If you are having trouble accessing the recording function on your Ontario Community Changemakers application, you may have set your microphone settings on your device or web browser to “deny access” from certain websites. In order to access the recording feature, you may need to change your settings in one of the following areas below. Please follow our step-by-step troubleshooting guide with the specified device and/or web browser that you are using. For support with other issues, please contact us at OCCsupport@880cities.org

**Warning:** Refreshing browser after adjusting your Microphone settings may lose your application progress.

### For iPhones

1. **STEP 1:** Go to the Home Screen of your phone and click on **SETTINGS**.
2. **STEP 2:** Scroll down and click on **SAFARI** (or Chrome).
3. **STEP 3:** Scroll down and click on **MICROPHONE**.
4. **STEP 4:** Checkmark **ASK** or **ALLOW**. Return to web browser and refresh page. Press record button and click “Allow” if pop-up emerges.

For further support, please contact us at OCCsupport@880cities.org
Troubleshooting Guide
Audio Recording Function

For Android Phones

**STEP 1:** Go to the Home Screen of your phone and click on **SETTINGS**.

**STEP 2:** Scroll down and click on **MANAGE APPS**.

**STEP 3:** Scroll down and click on **CHROME**.

**STEP 4:** Under Permission heading, click on **ASK PERMISSIONS**.

**STEP 5:** Turn on **MICROPHONE**. Return to web browser and refresh page. Press record button and click “Allow” if pop-up emerges.

For further support, please contact us at OCCsupport@880cities.org
For Mac Computers
For those with Mac computers, you may have to check one of two on your computer for microphone access:

1. Computer Settings (if using Chrome or other web browser)
2. Web Browser Settings (if using Safari)

Computer Settings

STEP 1: On your main computer screen, go to SYSTEM PREFERENCES. You may need to open the “Launchpad” to access this button.

STEP 2: Click on SECURITY & PRIVACY in the System Preferences panel.

STEP 3: On the right hand of the options bar, click on PRIVACY.

STEP 4: Click on MICROPHONE and then CHECKMARK web browser. (You may need to unlock settings in bottom right to make changes). Once complete, refresh web browser page.

For further support, please contact us at OCCsupport@880cities.org
Safari Web Browser Settings - For use on Mac computers. (For Mac computers using a Chrome web browser, please refer to settings below).

**STEP 1:**
With Safari open, go to the top left corner of your computer screen and click **SAFARI**. A drop-down menu will appear. Click **PREFERENCES**.

**STEP 2:**
In the Preferences panel, click on **WEBSITES**.

**STEP 3:**
In Websites panel, click on **MICROPHONE** and then the **DROP-DOWN** button on the application website.

**STEP 4:**
Change “Deny” to **ASK** or **ALLOW**. Once complete, refresh web browser page.

For further support, please contact us at OCCsupport@880cities.org
For Windows Computers

For those with Windows computers, you may have to check one of two on your computer for microphone access:

1. Windows Computer Settings
2. Web Browser Settings (if using Chrome)

**Computer Settings**

**STEP 1:**
Go to the search bar at the bottom right of your computer screen. Type in “Settings” and an icon button will pop up. Click on **SETTINGS** icon.

**STEP 2:**
In the Windows Settings panel, click on **PRIVACY**.

**STEP 3:**
Scroll down in left panel and click **MICROPHONE**.

**STEP 4:**
Change access to **ASK** or **ALLOW** under “Allow access to the microphone on this device” heading. Once complete, refresh web browser page of application form.

For further support, please contact us at OCCsupport@880cities.org
Chrome Web Browser Settings - For use on Windows or Mac computers

STEP 1:
With Chrome open, go to the top right corner of your computer screen and click the 3 VERTICAL DOTS. A drop-down menu will appear. Click SETTINGS.

STEP 2:
In the Settings panel, click on PRIVACY AND SECURITY in the left hand panel, and then SITE SETTINGS in the right hand panel.

STEP 3:
Scroll down to PERMISSIONS and then click on MICROPHONE.

STEP 4:
Turn ON “Ask before accessing” button. Under Block/Allow, click website of application and change Microphone settings to ASK or ALLOW. Once complete, refresh web browser page of application form.

For further support, please contact us at OCCsupport@880cities.org