

# Webcam Events - Message stating "Access to your webcam is required to continue"

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This message indicates that the computer's video and audio sources are already in use or access is blocked. Please follow the troubleshooting steps below:

- You should see a prompt in the browser asking if you would like to use your webcam/microphone. Click **Yes** when prompted.
- Close any programs and other browsers that could be using your webcam and make sure none of these programs are running in the background.
- Check your browser's settings to make sure the browser can connect to your webcam and microphone.
  - For Chrome:
    - At the top right, click **Settings** (three vertical dots).
    - In the "Privacy and Security" section, click "Site settings".
    - Under the "Camera" or "Microphone" options, select "Ask before accessing".
    - To remove permissions you already granted/blocked to sites, click on the Camera or Microphone option. Make sure there are no ".webcasts.com" URLs listed as "Blocked".
  - For Firefox:
    - Click on the **Show Site Information** button (top left of the browser next to the URL).
    - Click on the arrow button next to the "livestudio.webcasts.com" name.
    - Click **More Information**.
    - On the Permissions tab, make sure the **Use the Camera** and **Use the Microphone** options are set to **Use Default** or **Allow**.



- For Microsoft Edge:
  - At the top right, click **Settings** (three horizontal dots).
  - Click on the **Menu** button in the top left (three horizontal lines).
  - Select **Site Permissions** in the list.
  - Under "Camera" or "Microphone," make sure they are set to **Ask First**.
  - To remove permissions you already granted/blocked to sites, click the "Camera" or "Microphone" option. Make sure there are no ".webcasts.com" URLs listed as "Blocked" in the Managed exceptions section.
- Internet Explorer is not supported for use with the Video Bridge as the Video Bridge requires your browser to support HTML5.
- Ensure your Operating System is not blocking access to your Camera or Microphone.
  - For the Windows 10 Operating System, follow these instructions:  
<https://support.microsoft.com/en-us/help/4468232/windows-10-camera-microphone-and-privacy>
  - For the Mac OS, follow these instructions:
    - Camera: <https://support.apple.com/guide/mac-help/control-access-to-your-camera-on-mac-mchlf6d108da/mac>
    - Microphone: <https://support.apple.com/guide/mac-help/control-access-to-your-microphone-on-mac-mchla1b1e1fe/mac>

If you continue to have issues, your network may be blocking access to your webcam. Please make sure you meet the [network requirements](#).

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