

A checklist if you're having trouble connecting your camera, microphone or chat:

- Use the recommended browser (Chrome)
- Make sure that your browser is up to date
- Refresh your page:- **Windows:** Ctrl + F5- **Mac:** Command(⌘) + Shift + R
- Clear your browser's cache:- **Chrome:** Settings > Privacy and security > Clear browsing data > Clear data- **Safari:** Command(⌘) + Alt + E
- Enable the camera and microphone in your browser
- Enable pop-ups in your browser
- Check your internet connection / speed (it should be at least 5mbs)
- Disable any firewalls or VPNs (e.g malware, AVG)
- Access the page in an incognito window (Ctrl + Shift + N)
- Restart your device
- Try the other recommended browsers (Safari and Firefox)

These are the steps to make sure to enable the camera and microphone

