



PARENTS AND CARERS TROUBLESHOOTING GUIDE

Note: This guide is designed to be read on a computer device.

Please follow the steps in this guide if you're having trouble joining a video call.

Usually all it takes is selecting the *Allow* option when your web browser prompts for access to the camera and microphone, but we are aware that there are certain issues that you may come across when attempting to connect.

Check that you are using a compatible web browser before beginning.

The following web browsers are supported for making video calls:

- **Windows:** Chrome, Firefox, or Edge ([latest version](#) only)
- **Mac:** Safari, Chrome, or Firefox
- **iPhone/iPad:** Safari
- **Android:** Chrome or Firefox

Ely College I.T. recommend using a Windows PC with Win 10 or later when attending virtual parents' evenings.

Where possible, please do try and attend using a laptop rather than a smartphone.

Check your camera and/or microphone is working

We recommend using a smartphone as all have a microphone, while 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.

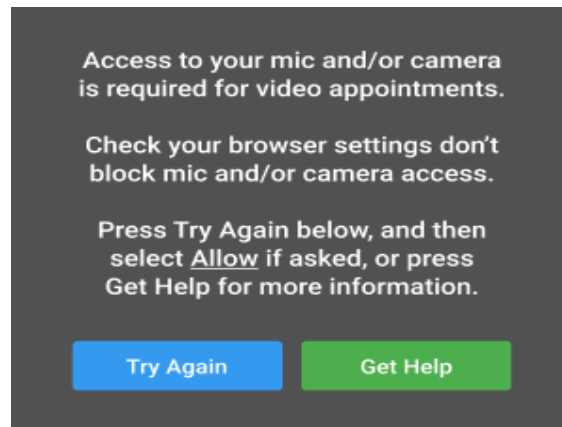
Remember to close any applications that are using the Camera, as it can only be used by one application at a time.

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.

For queries on this documentation, please send an e-mail to itservicedesk@cmatrust.net

If your camera/mic is not detected, you will see a message like:

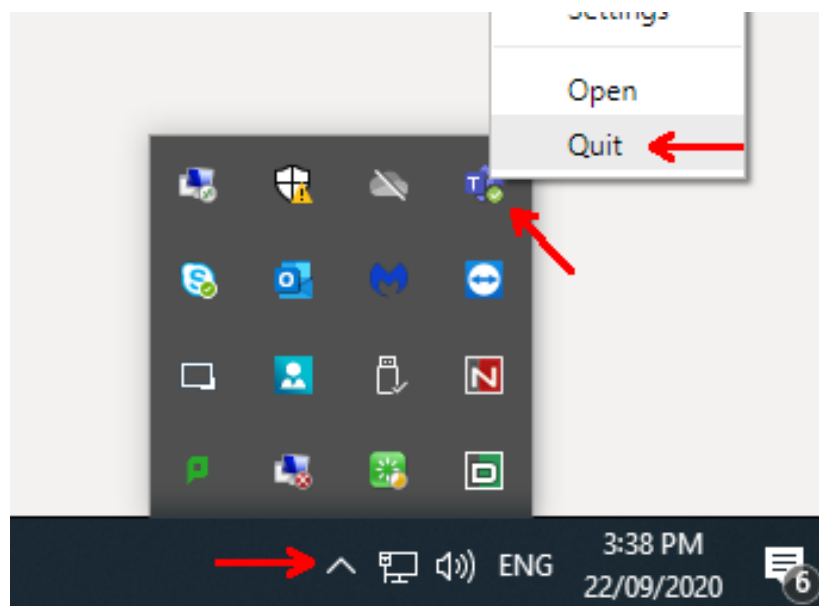


Please follow the suggestions below and then press *Try Again*.

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*.
2. If you are running 'Teams' on your laptop or phone, please force close the app. Do note that on laptops the Teams application needs to be closed a specific way – as seen below:

As Teams is set to continue in the background, you'll have to force close Teams to resolve the problem.

As below, click the ^ arrow to see all running programs, right-click Teams, click quit.



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3. Check if your web browser is blocking access to the camera/mic:

If the below links don't work automatically, please right click the blue text and choose 'Copy Hyperlink' and paste into a web browser.

a. **Windows**

Chrome - [click here](#) to view guide

Firefox - [click here](#) to view guide

b. **iPhone/iPad**

Safari - open *Settings* from the *Home* screen, then choose *Safari*, and scroll to the *Camera & Microphone Access* option.

c. **Android**

Chrome - [click here](#) to view guide

Firefox - [click here](#) to view guide

Edge (latest version) - press the *three dots* in the upper right and choose *Settings*, press *Site permissions* on the left, followed by *Camera* and *Microphone* on the right. Ensure camera and microphone access isn't blocked for this website.

d. **Mac**

Safari - [click here](#) to view guide

If after trying the above you are still having trouble connecting to our virtual parents evening system, then please e-mail itservicedesk@cmatrust.net for further assistance.

~ Ely College I.T. Team