

WOnline Online Consultation Troubleshooting Guide

Having technical difficulties with an online consultation? We apologize for the inconvenience, and assure you we will do everything we can to continue your consultation in some form. If you are having technical difficulties, try the following steps to resolve the issue. Your consultant also may be able to help walk you through these steps.

I cannot see or hear the consultant:

1. Note that you *must* connect a camera and grant it permissions in the browser in order for audio or video to work. If a camera is not connected or is denied privileges in the browser, **neither** audio **nor** video will work.
2. Ensure the camera is turned on.
 - 2.1. Some cameras have an external switch that will activate or deactivate the camera. If your camera has a switch, ensure the camera is switched on.
 - 2.2. Some cameras have a light that will illuminate when the camera is turned on. If your camera has such a light, ensure it is turned on when in the web consultation window.
3. Ensure your computer's volume is enabled and set to an audible level.
4. Ensure you are not muted in the online consultation window.
 - 4.1. Find the microphone icon located near the inset picture of your face in the online consultation window.
 - 4.2. If the microphone icon has a slash through it, click it to remove the slash. If the icon does not have a slash through it, continue to step 5.

Good:



Bad:



5. Ensure the web browser and browser tab are not muted.
 - 5.1. For more help on unmuting a tab or browser window, see:
 - [Unmuting Chrome](#)
 - [Unmuting Firefox](#)
 - [Unmuting Safari](#)
 - [Unmuting Microsoft Edge](#)
6. Ensure your web browser has allowed the online consultation software to use the camera **and** microphone. Disallowing camera permissions will automatically disable audio as well.
 - 6.1. For more help granting your webcam and microphone permissions, see:
 - [Chrome permissions](#)
 - [Firefox permissions](#)
 - [Safari permissions](#)
 - [Microsoft Edge permissions](#)
7. Try switching to a different web browser. WOnline does not prefer any particular browser, but switching to a different browser may resolve underlying technical issues.
8. If available, try switching to a different internet connection.

9. Check your computer's privacy settings to ensure the camera and microphone are enabled.
 - 9.1. For more help checking your computer's privacy settings, see:
 - [Windows settings](#)
 - [Mac settings](#)
10. Ensure your camera and microphone drivers are up to date. Both Windows and Mac handle driver updates automatically in almost all cases, but you may need to investigate your hardware's drivers if you cannot get the hardware to work at all.
11. If none of these steps solves the problem, your consultant may propose a different method of conducting the consultation. Try using the chat function to communicate with your consultant and find an alternative that will work for both of you.

One of us has been disconnected, or the online consultation unexpectedly crashed:

1. Try re-entering the consultation and resuming from where you left off.
 - 1.1. To re-enter a consultation, follow the normal steps to start an online consultation.
 - 1.2. If progress has been lost, click on the time slider button () to review the changes that were previously made to the shared document.
2. Try moving to a different web browser. WOnline does not prefer any particular browser, but switching to a different browser may resolve underlying technical issues.
3. If available, try connecting to a different internet connection.
4. **If you cannot reconnect, your consultation will not be canceled and is not necessarily over.** Look for an email from your consultant with instructions on how to proceed.