# macOS User Guide

Microphone Troubleshooting

To pass the system diagnostics test Proctorio needs access to your microphone. If you see the red microphone icon it means Proctorio does not currently have access to your mic.

Please follow the below microphone troubleshooting steps for Mac Users:

1. Restart your Mac. Sometimes the solution is as simple as that! You can restart your Mac by navigating to the Apple Menu > Restart.
2. Please hit the retest button and make some noise. If it is too quiet, the microphone nor Proctorio will be able to access your audio.
3. If you are using an external microphone or headset please unplug them and plug them back in or try plugging them into another port.
4. Make sure your headset isn't muted. On some corded headsets, the mute switch is located on the cord.
5. Follow the steps below to make sure your microphone is not muted:
   a. Click on the Apple icon
   b. Open System Preferences
   c. Select Sound in the Hardware section
   d. Select the Input tab located near the top of the window
   e. If you're using a built-in microphone, select Internal Microphone
   f. If you're using an external microphone, select your desired mic
   g. Turn up the volume all the way
   h. Ensure Ambient noise reduction is not checked
   i. Check that Mute next to Output Volume is not checked
   j. Make sure that the Output Volume slider is moved to the right.
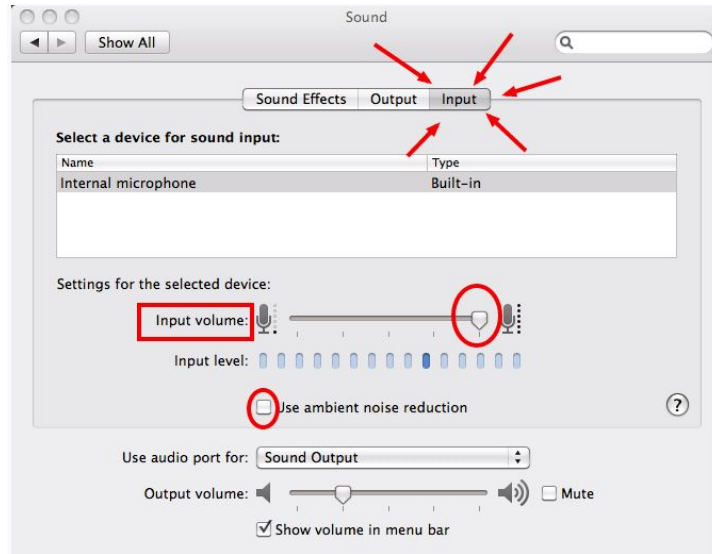
If you are using MacOS Catalina (version 10.15) or later, you might not see an **Ambient noise reduction** option. That's okay! Just turn the **Input** volume all the way up and check that **Mute** next to **Output Volume** is not checked. Make sure that the **Output Volume** slider is moved to the right.
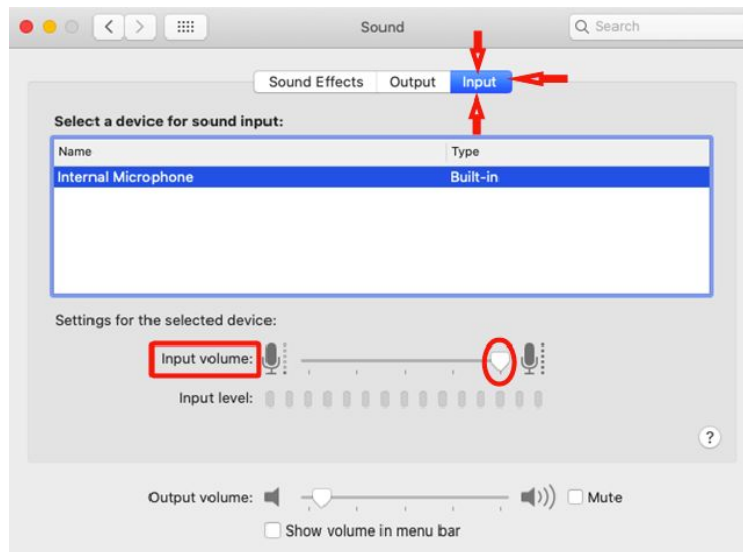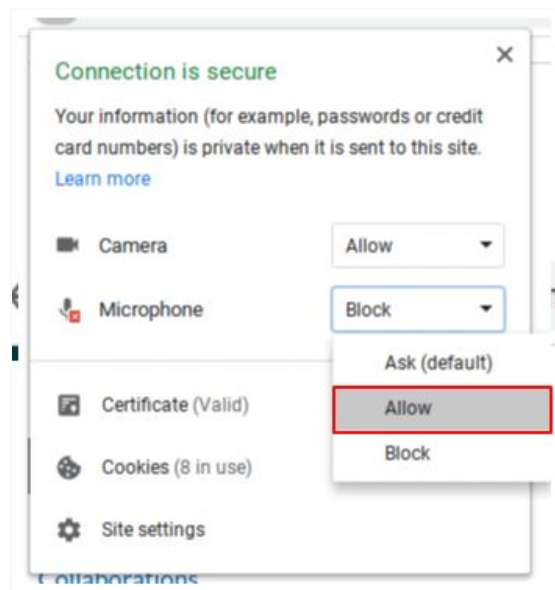

6. Please check if you allowed **audio permissions** for Google Chrome to connect to your microphone.
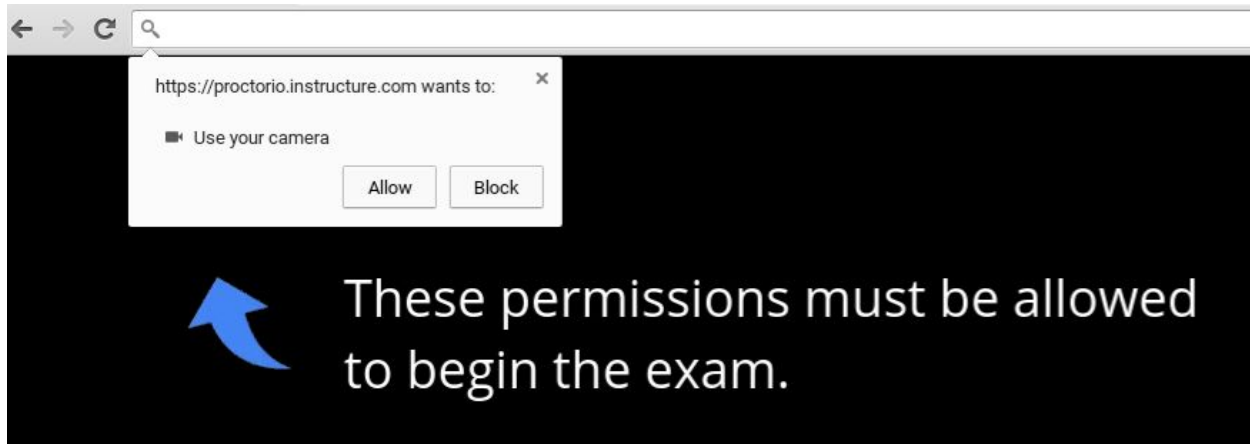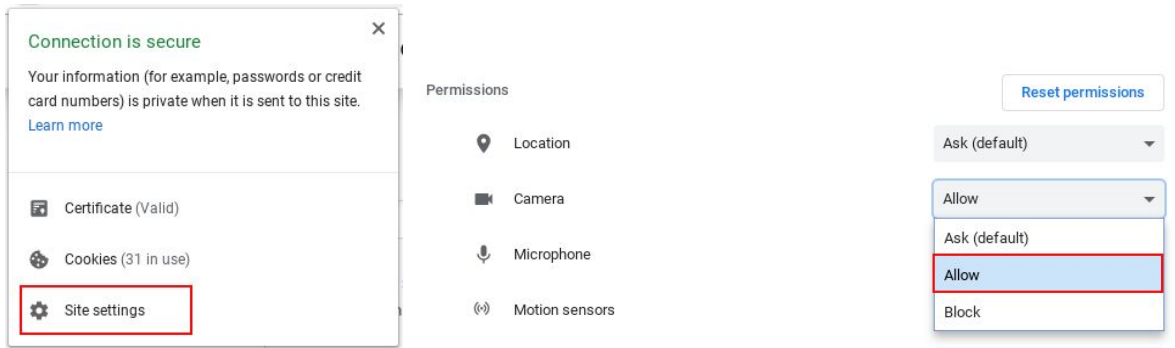
If you by any chance missed this step you can complete it by clicking on the padlock icon in the top left corner of your address bar.
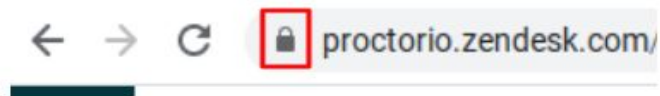
Simply choose **allow** in the **Microphone** section.

Sometimes when you click the padlock icon you won't see **Camera** or **Microphone**. If this happens simply click on **Site settings**. Here you will be given the option to **Allow** your microphone.

7. Check your App permissions.

   a. Choose Apple menu
   b. Navigate to System Preferences
   c. Click Security & Privacy
   d. Click Privacy
   e. Select Microphone
   f. Select the checkbox next to Google Chrome to allow it to access the microphone
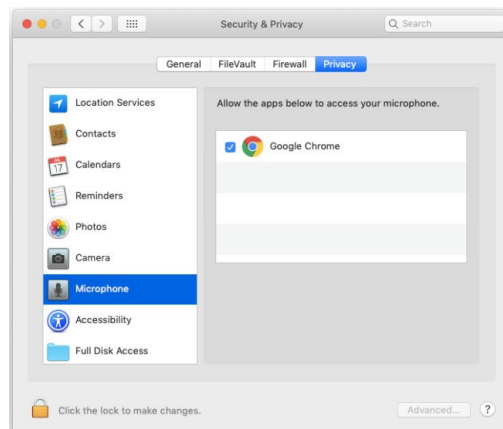
8. Turn on Dictation

Enabling **Dictation** will allow your Mac to download specific audio drivers which may resolve your issue. Please follow these steps to enable Dictation.

- Choose Apple menu
- Navigate to **System Preferences**
- Click **Keyboard**
- Click the **Dictation tab**
- Click **On**
- Click **Enable Dictation** to confirm
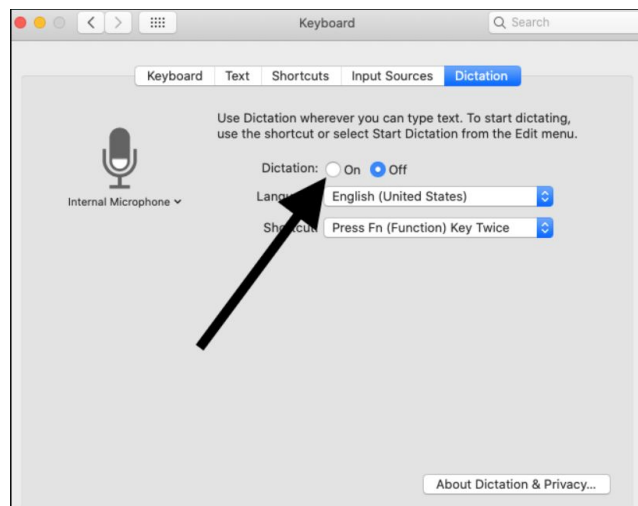
9. Reset PRAM

Resetting PRAM (or NVRAM) may fix this problem. Your Mac stores several settings in PRAM. One of those settings is sound. Follow these steps to reset your PRAM.

- Turn off your Mac.
- Turn on your Mac and immediately press and hold the Option, Command, P, and R keys all at once Hold these keys for about 20 seconds.
- Release the keys, your computer should restart.

There are several settings that will be erased when you do this like your sound volume and display resolution settings. You may need to go to System Preferences and adjust your settings.

Webcam

Camera Troubleshooting

To pass the system diagnostics test Proctorio needs access to your camera. If you see the red camera icon it means Proctorio does not currently have access to your camera.

Please follow the below camera troubleshooting steps for Mac Users:

1. Restart your Mac. Sometimes the solution is as simple as that! Simply restart your Mac to see if your problem is fixed. You can restart your Mac by going to Apple menu > Restart.
2. Check if anything is covering your lens.
3. Please check if you allowed video permissions for Google Chrome to connect to your camera.
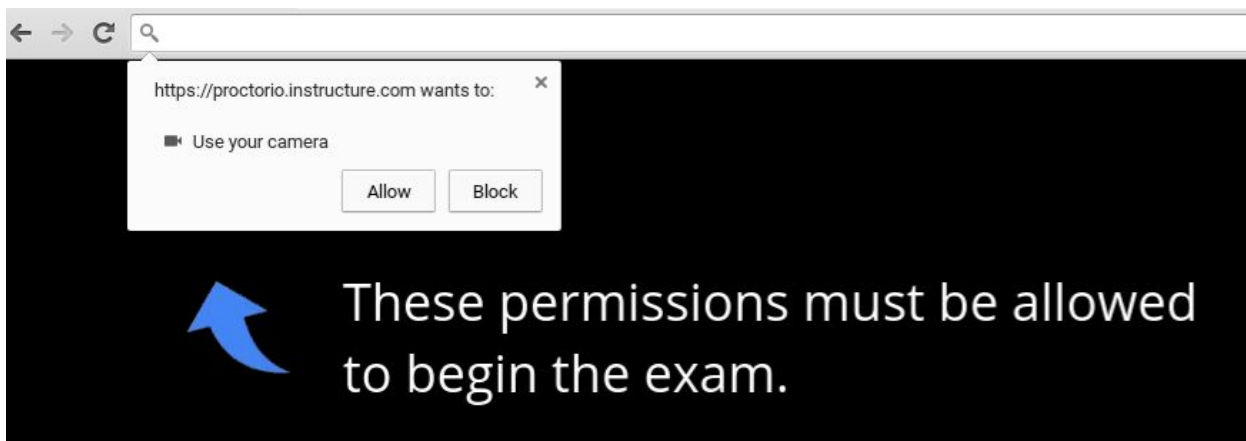
If you by any chance missed this step you can complete this step by simply clicking on the padlock icon in the top left corner of your address bar.
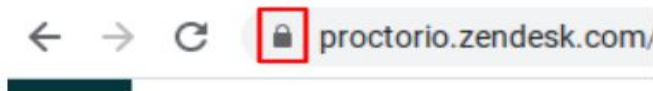
Simply choose allow in the Camera section.
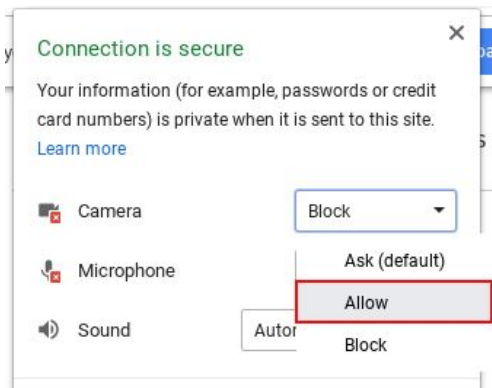
You must click Reload (and if prompted, allow the camera permissions) to complete the system diagnostics test.

Sometimes when you click the padlock icon you won't see Camera or Microphone. If this happens simply click on Site settings and you will be able to allow your camera there. Here you will be given the option to Allow your camera.
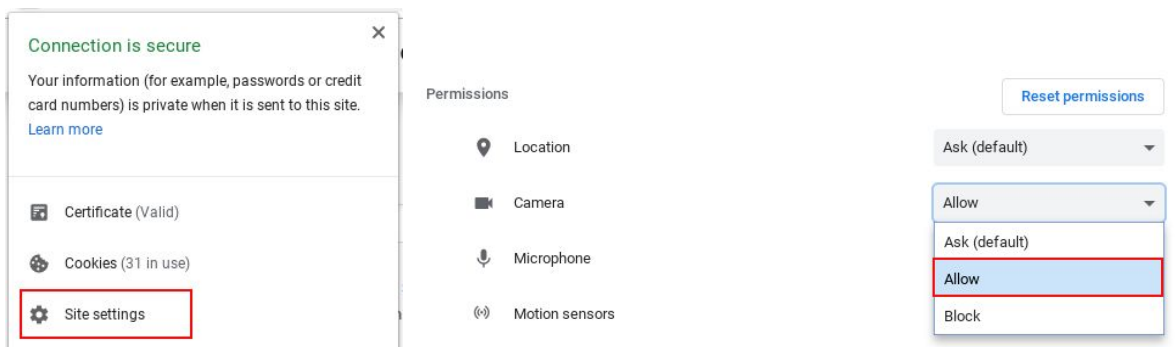
4. Check your App permissions.

    a. Choose Apple menu
    b. Navigate to System Preferences
    c. Click Security & Privacy
    d. Click Privacy
    e. Select Camera
    f. Select the checkbox next to Google Chrome to allow it to access the camera
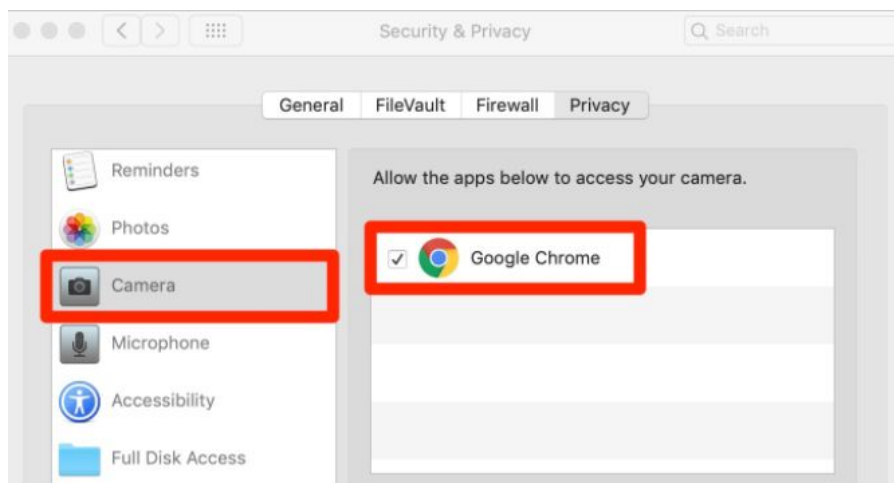
5. If you still can't use the built-in camera on your Mac, resetting the SMC might help. [Learn how to reset the SMC on your Mac](#).

6. Use Force Quit.

All computers are constantly running dozens of small background programs and processes. If one of these processes is interfering with your webcam, you can end it using your computer's Terminal.

- Navigate to Applications
- Click Utilities
- Click Terminal
- Click inside the terminal window
- Type sudo killall VDCAssistant
- Hit Return on your keyboard and enter your admin password if prompted

Relaunch the app to see if the issue of webcam not working on Mac is resolved.

7. If your camera is still not behaving correctly, it is time to contact Apple. Here are [Apple's support](#) options.
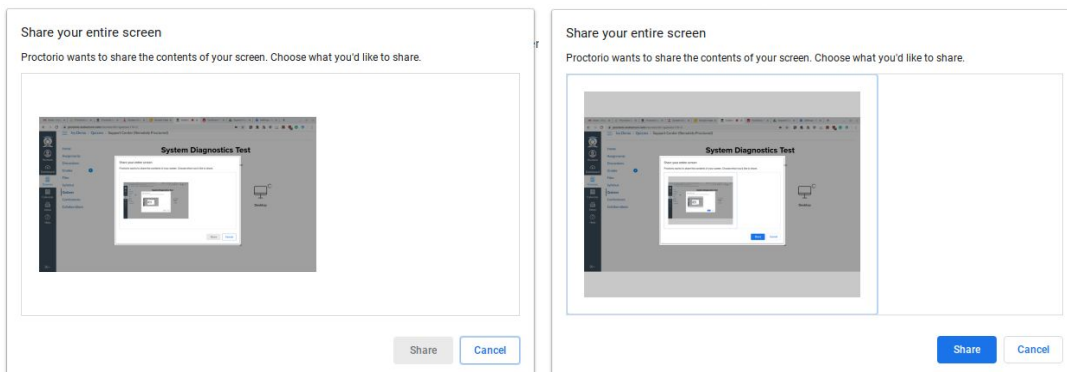
Desktop

Desktop Share Troubleshooting

To pass the system diagnostics test Proctorio needs access to your desktop. If you see the red desktop icon it means Proctorio does not currently have access to your desktop.

Please follow the below desktop sharing troubleshooting steps for Mac Users:

1. To share your screen you have to actually click on the picture of your screen within the pop-up window, even if it looks like you've already selected it. After you click the image of your screen you will be able to click the share button.


2. If you are by any chance using MacOS Catalina 10.15 please follow the steps below to resolve desktop sharing issues:

    a. On your Mac, choose Apple menu
    b. Navigate to System Preferences
    c. Click Security and Privacy
    d. Select Privacy
    e. Select Screen Recording
    f. Check the box next to Google Chrome. You may first need to click the lock in the bottom-left corner to make changes to your settings.
    g. Enable Google Chrome under Accessibility
    h. Click Quit Now or Later

If you don't have Google Chrome option under Screen Recording:

- Click Reset Permissions
- Open Finder
- Click Go
- Select Computer or (⌘ + ⇧ + C)
- Select Macintosh HD
- Select Users
- Select your desired User
- Select Get Info
- Select Sharing & Permissions
- Select ⚙
- Select Apply to enclosed items
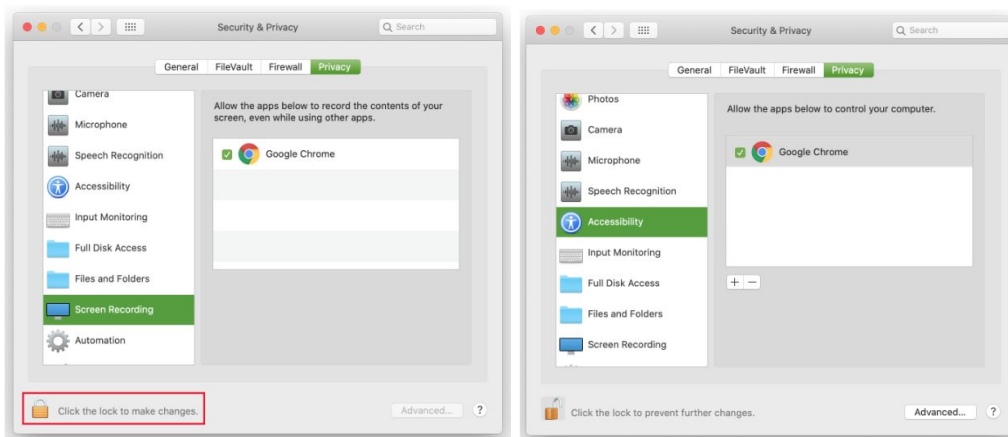
If the previous steps didn't fix the issue please try the following:

- On your Mac, choose Apple menu
- Navigate to System Preferences
- Click Security and Privacy
- Select Firewall
- Select Screen Recording
- Uncheck Google Chrome
- Click Quit Now
- Quit Google Chrome
- Restart Google Chrome

3. Click the Restore button 🔲 to take the browser out of maximized mode. This can also resolve your desktop sharing issues.