

Troubleshooting Guide

Audio Recording Function for Application Form

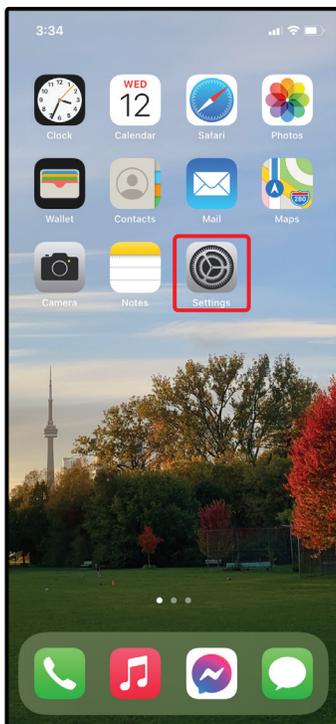
If you are having trouble accessing the **recording function** on your Ontario Community Changers application, you may have set your microphone settings on your device or web browser to “deny access” from certain websites. In order to access the recording feature, you may need to change your settings 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

Could not access microphone: NotAllowedError: The request is not allowed by the user agent or the platform in the current context, possibly because the user denied permission.

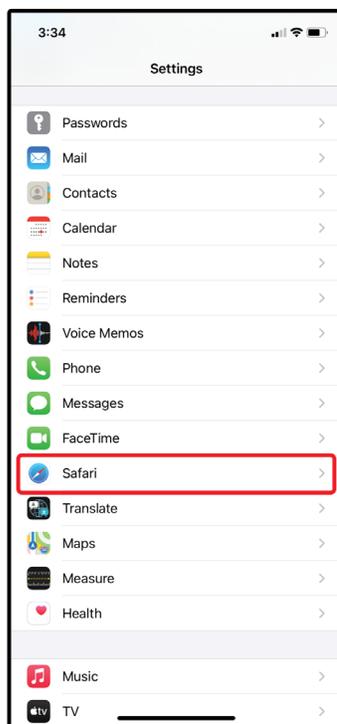
Voice recorder needs microphone access. Please refresh the form and allow JotForm to access your microphone.

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

For iPhones



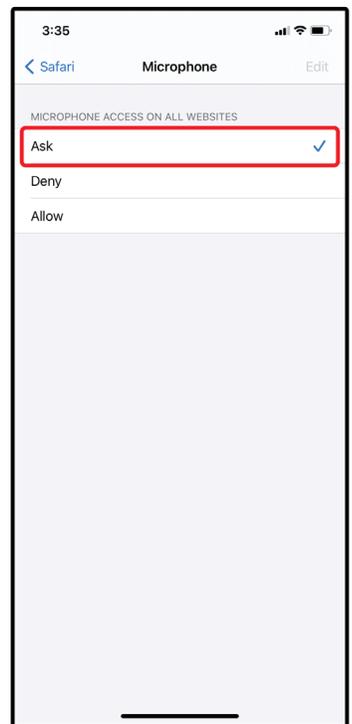
STEP 1:
Go to the Home Screen of your phone and click on **SETTINGS**.



STEP 2:
Scroll down and click on **SAFARI** (or Chrome).



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



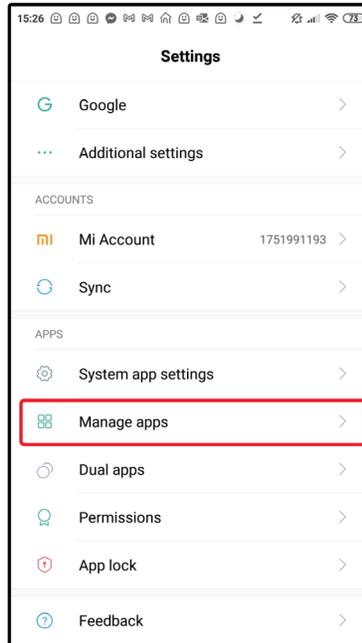
STEP 4:
Checkmark **ASK** or **ALLOW**. Return to web browser and refresh page. Press record button and click “Allow” if pop-up emerges.

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

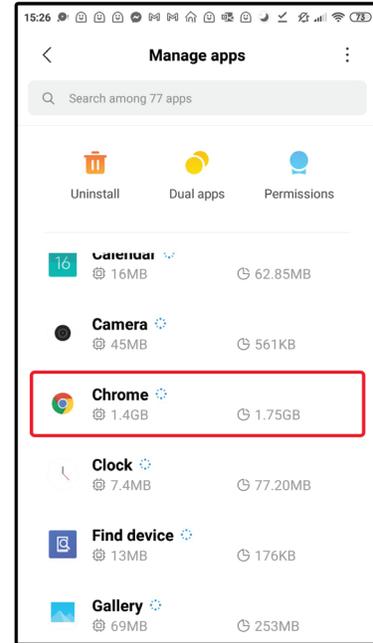
For Android Phones



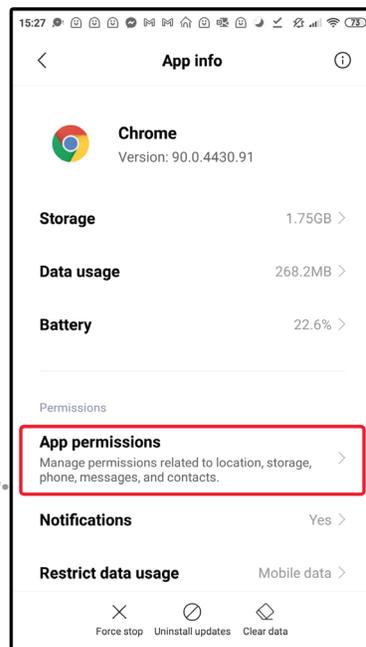
STEP 1:
Go to the Home Screen of your phone and click on **SETTINGS**.



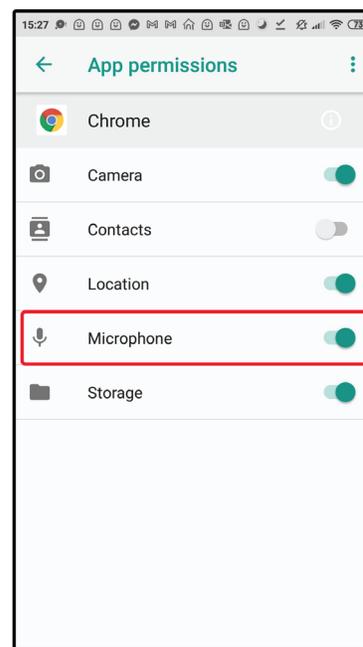
STEP 2:
Scroll down and click on **MANAGE APPS**



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 Mac Computers

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

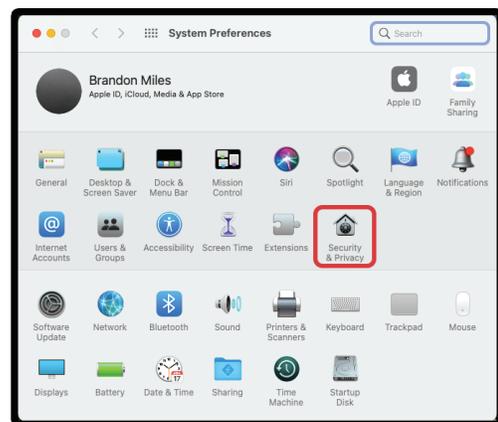
1. Computer Settings (if using Chrome or other web browser)
2. Web Browser Settings (if using Safari)

Computer Settings



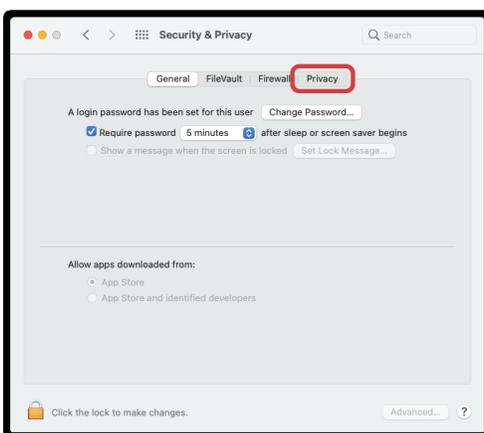
STEP 1:

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



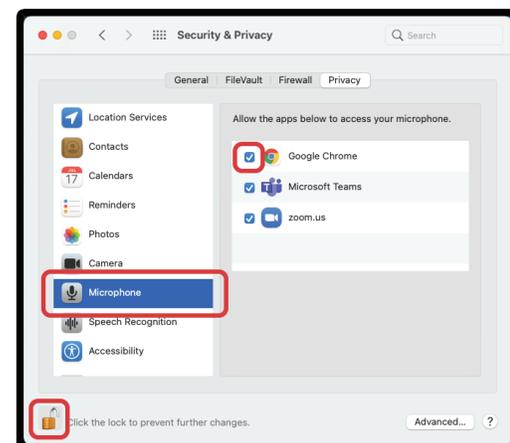
STEP 2:

Click on **SECURITY & PRIVACY** in the System Preferences panel.



STEP 3:

On the right hand of the options bar, click on **PRIVACY**.



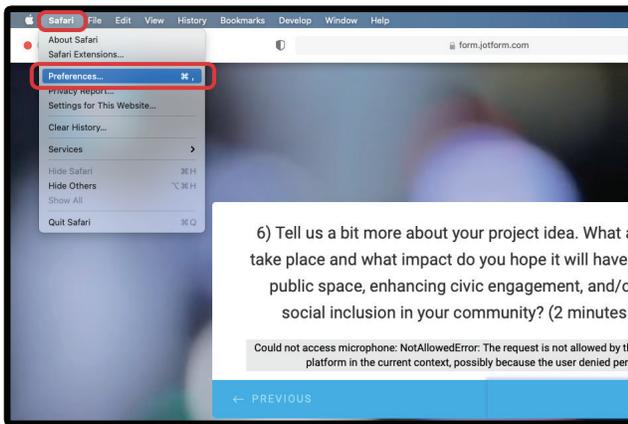
STEP 4:

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.

Safari Web Browser Settings - For use on Mac computers. (For Mac computers using a Chrome web browser, please refer to settings below).

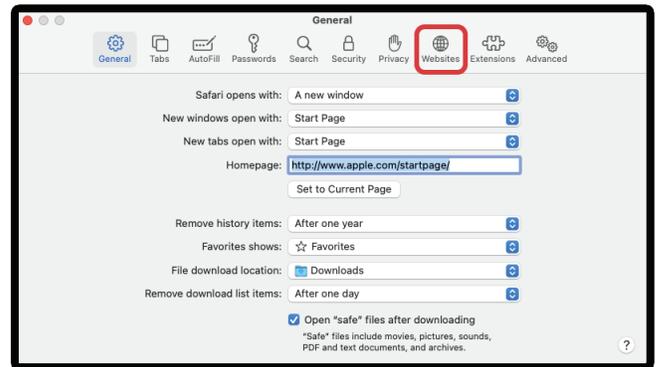
STEP 1:

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



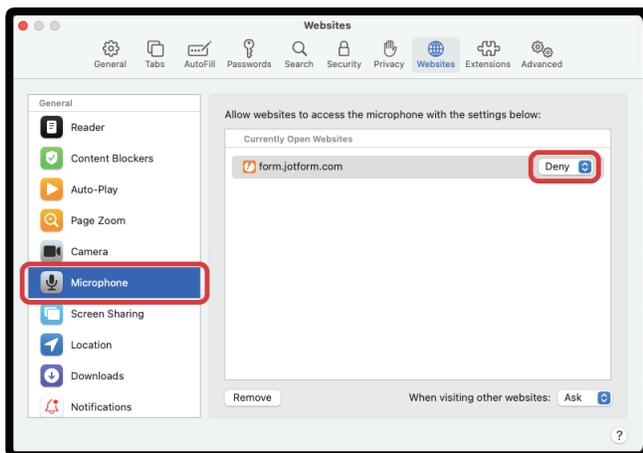
STEP 2:

In the Preferences panel, click on **WEBSITES**.



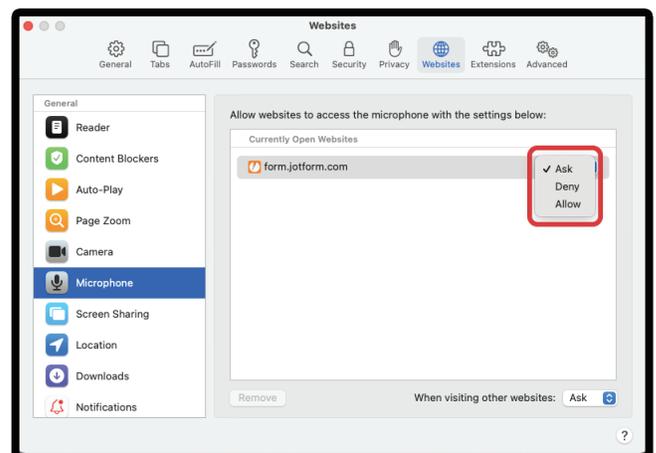
STEP 3:

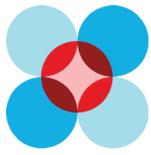
In Websites panel, click on **MICROPHONE** and then the **DROP-DOWN** button on the application website.



STEP 4:

Change "Deny" to **ASK** or **ALLOW**. Once complete, refresh web browser page.





Troubleshooting Guide

Audio Recording Function

For Windows Computers

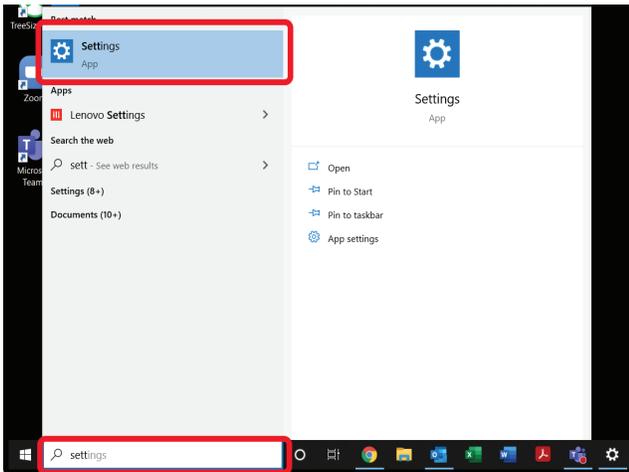
For those with Windows computers, you may have to check one of two on your computer for microphone access:

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

Computer Settings

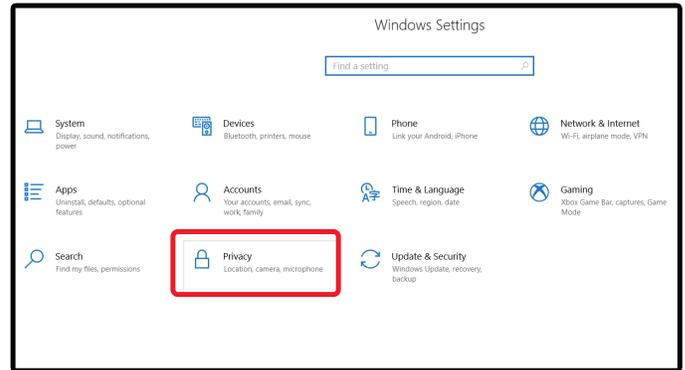
STEP 1:

Go to the search bar at the bottom right of your computer screen. Type in "Settings" and a icon button will pop up. Click on **SETTINGS** icon.



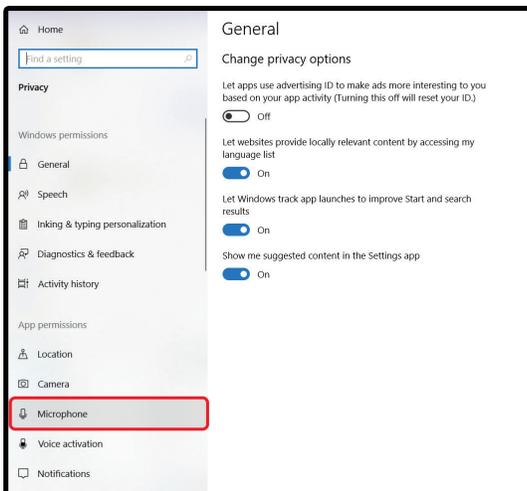
STEP 2:

In the Windows Settings panel, click on **PRIVACY**.



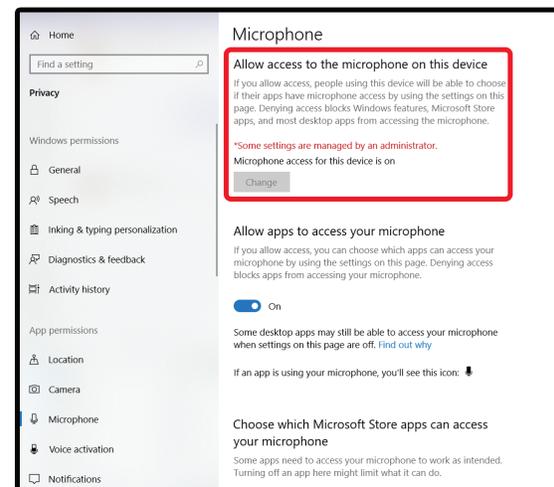
STEP 3:

Scroll down in left panel and click **MICROPHONE**.

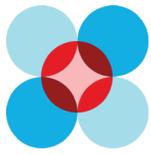


STEP 4:

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.



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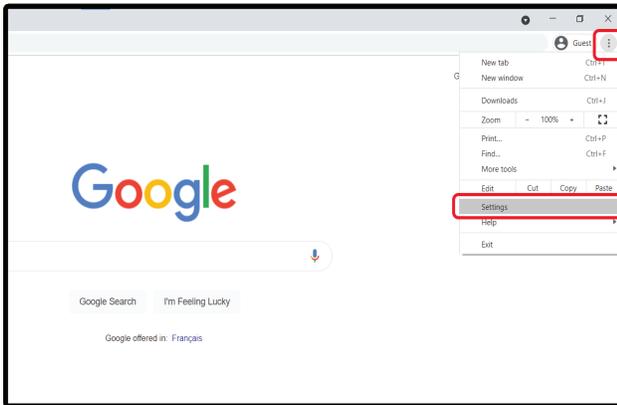
Troubleshooting Guide

Audio Recording Function

Chrome Web Browser Settings - For use on Windows or Mac computers

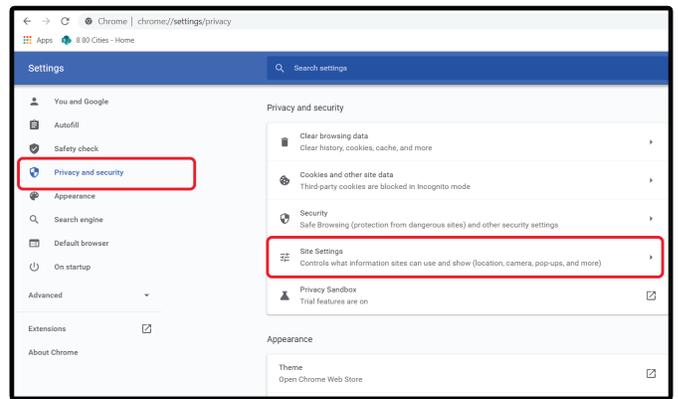
STEP 1:

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**.



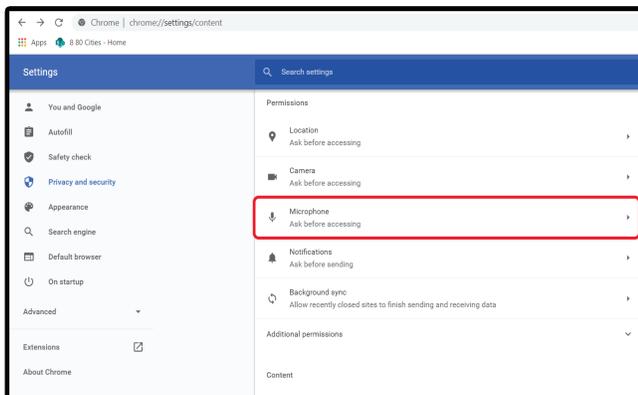
STEP 2:

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.

