ONLINE REALTIME TROUBLESHOOTING
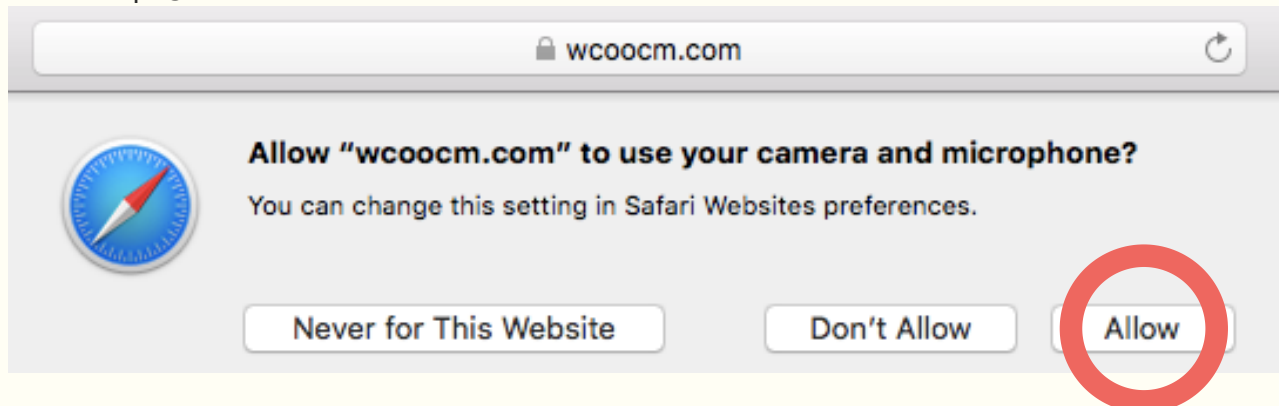
Safari

All steps, except for #2 (which is on the WCOnline platform), are done using Safari settings.
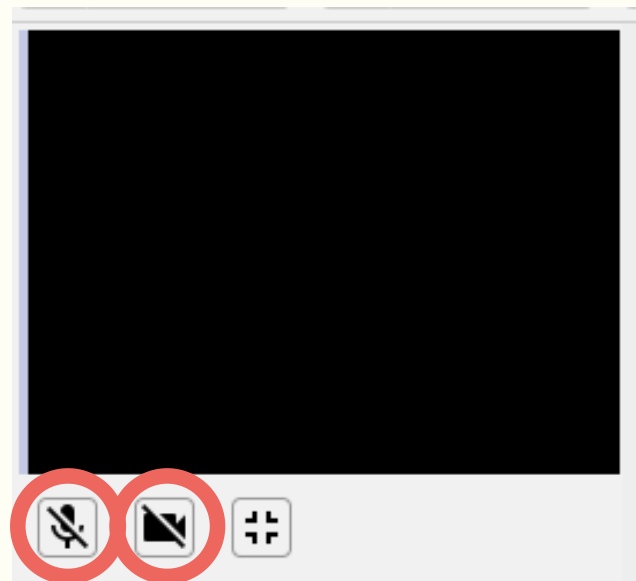
1."ALLOW" POPUP

If this is your first time using online realtime on Safari, you should see an **automatic Safari popup** that asks you to block or allow microphone and camera access. **Make sure that "Allow" is selected.**

If this is NOT your first online realtime appointment, please refer to Step 3.

2. MICROPHONE AND CAMERA ICONS

Check the icons located below your video screen on the WCOnline website. If there are slashes (as displayed in the picture), **this means that your microphone and camera are OFF**. Click them once to turn on your microphone and camera.
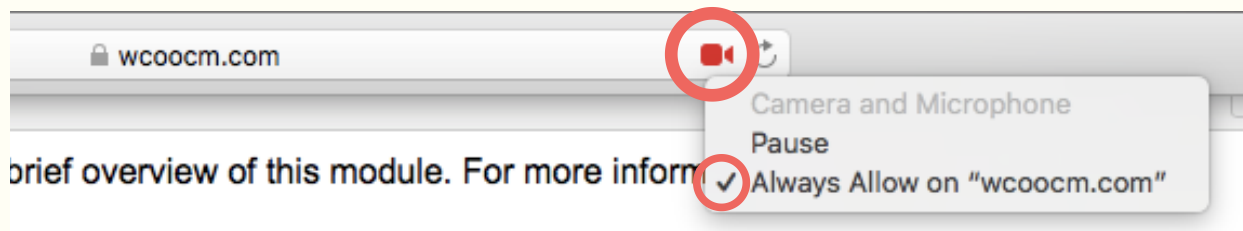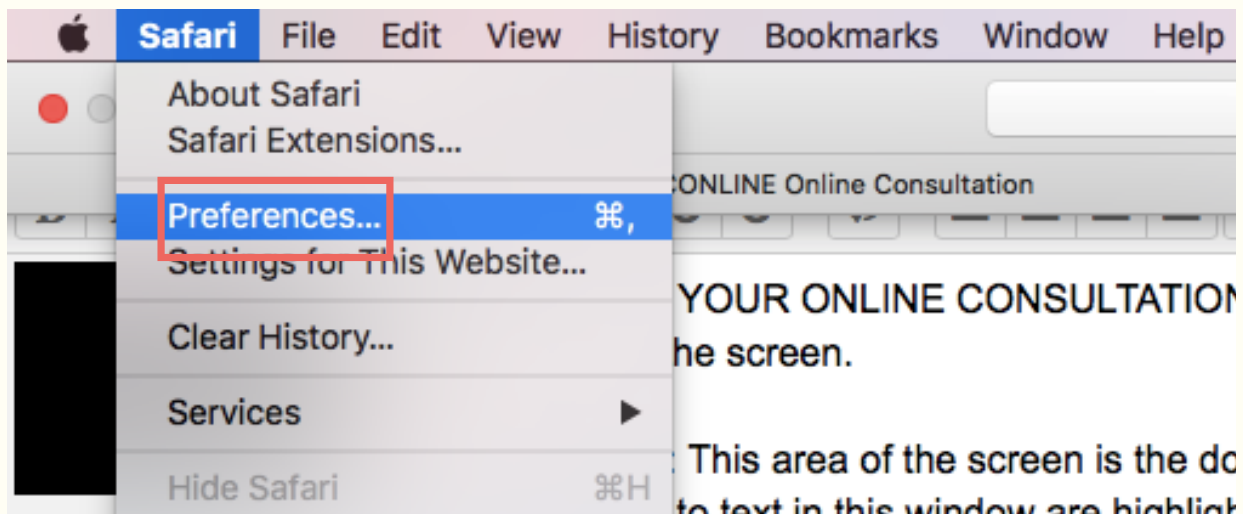
3. CAMERA AND MICROPHONE BROWSER SETTINGS

To ensure that you have granted WCOnline access to your camera and microphone, **click on the video recorder icon** located in the upper right hand corner of the browser URL (as displayed in the screenshot).

4. VIEW SAFARI PREFERENCES

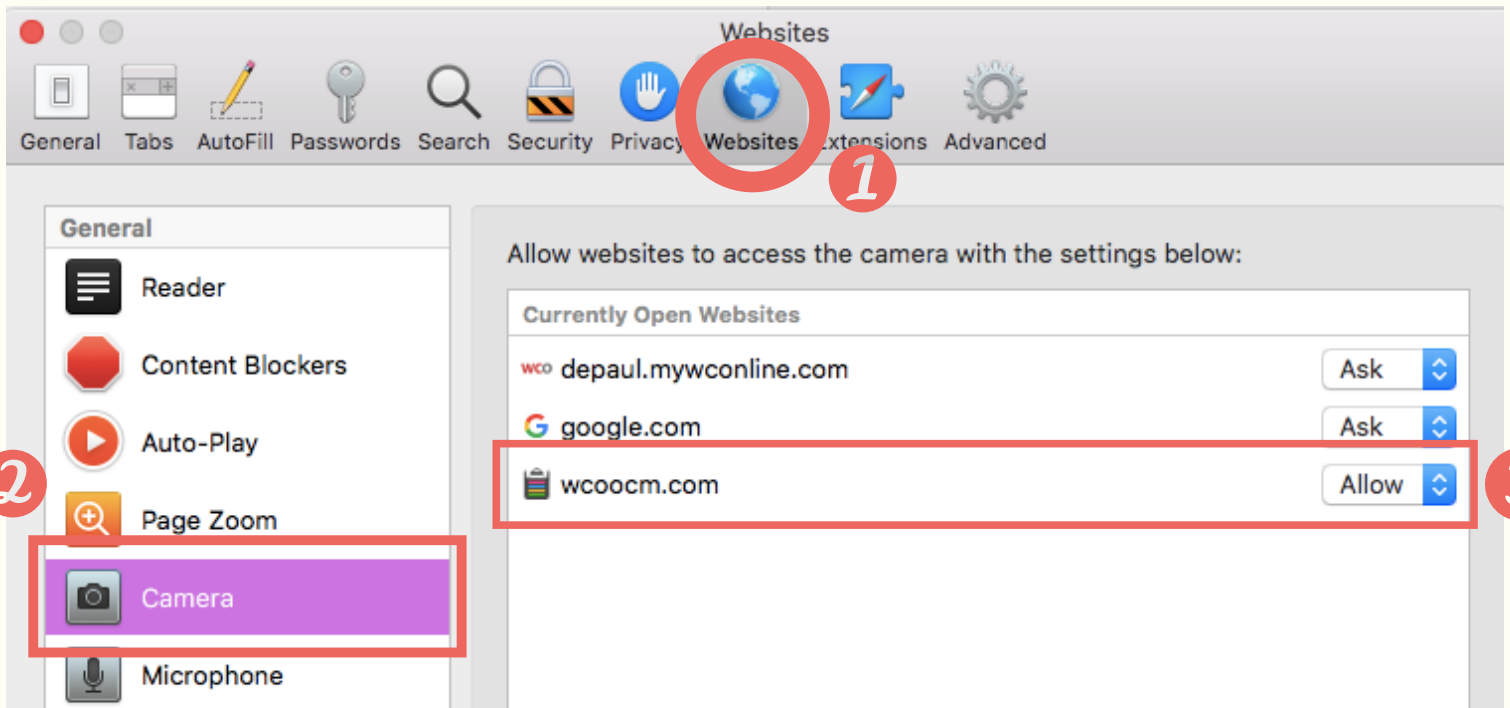If the problem persists, **click on your Safari "Preferences"** (as seen in the below screenshot).

5. CAMERA PREFERENCES

1. After clicking on "Preferences", **navigate to the "Websites" tab**.
2. **Select the "Camera" settings** under the "General" sidebar on the left (as shown in the screenshot below).
3. **Make sure that "Allow" is selected for "wcoocm.com"** (the online realtime website).

ONLINE REALTIME TROUBLESHOOTING

Safari

6. MICROPHONE PREFERENCES

1. While still in the Safari Preferences for "Websites", **select the "Microphone" settings** under the "General" sidebar on the left (as shown in the screenshot below).

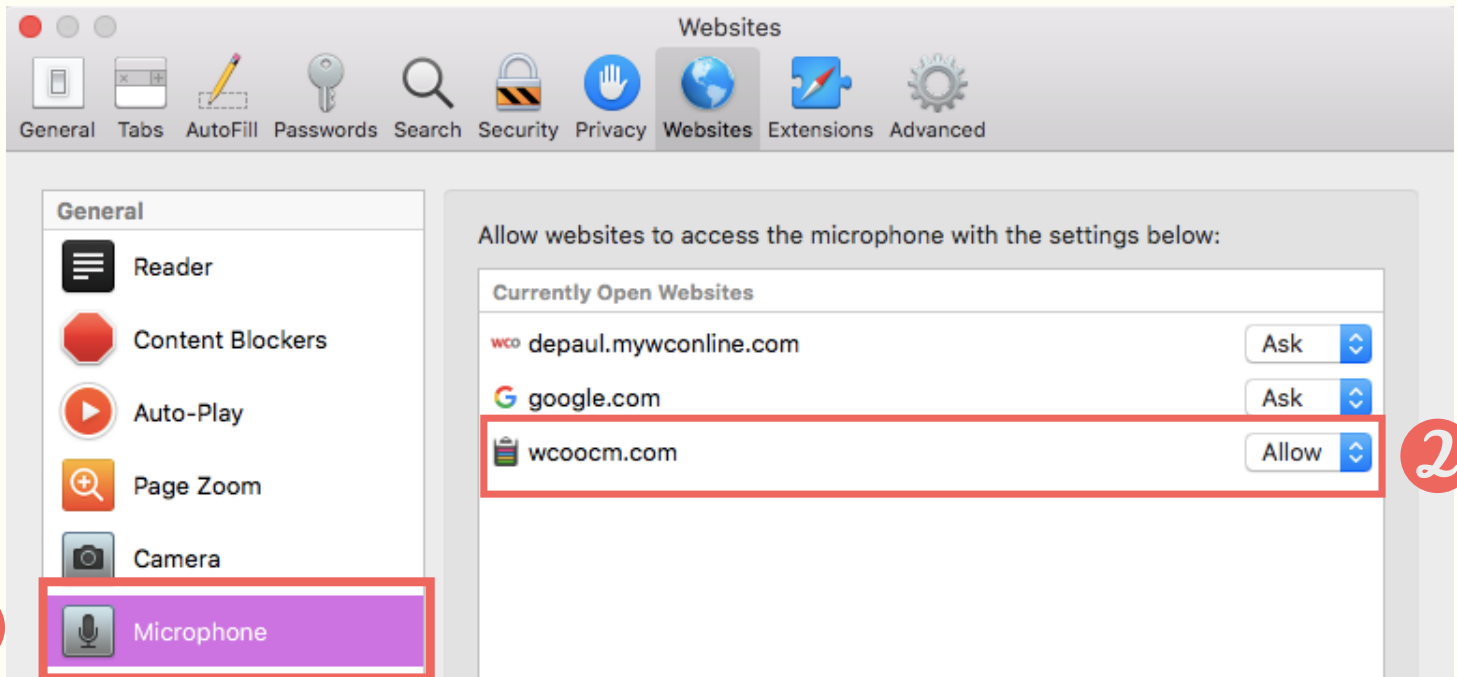2. **Make sure that "Allow" is selected for "wcoocm.com"** (the online realtime website).

7. MORE ASSISTANCE

If you are still encountering online realtime issues with camera and microphone access, please refer to this WCOnline resource guide (https://help.mywconline.com/index.php?id=46&sid=1285).

Also, feel free to contact us. We are happy to assist you!
LPC UCWbL: (773) 325-4272
LOOP UCWbL: (312) 362-6726