

Troubleshooting Guide

Audio Recording Function for Application Form

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 stepby-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

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12 🖍 🌺		PRIVACY & SECURITY	
Clock Calendar Safari Photos	Passwords >	Prevent Cross-Site Tracking	MICROPHONE ACCESS ON ALL WEBSITES
	🖂 Mail >	Block All Cookies	Ask
	Contacts >	Fraudulent Website Warning	Deny
Wallet Contacts Mail Maps	Calendar >	Check for Apple Pay	Allow
	Notes >	Allow websites to check if Apple Pay is enabled and if you have an Apple Card account.	
Camera Notes Settings	Reminders >	About Safari & Privacy	
	Voice Memos >	Clear History and Website Data	
	None >	SETTINGS FOR WEBSITES	
	Messages >	Page Zoom >	
	FaceTime >	Request Desktop Website >	
	🧭 Safari >	Reader >	
	Translate >	Camera >	
	Maps >	Microphone >	
	Measure >	Location >	
	Health >		
		READING LIST	
	12 Music >	Automatically Save Offline	
	• TV >	Automatically save all Reading List items from iCloud for offline reading.	

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 Android Phones



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

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STEP 2:

Scroll down and click on **MANAGE APPS**



STEP 3:

Scroll down and click on **CHROME.**





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 3:

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



STEP 2:

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



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 broswser, 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.

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STEP 4:

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

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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:

STEP 3:

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.



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

STEP 2:

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



STEP 4:

Change acces to **ASK** or **ALLOW** under "Allow access to the microphone on this device" heading. Once complete, refresh web browser page of application form.

A Home	General	命 Home	Microphone
Find a setting	Change privacy options Let apps use advertising to to make ads more interesting to your based on your app activity (Turnling this off will reset your ID.) © off	Find a setting	Allow access to the microphone on this device If you allow access, people using this device will be able to choose if their apps have microphone access by using the settings on this page. Derrying access block windows features, Microsoft Store
Windows permissions General R ⁰ Speech	Let websites provide locally relevant content by accessing my language list on Let Windows track app launches to improve Start and search results	Windows permissions General R ⁰ Speech	apps, and most desktop apps from accessing the microphone. "Some settings are managed by an administrator. Microphone access for this device is on Change
Inking & typing personalization Diagnostics & feedback Activity history	On Show me suggested content in the Settings app On On	 Inking & typing personalization ア Diagnostics & feedback 耳 Activity history 	Allow apps to access your microphone If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.
App permissions Å Location © Camera J. Microphone		App permissions Å Location C Camera	on a source of the second seco
Voice activation Notifications		Microphone Voice activation Notifications	Choose which Microsoft Store apps can access your microphone Some apps need to access your microphone to work as intended. Turning off an app here might limit what it can do.



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**.

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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.

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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.

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