



Enable your webcam settings (for Apple MAC users)

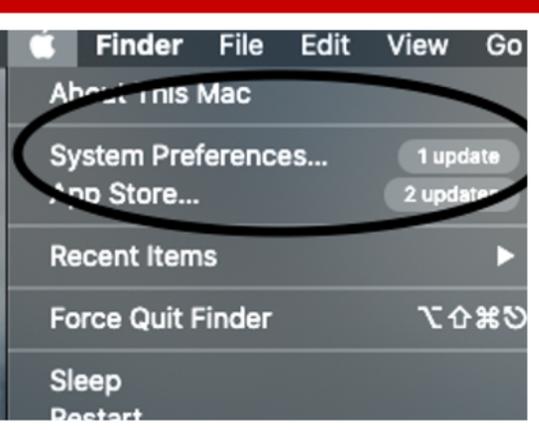
This guide is for students taking their remote session exam with genuine/official Mac OS 10.13 and above (excluding beta versions) operating system.

Before you review this guide please ensure:

- Your webcam is plugged in and turned it on
- Your webcam is not being used by any other application – remember only OnVue should be open. Press “Command > Options > Esc” to close any applications open in the background
- You have tried to connect your webcam to another USB ports on your device
- You have restarted your PC, before your scheduled exam start time and before check-in. This will ensure all necessary updates/software patches have been run on your MAC
- Your webcam has a minimum resolution of 640x480 @ 10 frames per second.

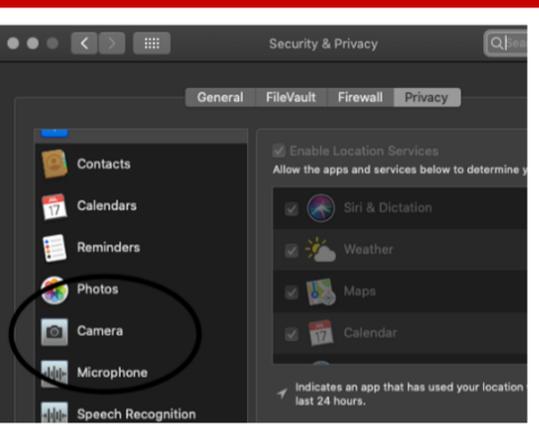
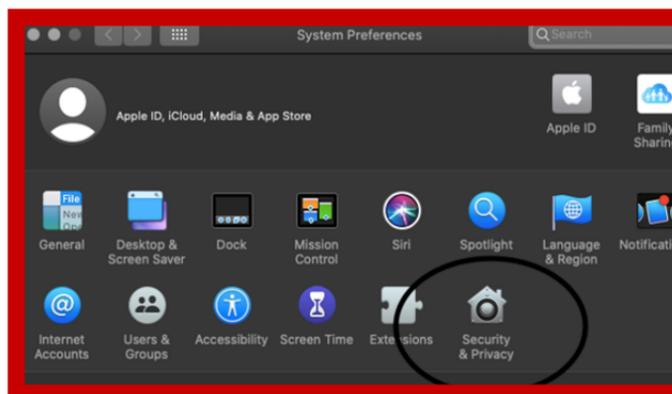
Webcams may be internal or external and connected to the computer. **Access the remote session exam readiness section** of our website to ensure your webcam meets our minimum technical requirements.

The following steps will allow you to control access to your camera on a MAC device.



1. On your Mac, choose the Apple menu icon at the top left hand corner then select “System Preferences”

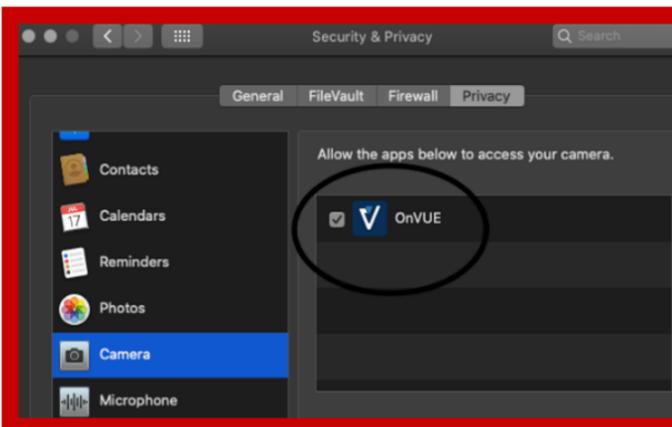
2. Click “Security & Privacy” then click “Privacy”



3. Select “Camera”

4. Select the tick box next to the Exam delivery application “OnVue” to allow it to access your camera. This will ensure your webcam is being transmitted through the correct application.

If you notice any other applications which are currently using your webcam, deselect the tick box to turn off access for that app.



Remember to close all open applications on your device, except OnVue. Any other open applications will cause issues during your exam and may prevent the exam software from running successfully .



For more support with MAC devices, visit the Apple website.



Important tips:

- If you're using a corporate device, please consult with your IT department for further assistance **before** your scheduled exam start time.
- If you're using an external monitor connected to your laptop, please ensure your laptop screen is closed and your webcam is attached to your primary monitor. If your webcam is attached to your laptop screen you will not be able to use an external monitor to complete your exam however, you can connect an external webcam to your primary monitor. **View our desk and room setup guide for more support.**