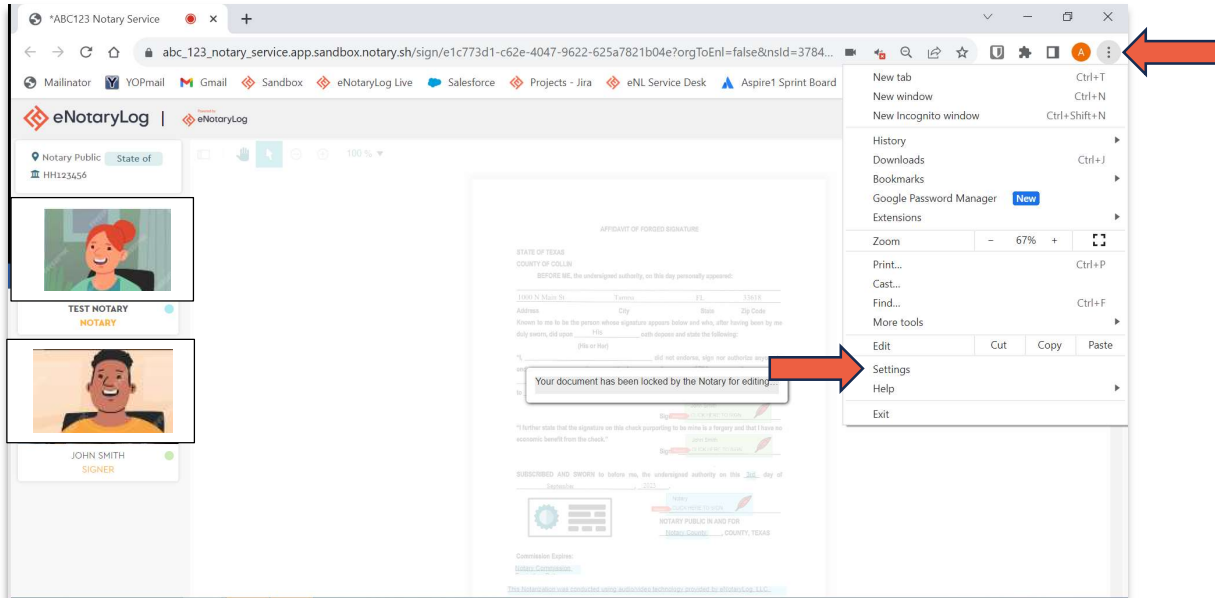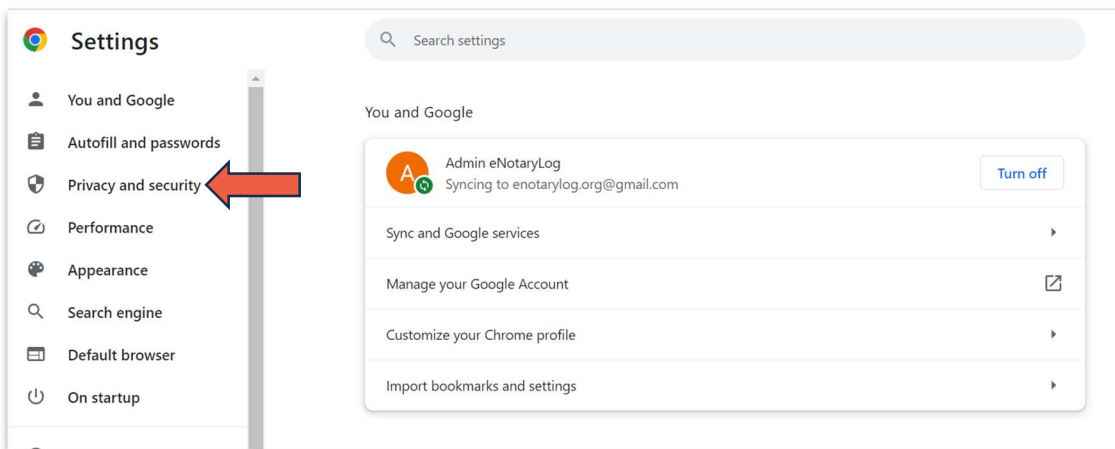# Audio/Video Troubleshooting

When entering the notary room, if the signer or notary experiences any audio/video difficulties, they should first check the privacy and security settings in their web browser to ensure the speaker, camera and microphone are set to allowed for the eNotaryLog platform. The example below is for Chrome. Click the 3 dots in the upper right-hand corner of the web browser, then select Settings in the menu bar.
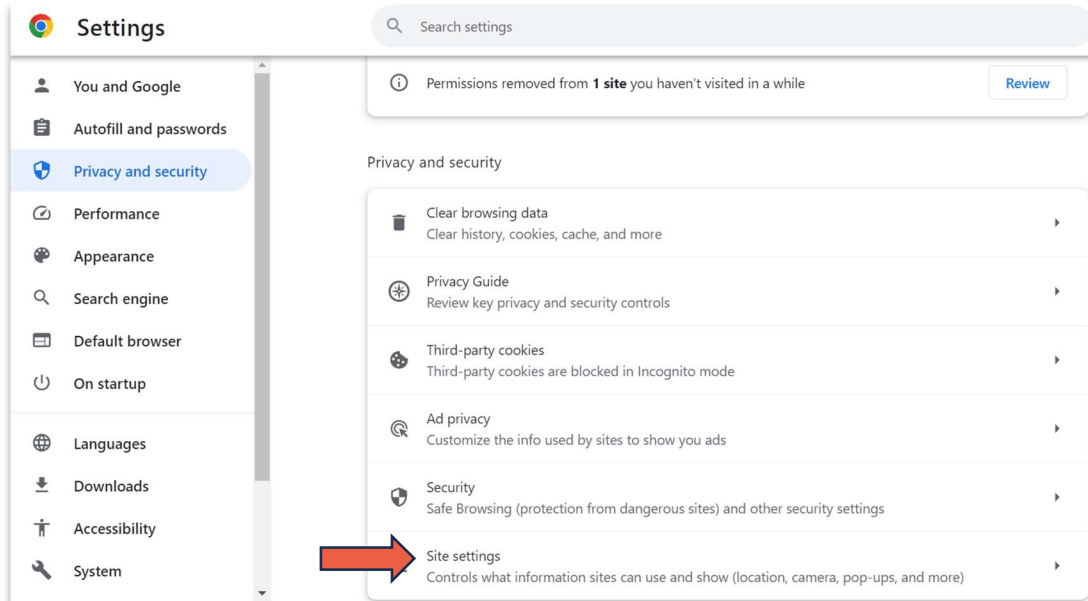

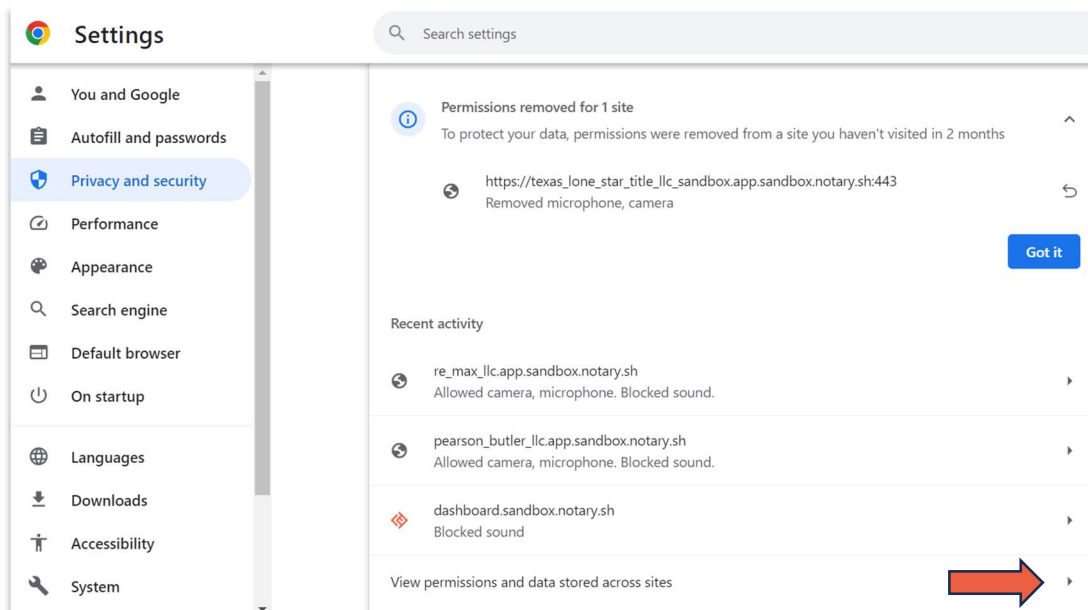Next select Privacy and security on the left-hand menu bar.

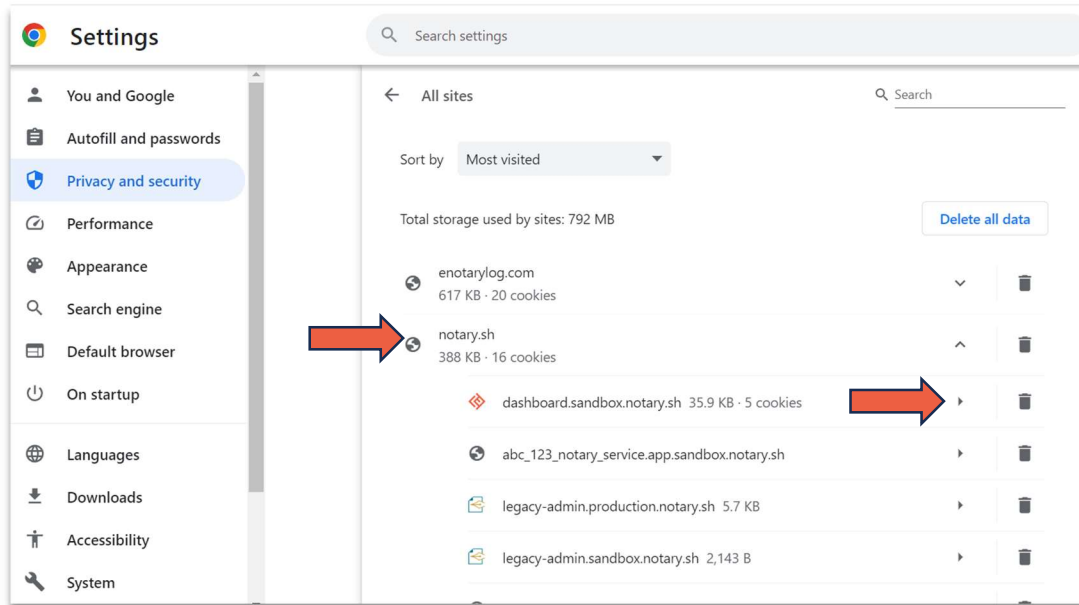In the window, choose Site settings.

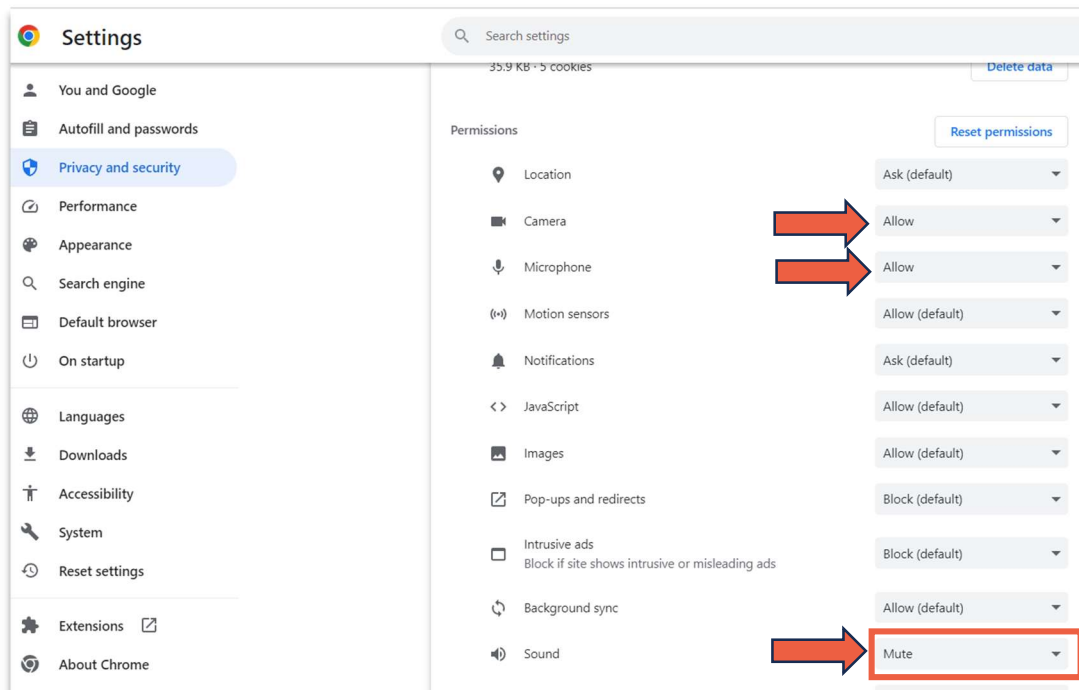Next, select View permissions and data stored across sites.

Audio/Video Troubleshooting

Select the eNotaryLog platform site and the arrow across from the website.

Make sure all pulldowns for Camera, Microphone, Sound and Site Access are set to Allow. Any settings not set to Allow should be corrected.

Audio/Video Troubleshooting

Once updated, the screen will display a blue Reload button. Select **Reload** to update the browser. Your system should now be functioning properly, and you can continue with your notary session.