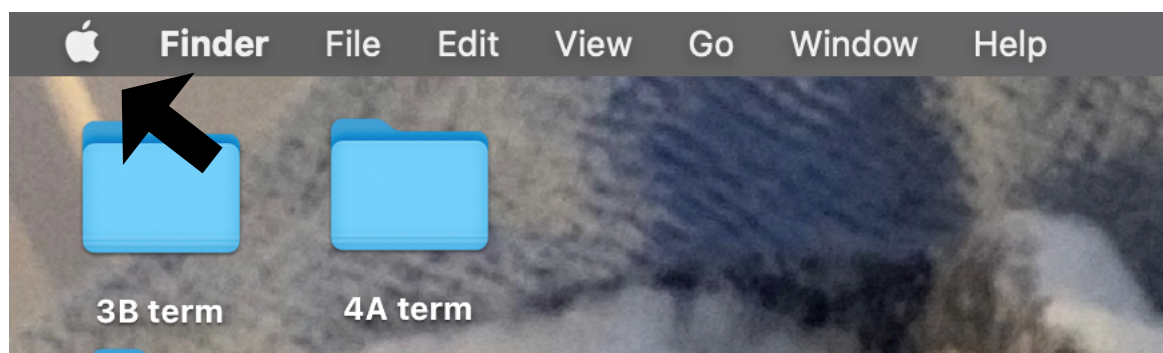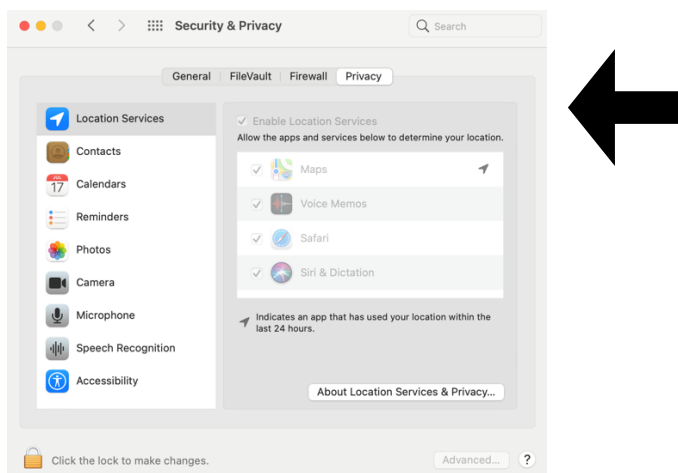

2. After you locate the Apple Icon, click on it and scroll down to **System Preferences**.

3. Next, open your **System Preferences**. Once your System Preferences open you will be directed to the following screen. Locate **Security & Privacy** and click on it.
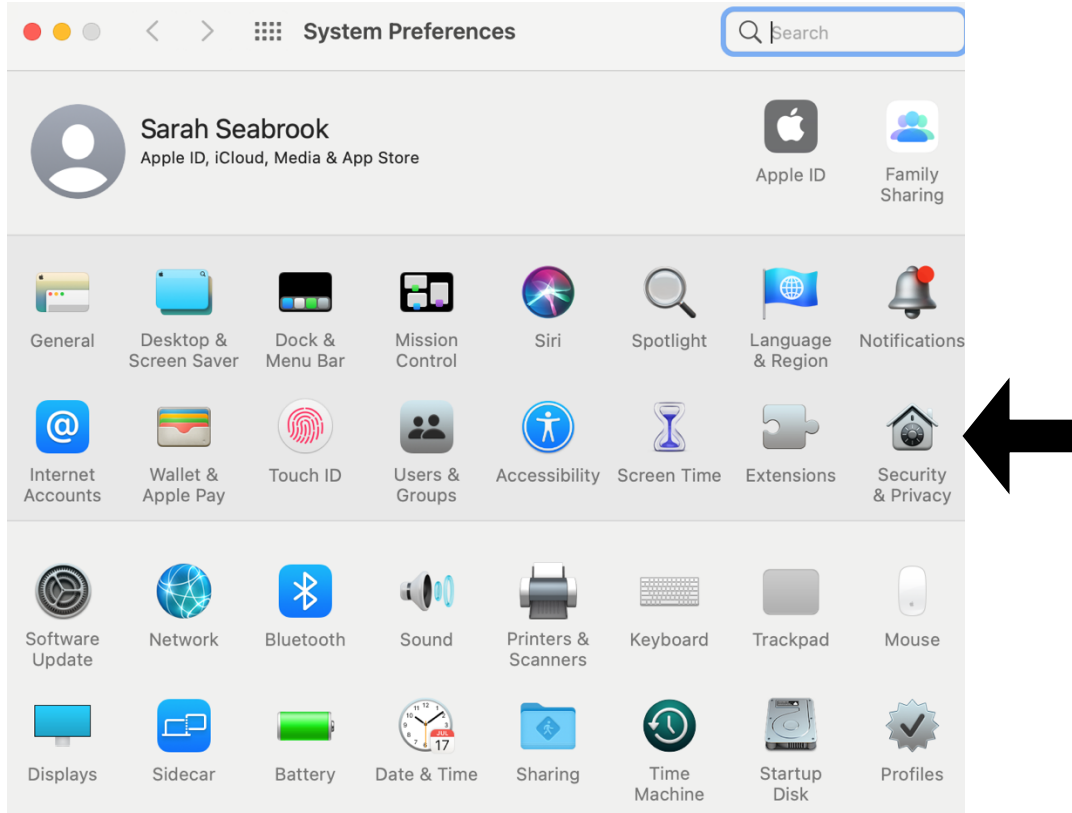

4. Once you open your Security & Privacy settings, make sure you click on the **Privacy** tab along the top of the screen.

5. Next, to enable your Google Chrome access to your Camera, you will have to click on the Camera icon on the left-hand side of your screen.
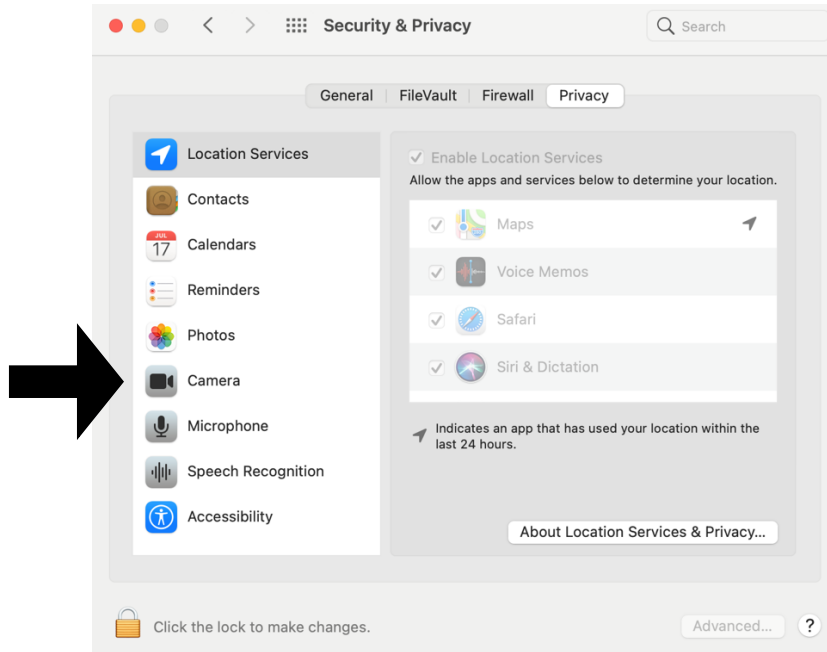
6. As illustrated below, Google Chrome has not yet been granted access to the Camera. To grant your camera click on the small box beside Google Chrome.
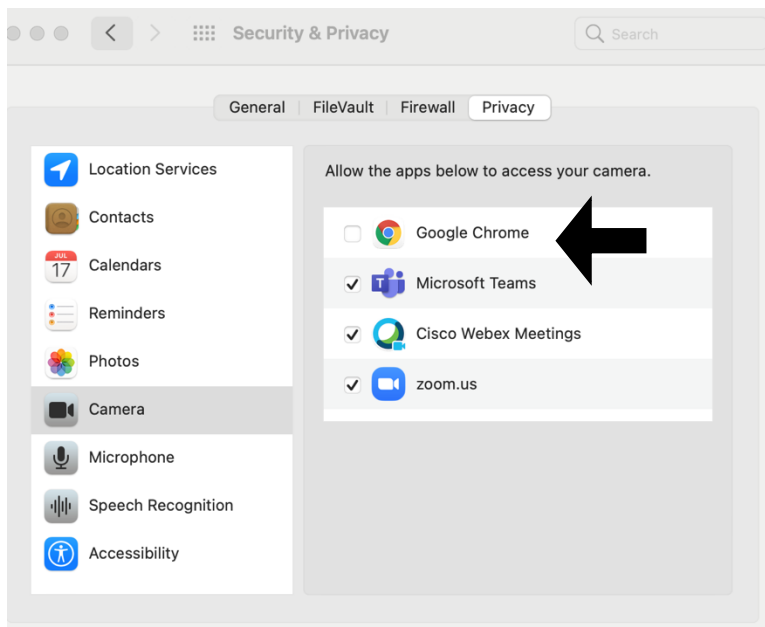
7. After you check off the box to grant Google Chrome access to your Camera, a message will appear (please see image below). Ensure that you have Quit & Reopen Google Chrome to allow the update to happen.

"Google Chrome" will not have access to your camera until it is quit.

You can choose to quit "Google Chrome" now, or do it on your own later.
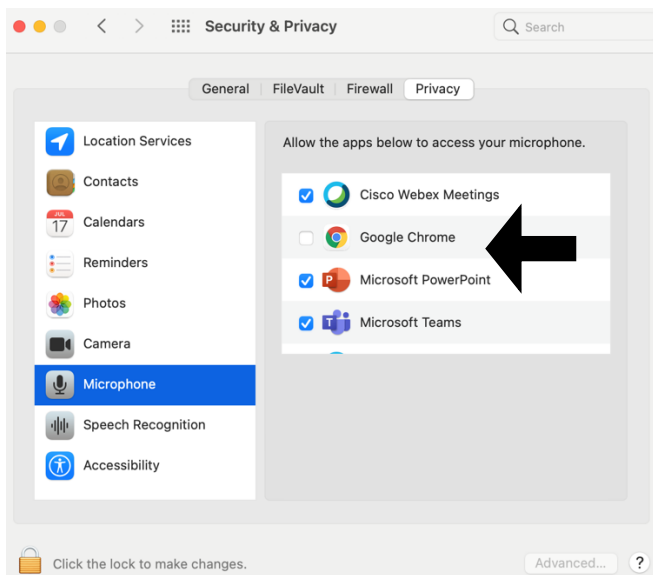
| Later | Quit & Reopen |

8. After this final step, Google Chrome will have been granted access to use your Camera.

Common Issue #2: Grant Google Chrome access to your Microphone settings in your MacBook

Follow steps 1-4 from how to grant Google Chrome access to your camera. Following step 4, please complete the instructions below.

1. Next, to enable your Google Chrome access to your Microphone, you will have to click on the Microphone icon on the left-hand side of your screen.

2. Again, as illustrated above, you will have to check off the box beside Google Chrome to enable the browser access to your Microphone. Please check off the box.

3. After you check off the box to grant Google Chrome access to your Microphone, a message will appear (please see image below). Ensure that you have Quit & Reopen Google Chrome to allow the update to happen.

4. After this final step, Google Chrome will have been granted access to use your Microphone.

## Common Issue #3: Enable the Camera and Microphone in your Browser
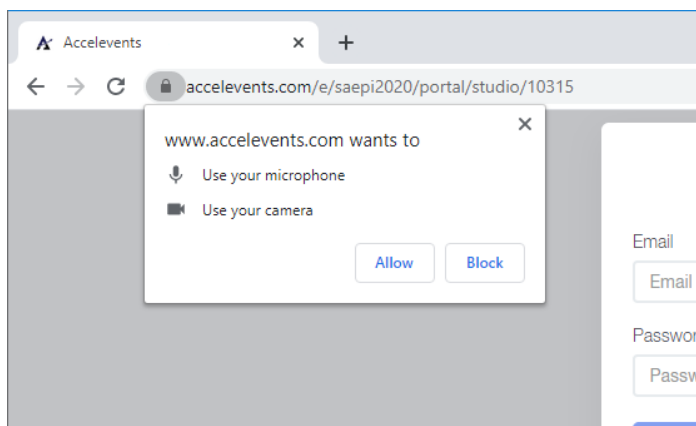
If you have enabled your camera, and you have more than one connected to your computer, you'll need to specify a camera that Chrome will use by default.

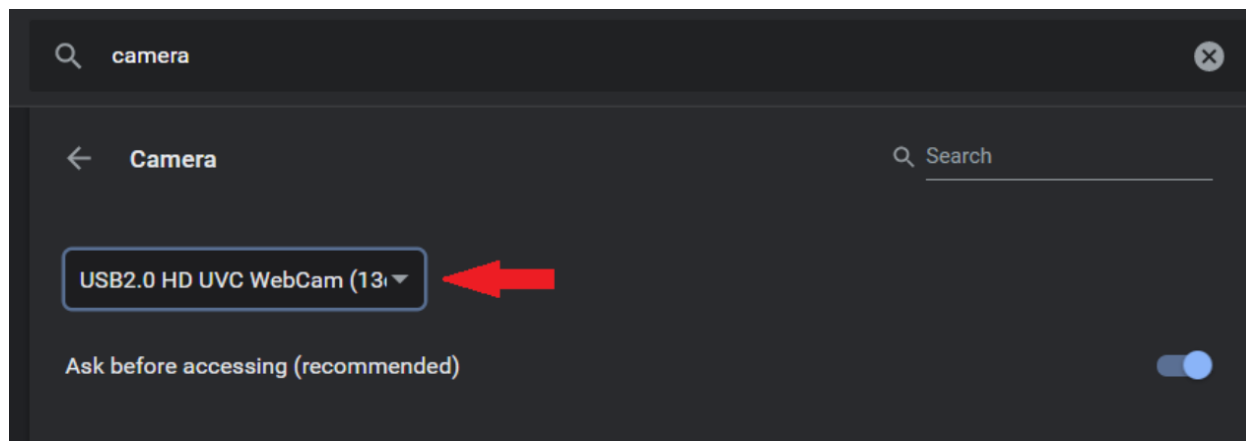Navigate to Chrome settings by clicking on the three vertical dots to the far right of the URL bar.

In the settings page, search settings bar -look for the word "camera." Then click on " site settings."
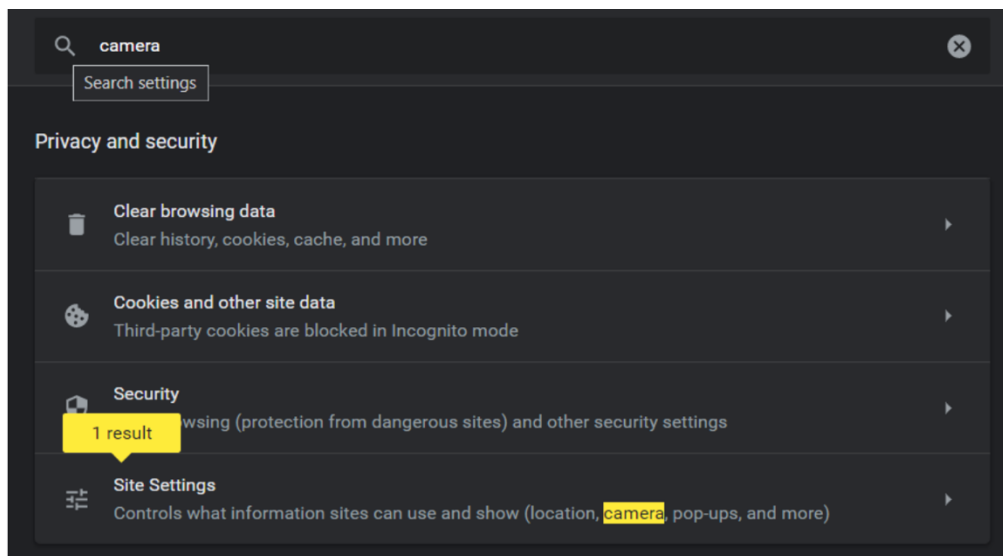
Scroll down and click camera settings.
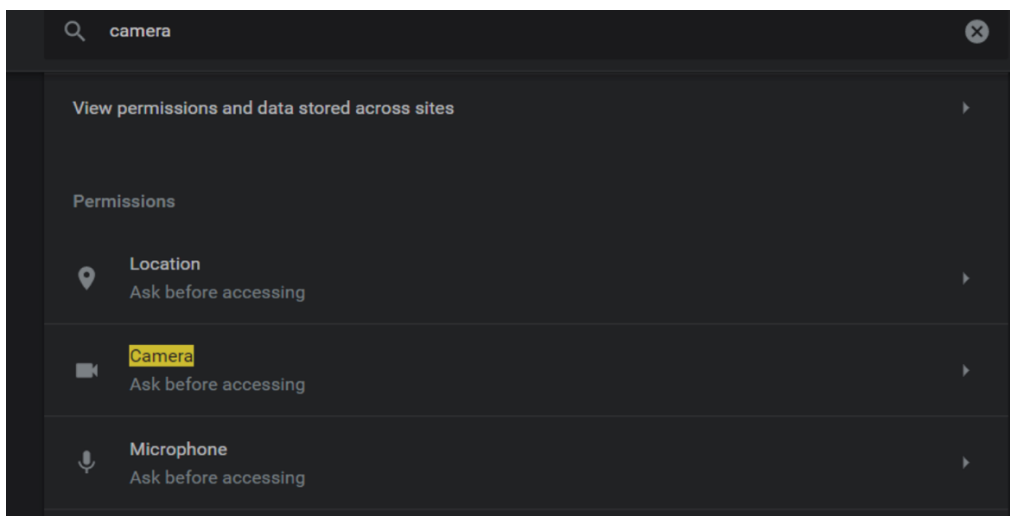
Click on the drop-down arrow for menu options and select your preferred camera device.

NOTE: If there is only one option when you click the menu, then your computer has only one camera attached.

NOTE - If you do not follow the steps outlined in this document to grant access to your Camera and Microphone, the following error message will appear when you try to go live for presentation session.