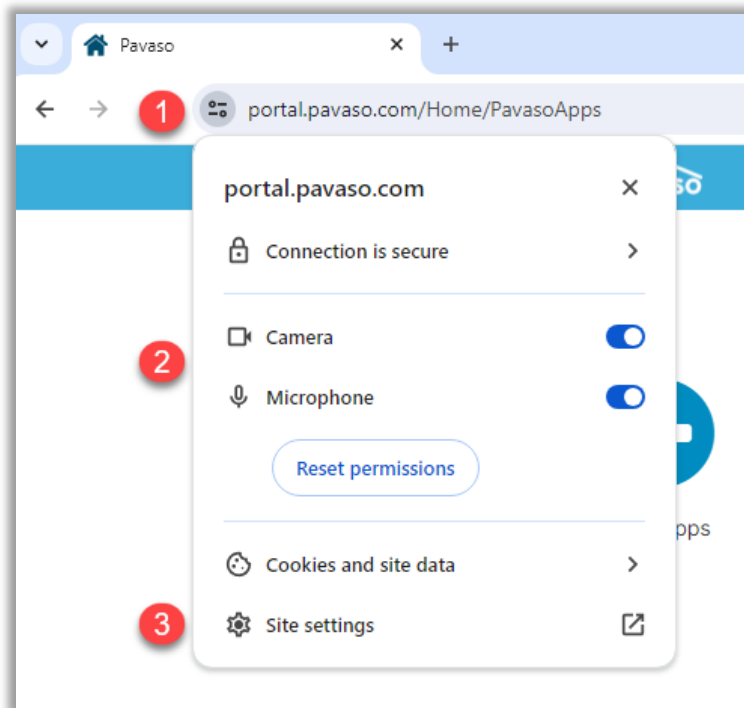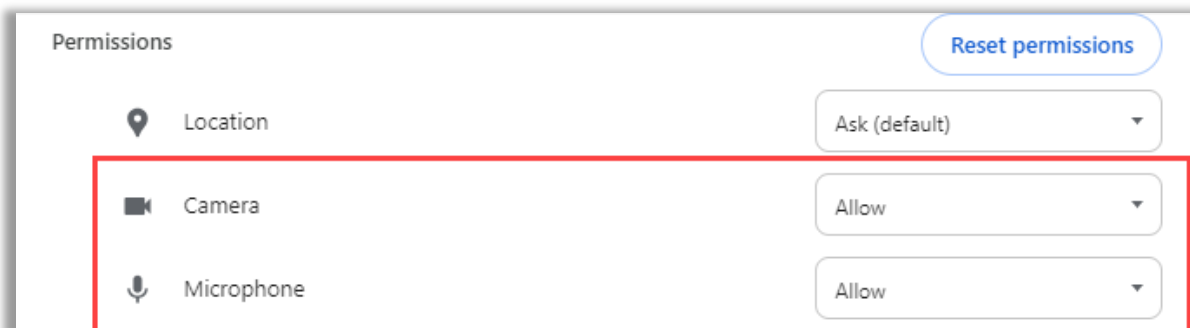# Browser Camera and Microphone Access
Chrome

Confirm the browser is allowing access to camera, microphone, and popups. If desired, these settings can be adjusted after the signing is complete.

1. From the URL bar, select the **toggle** icon.
2. From the dropdown menu, confirm **camera** and **microphone** are selected.
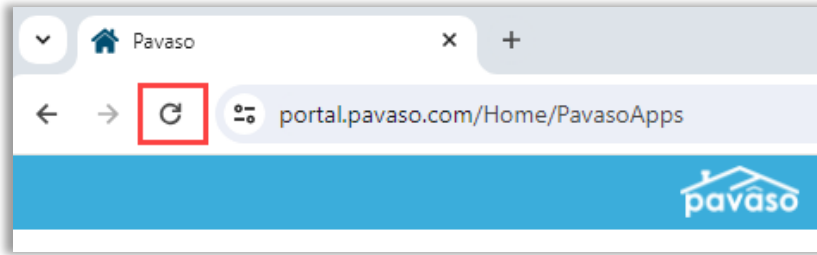3. If the options do not appear in this menu, select **Site Settings**.

From the site settings, change the camera and microphone to **Allow**. Close the tab after making changes.

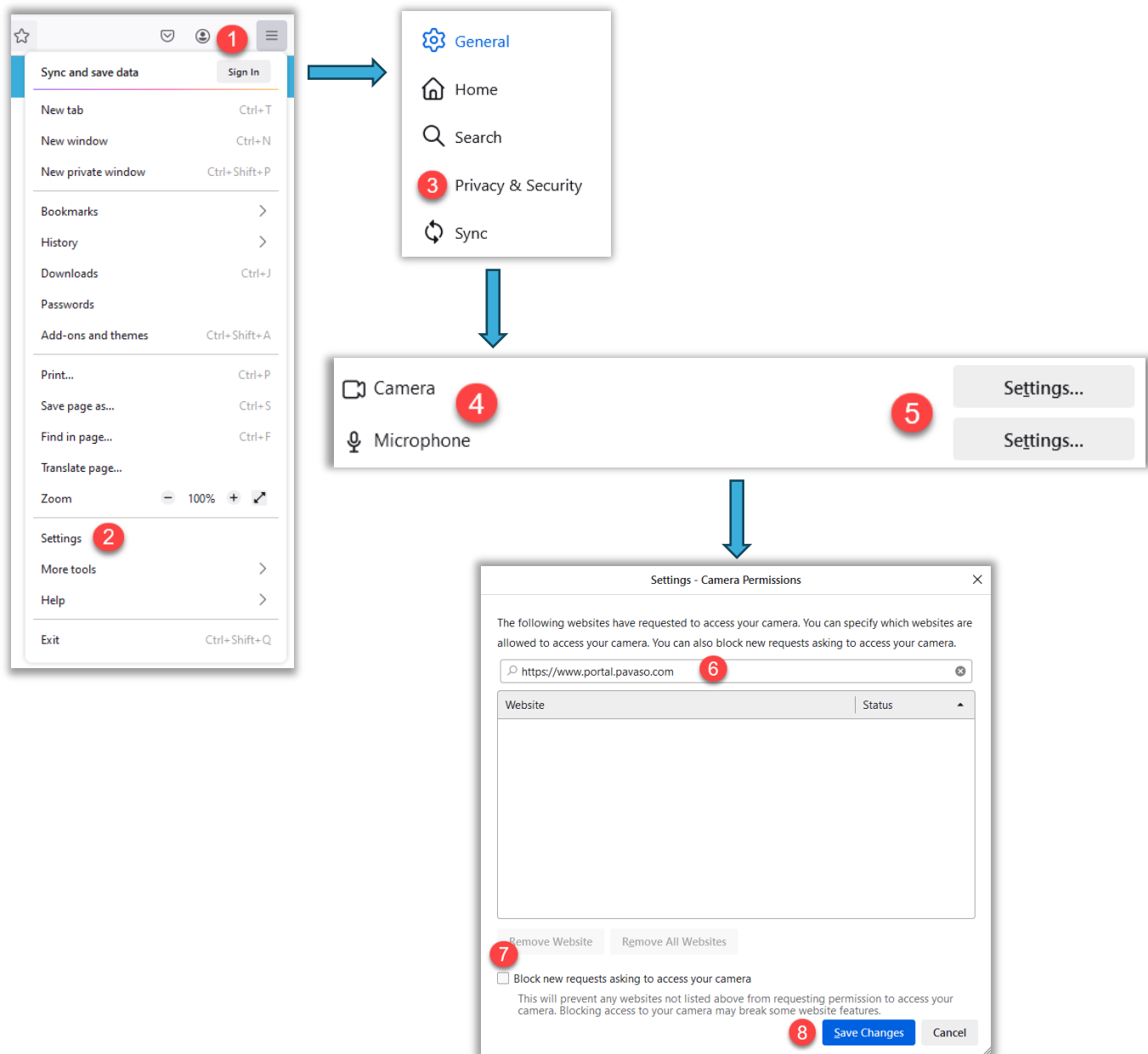After making any changes or closing extra tabs, select the **reload** icon.

Camera, microphone, and speakers should function as expected.

If you continue to experience issues with the system test, also check computer settings to confirm no other programs are blocking use of your camera or microphone. Location of these settings will vary by operating system. If the issue persists, we recommend switching your browser to Firefox.

Firefox

1. Select the **Menu** icon.
2. Select **Settings**.
3. Select **Privacy and Security**.
4. Select **Camera**.
5. Select **Settings**.
6. Enter https:www.portal.pavaso.com.
7. Make sure Block new requests asking to access your camera is unchecked.
8. Select **Save Changes**.

Note: Repeat steps 4 through 8 for the Microphone.

Pavaso Support

Support Hours: https://pavaso.com/contact/
Phone/ Closing Hotline: (866) 288-7051
Email: support@pavaso.com
View Our 24/7 Online Help Library