Enable your webcam settings (for Windows users)

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This guide is for students taking their remote session exam with genuine/official Windows 10 (64-bit) (excluding 'SMode') operating system.

Before you review this guide please ensure:
- Your webcam is plugged in and turned on
- Your webcam is not being used by any other application – only OnVue should be open
- 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
- Your webcam has a minimum resolution of 640x480 @ 10 frames per second.

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

The following steps will confirm your webcam settings are enabled on your device.
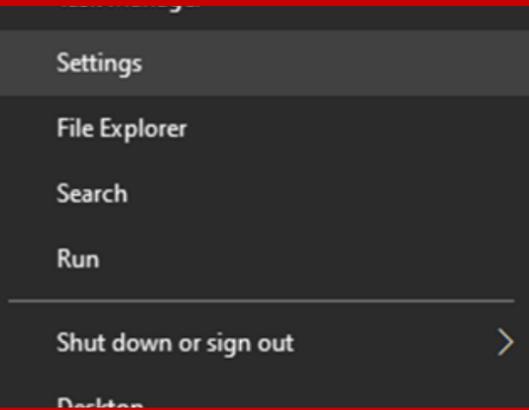
1. Check your Windows operating system is allowing your computer to access your webcam.

Right click on the Windows icon at the bottom left hand corner of your screen and open "Settings"

2. Once you've opened settings, enter "Webcam" into the search field and choose "Camera privacy settings" from the drop-down list.
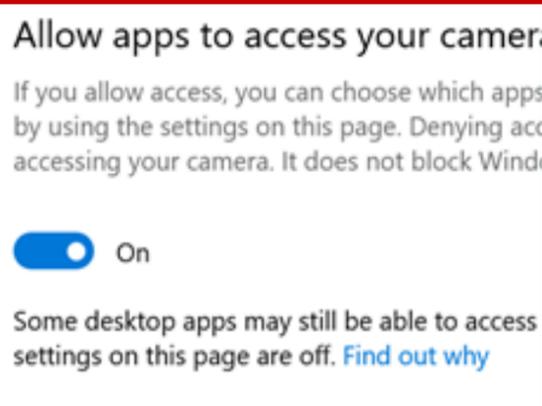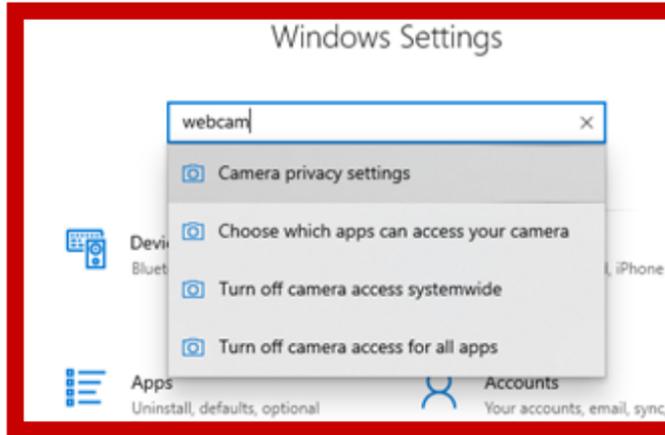
3. Scroll down to the "Allow apps to access your camera" section and click the button to show ON.

4. Scroll down again to the "Allow desktop apps to access your camera" option and again click the button to show ON.
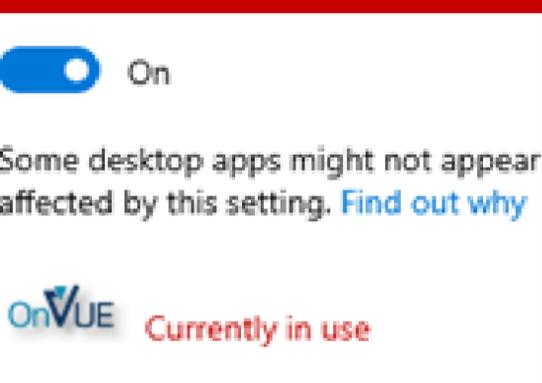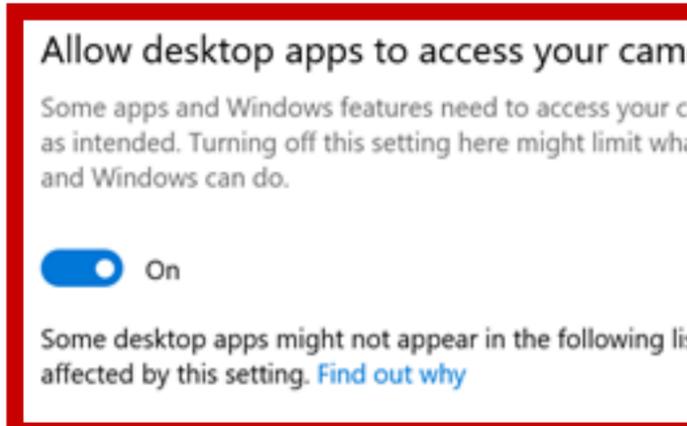
5. Below this section will have a list of open applications. Remember to close all applications except OnVue.

This section will tell you which application is currently using your webcam.

If this doesn't say "Currently in use" then you may have to disconnect your webcam and try again.

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 you're 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.

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