 ICB ACCREDITED BUSINESS QUALIFICATIONS	Document Name:	Troubleshooting information for online exam students
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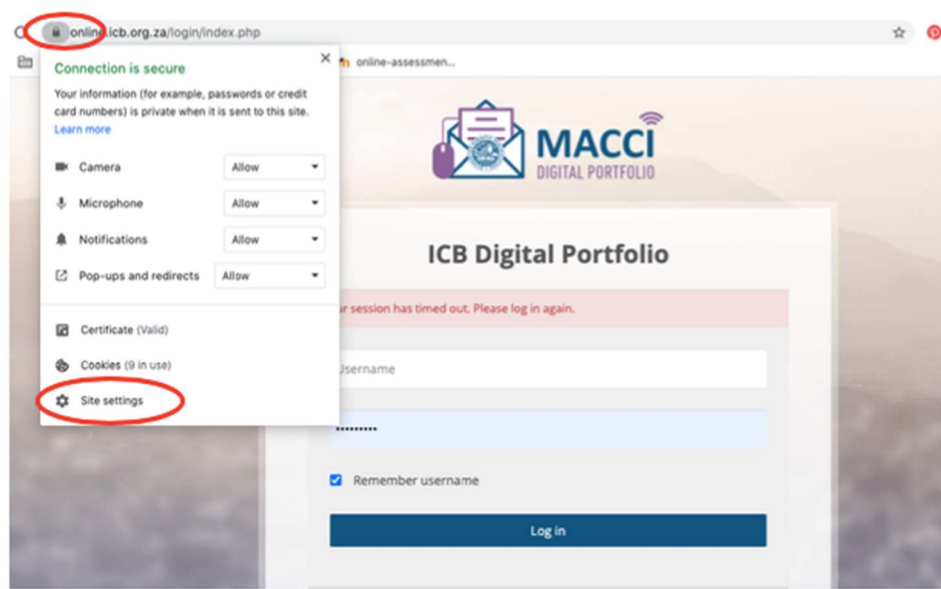
Introduction

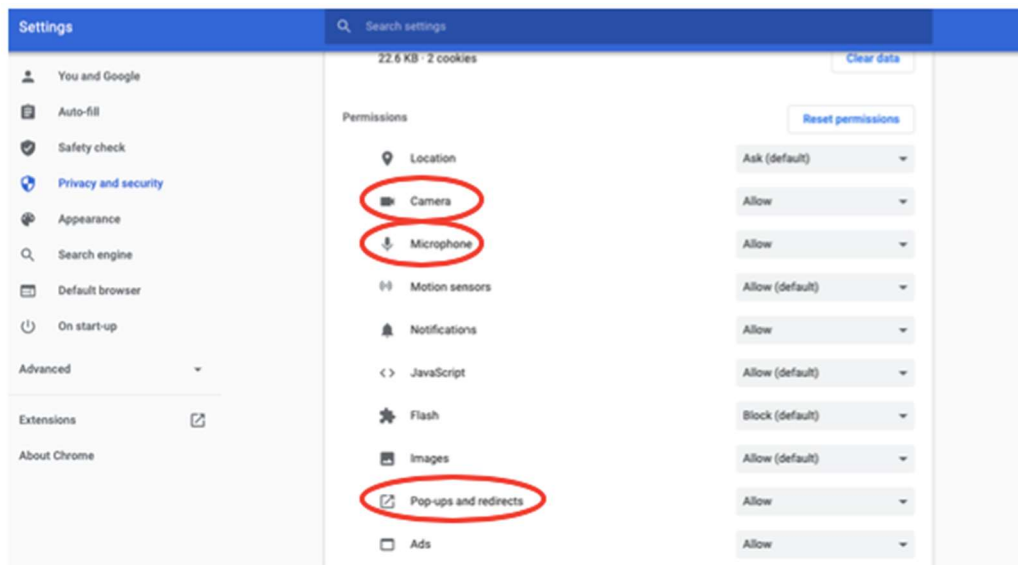
As part of the ICB online exam, a webcam will be required to be fully functional, operational and unobstructed. Below is a guide to help you troubleshoot your webcam, should you experience issues.

Webcam issues

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

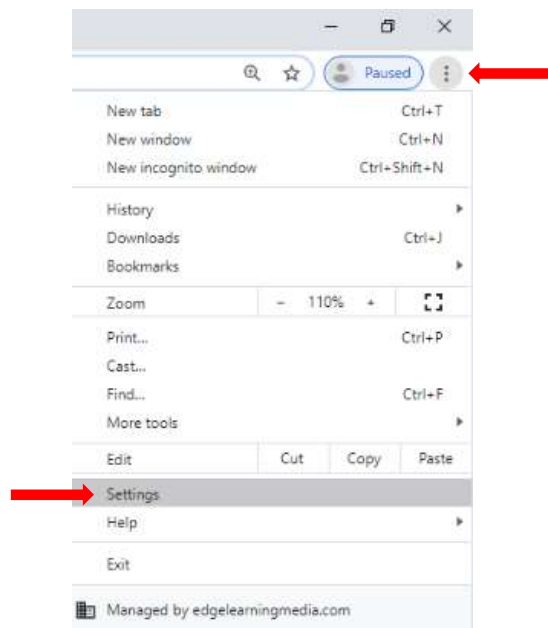
1. Open your Google Chrome browser (Internet Explorer may not be used), type the ICB website address into the URL bar ie. <https://online.icb.org.za>
2. Once MACCI is loaded **click the lock icon** next to where it shows the ICB URL and it will drop down a menu. You then need to select **"site settings"**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



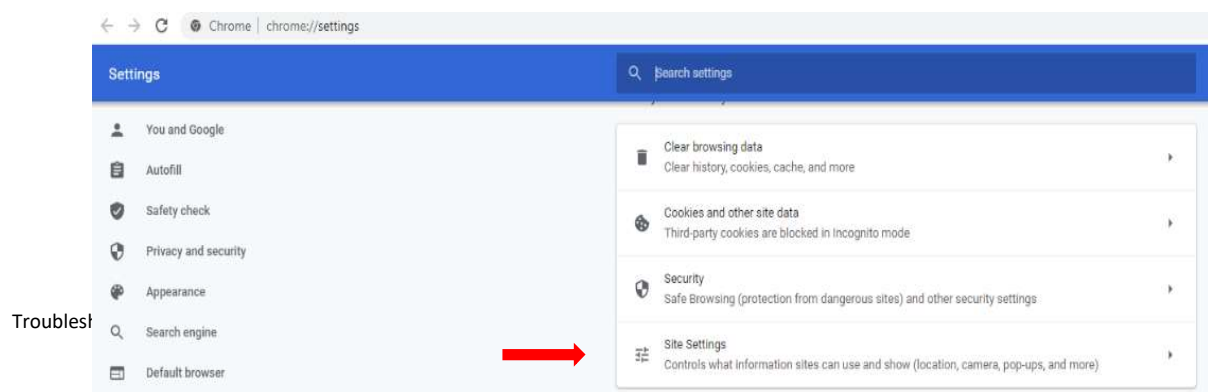


On Windows

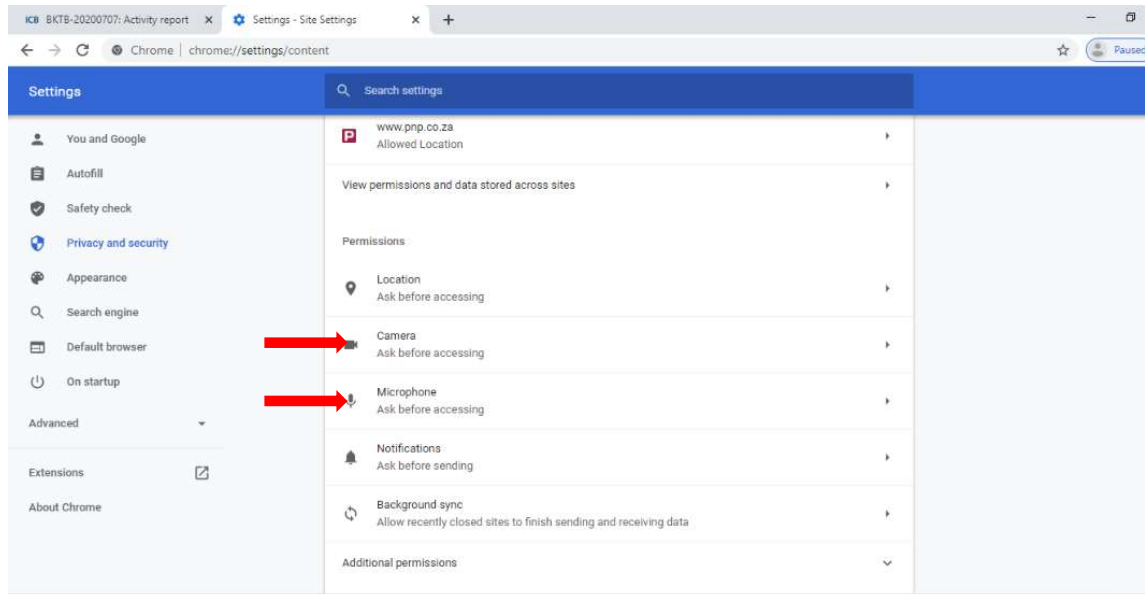
1. Click on the three dots icon – a menu will pop up, scroll down to the settings and click on it.



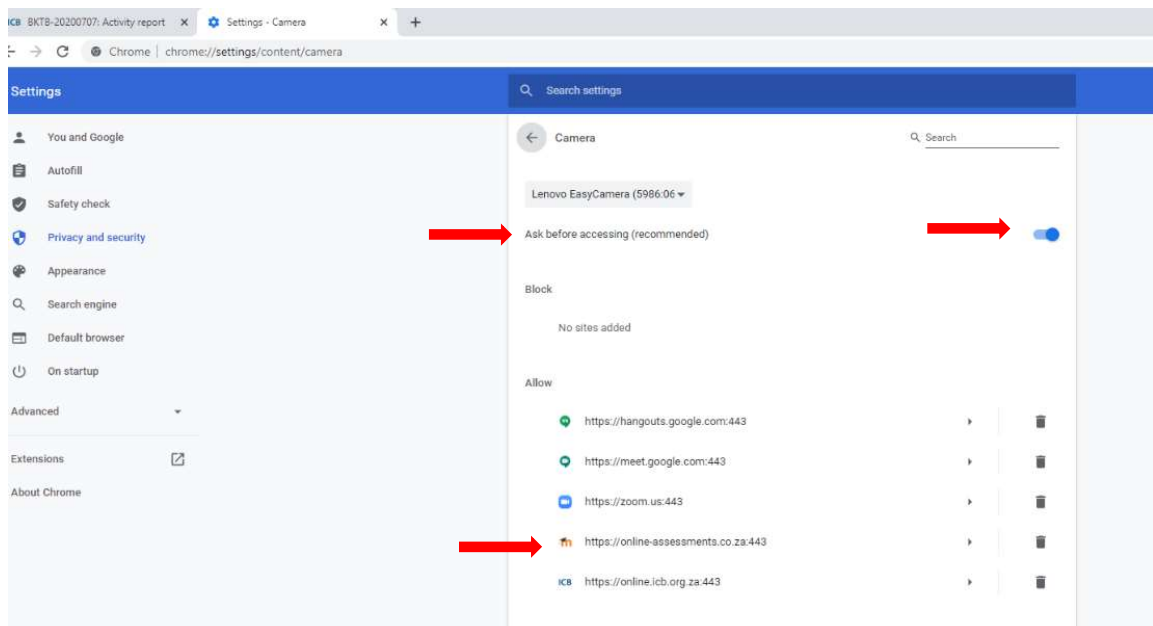
2. In your settings menu, scroll down to the Site settings and click:



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



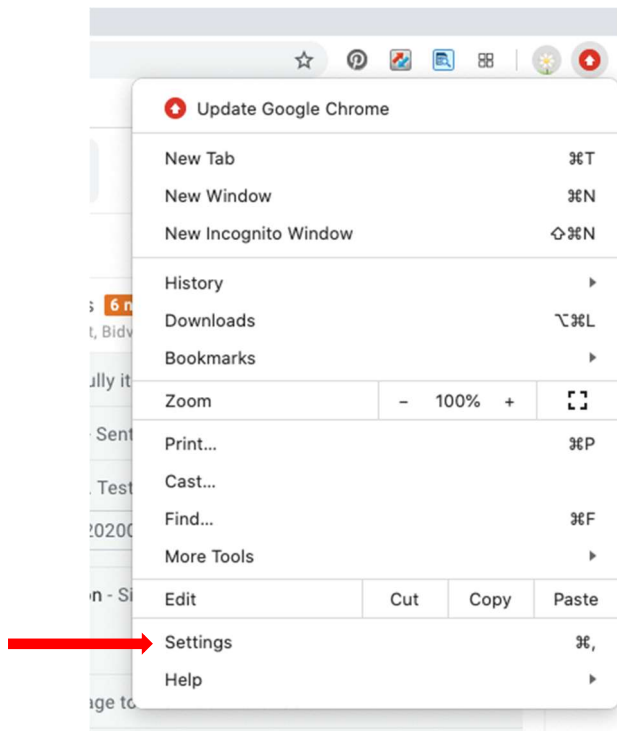
4. Make sure that your camera is not set to blocked – the scroll lock should be active as indicated by the blue scroll lock in the below. Further, your <https://online.icb.org.za/> website name should be sitting under the 'Allow' section below and not in the 'blocked' section as this means you have blocked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



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

On Mac

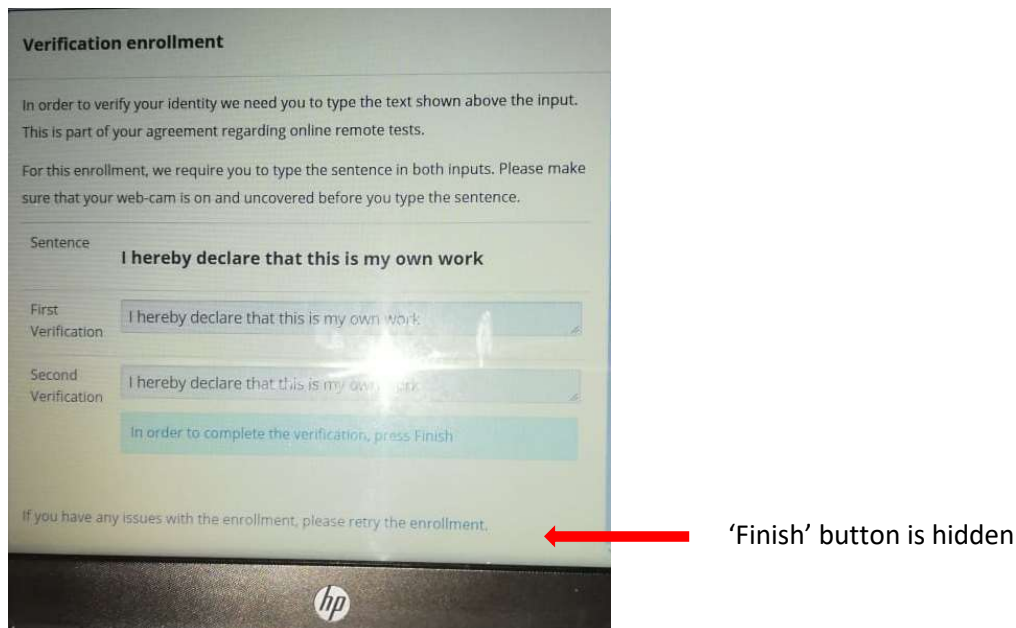
1. Click on the three dots icon – a menu will pop up, scroll down to the settings and click on this.



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 <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.
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%:

