

Having trouble with the facial recognition or accessing the Online MADD Class due to your location or camera settings?

See directions below based off device:

IPhones/iPads:


1. Launch Settings from your Home screen.
2. Tap Safari. You'll have to scroll down to find it.
3. Once at the settings for Safari, find the section called "settings for websites" and under location or camera, you can change your settings to either allow access or ask for access to your location or camera.
4. Revisit the site and try again by trying to enroll in the class or login to your existing account.







If you get this pop up, make sure to click OK.




Android Devices:

1. On your Android device, open the Chrome app .
2. Go to a site that wants to use your microphone and camera.
3. When prompted, tap Allow or Block.
 - Allowed sites: Sites can start to record when you're on the site. If you're using a different Chrome tab or a different app, a site can't start recording.
 - Blocked sites: Some sites won't work if you block them. For example, you won't be able to join a video conference.

Change a site's camera & microphone permissions




1. On your Android device, open the Chrome app .
2. To the right of the address bar, tap More  > Settings.
3. Tap Site Settings.
4. Content settings
5. Tap Microphone or Camera.
6. Tap to turn the microphone or camera on or off.
 - If you see the site you want to use under Blocked, tap the site  Access your microphone  Allow.

Computer/Laptop with Camera:

1. Open Chrome .
2. Go to a site that wants to use your microphone and camera.
3. When prompted, choose Allow or Block.

- Allowed sites: Sites can start to record when you're on the site. If you're using a different Chrome tab or a different app, a site can't start recording.
- Blocked sites: Some sites won't work if you block them. For example, you won't be able to join a video conference

Change a site's camera & microphone permissions

1. Open Chrome .
2. At the top right, click More  > Settings.
3. Under "Privacy and security," click Site settings.
4. Click Camera or Microphone.
 - Turn Ask before accessing on or off.
 - To remove an existing exception or permission, to the right of the site, click Delete .

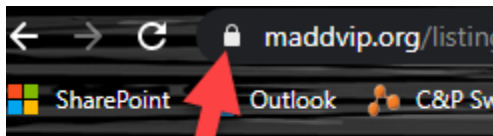
<https://www.youtube.com/watch?v=pJUsmfhQQeM>

Or you can try:

You can also see which apps are currently using your camera or microphone or have recently accessed your camera or microphone by going to the following settings on your actual computer to **Start > Settings > Privacy > Camera** or **Start > Settings > Privacy > Camera**.

Or if you are on Chrome on a computer, you can try:

Click on the little lock on the URL bar and click Site Settings:



Then allow access to camera or location:

Permissions

[Reset permissions](#)

-  Location  Ask (default) 
-  Camera  Ask (default) 
-  Microphone Ask (default) 