

No video image

Video Interview Support - Liz - 2016-09-09 - Troubleshooting and technical difficulties

If you are having problems seeing yourself please try the following:

- Check if there are no other programs running in the background with access to your webcam, such as Skype. If there are, close these down and then refresh the assessment page. Your camera should now connect.
- On the page where you click 'allow', there should be a drop down menu to select your webcam. Make sure the webcam is selected.
- Try the video assessment in a different browser such as Chrome, Internet Explorer or Safari. If this doesn't help, many issues like this can be fixed by restarting the computer.
- Get in touch if you've tried the above and are still having difficulties.

Tags

can't see

i can't see myself

i've clicked allow

image

video