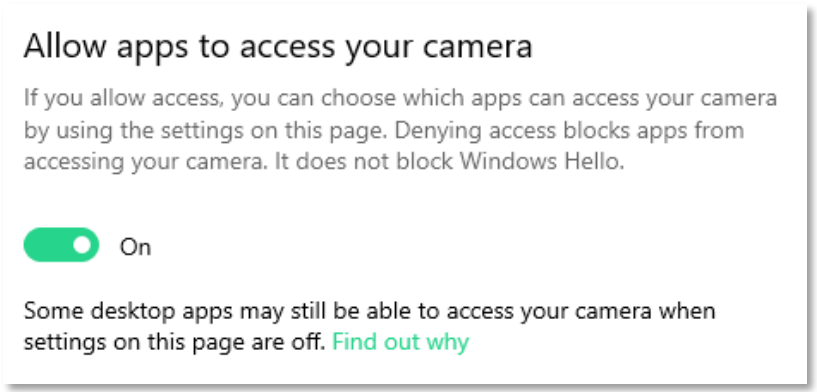
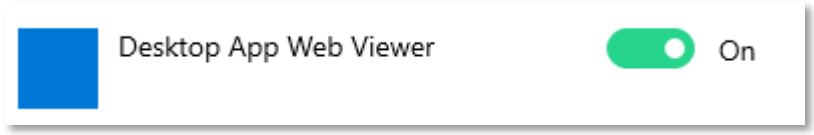
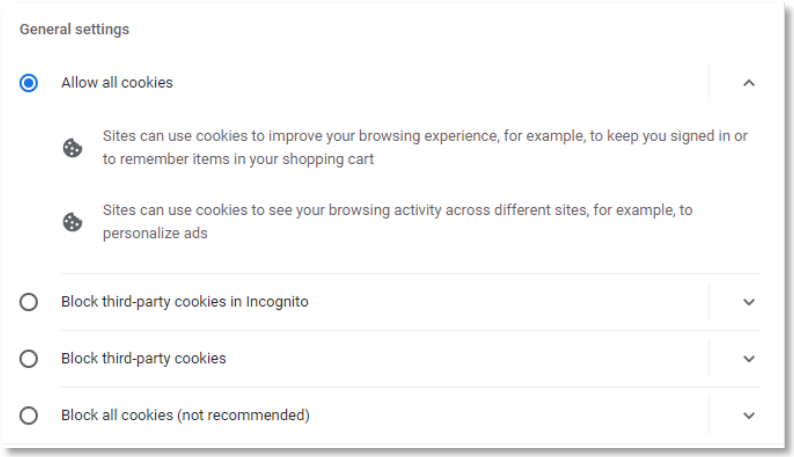
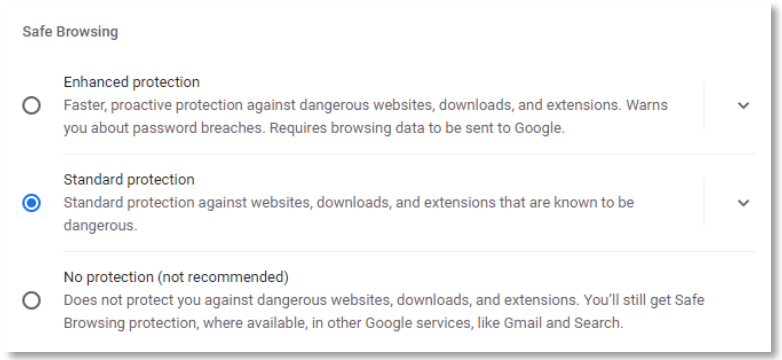
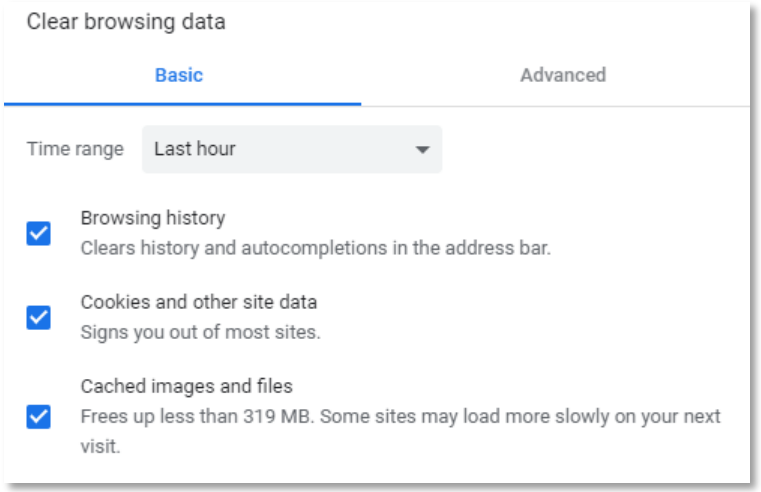
NHA Candidate Troubleshooting Guide

Issue	Troubleshooting
Unable to share camera/ camera not sharing	1. Check for third-party camera applications running. If one is running in the background, please close it. 2. Enable apps to use your camera by going to Camera Privacy Settings. Make sure it is on. If it's off, slide the button to the right to allow.  3. Allow Win32WebViewHost (Desktop App Web Viewer) in Camera Privacy Settings. 

Asking for ID and Validation Code	1. Make sure you allow cookies on your Google Chrome Browser. Go to your browser settings, select “Privacy and Security,” then select “Cookies and other site data.” You need to make sure that the button for “Allow all cookies” is selected.  2. You also need to adjust your browser security by going to your browser settings, selecting “Privacy and Security,” then selecting “Security.” After that, select the “Standard protection” option. 

3. You may also need to clear your browser cookies by going to your browser settings, selecting "Privacy and Security," and then selecting "Clear browsing data." After that, select ONLY "Cookies and other site data," making sure the other boxes remain unchecked. Then, select "Clear Data". (Please be aware that this may sign you out of any accounts you normally stay signed-in to. This just means that you will need to sign back in the next time you visit that website. Your browsing history, passwords, and other files will remain intact.)



4. Relaunch Google Chrome and see if you can access your exam.

Proctors unable to view your Camera/Desktop	For Mac OS User: 1. Go to your system preference, then click on Security & Privacy and click the Lock Icon to unlock the settings. 2. Select “Allow Google Chrome/PSI SB” on the following items on the list: • Camera • Microphone • Accessibility • Screen Recording Lastly, click the Lock Icon to make changes, then re-launch your Google Chrome browser. For Windows User: 1. Go to your Google Chrome browser settings, then select “Site Settings” Scroll down to permissions and make sure “Camera and Microphone” does not have the PSI exam site listed under “Block”.