


# How to Guide

## Collaborate – Audio/Video issues

### ICT Services

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#### Check Chrome privacy settings on Windows\Macintosh (Version 80 or higher)

1. Click 3 dots to right of address bar 
2. Click settings
3. Click Privacy and Security
4. Click “Site settings” (centre of your screen)
5. Click “view permissions and data stored across sites”
6. Locate au.bbcollab.com
7. Click the entry for au.bb.collab.com



 au.bbcollab.com 1,639 B · 7 cookies

8. Confirm camera and microphone is set to allow
9. Confirm sound is set to automatic or allowed



Please note: If using MacOSX 10.14 or greater, please ensure your browser has permission to access your camera and Microphone. This is set in System Preferences> Security and Privacy. Click Privacy, locate your camera\microphone and confirm Chrome is in the allowed applications.