

Webcam not detected

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

If your webcam is not appearing on the dropdown list of devices, please try the following:

- Ensure your camera is not being used by another application. A common example is Skype using the camera, even if you are not engaged in a call. Please complete close programmes like Skype, and refresh the assessment page.
- Ensure your webcam drivers are up to date.
- Try the video assessment in another browser. Some webcams can have difficulties with some browsers, so we'd always recommend you try a different browser if you are having difficulties. We recommend Firefox, Google Chrome, Internet Explorer or Safari.
- Make sure your Flash player is up to date, click [here](#) to check.

Tags

camera
detected
found
image
showing
video
webcam