SUSINESS OF ICD	Document Name:	Troubleshooting information for online exam students
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Introduction

As part of the ICB online exam, a webcam will be required to be fully functional, operational and unobstructed. Below is a guide to help you troubleshoot your webcam, should you experience issues.

Webcam issues

Before you access your Online POE please make sure that you have done the following:

- 1. Open your Google Chrome browser (Internet Explorer may not be used), type the ICB website address into the URL bar ie. <u>https://online.icb.org.za</u>
- Once MACCI is loaded click the lock icon next to where it shows the ICB URL and it will drop down a menu. You then need to select "site settings" and go to "camera, microphone & popups & redirects" and set each one to "allow".



Settings		
1 You and Google	22.6 KB · 2 cookies	Clear data
Auto-fill	Permissions	Reset permissions
Safety check	Location	Ask (default) -
Privacy and security	Camera	Allow -
Appearance	Microphone	Allow *
Q Search engine	(1) Motion sensors	Allow (default)
(¹) On start-up	Notifications	Allow -
Advanced	A humbers	
	() Javascript	Allow (denault)
Extensions 🖸	7 Flash	Block (default) *
About Chrome	Images	Allow (default) -
	Pop-ups and redirects	Allow *
	Ads Ads	Allow 👻

On Windows

1. Click on the three dots icon – a menu will pop up, scroll down to the settings and click on it.



2. In your settings menu, scroll down to the Site settings and click:



3. Scroll down to the permissions section and click into each of the Camera and Microphone items:

ICB BKTB-20200707: Activity report × ✿ Settin ← → C Chrome chrome://settings Image: Settings	gs - Site Settings × + s/content		- 🗇
Settings	Q. Search settlings		
L You and Google	Www.pnp.co.za Allowed Location	×	
Autofill Safety check	View permissions and data stored across sites	ĸ	
 Privacy and security Appearance 	Permissions	¥1	
Q Search engine	Camera Ask before accessing		
() On startup	Microphone Ask before accessing	×	
Extensions	Notifications Ask before sending	•	
About Chrome	Background sync Allow recently closed sites to finish sending and receiving data	Ð	
	Additional permissions	~	

4. Make sure that your camera is not set to blocked – the scroll lock should be active as indicated by the blue scroll lock in the below. Further, your https://online.icb.org.za/ website name should be sitting under the 'Allow' section below and not in the 'blocked' section as this means you have blocked the site from accessing your webcam.

Settings	Q. Search settings	
You and Google	🤶 Camera	Q. Search
Autofill		
Safety check	Lenovo EasyCamera (5986:06 🛩	
Privacy and security	Ask before accessing (recommended)	
Appearance	Plant.	
Q Search engine	BIOCK	
Default browser	No sites added	
り On startup	wollA	
idvanced 👻	https://hangouts.google.com:443	
stansions 🖸		-
Xtensions 🔼	https://meet.google.com:443	, .
bout Chrome	https://zoom.us:443	· II
	https://online-assessments.co.za.443) (iii)
	KB https://online.icb.org.za.443	

5. Follow the exact same process with the microphone setting as well.

On Mac

1. Click on the three dots icon – a menu will pop up, scroll down to the settings and click on this.



- 2. In your settings menu, scroll down to the Site settings and click:
- 3. Scroll down to the permissions section and click into each of the Camera and Microphone items:
- 4. Make sure that your camera is not set to blocked the scroll lock should be active as indicated by the blue scroll lock in the below. Further, your <u>https://online.icb.org.za/</u> website name should be sitting under the 'Allow' section below and not in the 'blocked' section as this means you have blocked the site from accessing your webcam.
- 5. Follow the exact same process with the microphone setting as well.

Resolution issues

If a student can't see the bottom of the verification pop-up that says "finish" it is because they need to change the resolution or Zoom on their screen.



To change the resolution, go into your settings menu (as per previous pages). Adjust the zoom to 100%:

