

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.

	Sound Effects Out	put Input	
Select a device for se	ound input:	1	
Name		Туре	
Internal microphone		Built-in	
Settings for the select	ed device:		
Settings for the select Input v Inpu	ed device: olume: U t level: 0 0 0 0 0 0 Use ambient nois	e reduction	(?

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.

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Select a device for	sound input:	
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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.

Connection is secure	×	
Your information (for example, passwords or credit card numbers) is private when it is sent to this site.	Permissions	Reset permissions
Learn more	Q Location	Ask (default) -
Certificate (Valid)	Camera	Allow
Cookies (21 in use)	Microphone	Ask (default)
		Allow
🗱 Site settings	(•) Motion sensors	Block

- 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

	General FileV	/ault Firewall	Privacy	
Location Services	Allov	v the apps below t	o access your micro	phone.
Contacts		Google Ch	rome	
Calendars		000510 011		
Reminders				
Photos				
Camera				
Microphone				
Accessibility				
Full Disk Access				

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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.

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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.

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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 <u>Apple's</u> <u>support</u> options.

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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.

Share your entire screen Proctorio wants to share the contents of your screen. Choose what you'd like to share.	Share your entire screen Proctorio wants to share the contents of your screen. Choose what you'd like to share.
Share	ncel Share Cancel

- 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

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

- Click Reset Permissions
- Open Finder
- Click Go
- Select Computer or $(\# + \circ + C)$
- Select Macintosh HD
- Select Users
- Select your desired User
- Select Get Info
- Select Sharing & Permissions
- Select 🕸
- Select Apply to enclosed items

••• <> ==	Security & Privacy	Q Search		Security & Privacy	Q Search
Gener	al FileVault Firewall Priv	acy		General FileVault Firewall Priv	vacy
Camera Microphone Speech Recognition Constraints Const	Allow the apps below to rec screen, even while using off	ord the contents of your her apps.	 Photos Camera Microphone Speech Recognition Pour Accessibility Input Monitoring Full Disk Access Files and Folders Screen Recording 	Allow the apps below to co	ntrol your computer.
Click the lock to make change	Ş.	Advanced ?	Click the lock to prevent	further changes.	Advanced ?

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.

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