



ONLINE REALTIME TROUBLESHOOTING

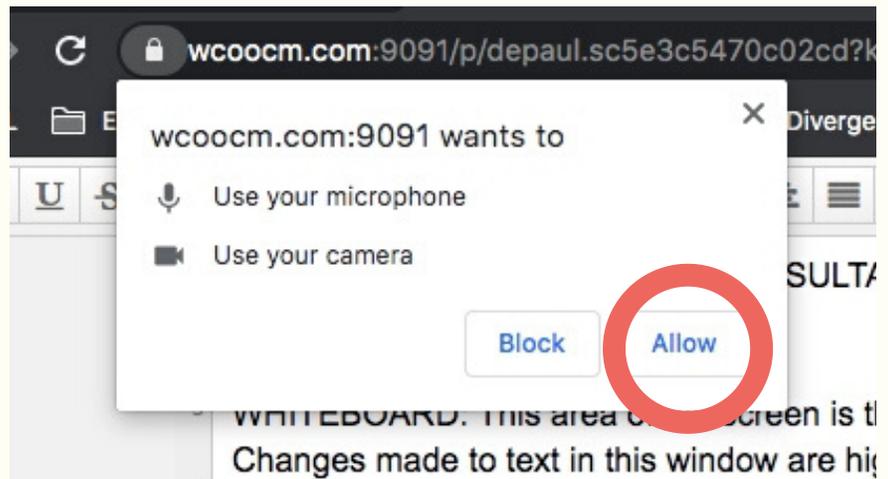


Google Chrome

All steps, except for #2 (which is on the WCOonline platform), are done using Google Chrome settings.

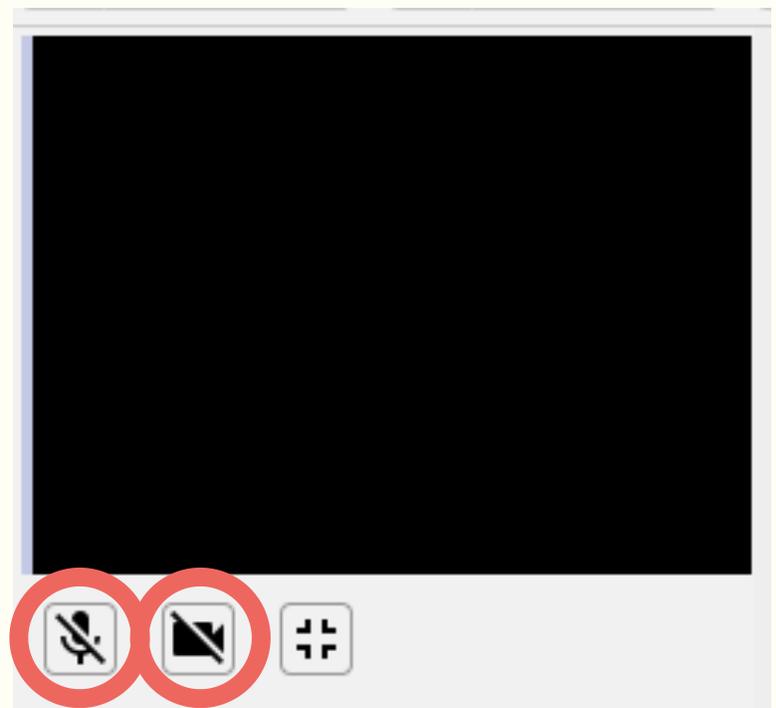
1. "ALLOW" POPUP

Upon entering the online realtime, you should see an **automatic Google Chrome popup** that asks you to block or allow microphone and camera access. **Make sure that "Allow" is selected.**



2. MICROPHONE AND CAMERA ICONS

Check the icons located below your video screen on the WCOonline 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.

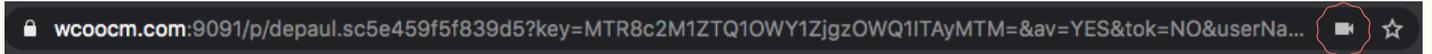




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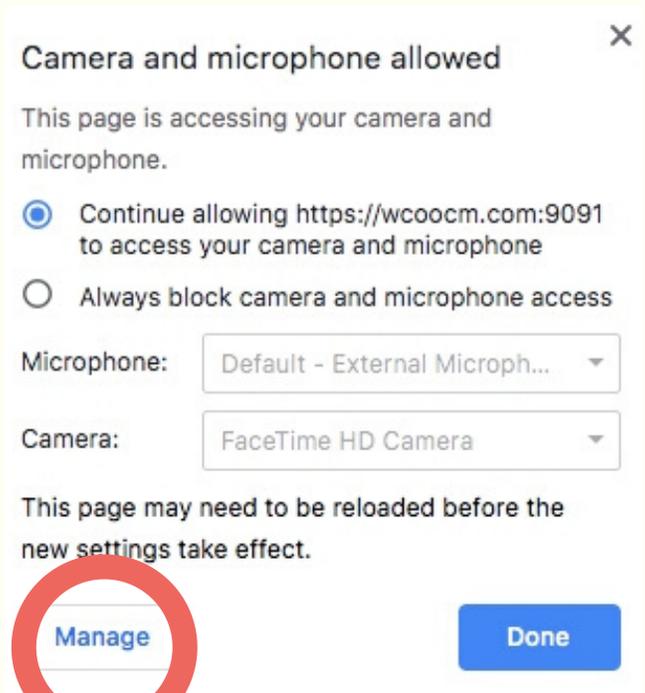


Google Chrome



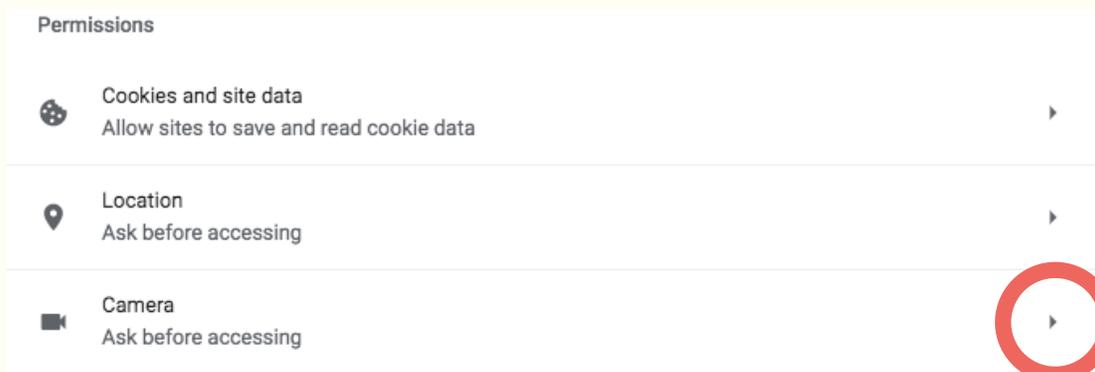
3. MANAGE SETTINGS

To ensure that you have granted WCOonline access to your camera and microphone, **click on the video recorder icon** (located in the upper right hand corner of the browser as displayed in the above screenshot). **If the problem persists, then select the "Manage" button** (located in the popup's lower left hand corner).



4. VIEW CAMERA SETTINGS

The "Manage" button will direct you to **Site Settings**. Under "Permissions", **click the "Camera" arrow** (as pictured below) to check the status of your online realtime camera access.





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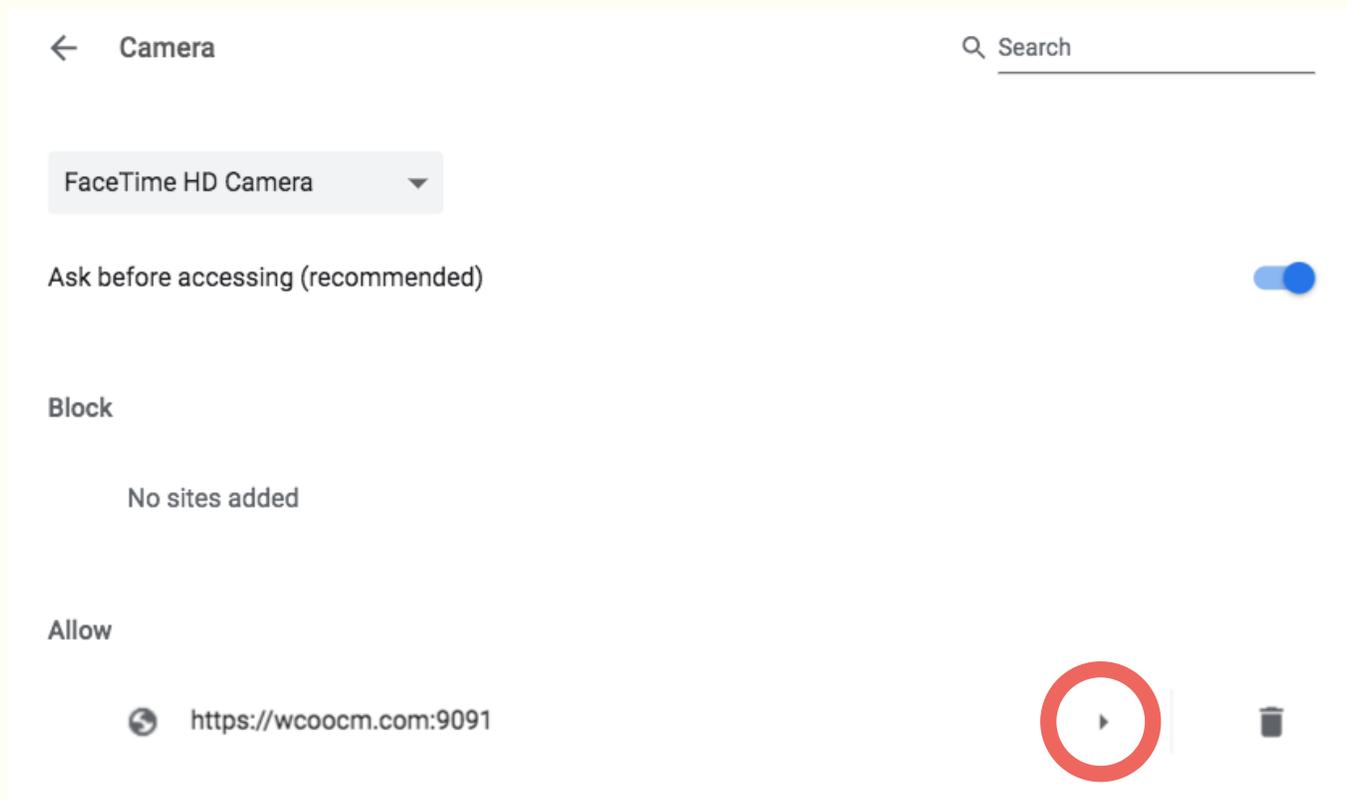


Google Chrome

5. CAMERA SETTINGS

In "Camera" settings, you will find a list of websites that already have camera access permissions. You should see "**https://wcoocm.com:9091**" (the WCOonline online realtime site).

Click on the arrow for the online realtime to access various permissions you have given to the website, including camera, microphone, and location.





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Google Chrome

6. ALLOW WCONLINE PERMISSIONS

The WCOonline settings will display the permissions you have granted. **Make sure that the camera and microphone permissions are marked as "Allow"** in order to grant full access.



7. 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