



# ONLINE REALTIME TROUBLESHOOTING

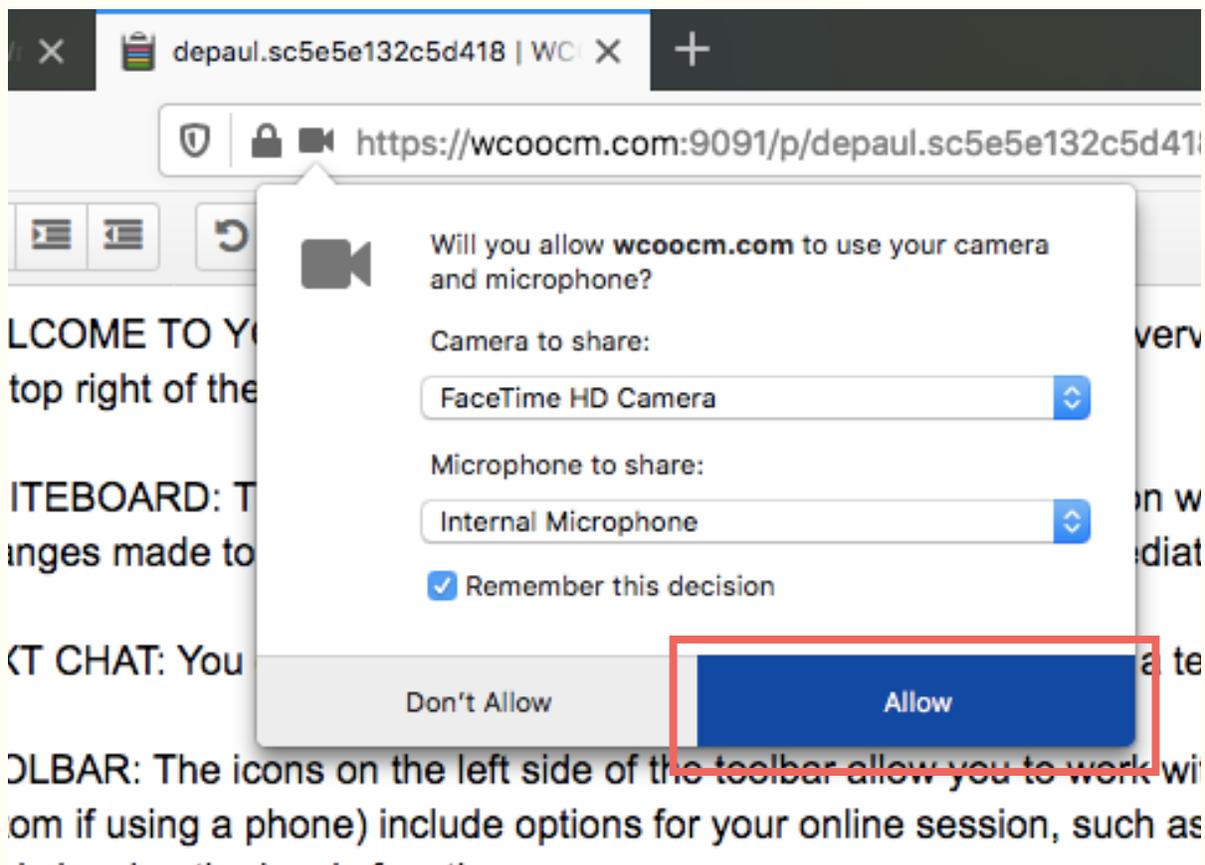


## Firefox

### 1. "ALLOW" POPUP

If this is your first time using online realtime on Firefox, you should see an **automatic Firefox browser popup** that asks you which camera and microphone you would like to share. It will also ask if you would like to block or allow microphone and camera access. **Make sure that "Allow" is selected.**

If this is **NOT** your first time, refer to Step 2.





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## Firefox

### 2. CHECK PERMISSIONS

To ensure that you have granted camera and microphone permissions,

1. **Click on the red video camera** in the browser's URL bar.
2. **Make sure that "Allowed" is selected** for the camera and microphone permissions.

The screenshot shows a Firefox browser window with the address bar displaying a URL. A red circle highlights the camera icon in the address bar. A popup menu titled "Site Information for wcoocm.com" is open, showing "Connection secure" and "Permissions". Under "Permissions", "Use the Camera" and "Use the Microphone" are both set to "Allowed". A red circle highlights the number "1" next to the popup title, and a red box highlights the "Allowed" status for both camera and microphone permissions. A red circle highlights the number "2" next to the "Allowed" status for the microphone permission.

WELCOME TO  
top right of  
WHITEBOARD  
changes made  
TEXT CHAT: Y  
TOOLBAR: The icons on the left side of the toolbar allow you to work with  
(bottom if using a phone) include options for your online session, such as  
showing the icon's function.



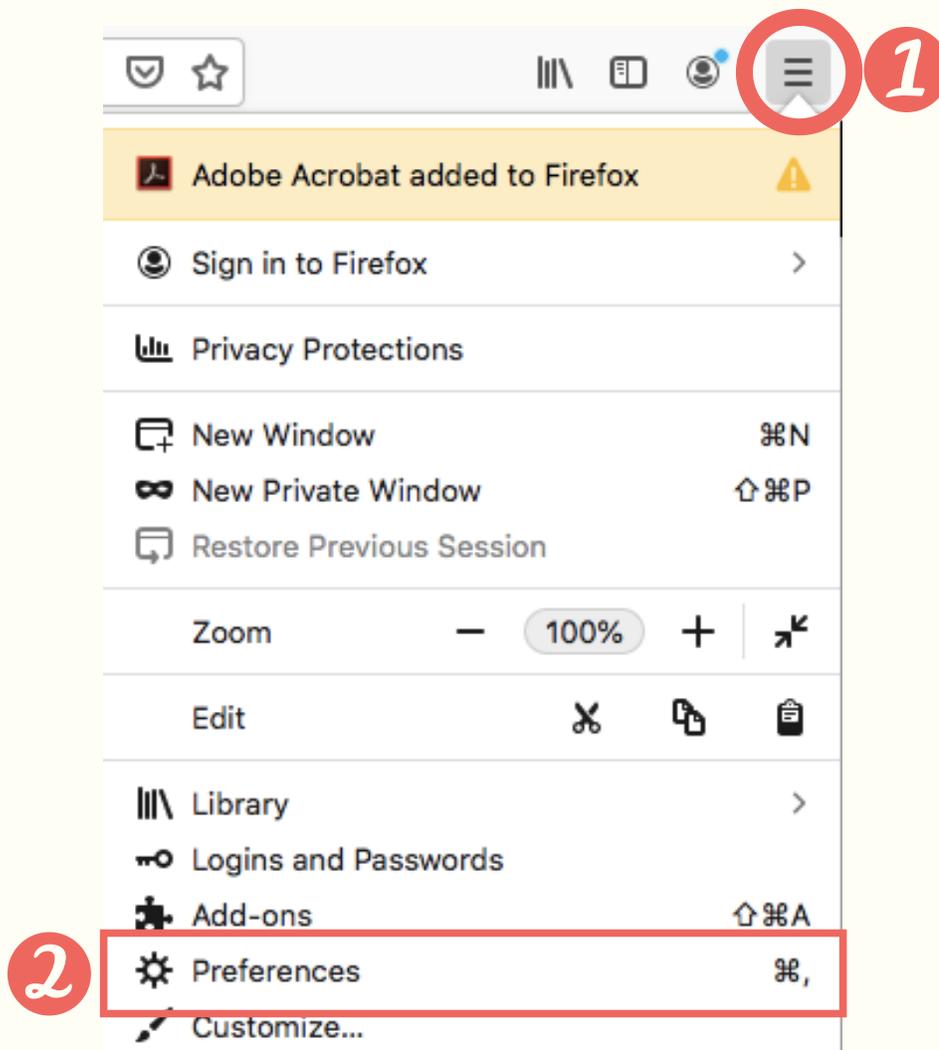
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## Firefox

### 3. ACCESS "PREFERENCES" MENU

1. If camera and microphone permissions are still not granted, **click the menu button** in the browser's upper right hand corner.
2. **Select the "Preferences" menu.**





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## Firefox

### 4. ACCESS "PERMISSIONS" SECTION FOR CAMERA

After selecting the "Preferences" menu,

1. Click "**Privacy & Security**" from the left menu.
2. Scroll down to the "**Permissions**" section.
3. Click the "**Settings...**" button for the **Camera** option.

The screenshot displays the Firefox Preferences window. On the left sidebar, the "Privacy & Security" option is highlighted with a red box and a circled "1". The main content area shows the "Permissions" section, which is also highlighted with a red box and a circled "2". Under the "Permissions" section, the "Camera" option is selected. To the right of the "Camera" option, a "Settings..." button is highlighted with a red box and a circled "3". Below the "Camera" option, there are several other permission categories, each with its own "Settings..." button. At the bottom of the "Permissions" section, there are three checkboxes: "Block pop-up windows" (checked), "Warn you when websites try to install add-ons" (checked), and "Prevent accessibility services from accessing your browser" (unchecked).



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## Firefox

### 5. CONFIRM CAMERA ACCESS FOR WCONLINE

1. Make sure that the **status** of the WCOonline website listed in the camera permission settings **is set to "Allow"**.
2. **If you do not see the website listed, enter the URL of your online realtime appointment in the setting search field.** \*Note: The URL in the screenshot is for a specific appointment. Please enter your personal appointment URL to grant the WCOonline site with camera access.\*
3. Save your changes.

**Settings - Camera Permissions** [X]

The following websites have requested to access your camera. You can specify which websites are allowed to access your camera. You can also block new requests asking to access your camera.

2 [Search Website]

Website	Status
https://wcoocm.com:9091	1 Allow

Remove Website Remove All Websites

Block new requests asking to access your camera  
This will prevent any websites not listed above from requesting permission to access your camera. Blocking access to your camera may break some website features.

Cancel Save Changes 3



# ONLINE REALTIME TROUBLESHOOTING



## Firefox

### 6. "PERMISSIONS" SECTION FOR MICROPHONE

Return to the "Permissions" section and click the "Settings..." button for the Microphone option.

A screenshot of the Firefox browser's settings page, specifically the 'Permissions' section. On the left, there is a navigation menu with options: 'General', 'Home', 'Search', 'Privacy &amp; Security' (highlighted in blue), and 'Sync'. The main content area is titled 'Permissions' and lists several categories: 'Location', 'Camera', 'Microphone', 'Notifications', 'Autoplay', and 'Virtual Reality'. Each category has a corresponding 'Settings...' button to its right. The 'Microphone' 'Settings...' button is highlighted with a red rectangular box. Below these categories, there are three checkboxes: 'Block pop-up windows' (checked), 'Warn you when websites try to install add-ons' (checked), and 'Prevent accessibility services from accessing your browser' (unchecked). The 'Prevent accessibility services...' checkbox has a 'Learn more' link next to it.



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## Firefox

### 7. CONFIRM MICROPHONE ACCESS FOR WCONLINE

1. Make sure that the **status** of the WOnline website listed in the microphone permission settings **is set to "Allow"**.
2. **If you do not see the website listed, enter the URL of your online realtime appointment in the setting search field.** \*Note: The URL in the screenshot is for a specific appointment. Please enter your personal appointment URL to grant the WOnline site with microphone access.\*
3. Save your changes.

**Settings - Microphone Permissions** [X]

The following websites have requested to access your microphone. You can specify which websites are allowed to access your microphone. You can also block new requests asking to access your microphone.

2 [Search Website]

Website	Status
https://wcoocm.com:9091	1 Allow

[Remove Website] [Remove All Websites]

Block new requests asking to access your microphone  
This will prevent any websites not listed above from requesting permission to access your microphone. Blocking access to your microphone may break some website features.

[Cancel] [Save Changes]



# ONLINE REALTIME TROUBLESHOOTING



**Firefox**

## **8. MORE ASSISTANCE**

If you are still encountering online realtime issues with camera and microphone access, please refer to this WCOonline 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